



2024 ESG Report

*Our continued dedication to people, the environment,
and the communities we serve.*

Letter from our Corporate Sponsor

I am pleased to share with you our second Environmental, Social, and Governance (ESG) report—a significant milestone that reflects our ongoing commitment to sustainable business practices and responsible corporate citizenship.

At AGNE, we believe that operating with integrity and a conscious awareness of our environmental and social impact is not only the right thing to do—it is essential to our long-term success. Guided by this belief, we've continued building on our efforts through this latest ESG report, which showcases our progress across four foundational pillars:

- Cooperative** – Empowering the efforts of others through the strength of our business.
- Culture** – Celebrating and investing in the growth and success of our people.
- Community** – Supporting the neighborhoods we serve with deep-rooted dedication.
- Climate** – Pursuing sustainable practices to help build a healthier future for our planet.

This year, we also merged our DEI and AGGA Committees to form the unified ESG Committee—bringing a more integrated and holistic approach to how we embed environmental, social, and governance principles throughout our organization.

As you explore this report, we welcome your feedback and invite your continued collaboration. Together, we can broaden our impact and help shape a future where business success is aligned with social responsibility and environmental stewardship.

Let's move forward with purpose, embracing both the opportunities and challenges ahead—confident in our shared ability to create a more sustainable tomorrow.



Russ Greenlaw
Chief Operating Officer

Let's move forward with purpose, embracing both the opportunities and challenges ahead—confident in our shared ability to create a more sustainable tomorrow.

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Cooperative



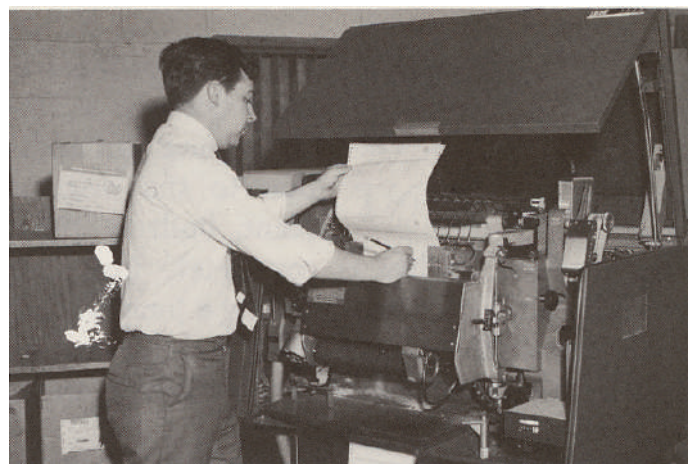
An opportunity to empower others' efforts
through **our business.**

Our History

In February 1946, with an investment of \$1,000 each, a small, but enterprising group, consisting of 21 independent food retailers formed New Hampshire Wholesale Grocers. Their purpose in doing so was to grow and compete more favorably with the ever-increasing supermarket chain stores by combining their purchasing power.

Over the past 75+ years, AG has continued building upon that foundation to become what we are today: a wholesale grocery cooperative located in Pembroke, NH, that is dedicated to supplying independent supermarkets and convenience stores with both quality products and supportive services. At its core, a cooperative business model is intended to serve the communities in which it operates. For Associated Grocers of New England, this translates to hundreds of neighborhoods across the northeast from northern Maine to upstate New York.

When considering this scope of reach, it becomes quite clear the impact we have and thus the incredible responsibility that comes with it. By leveraging the strength of the cooperative and each of its members, we are able to amplify that impact even further.



Business Development / Growing the Co-op

New York Market Expansion

AG's strategic expansion into New York State marks an exciting new chapter in our continued growth and our commitment to serving independent retailers across the Northeast. Recognizing both a need and a strategic opening, AG's Sales team began laying the groundwork to welcome new retail partners into our cooperative.

After years of outreach, planning, and relationship-building, we proudly launched operations in New York in early 2024. Since then, we've successfully onboarded 19 new customers and strengthened our infrastructure to better support the unique needs of this market. This growth is a direct reflection of the demand for a trusted wholesale partner and AG's reputation for delivering exceptional service, competitive programs, and the benefits of true cooperative membership.

This expansion was made possible through the collaboration and dedication of our Business Development, Sales, and Transportation teams—alongside the hard work of associates across the organization. As we build on this momentum, we remain focused on creating long-term value for our new partners and exploring further opportunities for growth throughout the region.

NISKAYUNA

MARKET

"I really can't thank the AG team enough for this amazing transformation to our store. The AG team has made this transition a no brainer. Everyone has walked the walk. I look forward to a great partnership and can't wait to keep the ball rolling."

—Shannon M. Risley
General Manager, Niskayuna Co-op, NY

Arcade Market Place

*Still family owned and operated
by the Brass family since 1920.*

*"They not only talk the talk
but walk the walk."*

—David Brass
Arcade Market, NY



MINIER'S
NEIGHBORHOOD
Meat Store & More

Business Development / Growing the Co-op

AGSVT Corporate Stores

Our Vermont corporate store group continues to play a vital role in delivering high-quality products, exceptional customer service, and a strong commitment to operational excellence across the state. Spanning a wide and diverse geography, our nine Vermont locations reflect the unique character of their individual communities while maintaining consistent brand standards, performance expectations, and customer satisfaction.

One of the most notable milestones for AGSVT this past fiscal year was the ongoing development of the three newest additions to our group—Essex, Woodstock, and Stowe—collectively known as “VT3.” Although these stores were officially acquired in Fall 2023, much of the past year has been dedicated to integrating them fully into our network. This included focused investments to elevate store operations, enhance visual presentation, and improve the overall customer experience.

The progress made at these locations represents a significant step forward in our long-term strategy to strengthen AG’s presence in the Vermont market. We remain committed to supporting these communities and driving continued improvements that align with our cooperative values and customer expectations.



Small Change, Big Impact at AG Retailers

Co-op Food Stores - Hanover/Lebanon/White River Junction

Launched in 2016, Pennies for Change is Co-op Food Stores' round-up program that lets shoppers donate spare change by rounding up their purchases at checkout. To date, the program has raised over \$1.4 million for local organizations.

Each month, 80% of funds go to four consistent food access partners supporting regional food shelves and distribution efforts. These partners have received more than \$273,000 since the program began. The remaining 20% are awarded to a different community organization each month, selected through a bi-annual application process.

Monthly donations typically range from \$1,200–\$1,500, directly supporting critical community work — from food access to domestic violence prevention.

"We couldn't do it without you."
— LISTEN Community Services

"This donation will be used exclusively to provide food, including fresh produce—Thank you."
— Randolph Area Food Shelf

"The Co-op Food Stores shoppers and members' contributions support our efforts to end domestic and sexual violence in the Upper Valley through survivor-centered advocacy, prevention, education and mobilization for social change."
— Peggy O'Neil, WISE Executive Director

Pennies for Change is a testament to how small acts, just a few cents at a time, can create lasting and local impact.



Small Change, Big Impact at AG Retailers

Celebrating Employee Commitment at Swan Lake Grocery

Nearly two years after siblings John and Amanda Wentworth took ownership, they've made it a priority to honor the team that welcomed them with open arms. In a recent celebration, they recognized three long-time employees whose combined service spans over 85 years:

Russell Brassbridge, Produce Manager – 30 years

Charlie Larabee, Meat Manager – 25 years

Nancy Larabee, Deli/Bakery Manager – 30 years

Each has played a key role in shaping the store's culture and operations. AGNE was honored to take part, with Counselor Jason Frisch noting, "Russ, Nancy, and Charlie have been a pleasure to work with throughout the years."

This is just one example of how independent retailers are living out cooperative values, creating respectful, loyal, and people-centered workplaces.



Empowering Retailers Through Sustainable Solutions

Energy Audits

In 2023, AG began a partnership with The Ratio Institute, an independent, non-profit organization dedicated to accelerating measurable sustainability and viability in the food retail industry. Through this collaboration, AG has connected member retailers with The Ratio Institute to conduct comprehensive energy audits within their stores—an effective way to identify energy-saving opportunities and highlight the value of updated, eco-friendly equipment and sustainable business practices.



To date, fourteen of our member stores have undergone an energy audit—a significant step forward from the initial ten in 2023. We remain committed to expanding this effort, with a goal to double that number by the end of 2025.

REAP Grants

To further support the sustainability efforts of our retailers, AG has committed to subsidizing 50% of the cost associated with applying for USDA Rural Energy for America Program (REAP) grants. These grants provide eligible recipients with substantial federal funding toward the purchase and installation of renewable energy systems and energy efficiency improvements. AG is also actively exploring ways to bring this service in-house, aiming to simplify the application process and make sustainable upgrades even more accessible to our members.

Certified Organic Handler

We're proud to share that AGNE is now recognized as a Certified Organic Handler—a designation that reflects our commitment to preserving the integrity of organic products from farm to retail.

As part of this certification, we adhere to strict standards to prevent contamination and commingling with non-organic items, maintain thorough records for full traceability and transparency, and ensure all products are properly labeled to meet certification requirements.



Culture



An incredible pride in the celebration and development of **our people.**

Learning & Development

Investing in our team members' personal and professional development not only enhances their individual skills and capabilities but also strengthens our collective success as a company. Through comprehensive training programs, mentorship opportunities, and ongoing support, we empower our employees to reach their full potential, pursue new challenges, and drive innovation.

Retail Learning Institute

RLI is a worldwide organization with a focus on developing people within the retail food industry. Through their diverse course catalog, customizable learning paths, and mobile application, we've been able to elevate our Corporate Store associate training process to new heights.



AG University

In 2024, our development program focused on team skills—the essential abilities that enable us to collaborate effectively, build cohesive cross-functional teams, and foster an inclusive work environment where everyone can contribute and succeed. This year's program emphasized key areas including Leadership, Communication, Diversity, Confidence, Feedback, and Conflict Resolution, equipping our associates with the tools needed to strengthen teamwork and drive collective achievement.



UNIVERSITY

Educational Reimbursement Program

The Educational Reimbursement Program supports associates' pursuit of continued education through a tiered, monetary reimbursement program. Additionally, AG has partnered with local institutions to offer employees and their families discounted tuition rates, ranging from 10-20% off.

Mentorship Program

Our internal mentorship program offers a structured and supportive framework for fostering growth, development, and cross-functional collaboration within the organization. Designed to empower associates at all levels, the program connects participants with experienced senior leaders across AG who serve as mentors—offering personalized guidance, professional insight, and meaningful support.

Through regular check-ins, goal-setting exercises, and skill-building conversations, mentees gain valuable exposure to new perspectives and leadership styles, while mentors are given the opportunity to invest in the next generation of AG talent. The program not only helps participants expand their skill sets and confidence but also strengthens our internal culture by promoting engagement, knowledge sharing, and long-term career development.

Recognition & Awards

Investing in our team members' personal and professional development not only enhances their individual skills and capabilities but also strengthens our collective success as a company. Through comprehensive training programs, mentorship opportunities, and ongoing support, we empower our employees to reach their full potential, pursue new challenges, and drive innovation.



Jake's
MARKET & DELI
BRUCE BERGERON
Jake's Market & Deli



BRIAN JUNKINS
Friends' Marketplace



SAM ADAMS
Pump & Pantry /
Wing's Market



DAVID WELCH
Friends & Family /
Village Market



**BEN
GLOVER**



**CAROLE
JEROME**



**MARLA
D'AGOSTA**



**STACEY
HALVERSON**

CUSTOMER SERVICE PIN AWARD

Domenic DiPasquale, Systems Administrator II, received a Customer Service Pin Award for his quick response, clear communication and strategic, solutions-oriented approach to the global CrowdStrike outage that impacted AG's systems this past summer.



Recognition & Awards



ABOVE & BEYOND AWARD

Employer Support of the Guard and Reserve

The Above and Beyond Award is presented by ESGR State Committees to recognize employers at the local level who have gone above and beyond the legal requirements of the Uniformed Services Employment and Reemployment Rights Act by providing their Guard and Reserve employees additional, non-mandated benefits.

BEST PRACTICES AWARD

NH Songa



NH Songa awarded AGNE the "Best Practices Award" and Certificate of Appreciation for our efforts in promoting an inclusive work environment for a diverse immigrant workforce.



TRUCK DRIVING CHAMPIONSHIPS



KARL ULRICH
Class: Twins



DJ BROCK
Class: Flatbed



AGNE
Team Championship Award



KEITH SOMERS
Class: Flatbed



MARTIN O'NEIL
Class: 4-Axle

We 
Our Drivers

Recognition & Awards

For more than 26 years, Business NH Magazine has recognized businesses that go out of their way to create engaging workplaces and understand that fulfilled employees are more productive.

"This year's winning companies demonstrate there is no one model for being an employer of choice. However, they do share a commitment to creating an engaging workplace by meeting the needs of their workforce." -Matt Mowry, Executive Editor for *Business NH*



TWO-PART APPLICATION PROCESS

- 1 Employee Engagement Survey (60% weight)**
33 question survey broken into 10 categories.

At least 50% of the workforce needs to complete the survey for the application to be considered.

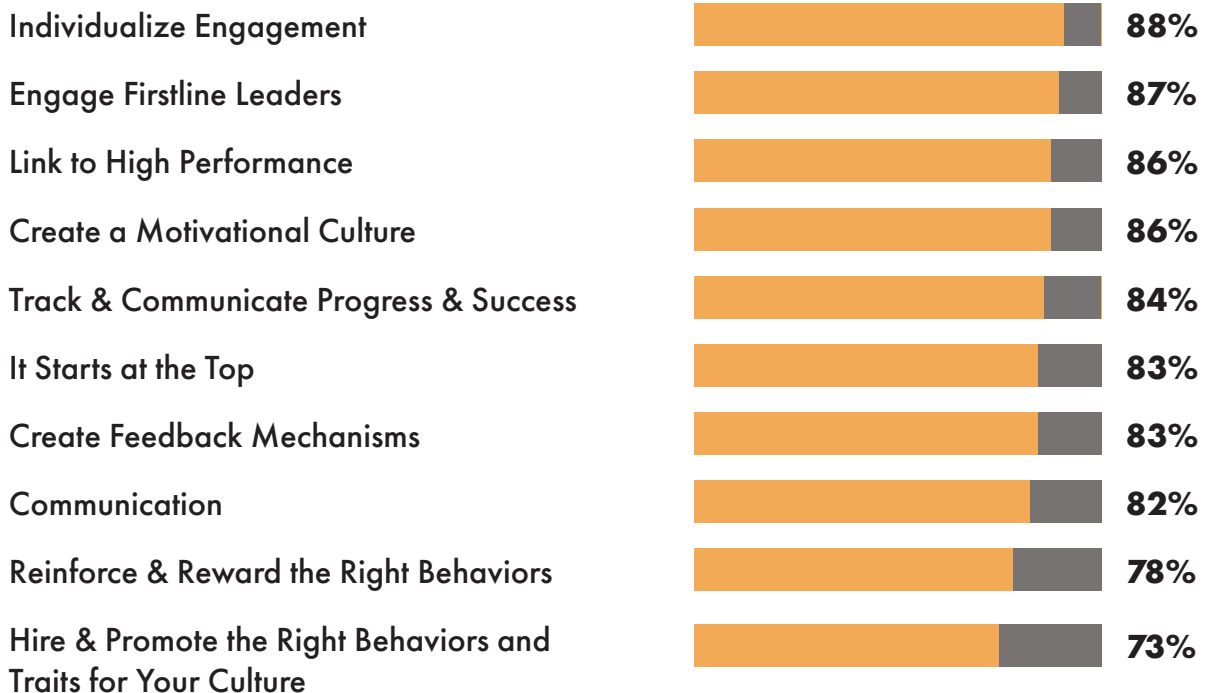
- 2 Employer Application (40% weight)**
88 questions broken out between metrics (15% weight) and open-response culture essays (25% weight).

In 2024, **52%** of our workforce completed the survey. This marks the first time in three years that we were able to meet the required threshold.

YOUR INPUT IS INVALUABLE!

THE RESULTS

While being recognized as a "Best Company to Work For" is an incredible honor, the real value comes from **you**. Check out the results from our Engagement Survey, and what's more, what we're going to do to improve.



Recognition & Awards

Snappy Gifting Platform

As part of our ongoing commitment to employee recognition and engagement, we use Snappy—a digital gifting platform that enables us to send thoughtful, personalized gifts to employees. Snappy supports timely appreciation and helps strengthen morale and connection in a meaningful, scalable way.

In 2024, we sent a total of 1,226 Snappys!

This year, we also launched the AG Branded Campaign—a curated collection of AG-branded items offered to all AGNE associates through Snappy. A total of 354 gifts were claimed.

Additionally, we introduced the AG New Baby Collection, which allows expecting associates to choose a piece of AG-branded baby clothing. Four gifts from this collection were sent during the year.



**OF THE 1,226
SNAPPYS
SENT IN 2024**

446 were for birthdays

118 were for anniversaries

The remaining were
one-off prizes or special
recognitions

Stacking Up to Success

March Madness: Pallet Building Competition

To promote operational excellence in a fun and engaging way, AG hosted its annual March Madness Pallet Building Competition in 2024. The contest encouraged friendly competition among team members while reinforcing best practices in pallet construction—such as stability, presentation, and efficiency.

Photos of pallets were entered into a bracket-style voting system where associates across the company could cast their votes. Pallets were judged on complexity, case interlocking, label visibility, and overall build quality.

The competition celebrated craftsmanship and teamwork, with prizes awarded to the top four finalists—including a grand prize of one paid day off. Events like this reinforce AG's commitment to recognizing hard work, encouraging excellence, and building a positive workplace culture.



Community



A deep-rooted commitment to the support
of **our neighborhoods.**

Giving Back

Supporting the communities we serve has been a core part of AG's mission since day one—and it remains a guiding force in everything we do. We are deeply committed to giving back, working hand-in-hand with local organizations, and investing in the people and places that inspire us.

From charitable partnerships to hands-on volunteer work, our associates proudly contribute their time, talents, and resources to build meaningful relationships and create lasting, positive impact. At AG, community isn't just something we support—it's something we're part of.



Organizations We Support

Partnered Organizations

- New Hampshire Businesses for Social Responsibility
- Special Olympics of New Hampshire
- NH Food Bank
- Boys & Girls Club
- Granite State Independent Living
- American Cancer Society
- American Red Cross



Donations/Support

- CamBam
- AGNE Golf Tournament
- Star Program
- Granite State Independent Living Golf Tournament
- Mac Off
- Pembroke Old Home Day
- Making Strides
- Men Wear Pink
- Blood Drives



Community Impact

At AG, we believe strong communities are the foundation of a thriving business. That's why we're committed to creating positive, lasting impact through meaningful engagement, local partnerships, and associate-led initiatives. Whether it's supporting food access programs, sponsoring local events, or volunteering time and expertise, we aim to uplift the communities where we live and work.

Our approach goes beyond donations—we focus on building authentic relationships and delivering real value that reflects our cooperative spirit and shared commitment to making a difference.

Here's what some of the organizations we've partnered with have to say:



A big THANK YOU to New Hampshire Charitable Foundation's Employees of Associated Grocers of NE and AG Supermarkets for choosing Granite State Dog Recovery to be the recipient of a grant which funded the purchase of new trail cameras. The cameras allow our team to monitor food stations and traps for lost and stray dogs in New Hampshire. Cameras are a crucial part of lost dog recovery. GSDR is very thankful for the support of the community which allows us to continue to reunite lost dogs with their families. Thank you!



What a weekend! We're still thinking about all the amazing competitions and memories that were made at this year's State Summer Games Presented by AGNE!



Last year, AGNE hosted their annual Fall Food Show, and at the end of the event, vendors donated their food items to the NH Food Bank!

A total of 15,415 lbs. of assorted foods, including produce, protein, dairy, non-perishables, as well as some household items were collected thanks to the help of our staff and volunteers!

We're truly grateful for this continued partnership and the support of participating vendors.



Thank you AGNE, Live Free Recovery Services, and Coca-Cola Beverages Northeast for donating water to the #HopeRecoveryFestival. We greatly appreciate all that you do for this community! #communitysupport

Community Impact



Zebra Crossings would like to thank everyone that supported our programs this year, you helped make this year a success.

A special thank you to our sponsors and program hosts!

Thank you AGNE for supporting us this year!



Thank you AGNE for your support as a Luncheon Sponsor for our 10th Annual Chipping in FORE! Independence charity golf tournament!

Thank you for helping us turn challenges into opportunities, so everyone can live their best life.



AGNE held their 15th Annual Charity Golf Classic last week at Pembroke Pines Country Club, where they raised an incredible \$45,000 to benefit the NH Food Bank!

AGNE, we are so very grateful for your continued support and partnership – thank you! Your support plays an important role in helping our neighbors experiencing hunger.



RJ did an amazing job presenting our programs for the AGNE Community Connections Committee this morning in Concord! Go RJ! And, thank you to Associated Grocers for having us! #Community

Community in Action

Community Connection Program

AG's Community Connection Program allows associates the opportunity to opt-in for weekly payroll deductions that are dispersed to a variety of local organizations in need. Benefitting causes are first vetted by an internal committee to ensure funds are going to organizations that are in alignment with our mission and are close to our employees' hearts. Additionally, AG contributes a 25% match to all employee donations, resulting in more than \$1.4 million in community donations over the last 20 years.

Impact Hours

At AG, we recognize the power of giving back—and we believe it should be part of the workday. Through our Impact Hours program, associates receive 24 paid hours annually to volunteer in their communities in ways that matter most to them. Whether it's supporting local food banks, participating in neighborhood clean-up efforts, or lending a hand at community events, this time is designed to empower individuals to create meaningful change.

In 2024, our employees dedicated 397 hours to community service through the program—demonstrating continued commitment to making a difference both inside and outside the workplace.

Looking ahead, we're setting a goal to increase total Impact Hours by 15% in 2025, encouraging even more associates to get involved and give back.

Friendly Kitchen

The Friendly Kitchen seeks to provide a meal for the hungry in a warm and caring, non-discriminating environment through the coordination of community volunteer resources. AGNE has a long-standing relationship with the Friendly Kitchen, Concord's only soup kitchen. Once a month, we donate, prepare, and serve dinner, and once a month we donate, prepare, and serve breakfast for anywhere from 40-70 individuals experiencing homelessness and food insecurity. AG is very proud of this partnership and looks forward to its continuation in the future.



Neighbor 2 Neighbor Program



The Neighbor 2 Neighbor program is a unique initiative that allows participating customers to accrue funding through the purchase of private label products from our Distribution Center. This funding is then used to match charitable donations made by our retailers to health and human service organizations in their local communities. **Over the past 21 years, the program has helped contribute a total of \$1.2 million, supporting meaningful causes across our market area.**

*158 stores participating
in the N2N Program.*

*Over \$24,130 was
donated in 2024!*

For over two decades, Debbie Demers has played a key role in coordinating the Neighbor 2 Neighbor program. Her dedication and behind-the-scenes work have helped amplify the impact of retailer donations across our communities. We asked her to reflect on her experience and share some insights from her time with the program.

What initially inspired you to get involved with the Neighbor 2 Neighbor program?

It was part of my job, but after completing the first year of the program, I saw just how much of an impact it had. AG set up this program to help our retailers support their surrounding communities by matching their charitable donations—and that really stuck with me.

Can you share a memorable moment or story from your time coordinating the Neighbor 2 Neighbor program?

The holiday season is always special. That's when you see an increase in donations—whether it's food for local food banks or support for Christmas funds, it's all going to a worthy cause. I always get the warm and fuzzies when I process a retailer's request for a Neighbor 2 Neighbor donation during that time of year.

How do you think the program has evolved over the past 20 years?

It's continued to grow, with more and more retailers taking advantage of the program and making a difference in their communities.

If you could share one message with our employees and customers about the importance of giving back, what would it be?

You might not realize how many organizations and individuals are in real need of a helping hand. Every contribution—whether big or small—makes a difference. Every dollar counts.

**Thank you, Debbie, for your years of commitment and compassion.
Your efforts have made a lasting difference in countless communities, and
we're so grateful for all you've done.**

An aerial photograph of a large industrial building with a dark roof. The roof is covered with numerous rectangular solar panels arranged in a grid pattern. The building is surrounded by parking lots filled with cars and several semi-trailers parked along the side. A red banner is overlaid on the top right corner of the image.

Climate

An active pursuit of sustainable practices,
fostering a healthier future for **our world.**

ESG Committee

In Winter 2024, AGNE's Diversity, Equity, and Inclusion Committee and the Associated Grocers Green Awareness Committee merged to form the ESG Committee! The ESG Committee will continue to drive environmental sustainability efforts, while also championing social responsibility, inclusion, and strong corporate citizenship across AG. By aligning our shared values and resources, the ESG Committee will strengthen our ability to support the community, celebrate our diverse team, and promote environmental stewardship, all while operating with integrity in everything we do. The ESG Committee will continue the work that both committees were handling with increased scope and bandwidth.



Our Distribution Center

To track and measure our ongoing progress, it's essential to understand our current performance. In 2023, The Ratio Institute conducted a comprehensive energy audit at AG's headquarters, providing valuable benchmarks to guide our future improvements. Below is an updated overview reflecting our continued commitment to energy efficiency.

Air Infiltration

AG's building structure and operational systems continue to effectively minimize air infiltration, optimizing both air quality and energy consumption throughout our facility.

LED Lighting

Since transitioning from fluorescent to LED lighting in 2012, we have installed over 800 LED fixtures in our Distribution Center. As of 2024, these upgrades have saved more than 2,283,923 kilowatt-hours of electricity, contributing significantly to our sustainability goals.

Cardboard Recycling

In the past year, our Distribution Center recycled 2,420 tons of cardboard—equivalent to filling approximately 302 tractor trailers. This significant effort highlights our commitment to reducing landfill waste and promoting responsible material management.



Looking ahead, AG aims to increase cardboard recycling by 10% in 2025, targeting over 2,660 tons through continued operational improvements, employee engagement, and strengthened recycling partnerships.

Reclaim Program

Not all damaged grocery items are wasted. For example, dented canned goods may be less visually appealing but often remain safe and usable. To address this, Associated Grocers of New England has established a formal reclamation process that participating retailers can utilize.

When damaged products are returned to the Distribution Center, they undergo a careful assessment. Depending on the condition, items may be resold through third parties, donated to state food banks, or, for perishables, provided to local farms for animal feed.

This program helps retailers minimize shrinkage losses while simultaneously reducing food waste across the supply chain—delivering both economic and environmental benefits.

Reducing Waste, Enhancing Sustainability

Being a wholesale grocery distribution center that's just under 500,000 square feet, we require a wide variety of products and materials to operate successfully. However, AG is committed to minimizing our waste through local partnerships, proper handling, and innovative operations.

Plastic Wrap

While AG has recycled our Distribution Center's plastic wrap for years, we partnered with sustainability-focused decking company, Trex, in 2020 for a unique means of upcycling this film instead. Each year, we send Trex 40 tons of plastic which then gets manufactured into their high-performance decking material.



IT Equipment

Over the last year, AG successfully recycled over 1,880 pounds of IT-related electronics and equipment, including computers, monitors, keyboards, and mice. Moving forward, AG has taken on the management of technology in its corporate stores and will begin upgrading and recycling their equipment. As part of this initiative, AG is intentionally extending the life cycle of certain devices while replacing older systems with newer, more energy-efficient technology.

Paper Reduction

In 2024, AG took a major step toward reducing paper waste by discontinuing the printing of its 4-page weekly flyers. On average, 179,181 flyers were printed each week—eliminating this practice significantly cuts down on paper use and supports AG's broader sustainability goals.

Culligan Water Coolers

In line with our ongoing sustainability efforts, the ESG Committee has introduced Culligan water coolers in key office locations, including near Retail Pricing, HR, and the cafeteria. These coolers offer convenient access to high-quality hot and cold drinking water, with fast dispensing rates of up to 1.6 liters per minute for cold and 1.2 liters for hot.

The primary goal is to significantly reduce plastic bottle usage across the facility. Over time, we aim to fully eliminate our use of single-use plastic bottles—a costly and less sustainable resource. By making this shift, we anticipate reducing plastic waste by more than 10,000 bottles each year, supporting both landfill reduction and cost savings.

Each cooler also features antimicrobial spigots and drip trays, promoting a cleaner, healthier workplace. As part of this initiative—and in celebration of Earth Week—the ESG Committee also provided reusable water bottles to all AG employees to encourage sustainable habits and support this transition.



Reducing Waste, Enhancing Sustainability

Recycling Made Simple

As part of our commitment to reducing landfill waste, AG has installed a multi-stream recycling station to make proper disposal easy and accessible for everyone. This three-bin system helps sort materials effectively, ensuring more items are recycled and less ends up in the trash.

The station includes clearly labeled bins for:

- Paper Products – newspapers, cardboard, and similar materials
- Mixed Recyclables – plastic items, aluminum and steel cans, glass jars, bottles, and cartons
- Trash – items that cannot be recycled

By streamlining the sorting process, we're supporting a cleaner facility, reducing contamination in our recycling stream, and moving closer to our sustainability goals.

As part of our 2025 sustainability goals, AG is aiming to install at least one additional recycling station to further expand access, increase participation, and continue building momentum in our waste reduction efforts.



Food Shows

AG hosts two Food Shows each year, bringing together customers, employees, and vendors to explore new products, discuss industry trends, and build stronger business partnerships. As a grocery-focused event, most featured items are perishable and non-perishable food products. While attendees are encouraged to sample and take home items, a significant amount often remains unused.



To reduce waste and support our community, AG partners with the New Hampshire Food Bank to donate any untouched, safe-to-consume food. In 2024, we donated a combined total of 32,787 pounds of food—17,372 pounds from the Spring Show and 15,415 pounds from the Fall Show. This initiative not only helps fight food insecurity in our region but also reinforces our commitment to responsible event practices and community support.

Highlighting Our ESG Journey on the Move

To reinforce our commitment to sustainability, we've refreshed the imagery on our AG trucks to prominently showcase our environmental initiatives. These new wraps highlight key aspects of our ESG efforts, helping to raise awareness and demonstrate our dedication to responsible practices as we serve our communities. Through this visible reminder, we aim to inspire action and emphasize sustainability as a core value at AG.



Advanced Monitoring & Environmental Safety

OpSense Monitoring System

The Associated Grocers Supermarkets of New Hampshire Group installed a case monitoring system called



OpSense in all five locations. OpSense helps stores track

case temperatures using wireless sensors and digital monitoring tools that continuously record the temperatures of refrigerated and frozen display cases.

Each store location has 25 to 35 sensors. These sensors log data automatically in real time, and send alerts if temperatures fall outside of the safe range. This allows staff to react quickly to potential equipment issues and food safety risks before they become a problem. The platform also stores temperature data for easy access during audits or inspections, reducing manually logging and ensuring consistent compliance with food safety standards. The set points are customizable and help to minimize false alarms for defrost cycles and other issues. Each store has a central hub that connects all the wireless sensors.

Recently, in one of the stores, OpSense sent a notification that a dairy case was rising above the safe temperature range, just before the store closed. Thanks to the alert, store employees were able to move the product into a walk-in cooler until the case was repaired—preventing spoilage and saving the inventory. This one incident alone covered the initial startup cost.

Refrigerant Leak Detection

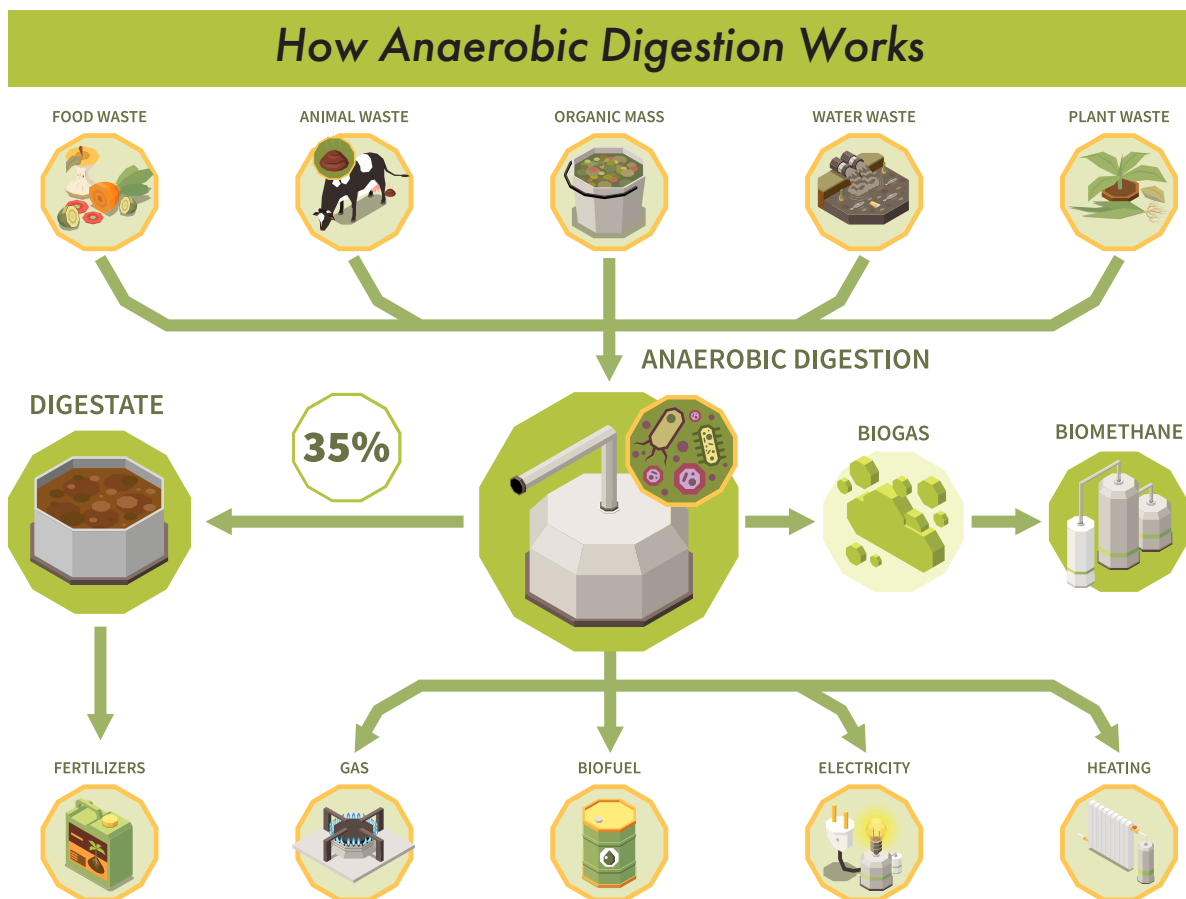
Vermont Corporate stores have installed the Climalife Gas Leak Detection system, with other states beginning to mandate similar devices. This system continuously monitors refrigerant levels and alerts designated store personnel if a leak is detected, allowing technicians to promptly address repairs. AG New Hampshire Corporate stores will soon install detectors from OpSense, the same provider used for refrigeration and freezer monitoring.

Installing refrigerant leak detection systems is essential for grocery stores to protect health, comply with environmental regulations, and reduce operational costs. Refrigerants used in cooling units can be harmful if leaked, posing risks to both people and the environment. Early detection prevents costly refrigerant loss, avoids equipment failures that could spoil perishables, and ensures compliance with regulations such as EPA Section 608 and F-Gas standards. This proactive approach also minimizes repair expenses and downtime, keeping stores running safely and efficiently.

Collaborating for a Greener Future

Recycle Works

The Associated Grocers Supermarkets of New Hampshire recently teamed up with Recycle Works to help reduce food waste going into landfills. Each store has six large collection bins that get picked up every other week by Recycle Works. Each bin holds up to 250 pounds of food, packaging included. Recycle Works is a sustainability-focused company that specializes in waste reduction and recycling solutions for business. By partnering with Recycle Works in our stores, we are taking a proactive step towards environmental responsibility. Their services help us efficiently manage recyclable material such as cardboard, plastic, and food waste, reducing our overall landfill contribution. With customized recycling programs, Recycle Works supports our commitment to sustainability while helping us meet local and corporate environmental standards. This partnership not only improves our operational efficiency but also reinforces our dedication to a cleaner, greener community.



Closing Remarks

As we look ahead, we are reminded that our actions today shape the world of tomorrow, and the choices we make now impact us far beyond the present moment. Let us carry forward the spirit of accountability, ensuring we remain true to our core pillars and are responsible stewards of the trust placed in us. We will embrace innovation, with creative solutions to new challenges and lead with compassion, recognizing the humanity in each other and working to uplift those around us.

With each step we take on our collective journey, we reaffirm our commitment to building a future that is not only more resilient in the face of adversity, but also more equitable, where opportunities are accessible to all, and finally more sustainable, preserving our planet and community for generations to come. Together, through our collective vision and spirit, we all have the chance to create lasting, meaningful change and leave a legacy we can all be proud of.

