



Realizing the cooperative values

CCI Conference October 2002 in Lisbon

Key Values

F D B



- **Influence** - for members and employees
- **Care** - for people and environment
- **Honesty** — keep our promises, open access to information
- **New Thinking** — development that favours consumers' interest

Targets 2002 - 2007

FDB



□ FDB and the Co-operative Societies

1. Member's influence
2. Benefits for members
3. Consumer information
4. Consumer policy

Targets 2002 - 2007

FDB



□ **Subsidiary companies to FDB and the Co-operative Societies**

1. Benefits and activities for members
2. Consumer safety
3. Environment
4. Ethics
5. Information



- Stakeholder involvement
- Embedding
- Measuring
- Reporting

Stakeholder involvement

FDB



- Members' survey – app. 22.000 replies
- Debate in members organisation
- Meetings with external stakeholders

Embedding



- Identification of targets
- Information to heads of various departments
- Appointed manager in charge of coordination

Measuring



- Identification of key performance indicators
- Communication of indicators to heads of various departments
- Regular internal reporting

Reporting



- Choosing appropriate reporting to stakeholders
- Annual report
- Evaluation by stakeholders

Co-operative group

