



SILPO SUSTAINABILITY REPORT

2024

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INTRODUCTION

OUR MISSION IS TO MAKE OUR GUESTS HAPPY.



About the company

Silpo is one of the largest grocery chains in Ukraine. Our mission is to make our Guests happy.

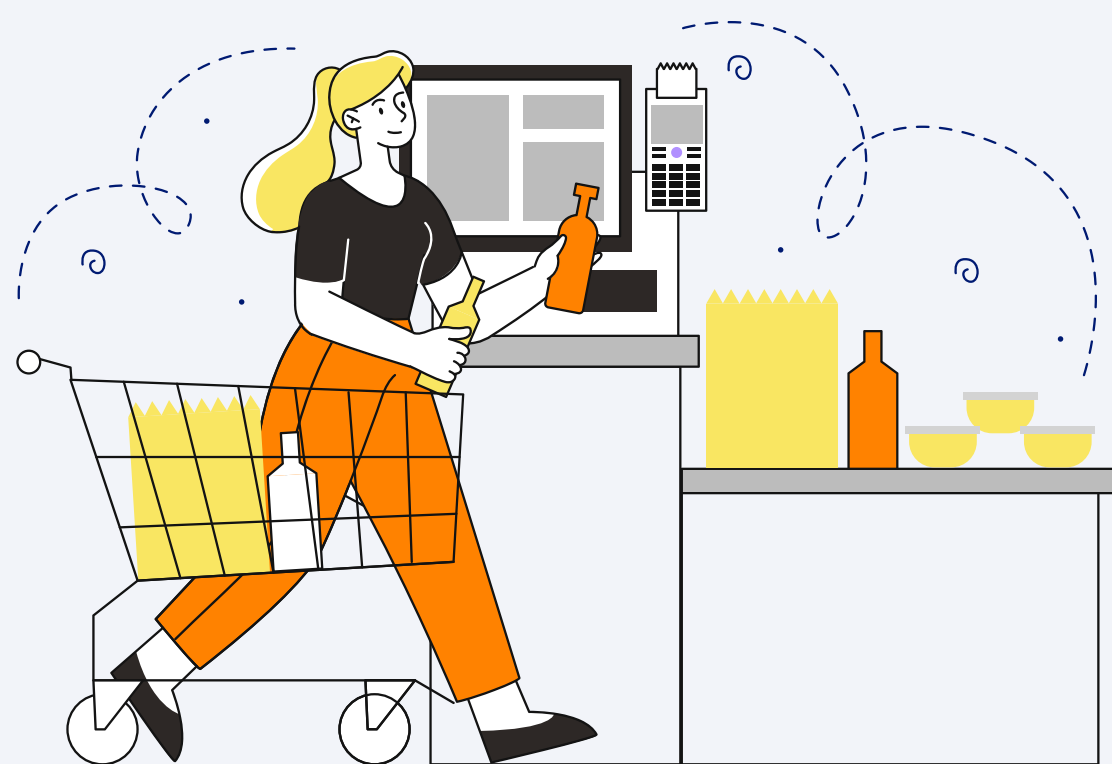
We opened our first supermarket in 1998. Nowadays, more than 30,000 Perevershnyky (Overachievers) work in over 300 stores across the country, serving millions of Guests every day.

We strive to satisfy our Guests by offering them a wide range of Ukrainian and imported products. We develop “Our Imports” (selected products from over 50 countries) and our brands, including “Premia,” “Povna Chasha,” and “Feels Good,” etc.

We support small local producers within the framework of the “Lavka Tradytsiy (Traditions Shop)” project. We bake fragrant bread, prepare dishes, and brew coffee daily in our stores.

Each new store tells a separate story. There are over 100 designer supermarkets and 4 Le Silpo delicatessens featuring individual concepts within the chain: cyberculture and the Little Prince universe, Antarctic style, and molecular cuisine.

Silpo supermarkets in 2024



Total:

312

(including Le Silpo delicatessens)

Total sales area:

427 938 m²

Average supermarket area:

1 371 m²



This is our first Sustainability Report

It presents our aspirations and the path we walk together with you to get to a better and common future.

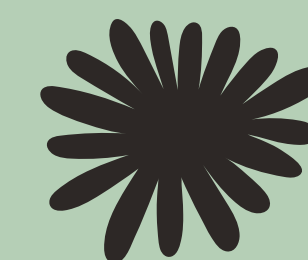
Our major objective is to make our planet happy and minimize environmental damage.

In 2024, we have identified key areas of sustainable development where we can make a significant impact:

- supporting and developing small Ukrainian producers;
- promoting healthy and conscious product choices among our Guests;
- developing inclusivity and supporting veterans;
- caring for the team and community;
- efficient waste and resource management;
- reducing GHG emissions.



ЛАВКА
ТРАДИЦІЙ



LAVKA TRADYTSIY: SUPPORTING AND DEVELOPING SMALL UKRAINIAN PRODUCERS



ЛАВКА ТРАДИЦІЙ

The Silpo chain launched the “Lavka Tradytsiy” project in 2011. Its objective is to support small Ukrainian producers, develop a culture of local food product consumption, and promote sustainable food practices.

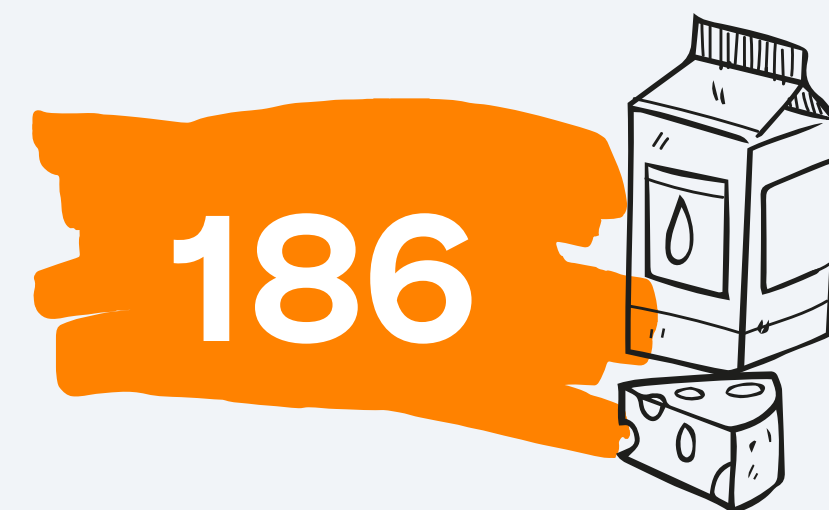
We believe that our local, ethical, and transparent production is our future. It is small farms that often implement environmentally friendly practices as they adhere to seasonality, preserve soil fertility, and use traditional growing methods. By supporting them, we make a contribution not only to the economy but also to biodiversity preservation, carbon footprint reduction, and regional community development.

2024



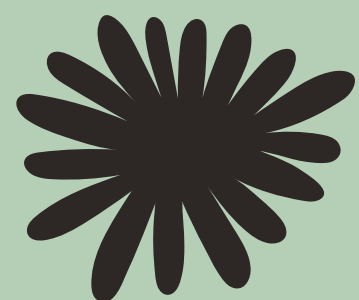
producers from all regions of Ukraine

Local products are available in



stores of the chain, which is 10 more than in 2023





At first, “Lavka Tradytsiy” was a trading platform. Nowadays, it is a complex ecosystem with stable sales that makes producers develop and establish close ties between them and Guests. It also includes various projects:



**TRUE
& LOCAL**

“True&Local” festival is an annual series of events uniting 40–50 local producers. In 2024, we held 3 festivals, two of which were organized inside supermarkets and one in summer — at a separate location in the center of Kyiv. 3,500 Guests visited them, and the average sales increase during the festivals reached 180%.



**БАЗАРНІ
ДНІ** ФЕРМЕРСЬКИЙ
РИНОК У «СІЛЬПО»

“Market Days” are regular mini-fairs in stores, including tasting sessions and communication with farmers for direct feedback. In 2024, we held 63 events in Lviv and Kyiv. During “Market Days,” sales increased by 40%.



 Ф У Д
П Р О
С В І Т А

“Foodprosvita” is an educational project for food entrepreneurs to promote production in the gastronomy sector. In 2024, we held a 3-day intensive course on Sustainability for 25 students.





HEALTHY AND CONSCIOUS CHOICE OF THE GUEST



We provisionally called a project “Silpo Healthy,” and it introduces Guests to a conscious approach to food, both within our healthy product line and at the lifestyle level. We create a community based on the Healthy category to help our Guests make more conscious choices without any extra effort.

Range. We strive to diversify our Guests’ diets and make them healthier, therefore, we stock up on the Healthy category using carefully selected products from reliable suppliers. It includes organic, plant-based, vegan products, superfoods, and products for Guests with individual dietary needs (no gluten, lactose, or added sugar). We pay attention to sustainably sourced and cruelty-free products.

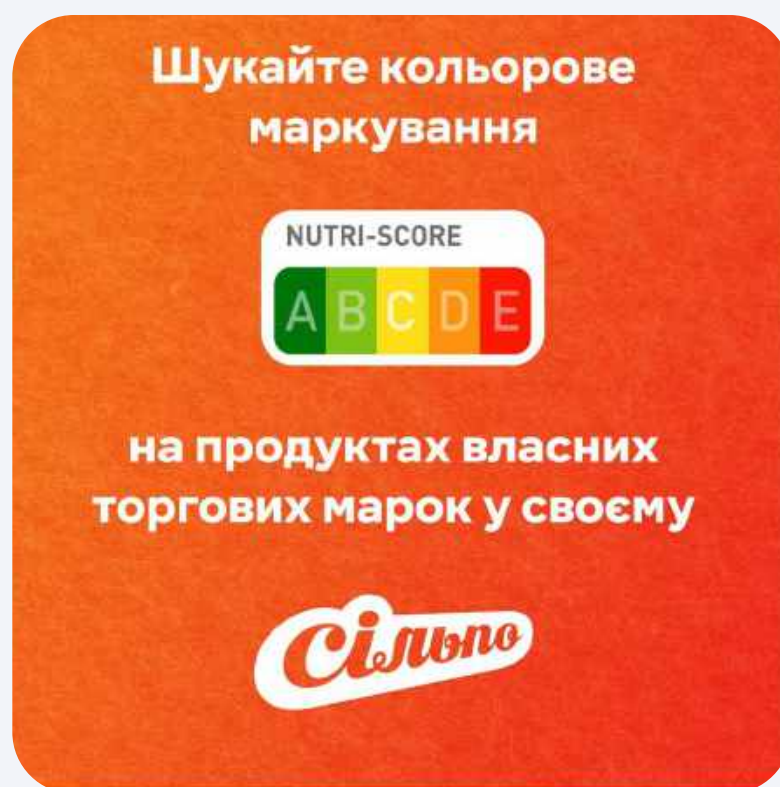
Currently, the full range of the category is available in 177 stores already. Certain products, such as nuts or kombucha, are available in 305 and 288 Silpo stores, respectively.

In 2024, sales in this category grew by 45.9%, with the fermented drinks category growing the most – by 71.9%, and vegan sausages – by 829.4%.

Labeling and clear navigation. We have introduced green price tags with distinct markings to help our guests easily identify different product categories, including gluten-free items and superfoods. Currently, 128 stores in our chain label healthy products with these green price tags, and we are committed to further expansion.

POSM + e-commerce. In 2025, we plan to make navigation convenient in both the offline and online Silpo stores. So that Guests could easily find healthy products and learn more about them.

We also plan to draw up educational and practical materials on how to choose, mix, and cook products. In 2025, the Healthy visual identity will be introduced in 10 more stores. We are also working on the comprehensive launch of this category in the online store.



Nutri-Score system

We implement an independent nutritional assessment system. It helps to easily learn whether the product composition is balanced.

We also encourage our suppliers to add Nutri-Score color marking on their packaging. In 2024, 10 manufacturers have already marked 62 products. In 2025, we plan to work on packaging updates for more than 200 products.



Media and educational initiatives

We create clear and useful content about a healthy diet in cooperation with experts. We present nutrients, product composition, and life hacks for reading labels, and also share tips and recipes. In 2025, we plan to expand the community and launch modern media about a healthy lifestyle with educational, practical, and lifestyle materials.



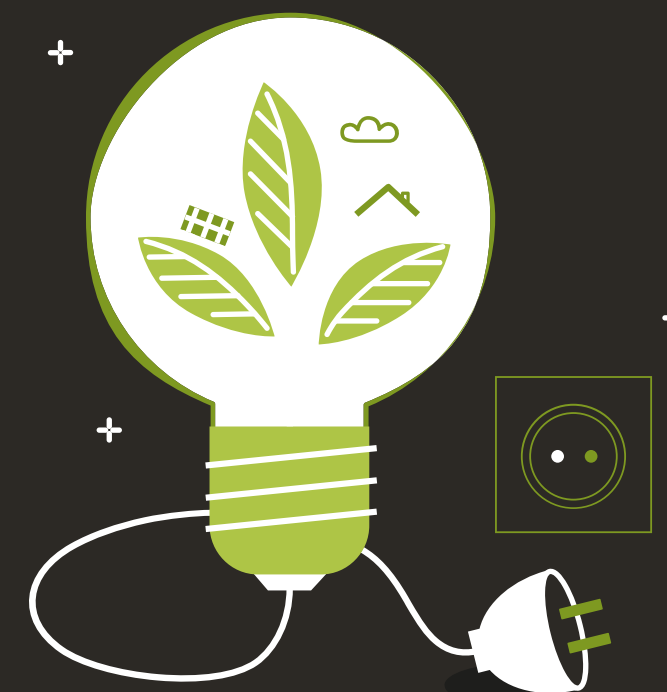
Introducing new categories

In 2025, we are launching a new category, "Bioactive Compounds." The range will also include products with CBD content and functional mushrooms. Last year, we started developing this direction in cooperation with a leading Ukrainian nutritionist. By the end of 2025, we plan to add up to 500 new products to Silpo shelves.



Organic September and Organic Fest

Since 2023, we have been organizing a month of organic products together with the Organic Initiative Public Association. We present our Guests with the benefits of organic food, support local Ukrainian producers, and promote their products.



OUR PATH TO THE CARBON FOOTPRINT REDUCTION



Switching to environmentally friendly refrigerants and energy-efficient equipment



In 2023, the Silpo chain launched a gradual switch to more environmentally friendly and energy-efficient refrigeration equipment. We equip all new supermarkets with modern units operating on environmentally friendly refrigerants, carbon dioxide (CO₂) and propane (R290).

These substances do not destroy the ozone layer and have a negligible impact on climate change.

2024

7

stores

Another element is the **Retrofit** project, an initiative to replace freons having a high level of environmental damage with safer analogs.

2025

17 facilities

An illustration of a green propeller airplane with a pilot in a white uniform and red cap. The airplane is flying towards the right. A large orange banner with the number '17 facilities' is attached to the tail of the plane.

2024

3

branches

We also gradually replace stationary **top-opening freezers** with centralized cooling with mobile autonomous **chest freezers**.

This allows us to save up to 35% on electricity and be more flexible when planning supermarket space.

2024

16

stores

2025

28

stores

Systemic energy management

The Silpo chain has a specialized energy management unit to conduct **energy audits of stores**. Their results help us to assess the equipment and its operating conditions, identify deviations, implement corrective actions, and draw up a database of common issues and model solutions.

Energy efficiency projects:

Energy resource monitoring

Allows us to identify excessive energy consumption, plan costs, implement analytical measures, and come up with effective solutions.

2024
the system
was
introduced in

118
branches

2025 (planned)
expansion to
another

189
branches

Energy saving notes

We have placed energy saving notes in all retail and office premises. They contain important reminders: turn off the lights and appliances, save water, and never leave refrigerator doors open.

There are also special stickers with tips for Guests on the refrigeration equipment in the retail space.

Energy-efficient LED lighting.

In 2024, we completed the transition to LED lighting at all network facilities, including technical premises.



Renewable energy

We actively develop the renewable energy direction. In particular, we install rooftop solar power plants (SPPs).

3
branches

By the end of 2024,
have been partially or
fully powered by SPPs.

until **15**
branches

In 2025, we plan to
increase this number.

Sustainable use of water resources

By the end of 2024, all of our in-store aquariums were equipped with an automated water supply system. This allows us to use water efficiently and avoid overspending.



Building airtightness inspection

We inspect the airtightness of our stores to improve energy efficiency and reduce heating, ventilation, and air conditioning costs. We have already inspected 12 facilities and will continue the same for all new stores.





Road transport

We plan to gradually switch from **Euro 5 to Euro 6** vehicles by 2030. This will significantly reduce carbon emissions and optimize fuel costs.

Benefits:

- Lower fuel consumption: savings of 1.5–3 liters per 100 km compared to Euro 5 vehicles (depending on weather conditions and driving style);
- Lower harmful emissions: updated technical requirements resulted in the engine design change;
- Reduction of toxic substances in exhaust gases.

In 2024, the total volume of greenhouse gas emissions was 260,429 tons of CO₂. This is more than in 2023. Reason: unstable energy situation in the country due to frequent power outages. Therefore, we had to actively use diesel generators. An additional factor was the abnormal summer heat, which caused an increased load on cooling systems.

Despite the increase in absolute emissions, we managed to reduce the emission intensity indicator per 1 ton of product – from 84.9 kg CO₂e in 2023 to 82.5 kg CO₂e in 2024. This proves the increased efficiency of production processes and the implemented energy-saving practices.

Carbon footprint	Source	t CO ₂ e in 2023	t CO ₂ e in 2024
Scope 1 (direct emissions)	Stationary sources	2 966	3 040
	Freons	111 700	115 809
	Transport	27 946	29 176
Scope 2 (indirect emissions)	Generators	1 762	9 488
	Electricity	100 343	102 915
	Total emissions	244 718	260 429
	CO₂ emission intensity per 1 ton of product	84,9	82,5



WASTE MANAGEMENT



The Silpo chain manages the waste in line with the legislation of Ukraine, namely, the Law of Ukraine No. 2320-IX “On Waste Management” dated 20.06.2022.

We have agreements on waste recycling with specialized companies.

We strive to:

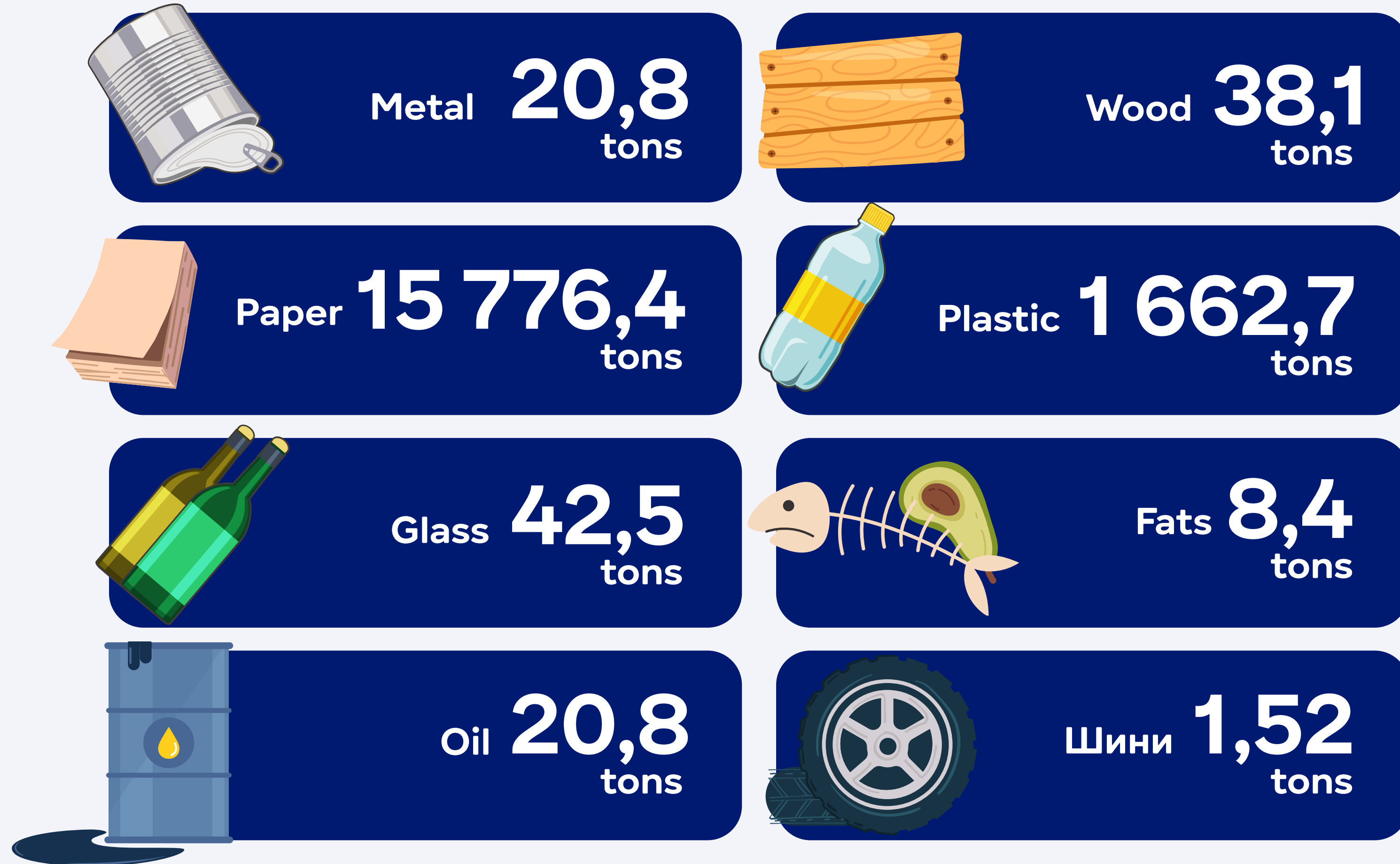
- ➔ reduce the amount of waste;
- ➔ use resources sustainably;
- ➔ use secondary raw materials whenever possible.

The program on separate collection of secondary raw materials

The Silpo network introduced a program for a separate collection of secondary raw materials many years ago. It allows us to recycle most of our waste.



In 2024, we recycled the following amounts of secondary raw materials:



17,624.2 tons were recycled in 2024.

“Give Up, Batteries!”

Each Silpo Guest can bring up to 50 batteries or accumulators during one visit – to over 300 stores. The relevant collection containers are placed on packing tables or by sorting tanks.

In 2024, we collected 2,200,000 batteries (44 tons!) and sent them to the Recupyl plant, in Poland, for recycling. More than 500,000 of our Guests participated in the initiative. The largest number of batteries was collected in Kyiv, Odessa, and Lviv. We are grateful to everyone who brings batteries, as it's really important.

Recycling is financed by Silpo in cooperation with the partners: Panasonic, GP Batteries, VARTA, Duracell, Energizer, and VIDEX.



SilpoRecycling sorting station

Our Guests may also bring sorted recyclables to our sorting station at the address: Kyiv region, village of Sofiivska Borshchahivka, 1/102 Kyivska Str.

We accept the following recyclables:

Glass bottles



Cardboard and paper products



PET bottles



Metal bottles and cans



Opening hours: 8 a.m. to 8 p.m. [More details are available at the link.](#)

Reducing food waste

We get upset if any food products go to waste, therefore, we are constantly looking for ways to avoid that.



Foodsharing pilot project

In 2024, we launched a pilot project in cooperation with FoodBank Ukraine. It is aimed at reducing food losses and supporting vulnerable groups of the population.

Instead of their disposal, we deliver products with an almost expired shelf life to FoodBank representatives. In turn, they distribute the products among those in need.

The project helps:

- ➔ reduce the disposal of edible products;
- ➔ support those in difficult life situations, especially during war;
- ➔ reduce the carbon footprint caused by food disposal.

Discounts and promotions

We have introduced a system of discounts for products that are about to expire in our stores. We reduce the price so that quality food does not end up in the trash bin but in a buyer's bag.

The benefit is obvious, as such products are still qualitative. This allows us to reduce food waste and promote conscious consumption every day.



ВРЯТУЙТЕ БАНАН

Відокремлені банани частіше підлягають утилізації – врятуйте їх.

Просто виберіть той, що не у зв'язці.

ЗРОБІТЬ КРОК ДО СВІДОМОГО СПОЖИВАННЯ



We also strive to change the attitude towards products with an imperfect appearance. For example, slightly withered vegetables are still as tasty and nutritious. And a bonus – Guests can get them at a discount.

#SaveABanana

Sometimes bananas are torn off the bunch, and people rarely buy these. They remain on the shelf and end up in a trash bin eventually. Thus, we launched the #SaveABanana initiative and placed visual reminders in the fruit departments: these bananas are as good as any other.

In our online store, you can also order “**Bananas for smoothies and desserts.**” Those are products with minor external defects that are great for home use, though they cost less.

“Greens for pets”

In 2024, we launched a pilot project, “Greens for pets,” in five stores. In the vegetable sections, we put special boxes for greens that lost their freshness a little but could still be food for pets. Guests can take such snacks for free to treat their rabbits, guinea pigs, or other animals.



CHANGES IN PRODUCT PACKAGING



Packaging is important as it preserves the quality of products, extends their shelf life, and protects them when stored and delivered. That said, it should be safe and recyclable.

We strive for a balance between convenience, storage quality, and environmental friendliness. It is a difficult task but we are working on it.

In 2024, we drew up internal guidelines, **“Packaging Rules.”** Since then, all new packaging designed for our brands and production has complied with them.

Silpo Packaging Rules

1. Reduced packaging size.
2. Uniform packaging used.
3. Increased use of secondary (recycled) packaging.
4. Refusal of colored PET and G-PET plastic.
5. Refusal of PVC and PVCD plastic.
6. Refusal of PS and EPS plastic.
7. Refusal of oxo-biodegradable plastic.

Examples of changes

“Bags from bags” that are available at the cash desks. They are made of at least 80% secondary raw materials (recycled plastic). That’s not all about them. These bags can be recycled once again and made into new ones.

Biodegradable cornstarch bags that do not harm the environment. They cost UAH 1.20 and can be used for weight products.





Less single-use plastic supported by our Guests

We believe that even small actions can result in major changes, therefore, we offer our Guests the following:

- bring their lunch boxes and cups – we are happy to pack ready-made meals, coffee, or desserts in them;
- apply stickers directly on fruit, vegetables, hands, or shopper – avoid unnecessary packaging;
- use reusable shoppers, bags, and pouches – they are always available for sale in our stores.

In 2024, we designed an exclusive collection of shoppers in collaboration with the KSENIASCHNAIDER brand. The series of three unique eco-bags combines upcycling, a love of denim, and aesthetics. It is not a simple bag but a stylish embodiment of responsible consumption.

The same year, we joined the international Refill initiative. It has already been launched in test mode in the city of Kyiv. The same-name application allows users to find establishments where they can fill a bottle of water for free, take coffee in their cups, or food in their lunchboxes. All Silpo supermarkets in the capital city are marked on the Refill map.

E-receipts: digital eco-friendliness

Every day, up to a million paper receipts are printed in Silpo, and the annual figure is over three hundred. Most of them cannot be recycled, as thermal paper contains the harmful bisphenol-A substance.

We believe that digital solutions are a step towards saving resources and the environment. Therefore, in August 2023, we launched the “Do not print receipt” function for the first time. It allowed our Guests to get an e-receipt instead of a paper one. Since 2024, we have made it a default option for all users of the Silpo mobile application. Just scan at the cash register or self-checkout, and the e-receipt will be saved in the application on your phone. If necessary, the function can be turned on or off in the settings at any time.

To remind people of the option, we held an art performance — a **“petrified receipt”** as a symbol of outdated communication.

All predictions are also saved. They are available on each e-receipt saved in the application.





INCLUSION AND SUPPORT FOR VETERANS



We strive to create a comfortable environment for everyone, regardless of their age, physical fitness, or life circumstances. Therefore, we develop inclusion both in physical stores and in the online environment.

80%

**of Silpo supermarkets
are accessible to Guests
with disabilities**

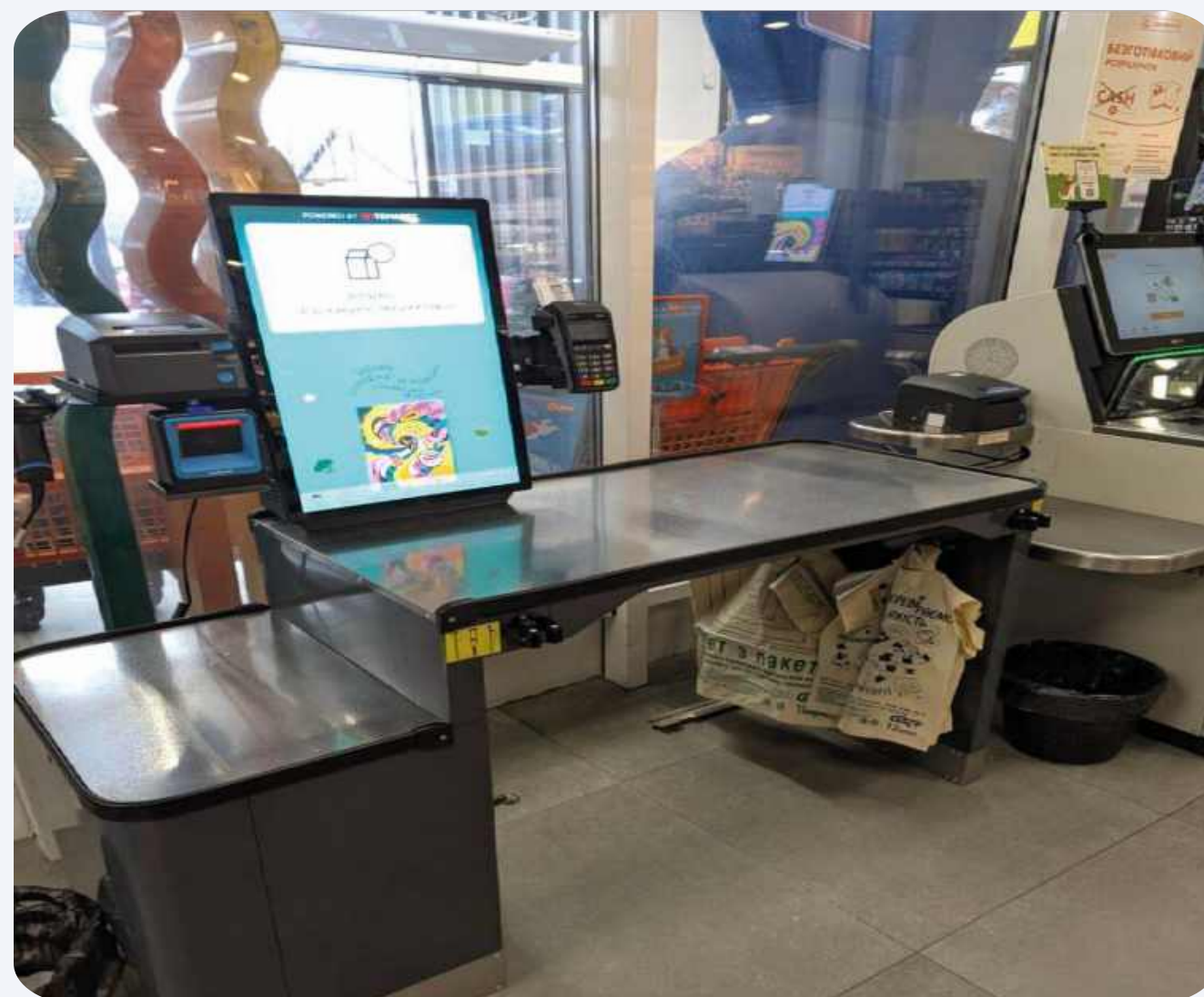
- The stores have a convenient entrance for everyone: it is either at the same level as the sidewalk or there is a ramp/elevator;
- Almost a third of our stores have clearly marked entrance doors;
- We build all new stores given modern requirements for barrier-free and inclusion;
- Parking spaces for vehicles of people with disabilities are located close to supermarkets;
- 40 stores are equipped with toilets accessible for people with disabilities;
- We equip workplaces for employees with disabilities.



Barrier-free self-service

We have designed inclusive self-service checkouts. They are designed given the height of children, the needs of people in wheelchairs, older Guests, and expectant mothers.

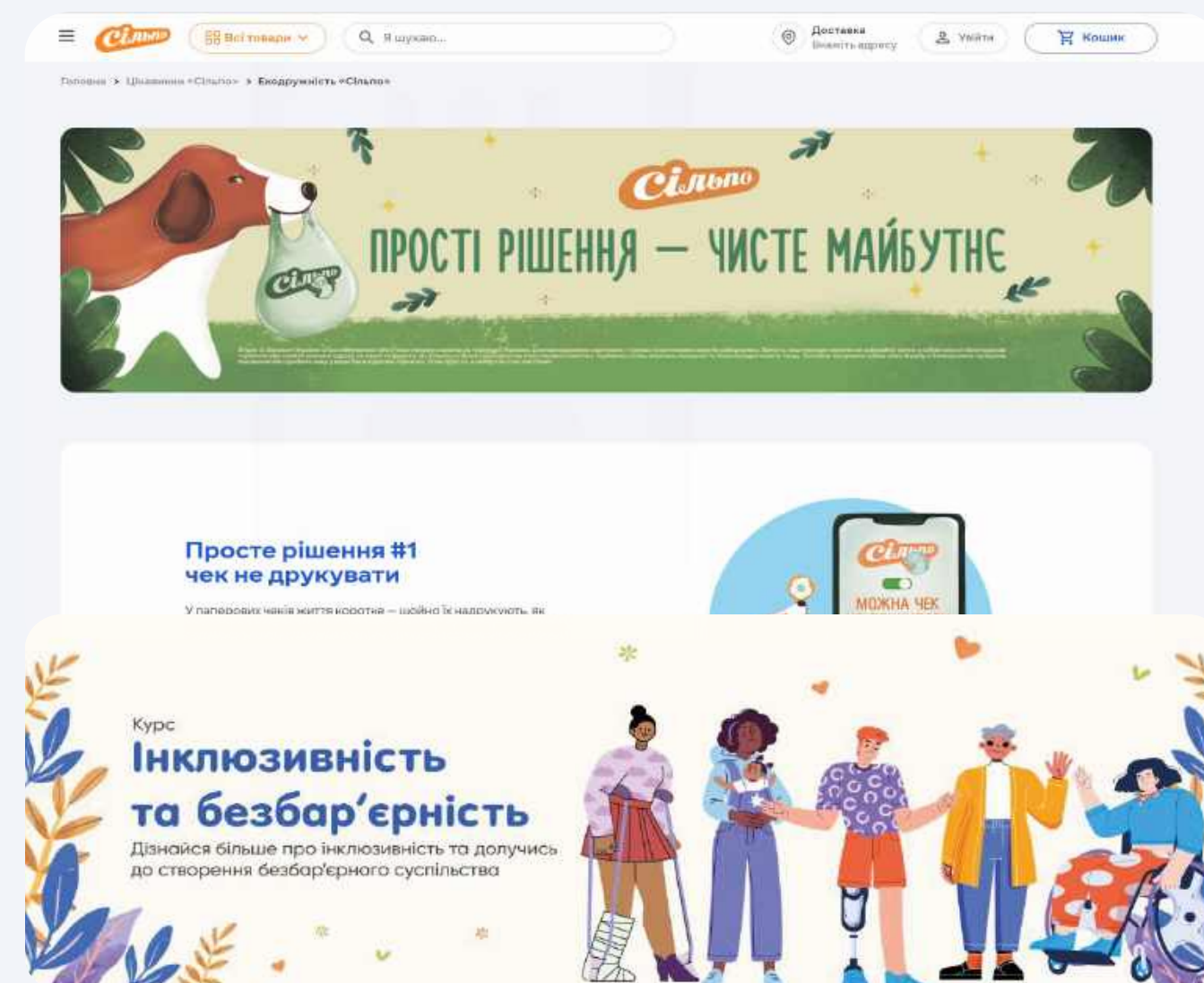
We have added the option to put crutches, canes, or Nordic walking sticks safely there. The first such checkouts are already installed in one of the Lviv Silpo supermarkets. We plan to scale the project across other chain stores.



Improving the online experience

We are committed to making the Silpo website and app more accessible. We have enhanced colors, contrast, and element sizes, and we have also audited attributes for users with visual impairments.

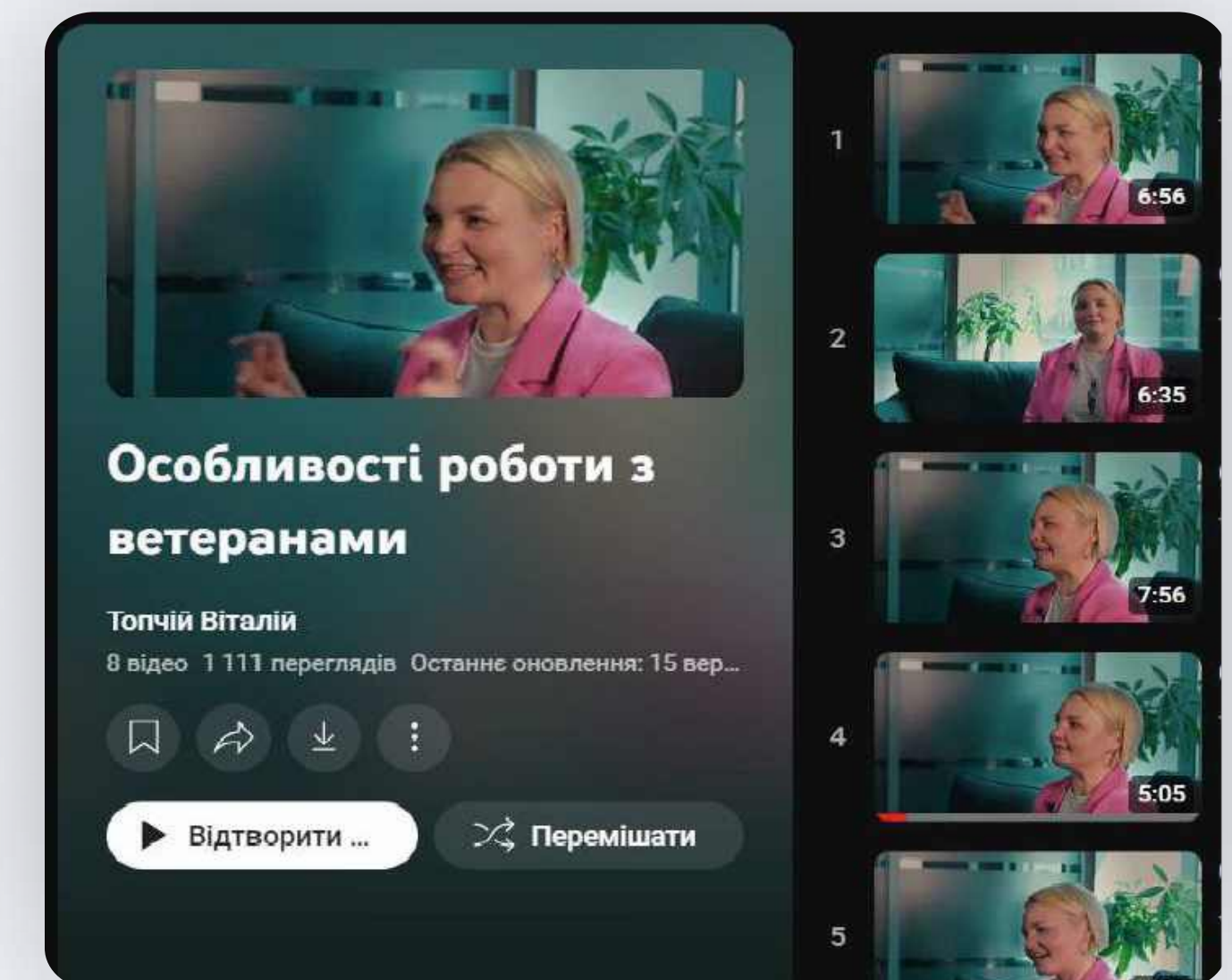
We regularly involve external inclusive testers to ensure the efficiency of changes.



Employee training

For us, inclusion is not only about a comfortable space but about daily interaction. Thus, we have drawn up the following training programs for the team:

- the “Inclusion and Barrier-Free” course;
- the “Cooperation with Veterans” course;
- “First Aid in Case of Epileptic Seizures” and “Peculiarities of Working with Veterans” lectures.



Equal opportunities

We are friendly to everyone: veterans, students, new parents, and people with disabilities. Our team includes experienced professionals and novices, awesome dreamers and smart analysts.

FIRST WORK EXPERIENCE FOR MINORS

We officially employ young people aged 16–17.

INTERNSHIP PROGRAM

Paid internship for students and graduates.

ENJOYING LIFE

Together with the “Enjoying Life” Foundation, we hold an elderly intern week. This helps to defy stereotypes related to the employment of people aged 50+.

SMILYVOVERSHNYKY (DARE RIDERS)

Internal return-to-work programs and employment of external veterans.



PEREVERSHNYKY WITH DISABILITIES

Employing people with disabilities and equipping inclusive workplaces.

GENDER EQUALITY

Women and men have equal opportunities for career growth in our team. There are 49% women and 51% men among our managers. We also launch special programs that defy stereotypes. For example, we teach women to drive trucks.



Гепест

Working with veterans – “Hephaestus” Program

“Hephaestus” is a program intended to support mobilized employees and readaptation of veterans (Smilyvovershnyky). We have set up an expertise center and launched a comprehensive activity in several areas:

- we keep in contact with Perevershnyky in military service;
- we help veterans adapt to civilian life;
- we establish an accessible and barrier-free environment;
- we equip workplaces for people with disabilities;

Currently, there are over 2,000 mobilized Perevershnyky. More than 250 servicemen are re-employed at Silpo after demobilization.

Support for Smilyvovershnyky and their families

We have set up a motivation and care system covering all important areas of life.

Physical fitness

We help with treatment, offer discounts and reimbursement for gym expenses, and provide health insurance and access to a family doctor.

Recreation and basic needs

Having returned from military service, Smilyvovershnyk gets an extra 30 calendar days of paid leave. They are also allowed to have rest with their families.

Psychological health

We ensure psychological support for both Smilyvovershnyky and their loved ones.

Adaptation and team environment

We train managers, HR, and teams how to properly support colleagues who have returned from military service. We equip comfortable workplaces and help with retraining if required.

Legal support

We ensure legal support and conduct live sessions with the company's lawyers in case of important legislative changes.

Commemoration

We have created an online portal to honor our fallen colleagues–defenders. The families of the fallen get material, psychological, and legal support.

Gratitude for the recognition

The Silpo chain is in the TOP-50 of the best employers in Ukraine, according to NV and Odgers Berndtson.

We became one of the few companies to be awarded in three categories at once:
– support for veterans and their families
– staff motivation
– care for employee well-being



● We were awarded by the organizing committee and Starlight Media at the HR-Brand Ukraine Awards – for our initiatives intended to support veterans.



● We received the “Veteran-Friendly” award from Veteran Hub – for systemic support for the defenders' employment and adaptation.



CARING FOR THE TEAM AND COMMUNITY





We are committed to team development and creating opportunities for training and career growth. In 2024, we launched new programs and updated existing courses in our internal corporate university. There, thousands of Perevershnyky got new knowledge and prospects for growth within the company.

In 2024, we implemented the following to develop the team:

- Designed 11 training programs;
- Added e-courses to 82 earlier-designed programs;
- Started designing 17 new programs;
- The total number of e-courses reached 220, of which 58 – new ones;
- Uploaded 148 training videos to YouTube.

How Perevershnyky learned:

- Completed 11,141 training programs;
- Completed 2,121 software training courses;
- 592 Perevershnyky were added to the personnel reserve to fill management positions in stores;
- 384 Perevershnyky from the personnel reserve were appointed to management positions.

Additional activities:

In 2024, we held 24 events, including:

- 11 Foodventures;
- 10 training sessions;
- 3 business games.

In total, 2,656 Perevershnyky participated in the events.

Employee benefits

We take care of the health, education, and daily needs of Perevershnyky so that their life is comfortable.

➔ MEDICAL INSURANCE

After 3 months of employment, office personnel, as well as supermarket and restaurant managers, may join the voluntary medical insurance program.

➔ LIFE INSURANCE

All employees may join the voluntary life insurance program. For office personnel, as well as store and restaurant managers, the program is available after 3 months of employment, for all other employees – after 6 months.

➔ GYM AND LANGUAGE COURSES

The company cooperates with partners so that our employees may take advantage of special conditions for practicing sports and learning foreign languages.

➔ ADVANTAGEOUS OFFERS FOR PEREVERSHNYKY

Employees may take advantage of special offers on services and products within the Fozzy Group and partner chains.

Care

We also care about the well-being of our team, thus, we establish a supportive and safe environment. In 2024, we launched new initiatives and maintained existing programs, including psychological aid, mental health projects, and veteran support.

Well-being

- ➔ Psychological support program
- ➔ Mental health projects in the office – clay therapy, aromatherapy, art therapy, and neurographics
- ➔ Massage and meditation room in the main office
- ➔ Concierge service

Development

- ➔ Motivational programs for stores
- ➔ First aid training

Support

- ➔ Consulting: psychological, career, housing restoration, legal advice on military service, mobilization, and demobilization
- ➔ “Helping Hand” support program
- ➔ “Invincible Offices” initiative
- ➔ Quarterly blood donation at the main office
- ➔ “Eco-Vershnyky” program: organizing tolokas (collective effort), volunteer events, and other activities for Perevershnyky

Family

- ➔ Children’s room at the main office
- ➔ New Year’s gifts for children of Perevershnyky.



CONTACTS

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1B, room 188

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🕒 07:00–23:00

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