

18TH-
20TH
OCTOBER
2023

SUSTAINABLE RETAIL SUMMIT COPENHAGEN



SRS
COPENHAGEN
2023

#2023SRS

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Today's Collective Action, Tomorrow's Positive Impact

— ROUNDUP —



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> All plenary sessions were moderated by:
Isabelle KUMAR, Plenary Moderator, Presenter and Journalist

COPENHAGEN IN NUMBERS 2023

SRS
COPENHAGEN
2023



28
COUNTRIES

50
SPEAKERS

200+
DELEGATES

125
COMPANIES

TOP 5
COUNTRIES
UNITED KINGDOM
NETHERLANDS
UNITED STATES
FRANCE
SWITZERLAND



Rethink – act better!

The 8th annual Sustainable Retail Summit commenced with a welcome cocktail, followed by introductions and updates from The CGF's Coalitions of Action.

- Sharon BLIGH, Health & Sustainability Director, *The Consumer Goods Forum*
- Maria Isabel CUBIDES SANCHEZ, Senior Manager, Social Sustainability, *The Consumer Goods Forum*
- Cédric DEVER, Director, Plastic Waste, *The Consumer Goods Forum*
- Debora DIAS, Senior Manager, Environmental Sustainability, *The Consumer Goods Forum*
- Luiza REGUSE, Senior Manager, The Sustainable Supply Chain Initiative (SSCI), *The Consumer Goods Forum*

Key points

Plastic Waste Coalition:

- ▶ Emphasised the critical role of the Golden Design Rules and a potential UN Plastic Waste Treaty in combating plastic pollution.

Forest Positive Coalition:

- ▶ Presented its [3rd annual report](#), discussing collective achievements, milestones, and challenges faced in the past year.

Human Rights Coalition:

- ▶ Explained its focus on a KPI-driven strategy to eradicate forced labour in consumer goods manufacturing.

Sustainable Supply Chain Initiative (SSCI):

- ▶ Highlighted the development of a new [Environmental Benchmark](#) to set standards for environmental certifications and enhance transparency.

Net Zero Coalition:

- ▶ Aims to accelerate decarbonisation in the consumer goods sector through cohesive and swift action.



Special guests

Jorge LAGUNA-CELIS, Head of [One Planet Network](#) at the United Nations, delivered a keynote speech exploring the synergies between The CGF's mission and the United Nations' Sustainable Development Goal 12, which focuses on ensuring sustainable production and consumption patterns.

“Those attending SRS are the ambassadors and champions of change.”

Jorge LAGUNA CELIS

Key points

Alignment with global goals:

- Emphasised the centrality of sustainable consumption and production to both CGF's mission and the UN's Sustainable Development Goals, highlighting the importance of this alignment for responsible business and consumption.

Role of companies:

- Encouraged companies to leverage product data and digitisation to educate consumers on environmental and social impacts, contributing to the achievement of global sustainability goals.

Advocacy for transformation:

- Highlighted the crucial role of SRS (Sustainable Retail Summit) delegates as advocates for a transformative shift towards sustainability.



Special guest speaker – Sarosh Qureshi, Circular Copenhagen

Sarosh QURESHI, Senior Advisor at Sustainable Business Models, [Circular Copenhagen](#), presented on leading Danish sustainable business practices and introduced the [Sustainable Bottom Line 2.0 Project](#).

Key points

Sustainable bottom line 2.0 project:

- Unveiled the project aimed at assisting small and medium-sized businesses in Copenhagen, particularly in the construction and experience industries (e.g., carpenters, plumbers, restaurants, hotels).
- The project focuses on developing green and circular business models, encouraging the repeated use of resources.

Collaboration with regulators:

- Discussed the importance of working hand in hand with regulatory bodies to ensure compliance and foster a supportive environment for sustainable practices.



Official opening and welcome

Wai-Chan CHAN, Managing Director, The Consumer Goods Forum (CGF), launched Day 2 of SRS with a welcome address engaging over 200 industry professionals committed to driving positive change.

“The coalitions were created to bring like-minded people together to create impact and systemic change.”

Wai-Chan CHAN

Key points

Focus on mental health:

- Highlighted the importance of mental health with leadership support evident through the [2023 Year of Employee Wellbeing Campaign](#), led by the Collaboration for Healthier Lives Coalition of Action.

Resource utilisation:

- Participants were encouraged to leverage the extensive resources provided by The CGF to assess and guide their actions toward transformative change.

Call to action:

- Emphasised the need for participants to return to their respective companies equipped with knowledge and tools to persuade their leadership to embrace change and drive transformation.



Leading from the front: health and sustainability in action

Representatives from the new Co-Chairs' companies of The CGF, Ahold Delhaize and Mondelēz International, shared their strategic ambitions to unite members in focusing on five key areas for enhanced industry impact.

- **Imke van GASSELT**, VP Health & Sustainable Diets, *Ahold Delhaize*
- **Christine MONTENEGRO McGRATH**, Senior Vice President and Chief Impact & Sustainability Officer, *Mondelēz International*

Key points

Forest positive supplier approach:

- ▶ Emphasised the importance of adopting and promoting sustainable supplier practices to contribute to forest conservation.

Employee wellbeing:

- ▶ Prioritisation of both physical and mental health of employees was underscored as a crucial area of focus.

Human rights due diligence:

- ▶ Encouraged the adoption of comprehensive human rights due diligence processes within member organisations.

Plastics' golden design rules:

- ▶ Advocated for the adoption of specific design principles to reduce plastic waste and enhance recyclability.

Net Zero future:

- ▶ Highlighted the urgency of accelerating efforts towards achieving a Net Zero carbon footprint across the industry.

Support for carbon emission reduction:

- ▶ Previewed the upcoming "Collaboration for Net Zero" Coalition, aimed at aiding members in their carbon emission reduction and sustainability endeavours.



Radically reimagining retail

Mike BARRY, Change Agent & Strategic Advisor on Sustainable Business, delivered a compelling message on the urgent need for transformational action in response to the increasing and visible impacts of climate change. He emphasised the availability of tools to help companies address these challenges and underscored the necessity of altering consumer behaviour.

“The world is burning, and we are implicated in that fire – but we have the tools to help put it out.”

Mike BARRY

Key points

Climate change urgency and need for action:

- ▶ The widespread and damaging impacts of irreversible climate change tipping points were highlighted, and immediate transformational action was urged: inaction is not an option, given the planet's deterioration due to fossil fuel consumption and demand in F&B sectors.

Tools for companies:

- ▶ Emphasised that while challenges exist, tools and strategies are available to help companies navigate and address these issues.

Critical consumption patterns:

- ▶ Pointed out the issues with rapid economic growth, consumption habits, and environmental degradation, emphasising the need to alter consumer behaviour.

Systems thinking and collaboration:

- ▶ Encouraged adopting a systems thinking approach in leadership and daily business practices, involving suppliers and farmers in comprehensive climate solutions.

Examples of industry initiatives:

- ▶ Highlighted initiatives by Walmart, General Mills, PepsiCo, and others in implementing regenerative agriculture and collaborative efforts covering millions of acres.

Consumer behaviour and technology:

- ▶ Asserted that technology alone is not the solution and emphasised the significant role of altering consumer behaviour in addressing climate change.



Driving business impact: health and sustainability insights from the field

The session delved into the crucial nexus between sustainability and health, emphasising the importance of dismantling silos to foster collaborative efforts. Speakers from Walmart, Danone, and The Coca-Cola Company shared insights and examples of their companies' initiatives in this realm.

- **Chris FRANKE**, Senior Manager of Global Sustainability, *Walmart*
- **Paul LALLI**, Global VP of Human Rights, *The Coca-Cola Company*
- **Ayla ZIZ**, Senior Vice President of Global Sales and Chief Customer Officer, *Danone*

Key points

Integration of sustainability and health:

- ▶ The session underscored the need to bridge the gap between sustainability and health, advocating for a more integrated approach.

Walmart's regenerative approach:

- ▶ Walmart emphasised the company's commitment to a regenerative way of working and living, supported by strong leadership messaging from CEO Doug McMillon.

Danone's move to science-based KPIs:

- ▶ Danone highlighted the industry's shift towards adopting science-based KPIs to accurately measure and enhance sustainability efforts.

The Coca-Cola Company's "Real Impact" initiative:

- ▶ Coca-Cola introduced the "[Real Impact](#)" human rights program, detailing its comprehensive approach from conducting risk assessments at the farm level to obtaining real-time feedback through a dedicated application.



The transition of the food system – an opportunity of historic proportions

Olaf KOCH, Partner at Zintinus, provided an insightful look into the evolving landscape of the food tech business. He discussed the opportunities and challenges the industry currently faces and highlighted recent innovations and trends.

“The food industry transition is coming faster, bigger, and more intensively than most realise.”

Olaf KOCH

Key points

Rapid food industry transition:

- ▶ The global food industry, valued at \$8 trillion and expanding, is undergoing a rapid transformation, with technology poised to play a pivotal role.

Challenges to current systems:

- ▶ Current food production and distribution systems face sustainability challenges due to increasing consumer demands, climate change implications, health consequences, and the looming “protein paradox” that forecasts a doubling of protein demand by 2050.

Shift in consumer preferences:

- ▶ Notably, governments worldwide are taking note of a significant change in consumer preferences, especially evident among Gen Z in the U.S. and E.U., which is driving the industry's evolution.

Innovative companies leading the way:

- ▶ The nutrition market has witnessed a robust 66% growth to \$64.1 billion as innovative companies offering products that seamlessly blend taste, enhanced nutrition, sustainability, regulatory compliance, and scalability.

Spotlight on food waste & alternative protein:

- ▶ The alternative protein sector, clean nutrition, and functional food market are growing rapidly. However, one-third of food, which is worth \$1 trillion, is wasted, indicating a need for intervention.



Driving sustainable business transformation through the smarter use of data

The session underscored the profound transformation occurring in the consumer goods sector due to technology and innovation. Emphasising the necessity for organisations to adapt and evolve, the session highlighted smart data utilisation, as demonstrated by Google Cloud, for achieving sustainability goals.

- ▶ **Justin KEEBLE**, Managing Director for Global Sustainability, *Google Cloud*
- ▶ **Bertrand SWIDERSKI**, Chief Sustainability Officer, *Carrefour*
- ▶ **Ariane THOMAS**, Global Tech Director of Sustainability, *L'Oréal*

Key points

Imperative for change:

- ▶ The consumer goods sector is undergoing significant changes, necessitating organisations to become more resource-effective, resilient, and agile to ensure survival and competitiveness.

Gap in climate goals:

- ▶ A staggering 90% of companies fall short of their climate objectives, underscoring the urgent need for emission reductions and sustainable practices.

Leveraging digital technologies:

- ▶ Adopting digital technologies is a key strategy to optimise existing business operations and catalyse sustainable transformation.

Data's central role:

- ▶ Intensifying efforts in collecting and analysing data across the entire value chain, despite the inherent challenges, can effectively inform and enhance sustainable practices.

Navigating policy and regulation:

- ▶ While policies and regulations aimed at sustainability are generally welcomed, they can pose transitional risks for businesses. Incremental improvements are recommended to mitigate these challenges.



Responsibility in an essential category

Federica POMPEI, Senior Vice President and General Manager of Feminine Care Europe at Procter & Gamble (P&G), shared insights on the company's comprehensive approach to sustainability and social empowerment. The presentation outlined P&G's achievements in reducing environmental impact and promoting social issues, particularly gender equality and women's empowerment.

“By promoting education and awareness of choices, we wish to participate in social empowerment and drive impact.”

Federica POMPEI

Key points

Alignment with SDGs:

- ▶ P&G's sustainability strategy is strongly aligned with various Sustainable Development Goals, particularly those related to Climate, Waste, Nature, and Water.

Significant environmental achievements:

- ▶ The company has made commendable progress in reducing its environmental footprint, evidenced by a 57% reduction in scope 1 & 2 emissions, a 79% of consumer packaging designed to be recyclable or reusable, a 27% reduction in water usage, and ongoing efforts to protect nature.

Product innovation:

- ▶ LCA shows that European consumers reducing wash temperature from 40°C to 30°C saves up to 35% of Co2 emissions. P&G has created products that perform well even at lower temperatures.

Commitment to gender equality and women's empowerment:

- ▶ The company is steadfast in advancing gender equality, with particular emphasis on feminine care. Efforts in this area include initiatives to combat period poverty, which affects 1 in 5 girls, and addressing period shame, experienced by 40% of girls in 2023.



Winning with consumers: making sustainability the easier choice

The session featured a comprehensive discussion led by Bain & Company, focusing on the complexities consumers encounter when attempting to make sustainable choices while shopping. Insights were provided based on an extensive study, and strategic recommendations were made for consumer product and retail companies.

- **Leah JOHNS**, Director, Head of the Global Consumer Lab, *Bain & Company*
- **Harry MORRISON**, Consumer Products & Sustainability & Responsibility Expert, *Bain & Company*

Key points

Consumer types in sustainability:

- ▶ Speakers identified six distinct consumer types based on their relationship to sustainability. Eco-evangelists, Mindful Mainstreamers, Balanced Bystanders, Resourceful Reducers, Sideline Sitters, and Climate Cynics.

Challenges in sustainable shopping:

- ▶ Consumers face numerous barriers in shopping sustainably, including lack of information, trust issues, concerns about corporate greenwashing, and challenges related to availability, price, and relevance.

Strategic recommendations for companies:

- ▶ To facilitate sustainable shopping, companies are encouraged to:
 - Differentiate strategies based on the six consumer types (“De-average” the consumer base).
 - Diversify product offerings to cater to various sustainability preferences.
 - Actively engage with Eco-evangelists and seek endorsements from third-party NGOs.
 - Simplify communication to ensure clarity and effectiveness.
 - Make sustainable options the easy or default choice in stores.



Advancing human rights leadership: collaboration and impact on human rights

Mette THYGESEN, International Director at the Danish Institute for Human Rights, participated virtually and provided a detailed overview of the current human rights situation in Denmark. She emphasised the critical role of business leaders in addressing these pressing issues and suggested ways to integrate human rights considerations into business practices.

Key points

State of human rights in Denmark:

- ▶ Provided a comprehensive update on the current human rights challenges in Denmark, outlining the gravity of the situation.

Forced labour and child exploitation:

- ▶ Highlighted the alarming statistics: nearly 50 million people in forced labour, a quarter of whom are children.

Risks to human rights defenders:

- ▶ Over 400 human rights defenders were killed in 2022 while protecting indigenous peoples, land, and rights linked to business activities.

Climate action as human rights action:

- ▶ Emphasised the need to embed human rights considerations in green transition efforts and climate action initiatives.

Collaboration for change:

- ▶ Encouraged proactive collaboration between companies, governments, and stakeholders to address deforestation and human rights issues.

Acknowledging and addressing supply chain challenges:

- ▶ Urged the sector to recognize and actively work to mitigate human rights and forced labour challenges within complex global supply chains through collective action.



Connecting the dots on climate, people and nature

Panelists investigated the interconnections between human rights, land rights, and the challenges presented by climate change. The dialogue underscored the need for a multi-stakeholder approach to address these intertwined issues effectively.

- **Cathrine BLOCH VEIBERG**, Chief Advisor, Responsible Value Chains, *the Danish Institute for Human Rights*
- **Emily KUNEN**, Senior Director, Sustainable Agriculture, *PepsiCo*
- **Christine MONTENEGRO McGRATH**, Senior Vice President and Chief Impact & Sustainability Officer, *Mondelēz International*
- **Petra TANOS**, Head of Private Sector Engagement & Strategic Partnerships, *Tropical Forest Alliance*

Key points

Human and land rights intersection:

- Emphasised the inherent link between human and land rights, calling for cohesive action. Simultaneously, address risks to environmental defenders, urging companies to support and defend activists within HRDD frameworks for a comprehensive and sustainable approach.

Forest positive, people positive approach:

- Advocated that in order to secure a harmonious future for climate, nature, and people, we must prevent deforestation, ensure carbon absorption, preserve biodiversity, and restore ecological balance in partnership with forest communities - calling for enhanced cooperation across businesses, NGOs, local communities, and government bodies.

Holistic strategies for production landscapes:

- Presented the Forest Positive Coalition [landscape strategy](#) as a successful model for maintaining strategic focus and fostering collaboration to achieve shared goals.

Climate change and human rights:

- Identified the direct threats climate change poses to human rights, advocating for a new economic model that balances production needs with environmental and human protections.



Addressing circularity through the lens of food loss and waste

The session centred on tackling the pressing issue of food loss and waste along the supply chain, featuring discussions on actionable solutions.

- **Johannes BACHSTÄDTER**, Manager, International Sustainability, *ALDI SÜD KG*
- **Chris FRANKE**, Senior Manager, Global Sustainability, *Walmart*
- **Tony McELROY**, Head of Campaigns, Sustainability, Circularity and Food Waste, *Tesco*
- **Kai ROBERTSON**, Independent Senior Corporate Sustainability Advisor & Food Loss and Waste Expert, *KOR Consulting*
- **Emil Munck de VOSS**, CEO and Co-Founder, *REDUCED*

Key points

Hunger vs. waste paradox:

- Addressed the alarming paradox of prevalent hunger (affecting up to 691 to 783 million people according to the FAO) amidst substantial food wastage contributing to 8% of global greenhouse gas emissions.

Retailer initiatives:

- Highlighted the strategies by retailers like Walmart, Tesco, and ALDI SÜD to minimise food waste, including partnership development, consumer campaigns, and enhanced supply chain collaborations.

Innovative food production:

- Showcased REDUCED, a company transforming organic surplus produce into quality products, emphasising the need for shared knowledge to foster innovation in reducing food waste.



Achieving good for people, planet, community and pockets in the Middle East & Africa

Samar ELMNHRAWY, Senior Vice President – Human Capital & Sustainability, Majid Al Futtaim Retail, presented on regional sustainability challenges within the Middle East and Africa, and highlighted success stories in health and agriculture from the region.

“As part of MAF overall sustainability strategy, we have made the investment to join, learn and engage with the healthier lives and food waste coalitions of action.”

Samar ELMNHRAWY

Key points

Net Zero commitment:

- ▶ Majid Al Futtaim, a leading UAE retailer, has committed to Net Zero and Net Positive impact on water and carbon by 2040, despite regional issues like water scarcity and sustainable agriculture.

Localised sustainable practices:

- ▶ Stressed the importance of tailoring sustainable practices to suit the unique consumer behaviours in the Middle East compared to Western markets.

Strategic partnerships:

- ▶ The retailer's sustainability strategy leverages collaborations with national and international stakeholders and integrates blockchain for product traceability.

Health and sustainability fusion:

- ▶ Showcased in-store and online initiatives focussing on healthy food programs in schools and the Nutriscore labelling system, blending health awareness with sustainable choices.



From plate to planet – addressing food's impact on climate change

The panel engaged in a comprehensive discussion on the intersection of food, health, sustainability, and climate action, with a look at innovative practices for a sustainable future.

- ▶ **Sharon BLIGH**, Health & Sustainability Director, *The Consumer Goods Forum*
- ▶ **Paul CREWE**, Chief Sustainability Officer & Executive Director, *Anthesis Group*
- ▶ **Sophie EGAN**, Director of Strategy, *Food for Climate League (FCL)*
- ▶ **Paul NEWNHAM**, Director, *SDG2 Advocacy Hub*
- ▶ **Tina Halborg NIELSEN**, VP Operations Europe, *Too Good To Go*

Key points

Innovative approaches:

- ▶ Introduction of cutting-edge methods that benefit both public health and environmental sustainability.

Consumer behaviour and trust:

- ▶ Emphasis on transparency, collaboration, and authenticity in businesses as essential for fostering consumer trust and promoting sustainable food systems.

Surplus food marketplace success:

- ▶ Recognition of [Too Good To Go](#) as a leading platform in reducing food waste, boasting 82 million users and 150,000 partners.

Climate-smart diets:

- ▶ Discussion on the diverse perceptions of climate-smart diets that can be a key barrier to wider adoption. The understanding of the concept of climate-responsive 'smart food' culture varies amongst customers.

Addressing the global food crisis:

- ▶ With an estimated [700 million people facing hunger globally](#), the global food crisis is a top priority. Acknowledgment of the urgent need to tackle immediate food security challenges while also steering the industry towards sustainable long-term practices.



Empowering employee wellbeing – transformative actions and insights

Panellists, all who also engage in The CGF Healthier Lives Coalition of Action, focussed on enhancing employee wellbeing through practical workplace initiatives, highlighting the importance of corporate responsibility and potential improvements. Regardless of a business' size, doing so is both a responsibility and opportunity.

- **Maria Fernanda POSADA**, Sustainability Director, *Grupo Éxito*
- **Bärbel WEILIGMANN**, Global Lead Workforce Nutrition, *Global Alliance for Improved Nutrition (GAIN)*
- **Helen WRAY**, Global Mental Health & Energy Lead, *Mars, Inc.*

Key points

Burnout and stress trends:

- ▶ A significant 25% of working-age adults exhibit burnout symptoms, with rising stress levels often linked to increased digitisation and a general decline in mental health (McKinsey data).

Advocacy for workplace health:

- ▶ The necessity for companies to actively promote health and wellbeing to combat non-communicable diseases in the work environment.

Strategic priorities of the working group:

- ▶ Leadership Advocacy: C-suite support identified as essential for shifting the culture towards better employee wellbeing.
- ▶ Healthier Food at Work: Encouraging better nutritional choices as a corporate priority.
- ▶ Impact Measurement: The challenge of quantifying the effectiveness of supportive programs like breastfeeding initiatives.



Environmental footprinting in retail: the need for consistent methodology and supply chain data

The session emphasised the critical role of consistent life cycle assessments (LCA) and quality data in evaluating the environmental impact of retail food products.

- **Meike HOPMAN**, Sustainability Consultant, *Blonk, a Mérieux NutriSciences Company*
- **Laura JUNGSMANN**, Director of Sustainability, *Albert Heijn*
- **Lisanne de WEERT**, Senior Consultant, *Blonk, a Mérieux NutriSciences Company*

Key points

LCA methodology standardisation:

- ▶ Blonk, part of Mérieux NutriSciences, is working to unify the LCA methodology, aiming to offer a reliable framework for environmental performance analysis.

Albert Heijn's sustainable practices:

- ▶ Jungmann, the Director of Sustainability, shared insights into Albert Heijn's sustainability ambitions, with a focus on farm-level data collection to inform their strategy.

Incentivisation of sustainable actions:

- ▶ Company-level impact is driven by rewards for continuous improvement in sustainability practices.

Benefits of data collection and impact:

- ▶ Automated, scaled data collection advances engagement, monitors progress towards climate goals, and aids in emissions reduction through actionable data.

Eco-labelling support:

- ▶ A Project Multi-Stakeholder task force backs Eco-labelling, advocating for a "Cradle to Grave" approach in capturing product lifecycle using a harmonised LCA method.



Accelerating circularity through the lens of plastic waste

The panel discussed actionable strategies to reduce plastic waste and foster a sustainable, circular economy. They highlighted the importance of reusing and refilling containers that hold the potential to transform the sector.

- **David CLARK**, Vice President, Sustainability, *Amcor*
- **Gloria GABELLINI**, Director of Environmental Policy, *PepsiCo*
- **Sarosh QURESHI**, Senior Advisor, Sustainable Business Models, *Circular Copenhagen*
- **Bertrand SWIDERSKI**, Chief Sustainability Officer, *Carrefour*

Key points

Plastic waste challenge:

- ▶ A critical look at the legacy of plastic use revealed a stark statistic: 60% of all plastic produced since the 1950s has either ended up in landfills or the natural environment, with a significant portion polluting oceans. Our collective relationship with plastics need to change.

Shift to circular plastic economy:

- ▶ The focus was on the urgency of promoting plastic recyclability and reusability, balanced against consumer demand for convenience and the necessity for resource efficiency.

Industry initiatives:

- ▶ The CGF's Plastic Waste Coalition of Action was highlighted for its role in spearheading industry-wide change, specifically citing the [Golden Design Rules for Plastic Packaging](#) as an innovation driver.



Special guest speaker – Katrine Lee Larsen, Copenhagen Cartel

Katrine Lee LARSEN, Founder & CVO, Copenhagen Cartel, concluded the day's sessions. Katrine spoke on how her NGO is revolutionising sustainable fashion.

“If you as a company decide to go into a green transition with a purpose, a story and a mission – you will be rewarded.”

Katrine Lee LARSEN

Key points

Sustainable material use:

- ▶ Copenhagen Cartel uses regenerative nylon from recycled fishing nets for swimwear production and promotes the importance of rethinking consumption and sourcing.

Sustainable manufacturing:

- ▶ Emphasised the necessity of audits, certifications, and partnerships with like-minded entities to ensure sustainable manufacturing practices.

Core business pillars:

- ▶ Copenhagen Cartel operates on the principles of Responsibility, Transparency, and Community, showcasing a business model that prioritises sustainability.

Lifecycle responsibility:

- ▶ It is important for companies to assess the environmental impact of their products, and in this the life cycle assessment is a crucial tool, regardless of company size.

Call to action:

- ▶ Companies should collaborate and innovate collectively to achieve global climate goals.



CEO focus session – building trust and mutual value in the consumer goods industry

Nathalie ROOS, CEO of Lipton Teas and Infusions, provided insights into the company's leadership and sustainability strategies.

“When you are bold and convinced, you can convince everyone.”

Nathalie ROOS

Key points

Sustainability commitment:

- ▶ Lipton aims to be a change agent in the industry, with a focus on congruence, transparency, societal and environmental vision, and value creation for all.

Transparency initiatives:

- ▶ The company maintains transparency through third-party certifications and programs aimed at social responsibility, particularly in empowering women.

Talent and growth:

- ▶ Lipton's growth strategy is rooted in developing talent within an environment of mutual respect, ownership, and collective success.

Leadership vision:

- ▶ With a clear vision and conviction, Lipton encourages bold decision-making to positively influence all stakeholders, including partners, teams, retailers, and shareholders.

Personal leadership responsibility:

- ▶ Leaders at Lipton are urged to engage in introspection, build trust, comprehend their distinct impact, and take immediate action to make a measurable difference.



Collaborating for Net Zero – empowering sustainable transformation

Panellists shared experiences about the journey and challenges of the UN Race To Zero global campaign, which seeks to unite businesses, cities, regions, and investors to work towards a resilient, Net Zero future.

- **Sharon BLIGH**, Health & Sustainability Director, *The Consumer Goods Forum*
- **Mark CURTIS**, Sustainability Lead, *Accenture Song*
- **Facundo ETCHEBEHERE**, Senior Vice-President for Sustainability Strategy & Partnerships, *Danone*
- **Grant SPRICK**, VP Climate and Environment, *Ahold Delhaize*

Key points

Critical role of consumption:

- ▶ Emphasised consumption as a pivotal factor in achieving or jeopardising environmental goals.

Humanising sustainability:

- ▶ Stressed the importance of making sustainability relatable, linking it to consumer experiences and internal corporate values.

Strategic planning:

- ▶ Advocated for defining a desired future state first, then strategising backward to present actions.

Dairy industry's future:

- ▶ Discussed the possibility of the dairy sector aligning with strategies that support low carbon emissions and enhance biodiversity.

Net Zero coalition's framework:

- ▶ Presented The CGF's 9th Coalition of Action on Net Zero as being anchored in human-centric approaches, CEO engagement, data transparency, and sustainability of consumer baskets.



Promoting consumer-focused health and sustainability in LATAM

The session brought to light the initiatives of Latin America's leading retailers, Grupo Bimbo and Grupo Exito, focusing on employee wellbeing, environmental sustainability, and social responsibility.

- **Alejandra VÁZQUEZ**, Global Sustainability VP, *Grupo Bimbo*
- **Claudia Campillo VELASQUEZ**, Vice-President of Corporate Affairs and General Counsel, *Grupo Exito*

Key points

Grupo Bimbo's sustainable and social efforts:

- ▶ Embraces transparency, empowers employees and communities.
- ▶ Invests in regenerative agriculture and low carbon emission projects.
- ▶ Strives for 91% recyclable packaging and contributes to food banks and animal feeds.
- ▶ Targets full circular economy compliance by 2030, including comprehensive waste management and sustainable sourcing, with the goal of Net Zero emissions by 2050.

Grupo Exito's nutritional goals:

- ▶ Commits to ending chronic malnutrition in Colombia by 2030 through partnerships with the government and local communities.

Collaborative approach:

- ▶ Highlights the importance of partnerships in achieving ambitious health, sustainability, and social objectives.



Get your HRDD right: harnessing corporate due diligence and certification

A focused discussion on Human Rights Due Diligence (HRDD) was conducted, where industry leaders recognised the necessity for collective action to address systemic human rights issues within companies own operations and value chains.

- **Maria Isabel CUBIDES SANCHEZ**, Senior Manager, Social Sustainability, *The Consumer Goods Forum*
- **Paul LALLI**, Global VP, Human Rights, *The Coca-Cola Company*
- **Helen RIPMEESTER**, Associate Director Inclusive Value Chains and Private Sector, *Oxfam*

Key points

The necessity of HRDD:

- ▶ HRDD is essential for a comprehensive understanding of human rights impacts, fostering transparency, and enabling mitigating and preventive measures.

Scope of HRDD:

- ▶ The process encompasses actions to prevent, mitigate and account for how companies address actual and potential adverse human rights impacts on economic, social, civil and and political rights, including fundamental freedoms and the protection for human rights defenders.

Meaningful collaboration:

- ▶ Three keys to improving respect for human rights include engaging with stakeholders and rights holders, innovating with ambitious solutions, and openly sharing challenges so we can break down silos and build aligned systemic strategies.

Integrated approach:

- ▶ In a context of accelerating climate crisis, conflict, growing inequalities and evolving regulatory demands, we need to connect the people and planet agendas. Adopting a more holistic approach to HRDD to connect environmental and human rights considerations.



Digital solutions to drive preventative health

The panel delved into the potential of digital technologies to foster preventive health strategies in the consumer goods sector, examining the intersection of health issues, technological advancements, and consumer engagement.

- **Vicky EDMONDS**, Social Impact Director, *Haleon*
- **Jamal MIAH**, Manager, Sustainability, *Kearney*
- **Michael THOMAS**, Partner, Health & Life Sciences Practice, *Kearney*

Key points

Collaboration for health:

- ▶ Manufacturers are encouraged to unite in using tech and data to better public health, particularly for consumers and underserved groups.

Investment in behaviour change:

- ▶ A call for investment in tech solutions aimed at health behaviour modifications was made, highlighting the necessity to showcase consumer reach to validate the business rationale for preventive health initiatives.



Renewables: integrating human rights into the green transition

The discussion honed in on the imperative of synchronising renewable energy projects with human rights standards, detailing actionable measures for businesses to undertake a just and equitable shift to green energy.

- **Cathrine BLOCH VEIBERG**, Chief Advisor, Responsible Value Chains, *the Danish Institute for Human Rights*
- **Gabriela FACTOR**, Chief Advisor, Just Transition, *the Danish Institute for Human Rights*

Key points

Consequence awareness:

- ▶ Highlighted potential adverse impacts on communities where renewable technologies are produced, such as solar panel manufacturing zones.

Responsible KPI development:

- ▶ Urged businesses to establish Key Performance Indicators (KPIs) that consider human rights implications in their renewable energy sourcing.

Due diligence and collaboration:

- ▶ Stressed the importance of in-depth due diligence on energy suppliers and advocated for joining forces with initiatives targeting industry-wide challenges.

Human rights-centric approach:

- ▶ Called for companies to proactively pinpoint, evaluate, and mitigate human rights risks in the shift to green energy, underscoring the need for collective action to devise solutions.



Who owns ESG? Aligning KPIs with business strategy and a long-term vision!

The session highlighted the criticality of transparent ESG (Environmental, Social, and Governance) disclosures, the influence of ESG policies on organisational performance, societal benefits, and the complexities of reporting and responsible investment.

- **Marie Chantal MESSIER**, Assistant Vice President & Global Head of Food and Industry Affairs, *Nestlé*
- **Caroline ERIKSEN**, Head of the Social Initiatives, *Corporate Governance, Norges Bank Investment Management*
- **Rafał RUDZKI**, ESG Director, *Żabka Group*

Key points

ESG disclosure significance:

- ▶ Discussed the essential role of openly sharing ESG objectives and advancements.

Internal and social impact:

- ▶ Evaluated how ESG practices affect company operations and their broader societal implications.

Reporting challenges:

- ▶ Addressed the hurdles in reporting ESG progress and the need for responsible investment strategies.

KPIs and consumer understanding:

- ▶ Noted the potential disconnect between KPI reporting and consumer comprehension of ESG impacts.

Beyond operations:

- ▶ Advocated for the expansion of ESG focus to encompass consumer health and nutritional effects.

Radical transparency:

- ▶ Called for comprehensive transparency, impactful metrics, and inclusive stakeholder and employee engagement.



Trust in global sustainability

The session highlighted the role of The CGF Sustainable Supply Chain Initiative (SSCI) in assisting businesses to navigate sustainability certifications, enhance supply chain due diligence, and bolster consumer trust.

- ▶ **Dr. Yogendra CHAUDHRY**, Vice President, Professional Services & ESG, *ECO Canada*
- ▶ **Elles de JONGE**, Manager Quality and Sustainability, *European Marketing Distribution (EMD)*
- ▶ **Reuben LEVY**, Principal & Consultant, *R.F. Levy Corporate Responsibility, LLC*
- ▶ **Jessica MEISINGER**, Global Sustainability Lead, *MSD Animal Health*
- ▶ **Luiza REGUSE**, Senior Manager, *SSCI, The Consumer Goods Forum*

Key points

SSCI's guidance role:

- ▶ SSCI aids businesses in discerning the most reliable sustainability certifications, ensuring supply chains meet industry sustainability expectations.

Scheme alignment:

- ▶ Focuses on harmonising various sustainability schemes, providing clarity and direction for both buyers and suppliers.

Sustainability vs. food safety:

- ▶ Differentiates the clear-cut nature of food safety certifications from the more complex and demanding sustainability certifications.

Human-centric approach:

- ▶ Emphasises the importance of prioritising workers' perspectives to lead the industry through the sustainability journey effectively.



TerraCycle: circular economy workshop – practical tools to make your business more circular

Tom SZAKY, Founder & CEO of TerraCycle, led an in-depth session on minimising waste through innovative strategies, highlighting the need for integrating sustainability and circular design into mainstream business practices.

“Recycling serves as a short-term solution to the broader problem of waste generation.”

Tom SZAKY

Key points

Ubiquity of waste:

- ▶ A staggering 99% of purchases become waste within a year, presenting a critical challenge for the waste management industry.

Historical context:

- ▶ The proliferation of complex, non-recyclable materials since the 1950s has exacerbated the environmental impact of waste.

Innovation in recycling:

- ▶ Emphasises creative approaches to waste management, including eco-taxation, packaging redesign, and partnerships for financing recycling efforts.

Demand vs. supply of recycled materials:

- ▶ Acknowledges the discrepancy between the high demand for and limited supply of recycled materials, calling for product design with end-of-life in mind.

Closed-loop recycling:

- ▶ Discusses the challenges in achieving effective closed-loop systems due to research, supply chain, and commercial barriers.



Regenerating nature with the circular economy

Panellists discussed the [Big Food Redesign Challenge](#) launched by The Ellen MacArthur Foundation to combat the food system's impact on biodiversity and climate change by advocating for a shift towards circular design principles.

- **Christina LAMPERT**, Director of Growth & Innovation, *HowGood*
- **Reniera O'DONNELL**, Food Initiative Lead, *Ellen MacArthur Foundation*
- **Marija ROMPANI**, Director of Sustainability & Ethics, *John Lewis Partnership*
- **Wouter VERMEULEN**, Senior Director Sustainability & Public Policy Europe, *The Coca-Cola Company*

Key points

Environmental impact of food systems:

- ▶ The challenge identifies the food system as a central factor in ecological degradation and climate change.

Circular design principles in food production:

- ▶ The industry is encouraged to use regenerative farming and prioritise diverse, low-impact ingredients.
- ▶ Emphasises the importance of converting waste into valuable inputs to achieve circularity.

Collaborative efforts for systemic change:

- ▶ Stresses the need for unified industry action to move towards sustainable practices.

Data-driven approach to circularity:

- ▶ Highlights the necessity for transparent supplier data to support the development of circular food products.



Special guest speaker: François Gemenne, political scientist and researcher

François GEMENNE, Political Scientist & Researcher, presented the critical role of businesses in addressing climate change, underscoring the need for corporate leadership to fill the void left by governmental inaction.

“Climate change means a fundamental transformation of life on earth, so we need to treat it and make fundamental changes.”

François GEMENNE

Key points

Climate action & corporate leadership:

- ▶ Slow political response to climate issues due to election cycles, underscoring the pivotal role of multinational corporations in initiating swift, impactful environmental reforms that also ensure their long-term profitability.

Transformation and accountability:

- ▶ Addressing climate change requires a profound transformation of our economy and society and advocated for companies to set and follow through on short-term decarbonisation milestones, emphasising measurable progress.

Strategic emissions reduction and collaboration:

- ▶ The strategy should target easily manageable 'low-hanging fruit' emissions, for example addressing scope 3 emissions such as those from consumers commuting that are easy to reduce and have less social utility, with a clear call for collective efforts across sectors to meet the escalating demands of climate action.

Net Zero and consumption patterns:

- ▶ It is improbable that we would reach Net Zero unless there is a fundamental change in current consumption behaviours, suggesting that a systemic shift is imperative for true progress.

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The Consumer Goods Forum

We are a global, parity-based industry network that is driven by its members to encourage the global adoption of practices and standards that serve the consumer goods industry worldwide. Uniquely positioned as the organisation bringing consumer goods retailers, manufacturers, and their service providers together globally, the organisation is expertly placed to drive positive change across the industry to benefit both people and the planet and help members secure long-term, sustainable business growth.



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The Visionary CEO's Guide to Sustainability

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