



# Corporate Responsibility at Save-On-Foods

2019

Dragon Boat Race Fundraiser

Nanaimo, BC

Mike Thompson  
Vancouver Island Landscapes



## Creating shared value between our company and the communities we operate in.

Raising

**\$2.2M**

a year for  
**Children's  
Hospitals** across  
Western Canada.

Over

**\$5M**

in goods and  
funds **generated**  
**for charities**  
**in 2018.**

We buy from over

**2,500**

**local growers,**  
**suppliers and**  
**producers** in  
Western Canada.

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Over 100 years of  
outstanding value and  
customer service

## About Us

The **Save-On-Foods** legacy of outstanding value and customer service began over a century ago in New Westminster, BC. Today, we proudly operate in British Columbia, Alberta, Saskatchewan, Manitoba and Whitehorse, Yukon.

177

Stores

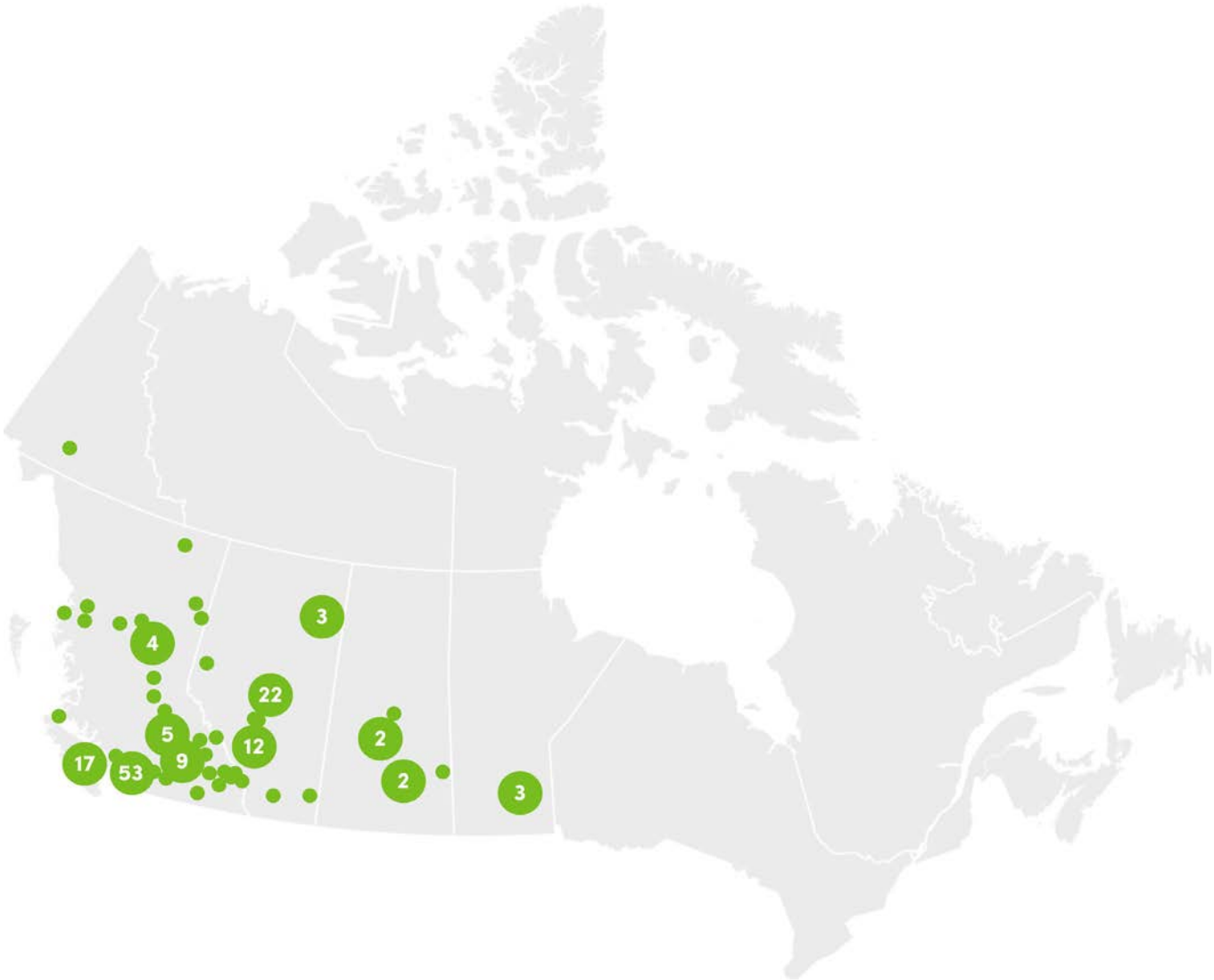
2.2M

Weekly  
Customers

20k+

Team  
Members

# 177 stores and counting across Western Canada



## OUR CORPORATE OWNERSHIP

Save-On-Foods is part of The Jim Pattison Group. Learn more by visiting [jimpattison.com](http://jimpattison.com).





# Leadership

## Guiding our Corporate Responsibility efforts

At Save-On-Foods, Corporate Responsibility starts with a leadership group that recognizes just how important it is to create shared value within the communities that we operate in. With 92% of citizens wanting to do business with companies that share their values (Edelman Brandshare, 2015), we know that it is important that our initiatives all have support and backing from every level of Save-On-Foods to ensure their success.



“

We understand that the needs of our customers and the communities where we work are evolving — and we intend to meet new demands and build sustainable practices.

DARRELL JONES, PRESIDENT OF SAVE-ON-FOODS



## Message from Darrell

Save-On-Foods is a family company — one that I was raised in. I am proud of my roots in this organization and the fact that I have built my career in the business where I started in Cranbrook bagging groceries. The heart of our business is in the communities we serve.

This is why when we look to support and work with our communities, we are focused on understanding how our company connects to the full value chain — with the goal of creating shared value between our company, our customers, our team members and our community.

Save-On-Foods is committed to leading. We understand that the needs of our customers and the communities we serve are evolving — and we intend to meet new demands and build sustainable practices through leadership, commitment and hard work. Our ability to evaluate, test, adjust, implement, and then scale up quickly and economically, has been the backbone of our success for over a century. We have increased our store count by over 25% in the last five years and expect to do the same in the next five.

This year, we are publishing our first corporate responsibility report. At Save-On-Foods we aim to listen to the communities where we operate and understand how our operations, our people and our resources are most useful. Whether we partner on the ground with officials to ensure food is available as wildfires devastate the province, or work with sustainable food practices towards a goal of zero food waste — Save-On-Foods is committed to powering the people and resources necessary to be a community member and leader in the industry.

We have identified four areas of focus: Caring for Customers, Sustainability, Community and Our People. This report reflects the hard work of our team in these areas and the goals we are focused on accomplishing.

I am excited for the work we have ahead — our industry is evolving with our communities and I couldn't be prouder of the work we do and how we do it — with heart, values and commitment.



On the ground in Kimberley, B.C. announcing a \$12 million investment in a new store serving the Kootenays.

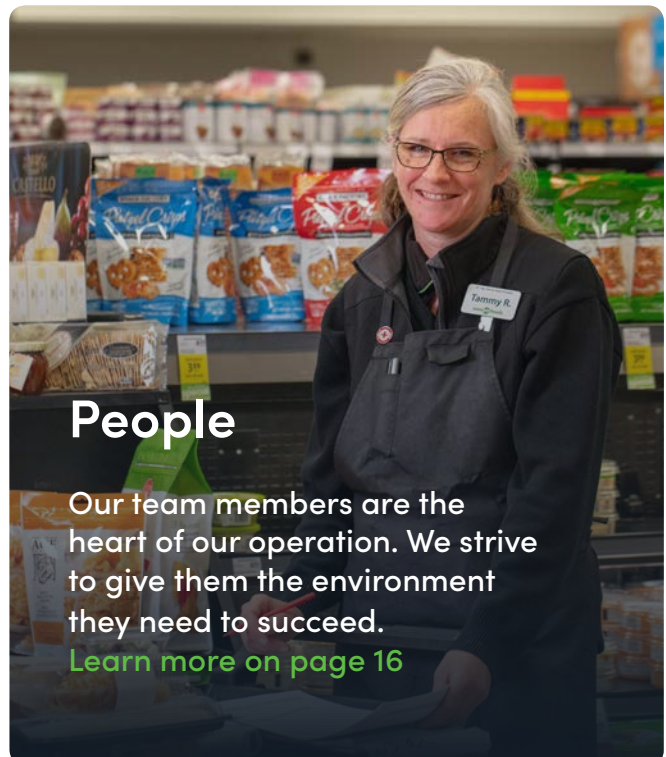
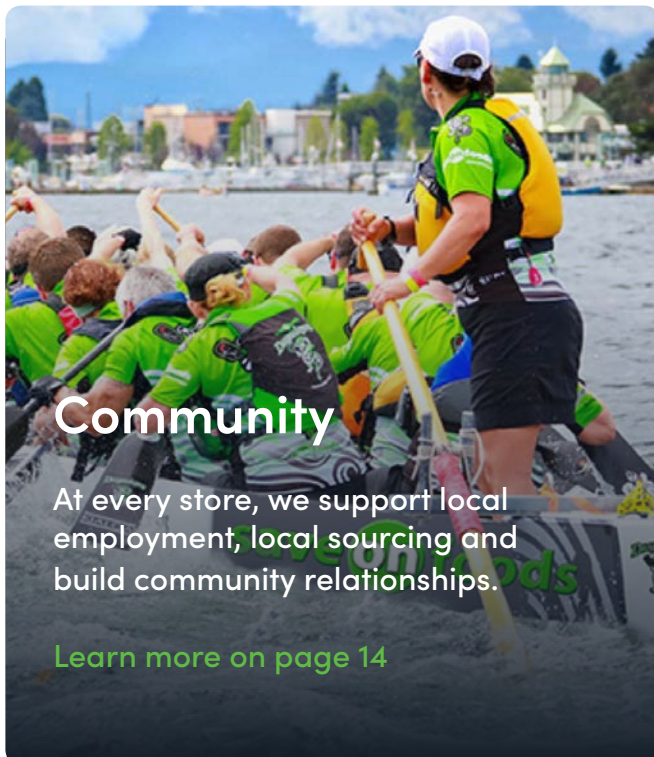
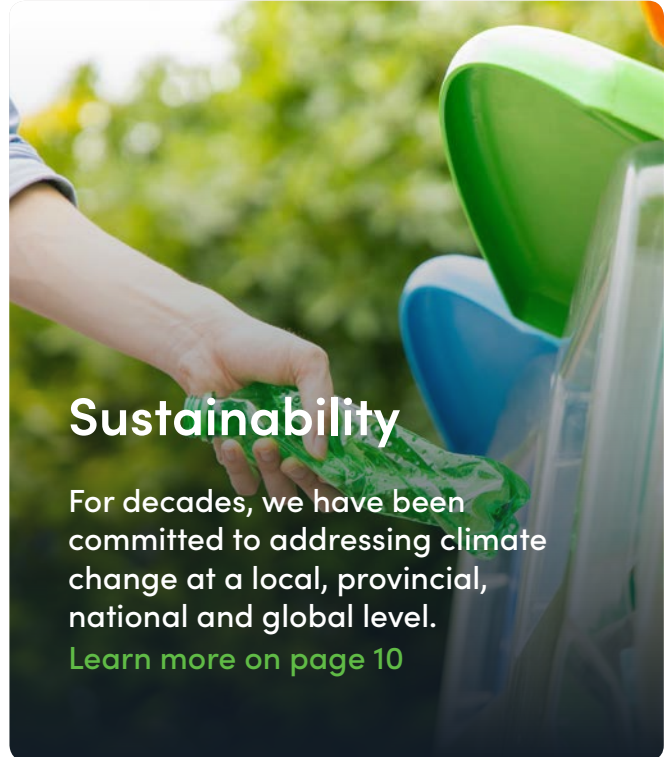
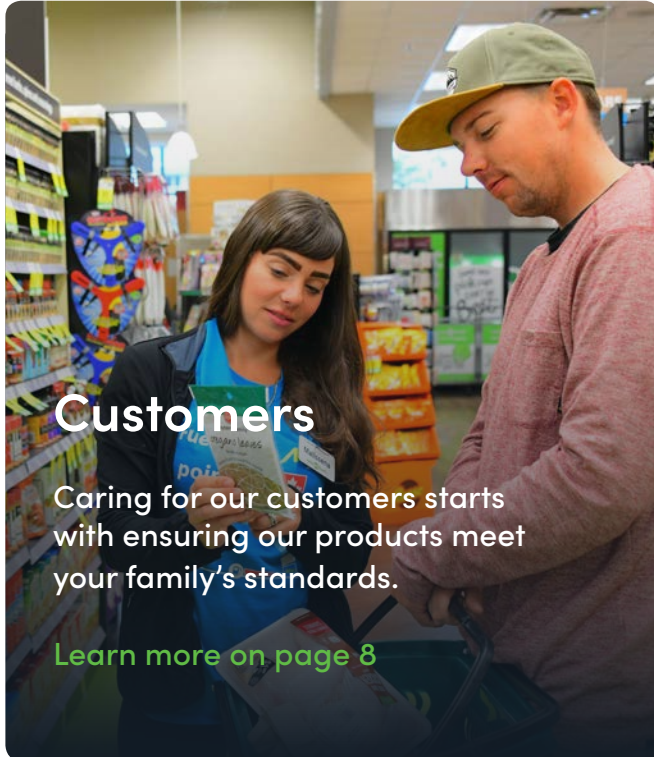
# Our Commitment

## Creating shared value

Save-On-Foods is proud to be considered a leader in embedding the work of our company with the potential and opportunity of the communities where we operate. By creating shared value relationships, we can help build strong communities and focus on helping families thrive.



# Our Responsibilities





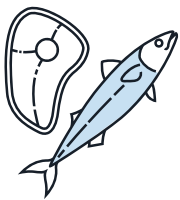


# Customers

## OUR MISSION

# Caring for our customers starts with taking pride in the products we sell

Customer and employee safety and satisfaction starts with the products we sell. Each and every product we stock adheres to our principles of responsible governance.



### Food Safety and Quality

We will always provide, safe, compliant and quality food.



### Transparency

We will make it easy for our customers to access information about our products and services including what they contain, how they were produced and where they come from.



### Responsibly Sourced Products

We embed responsible practices into how we source our products, with a focus on responsible supply chain practices, animal welfare, and human rights.



### Nutrition, Health and Wellness

We will make it easier for our customers to make healthier choices by offering a range of food, products and services that contribute to good nutrition, health and wellness.

# Goals

1

Create strategies to address key issues the organization has identified as very important to our customers: animal welfare, environmental impacts and human rights through increased transparency of our supply chain and sustainability efforts.

2

Collaborate with local, provincial and federal partners to identify opportunities that support our customers in making healthy choices.

3

Continue improving year over year and report on this progress through our annual Corporate Responsibility report.







# Sustainability

## OUR MISSION

### A commitment to conservation

Save-On-Foods has decades of commitment to addressing climate change through an evolving portfolio of key initiatives. Our customers raise important questions and bring forward local, provincial, national, and even global opportunities for our company to make a difference. We listen to them and take action. Save-On-Foods continues to do our part and ensure the ongoing reduction of carbon emissions from our operations.



#### Zero Waste

We will work to reduce our operational waste year over year, to eliminate all possible aspects being sent to landfill.



#### Climate Change

We will contribute to combating climate change by working to ensure the ongoing reduction of carbon emission from our operations.

# Goals

# 1

Eliminate food waste by 2022.

# 2

Growing contributions to the circular economy: working collaboratively with local and provincial leadership to build greater connections to the circular economy that build economic independence and climate change impacts.

# 3

Building stronger climate change response systems: Save-On-Foods will work with local and provincial organizations to build greater support and response systems as increased impacts of climate change affect communities across the country.





SPOTLIGHT

## A long-standing commitment to healthy oceans

Through the Ocean Wise program, Save-On-Foods provides sustainable ocean products such as our Western Family prawns.

### The Ocean Wise Program

Save-On-Foods is a proud partner of the Ocean Wise program. We're committed to providing sustainable, ocean-friendly seafood. Ocean Wise is a conservation program founded by the Vancouver Aquarium that educates and empowers consumers about the issues surrounding sustainable seafood.

Did you know:

# 72%

of the seafood items we sell are recommended by our Ocean Wise partners.

Overfishing is the greatest threat to our oceans today. When you see the Ocean Wise symbol next to a seafood item it's the Vancouver Aquarium's assurance of an ocean-friendly choice. Sustainable options are species that are caught or farmed in ways that ensure the long-term health and stability of that species, as well as the greater marine ecosystem.

The program uses four criteria when recommending a species:

1. It's abundant and resilient to fishing pressures.
2. It's well-managed with a comprehensive management plan based on current research.
3. It's harvested in a method that ensures limited bycatch on non-target and endangered species.
4. It's harvested in ways that limit damage to marine or aquatic habitats and negative interactions with other species.

It's not too late to take action to protect our oceans. We can make a big difference by making changes to our eating habits and choosing ocean-friendly seafood. Look for the Ocean Wise symbol at a Save-On-Foods store near you.

**We are proud to announce that select Western Family Prawns are 100% sustainable and Ocean Wise approved — making it easy to shop sustainably.**





Food waste  
reduced by  
**50%**  
as of 2019

**10M kg**  
of food waste  
diverted to food  
banks and farms  
since February 2018



Powering  
**34**  
stores a year at  
no annual cost

# Community

## OUR MISSION

# A part of our communities for over 100 years

Our community work expands and draws closely on building an enhanced shared value in the communities that we operate. We focus on working with these communities to be partners in our efforts to create a sustainable, caring and healthy future.



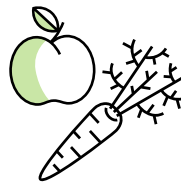
### Local Partnerships

We will enrich the lives of our customers, team members, and communities through various activities including donating, fundraising, sponsoring and supporting organizations.



### Sourcing Locally

We work to support the viability of growers, ranchers and suppliers in our local communities.



### Food For All

We work to provide those in need with the opportunity to access food through our support of local food banks and school meal programs.



### Children and Health

We provide support for the most urgent health needs of the children and families in our communities, including Children's Hospitals in all provinces we serve.

# Goals

# 1

Link our community needs to our sustainability and zero waste objectives with tangible community-based partnerships and initiatives.

# 2

Engage regionally to identify local supplier inventories that can be shared with our customers and include highlights on locally sourced products and impacts.

3

**Building on our work with disaster relief in communities, Save-On-Foods will initiate conversations within the business sector to create a network to respond more collaboratively and efficiently.**

500k

kids are delivered healthy locally grown snacks by Save-On-Foods throughout the school year.





# People

## OUR MISSION

# Embracing the future of our team members

Our team members are the heart of our day-to-day operations and provide the vision, leadership and passion that ensures customer service is always a priority. We always seek out ways to support our team members, from embracing new ways of working to expanding diverse perspectives on our teams.



### Safety

We will always provide our team members, contractors, and customers with a safe working environment and shopping experience.



### Health and Wellness

We will provide the opportunity and resources to enhance the wellness of our team members.



### Living Wage

We commit to providing all of our team members the opportunity to make a living wage.



### Diversity and Inclusion

We will create a culture that respects and embraces all individuals.

# Goals

# 1

Fully engage in creating shared value across the organization in the priority areas of caring for customers, sustainability and community leadership.

# 2

Continually improve diversity, innovation, fun, integrity, entrepreneurship and transparency across our organization.

# 3

Deliver results and share our success across the organization and through our annual Corporate Responsibility report.

# 47%

of middle management team members at Save-On-Foods are women.





# Case Studies

How we're bringing our commitments to life



## Thirty years of support for Children's Hospitals

Donations, fundraising and more, all in support of Children's Hospitals in B.C. and Alberta.



## Bringing nutrition to kids all year

By partnering with I Can For Kids, Save-On-Foods has helped provide over 212,000 meals to kids in Calgary over their summer break.



Each year, Save-On-Foods donates good and raises funds for Western Canadian food banks.



## SPOTLIGHT

# Strength in diversity

We are dedicated to building a strong company through a culture where everyone is equally valued and respected.

## The Inspire Network

Since 2014, The Inspire Network has been a vital part of how we approach inclusive culture at Save-On-Foods. We believe our workforce should represent our customers, our team members and our communities in all areas of our company.

Through Inspire, we aim to:

- Build a strong company through a culture where everyone is equally valued and respected.
- Support our leadership pipeline by fostering equality, diversity of thought, gender, skill, culture, experience and age.
- Encourage and support those who want to make a difference and drive change.
- Empower those who want to take ownership of their careers and have the courage and desire to take on a leadership role.

We believe that when this is done right, it will help us be a company that reflects the wants and needs of our very diverse customer base — and make us a fantastic place to work.

Over the past five years, The Inspire Network has worked to bring awareness to gender equality through consistent efforts in the company. A working committee now meets on a regular basis to develop content, strategies and plan events and workshops — with regional reps that help bring these efforts to our many regions.

**This has led to a lot of great support for initiatives.**

- We have facilitated annual leadership development workshops on the importance of diversity, unconscious bias and why male engagement is critically important to the network.
- We give back to our communities by supporting Dress for Success — whose mission is to empower women to achieve economic independence by providing a network of support.
- We're thrilled that Save-On-Foods women have been recognized every year since inception as STAR WOMEN in Grocery by Canadian Grocer — which recognizes the remarkable achievements of women working in the grocery industry.





Fred and Mary Anne Louis  
with freshly picked carrots.

ABBOTSFORD, BC

Learn more about Save-On-  
Foods' commitment to corporate  
responsibility at

**[csr.saveonfoods.com](http://csr.saveonfoods.com)**





Save-On-Foods Corporate Responsibility Report 2019

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