



Working together for a responsible future

With the launch of our second sustainability report, we created a more defined framework and strengthened how we incorporated sustainability into our way of thinking and decision-making. Sustainability is now a lens to our business, pushing forward our commitment to actionable results.

This year we have taken a significant step towards greater transparency and engagement with our stakeholders on our sustainability efforts, highlighting the many initiatives underway across our business. We firmly believe sustainability is integral to our business and an important part of our values as a responsible retailer to create positive impacts on our economy, society and global climate.

OUR SUSTAINABILITY FOCUS AREAS

Our sustainability priorities, targets and ambitions are anchored by five focus areas that contribute to the United Nations Sustainable Development Goals.

We started to carve out our sustainability commitments in our first global report in 2019. This year, in our second report, we set our sights even higher with ambitious goals in four areas where we believe we can really make a difference - fuel, energy, packaging and waste and workplace safety.

Sustainability Focus Area		Our Commitment	2030 Ambition	2025 Target
CUSTOMER EXPERIENCE	7 AFFORDABLE AND CLEAN ENERGY 	Make it easier for customers to access fresh, healthy and sustainable food, fuel and car wash options	10% greater than global legislation related to renewable fuel	Reduce the GHG footprint of our total fuel offer by 12% from FY20
ENVIRONMENTAL MANAGEMENT	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Reduce our environmental footprint, use resources efficiently, and help protect our planet	100% of our packaging will be recyclable or reusable 30% of our sites to be carbon neutral	Sustainable packaging for foodservice and private brand consumable products increases by 25% from FY20 Reduce electricity consumption by an average of 20% per site from FY20
PEOPLE	8 DECENT WORK AND ECONOMIC GROWTH 	Invest in our people's safety, foster an inclusive culture and provide first-class retail-level training and recruitment	Zero harm for people, customers, employees and suppliers	Decrease robberies and recordable work-related injuries by 50% from FY20
COMMUNITY ENGAGEMENT	11 SUSTAINABLE CITIES AND COMMUNITIES 	Make a positive contribution to the lives of people in the communities where we operate and source our merchandise		
GOVERNANCE	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Drive a strong values-based culture adhering to high standards of ethical conduct and compliance		

CUSTOMER EXPERIENCE

As a global provider of convenience, we put our customers first. We are committed to making our customers' lives a little easier every day. Our customers are increasingly looking for more sustainable options including local, fresh as well as responsibly sourced foods. Across our business, we've been expanding our offer of healthy and sustainable choices, while continuing to pay close attention to food quality and safety.

As a fuel provider, we also have a key role to play in building a cleaner future. Customers also expect us to provide cleaner energy options and lead the way toward alternative energy sources.

KEY INITIATIVES

-  Fresh Food and Beverages
-  Sustainable Fuel and Energy Alternatives
-  Quality Car Wash Services

PERFORMANCE HIGHLIGHTS

-  **10.3%** renewable fuel share in Europe CY19
-  **35.6M** litres of water saved through our car wash PurWater reclaim systems in North America in FY20

QUÉBEC WEST (CANADA)

In FY20, we updated our mobile application to include information about our EV network and installed 5 EV charging stations on 3 sites. We plan to deploy 20 more during FY21.

TEXAS (U.S.)

We have grown our healthy food selection, with nearly 10% of food options containing less or no trans-fats, GMO, gluten, or additives.



ENVIRONMENTAL MANAGEMENT

We recognize the global imperative to act on climate change and resource scarcity. With approximately 14,500 convenient locations worldwide, we have an opportunity to make a powerful contribution toward a cleaner future. Our focus is to minimize our store footprint by finding innovative ways to do more with less.

Through our energy efficiency upgrades and monthly store level reviews, we have significantly reduced water and energy consumption in our stores. Furthermore, circular reduce-reuse-recycle concepts across our business have improved waste related to food, packaging, cups, straws and textiles.

KEY INITIATIVES

-  Energy and Carbon Footprint
-  Packaging and Waste

PERFORMANCE HIGHLIGHTS

-  **3.2%** average electricity reduction each year in North America, since FY14
-  **34.0%** reduction of coffee bean waste in North America in FY20

GREAT LAKES, ROCKY MOUNTAIN, GRAND CANYON (U.S.)

We purchased over 30,000 renewable energy credits to power our 290 locations.

LITHUANIA (EUROPE)

Since FY20, 100% of our store electricity consumption is sourced from renewable energy, including wind, sun and biomass.



PEOPLE

Our worldwide community of people are at the heart of our business. It is their commitment, safety, motivation and talent that have made us a successful convenience store operator.

Workplace safety is one of our key priorities. In FY20, we worked to develop a global Health, Safety and Environment strategy and equip ourselves with better tools to reduce workplace safety incidents. Across our organization, we've also strengthened many of our training programs so that employees are better able to recognize and prevent safety risks.

We continue to support and inspire our people by offering training to help employees at all levels develop their skills and grow their careers with us.

We strive to be an inclusive and attractive employer, providing our people with a work environment where they feel safe, respected and able to develop their full potential.

We seek to engage our employees by listening to their concerns, creating a healthy and stimulating environment and recognizing their contributions to our business.

KEY INITIATIVES

-  Workplace Safety
-  Talent Development
-  Diversity and Inclusion
-  Employee Engagement

PERFORMANCE HIGHLIGHTS

 **55.1%** reduction in robberies in Europe in FY20 since FY18

 **30.8%** of women on our Board of Directors in FY20

GRAND CANYON (U.S.)

Our weekly “JOURNAL” newsletter shares positive customer comments and employee recognition and best practices.

IRELAND (EUROPE)

We introduced a health and wellness program that provides support through an interactive app, on-site classes and additional activities such as organized walks and wellness and nutritional talks.



COMMUNITY ENGAGEMENT

We are committed to being a good neighbour by contributing to safe, healthy, and vibrant communities. In addition to supporting local community causes, we also contribute through strategic investments and partnerships to support youth and prevent crime.

We are not just a convenience store but a part of the neighbourhoods where we work and live. Our decentralized business model allows us to focus on what matters most to each local community. In FY19 and FY20, we supported a variety of projects and initiatives particularly in the areas of youth, health and education.

KEY INITIATIVES

-  Supporting Our Youth and Children
-  Investing in Health, Education and Safety

PERFORMANCE HIGHLIGHTS

 More than **\$11M** in annual community investments in FY20



GOVERNANCE

Anchored by our core values, we strive to conduct our business to the highest standards of ethical conduct and integrity, engaging our partners and transparently reporting as part of our commitment to be open about our business activities.

Through our ongoing engagement with customers, employees and investors, we strive to understand their concerns and find innovative ways to grow. We also work with our suppliers to not only ensure their adherence to our company's values and standards but also to find mutually beneficial solutions to environmental and social issues.

Our governance structure, policies and procedures ensure that we are accountable to stakeholders and that our values are applied consistently across the organization.

We are committed to preparing for and responding to emergencies rapidly and effectively to minimize the impact felt by our people, customers, communities, environment and operations.

KEY INITIATIVES

-  Governance Structure
-  Stakeholder Engagement
-  Responsible Procurement
-  Emergency Response

PERFORMANCE HIGHLIGHTS

-  **97.0%** of our U.S. employees signing our Light of Day ethics policy in FY20
-  **31** external supplier sustainability assessment in Europe FY20

