

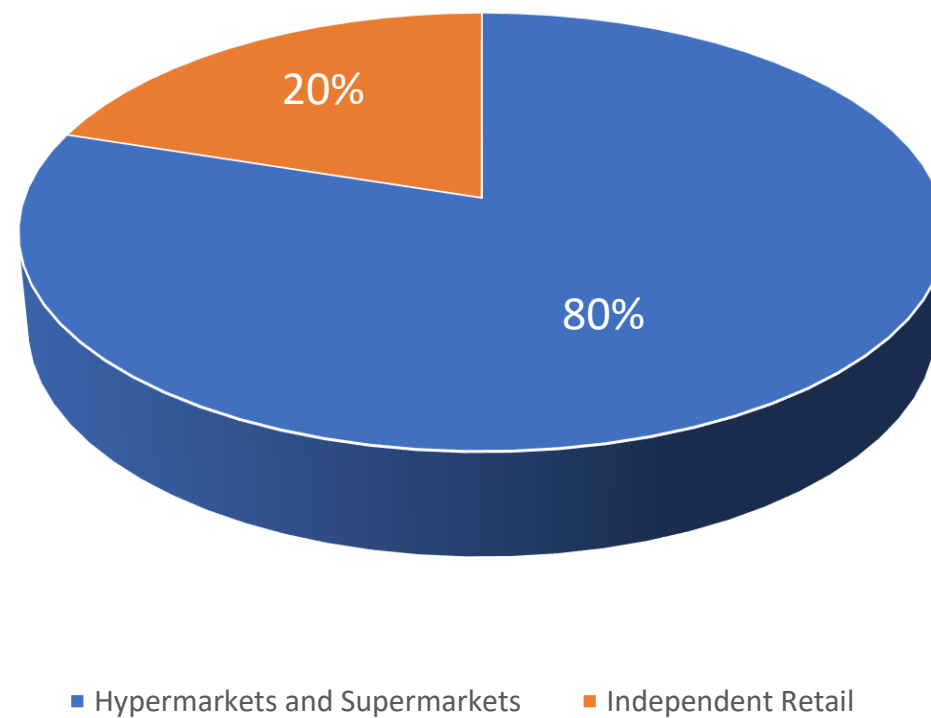
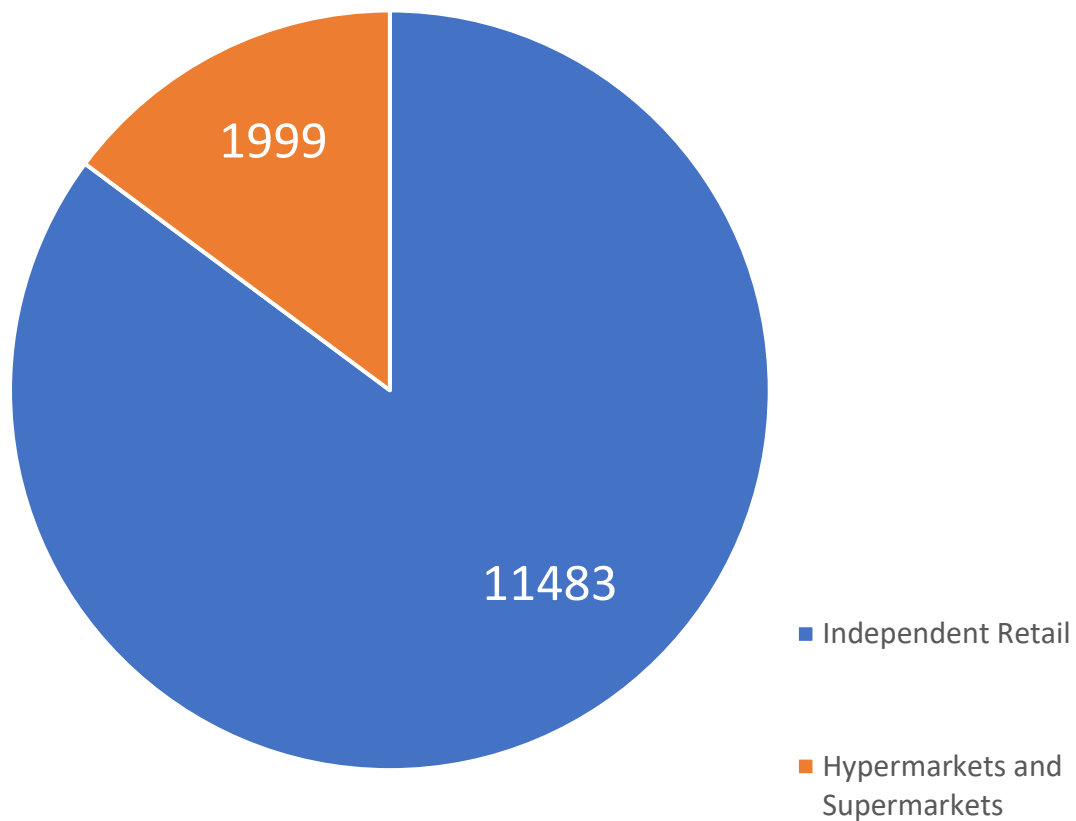
LOCAL SHOP

Heart of the Community

Jan Hrdina
Secretary General
Association of Czech Traditional Retail (AČTO)

FOOD STORES IN THE CZECH REPUBLIC

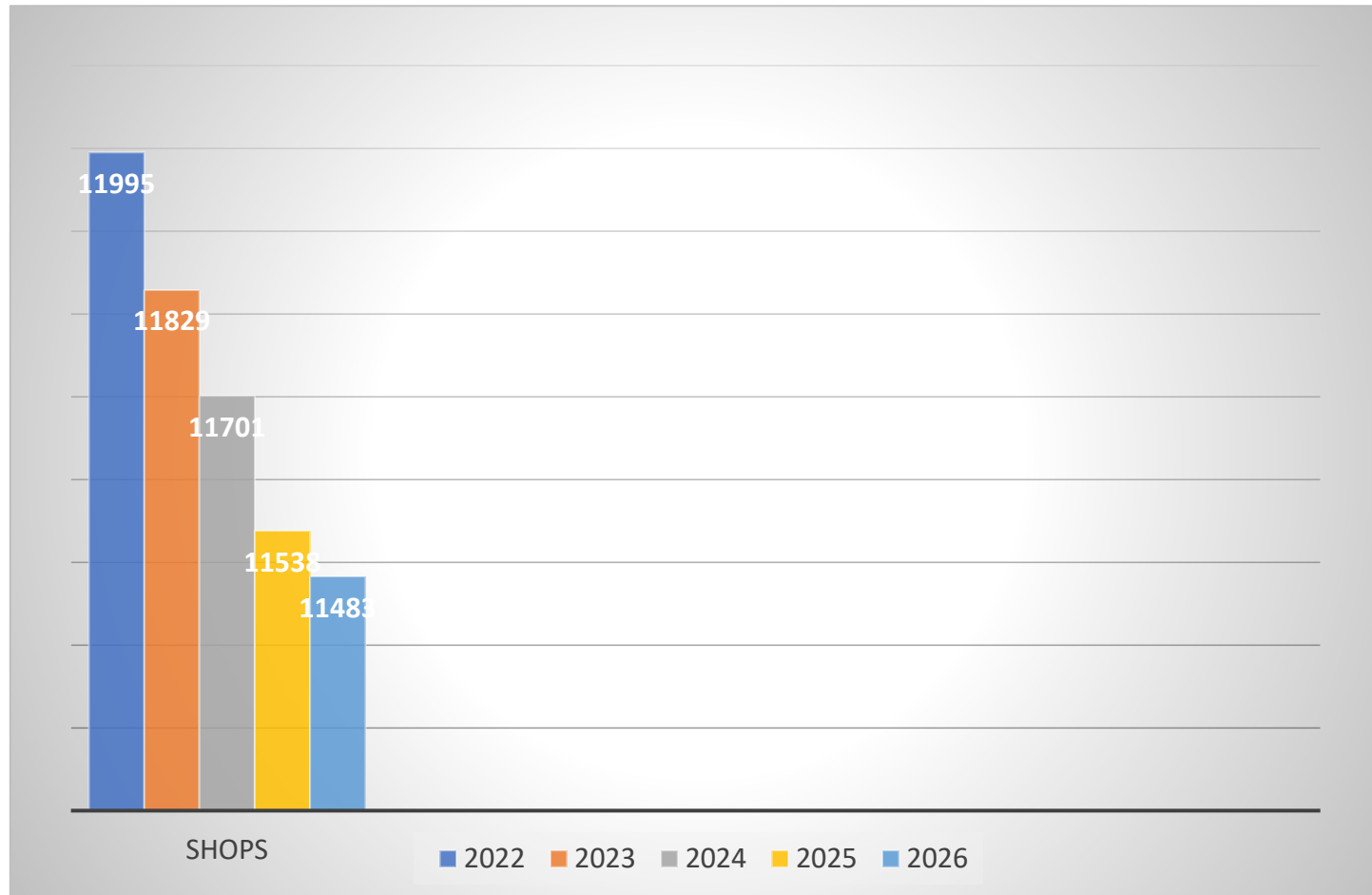
NUMBER vs. SHARE



WHAT IS TROUBLING US?



CLOSING SMALL SHOPS



115 stores -400 m² closed in 2025

512 independent stores have closed in the last five years





- Shadow economy
- Unfair trading practices
- Rising personnel costs
- Local citizens leaving
- Low sales
- Expansion of international retail chains





End of services



Lost jobs



Local citizens leaving



End of local community



Available services



Sustainable business



Prosperous community



Local development

**WE WORK
TO BE BETTER THAN OTHERS**



Developing cooperation with local suppliers

Introducing innovations

Offering other services



Cooperating with municipalities

Personal approach to customers

Reconstruction and modernization of stores

„The shop is the center of social life.“

There is everything a customer needs. So he doesn't have to commute to the cities.

The combination of modern technologies and the social environment saves environmental costs and contributes to the employment of people, suppliers and regional producers.

- ✓ Post office
- ✓ Pharmacy
- ✓ Coffee shop
- ✓ Local products
- ✓ Farm boxes
- ✓ E-shop pick-up point
- ✓ Cashback (option to withdraw cash when paying by card in a shop)



AUTOMATIC SHOP

24/7

140 stores

Our concept, introduced by COOP, combines the advantages of a brick-and-mortar store and new technologies. Main advantages are:

- ✓ 24h operation with unique technology
- ✓ Reduction of personnel costs while maintaining jobs
- ✓ Greater comfort when shopping
- ✓ Preservation of retail services even in small municipalities

24/7 grocery store, where for part of the opening hours the service staff is present in the store and for the rest of the day the customer enters the store independently via a mobile application.

Fully automatic shop where customers can buy groceries, drugstore and other small goods at discount prices in unattended operation 7 days a week



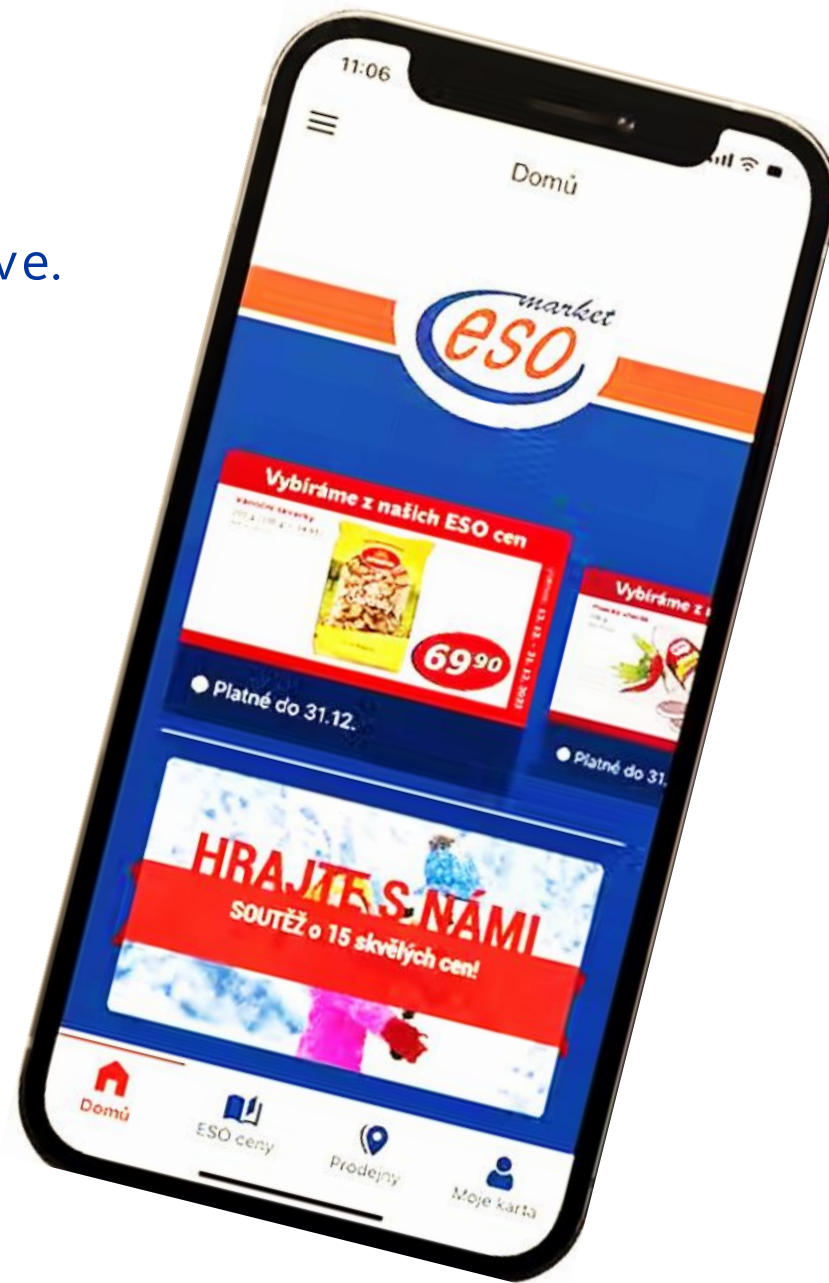


Hybrid and full automated self-service stores with 24/7 opening hours are the trend of today.
Access to self-service store is via mobile app or smart card.

CUSTOMER APPLICATION

The App serves customers of the **ESO Market** cooperative.
Is user-friendly and very useful.

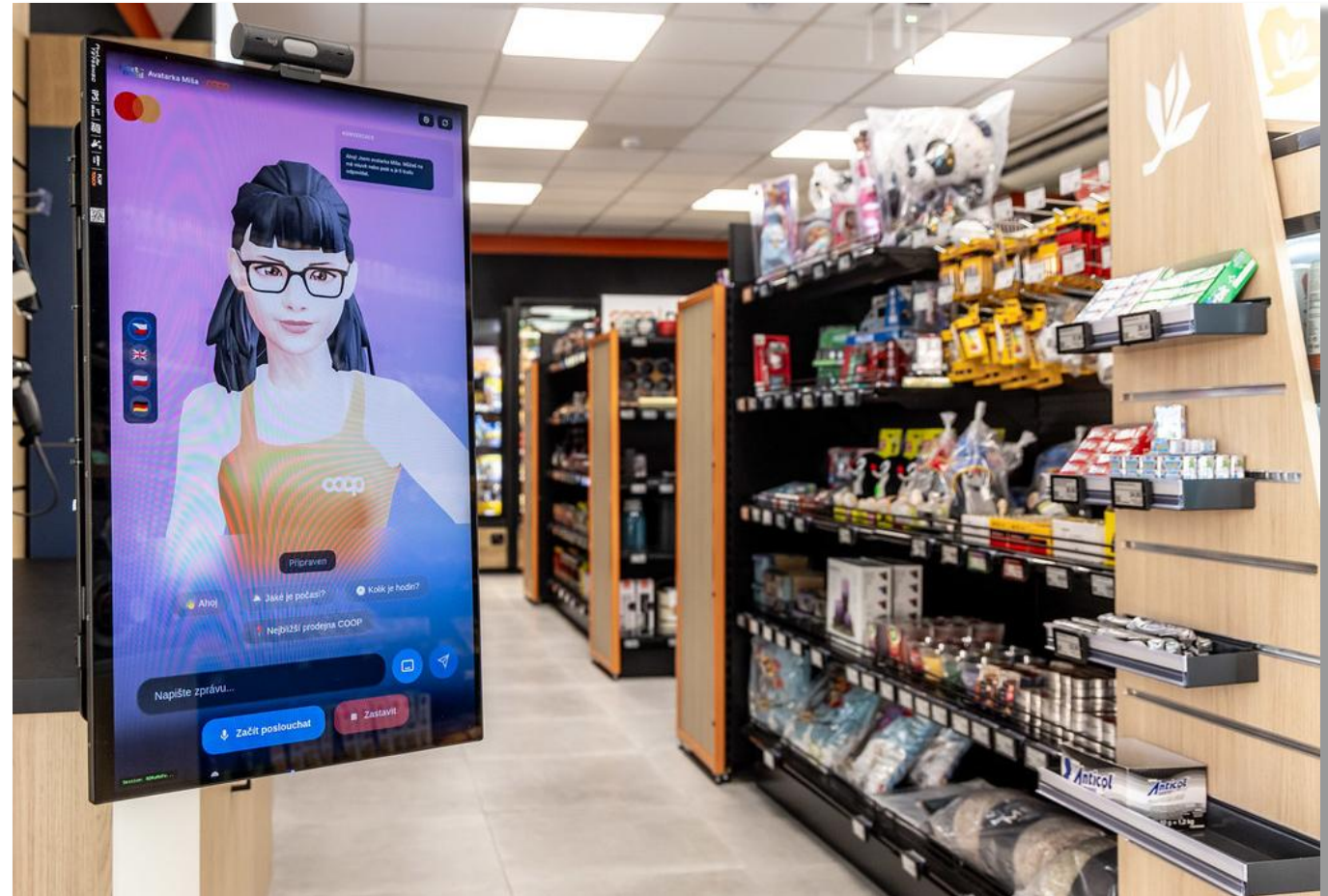
- ✓ Informs about current special offers and news
- ✓ Allows you to follow your favorite store
- ✓ Get special discounts at your favorite store in the App
- ✓ Find the nearest store in your area
- ✓ Includes loyalty card



AI SHOP ASSISTANT

The first AI shop named Míša assistant in COOP stores, serving customers in the shop at the gas station 24/7.

- ✓ Answers questions
- ✓ Advises where to resolve technical issues
- ✓ Advises on product selection
- ✓ Helps with payment
- ✓ Provides information about news in the municipality

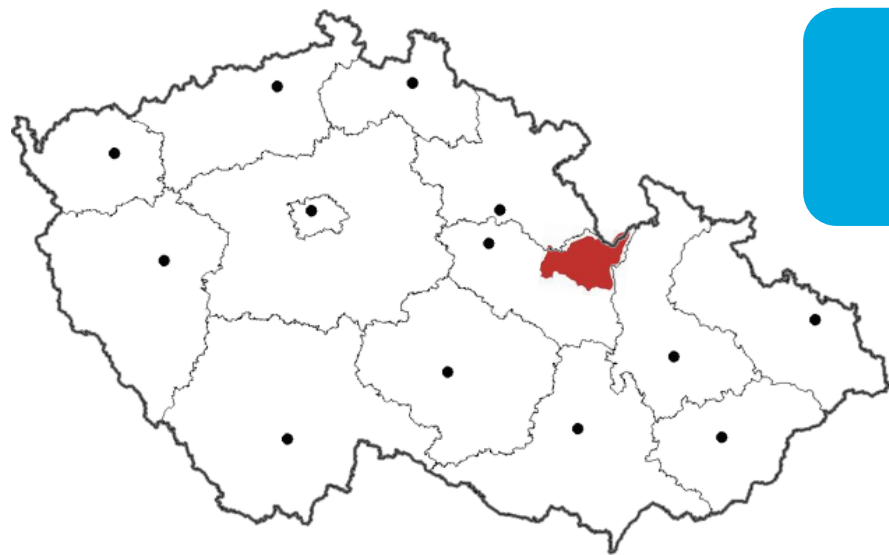


example

COOP| KONZUM Ústí nad Orlicí



Ústí nad Orlicí
town in Pardubice Region
in Eastern Bohemia



12 000 member families

182 local shops

7 discounts

24 post offices

12 coffee shops

3 playgrounds

2 garden centers

4 gas stations

2 car washes

1 e-shop

1 wholesale

1 delicatessen producer

100+ local
producers & farmers

CERTIFICATION





Asociace českého tradičního obchodu, z.s.
U Rájské zahrady 1912/3
130 00 Praha 3

uděluje

CERTIFIKÁT

osvědčující tradiční český obchod, vysokou kvalitu služeb,
zákaznický komfort a převážný podíl českého sortimentu.
Tento certifikát se uděluje maloobchodní jednotce

SUPERMARKET THOMAS

Vančurova 7, 712 00 Ostrava – Muglinov
IČ: 02827671

provozovatel:
SOTEA Investment, s.r.o.

a propůjčuje ji k užívání značku



Ing. Pavel Březina
předseda představenstva



Since 2017
172 stores
successfully
passed
certification

THANK YOU FOR YOUR ATTENTION

