



2020 Annual Report

Statement of
non-financial
information



HUMANITY
AT WORK

MONDRAGON

2020 Annual Report

Statement of
non-financial
information



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Letter from the Chairman



The 12 months of 2020 have been exceptional in the life of society as a whole. As in so many other respects, the Covid-19 pandemic has also had an impact on businesses, both in their day-to-day management and in their long-term planning. Today, the situation has forced us to live, if possible, even closer to current events.

Please allow me to begin this message by thanking all the people who make up EROSKI. People who, individually and collectively, have lived up to what society has demanded of them with determination and efficiency, offering the best of themselves for the benefit of the community. Needless to say, this response did not come as a surprise. But it is essential to recognise this, especially when it reaches this level of dedication.

The fact is that the classification of our activity as an 'essential service' has required us to rise to the challenges with agility and speed.

We make it a top priority to ensure to guarantee the safety of both our employees and customers. The situation was complicated at the onset of the pandemic, but we ended up certifying our establishments through the Bureau Veritas Safest Store seal.

At the same time, we had to ensure that our stores were well stocked every day. The entire value chain worked exceptionally, and we managed to meet an accumulated demand that increased significantly at the start of the crisis.

The pandemic has unevenly affected different groups and, luckily, we have been able to meet the most pressing needs of several of them. We donated 1,000,000 face masks to municipal councils and social entities; we provided access to essential items through our Solidarity Card, made available to public institutions, and donated the equivalent of more than 6.5 million tonnes of meals to Food Banks. We provided a home grocery delivery service to thousands of elderly citizens. The most complicated year had to be the most charitable year.

Consumers have changed their shopping habits and we want to accompany them in that change. They sought other ways of relating to us and used the online channel and the Internet intensively. This represents a present and future challenge, because the circumstantial has now become structural. The much talked-about digital business innovation and transformation must be aimed at facilitating the customer's life, helping them to find innovative and different products, and ensuring a more satisfactory, agile and efficient shopping experience.

Likewise, that more omnichannel consumer is acquiring healthier and more sustainable consumption habits. To facilitate this evolution, EROSKI has broadened its own-brand Eco/Bio product range, both in fresh produce and non-perishable food. Furthermore, we are facilitating access to products with high standards in aspects such as their environmental footprint or animal welfare, in addition to bringing the origin of the products closer to the place where they will be consumed.

Without any solution of continuity, 2021 is already under way and, from a corporate and organisational perspective, EROSKI has taken its first steps to adapt its structure to the new reality. Rosa Carabel is the Group's new Managing Director. Those of us who are lucky enough to work with her know her talent, determination and team-leading skills. Rosa presides over a Board of Directors which has broadened in scope to include areas that will be essential in the near future, such as innovation and development. These changes are consistent with the challenges of the EROSKI we want to continue building: opening and transforming more stores, investing in more efficient and sustainable logistics and with a sustained commitment to fresh produce and proximity. Neither do we forget the road map marked by the United Nations's 17 Sustainable Development Goals (SDGs), to which we aim to contribute decisively under our adhesion to the Global Compact in 2002 and which we endorse annually by updating our Commitments to Health and Sustainability defined in 2018 through the contributions of 8,000 Client Partners.

One of the latest steps we have taken at the corporate level was to include a partner to share the management of our business in Catalonia and in the Balearic Islands. This transaction creates a very positive scenario in which to continue to consolidate our businesses in said geographic regions and is undoubtedly a definitive step in the debt restructuring process begun in 2009.

This annual report that you have in your hands includes interesting data and details that endorse the message I have wanted to convey in these few lines. I hope you find it an inspiring read.

Agustín Markaide

Chairman of the EROSKI Group

Letter from the Governing Council of EROSKI



When I reflected on our performance in 2019 a year ago through these same lines, we were at the height of the Covid-19 health crisis. What happened afterwards and to this day is well known. The health crisis has turned into an economic crisis, straining many sectors of society and many professionals who, from their individual responsibilities, have built bridges and occupied the necessary spaces to maintain social cohesion.

There are never enough opportunities to thank the people who make up EROSKI. The dilemma we faced was not easy, but we made our choice. The collective interest has always taken precedence over individual welfare. There was no doubt. Thanks to all of you who have made this possible, for your dedication, professionalism, sensitivity and collaboration.

These attributes are part of EROSKI's cooperative culture. These are the pillars on which we base our approach to such a crisis. The protective measures for converting our stores into a safe working and shopping environment, the solidarity actions we have carried out and our sensitivity towards small producers, which have witnessed the disappearance of some of their most important sales channels, are responses arising from our understanding of the company. Solidarity and cooperation, values which have been more present than ever in our people and have come to the fore at the most complicated moments of society, when they were most required.

The present is full of major challenges and the future is yet to be defined. The only certainty is that at EROSKI we have remained true to the cooperative principles that have led us to demand a lot of ourselves. A project based on proximity to the people in our cooperative project, employees and consumers, who have been the catalysts of our work and actions, in order to be able to adapt together to the consumer needs and habits required by our society.

We will continue to work in order to commit to a customer-centric approach, moving steadily forward in the fulfilment of the 10 Commitments to Health and Sustainability.

To offer our customers all the necessary education and information to make the best shopping decisions. Even adapting our channels so they can securely do so tele-matically. We will continue to promote healthy and sustainable food through the incorporation of organic products and eco-designed packaging. We will maintain our firm commitment to teaching children healthy lifestyle habits through our educational programmes at schools. This also includes innovative perspective as a tool for making the shopping experience more attractive, agile, secure and effective. Everything we do is for our customers, for consumers, most of which are partners of the cooperative. It is our way of understanding commercial relationships, something much more relevant than a mere transaction and which has become particularly important in these times of pandemic.

We are also pleased to have our work externally recognised through various awards throughout the year. Two of the most important were the European Citizens Award for EROSKI's commitment and responsibility in the management of the health crisis and the European Environmental Award for our commitment to the promotion of sustainable fishing. Health and sustainability. Our road map.

In the corporate sphere we also achieved major milestones, such as the launch of ERLAN, a solidarity fund approved by the General Assembly, which will help employee partners who need to make the necessary contribution to the share capital set out in the cooperative's articles of association in the future. It is a further example of the solidarity and cooperation that emanate from our cooperative principles.

EROSKI is an organisation that is present in people's daily lives, with a direct influence on the social construction of cities, towns and neighbourhoods. We have responsibilities in the environment in which we operate and we continue committed to them. In this difficult period we have had to live through, we have supported and helped thousands of people. We will continue to work with you, together, to ensure that our consumer cooperative remains a benchmark.

Leire Mugerza

Chairwoman of the Governing Council of EROSKI



Key figures 2020



5.377

Million euros in revenue



+9

million meals donated through the Zero Waste programme



29. 806

Employees in the EROSKI Group



3.000

Gluten-free products in our stores



4.807

Million euros in net distribution sales



44.830

Tonnes of waste recycled or recovered following the principles of the circular economy



3.348

Estimated jobs in franchises



European Environmental Award in the Basque Country

section and runner-up in the Spanish section for our commitment to Sustainable Local Fishing.



1.624

Establishments



10.394

Suppliers



73%

Of our management positions are occupied by women



16.663

Product analyses and audits on stores and supplier production plants



72

New openings



2.404

Local small producers



720.990

Queries answered by our Customer Care Service



126.002

Schoolchildren through our Food and Healthy Habits Educational Programme



+6

Million Client Partners



20.692

Local product references



64.200

Client Partners have participated with their ideas for improving our commercial offering and our stores



70%

of our own-brand references already have a Nutri-Score rating of A, B or C



1

EROSKI

We are at the service
of society

EROSKI. We are at the service of society

102-1; 102-2; 102-5; 102-7



EROSKI arose from a joint venture of seven small consumer cooperatives more than 50 years ago, aimed at offering quality products at affordable prices and defending consumers' rights.

Today we are the leading retail mass-consumption goods and services cooperative distribution group in Spain and a benchmark operator in Galicia, the Basque Country, Navarre, Catalonia and the Balearic Islands. Our essence remains intact and, therefore, we continue to offer our partners and consumers the best conditions.

Our corporate purpose and business characteristics have allowed us to develop a unique business model in which quality and the best customer service prevail. We will remain at the disposal of our partners and society as a whole in order to meet new needs and facilitate adaptation to a new, more volatile environment.

The cooperative nature of our parent, EROSKI S. Coop., implies approaching our activity from a triple perspective as a:

- Distribution company.
- Consumer organisation.
- Cooperative project.

The cooperative is structured in two corporate communities. On the one hand, the consumer partners and, on the other, the employee partners. Both communities cooperate to contribute to the achievement of our goals and corporate purpose with joint participation in the governance and management of the organisation through the corresponding corporate bodies.

Consumer Partners

1.310.976

Consumers who decide to become involved in the cooperative

82.146

new compared to 2019

Employee Partners

8.954

People who contribute capital and work as a commitment to the organisation

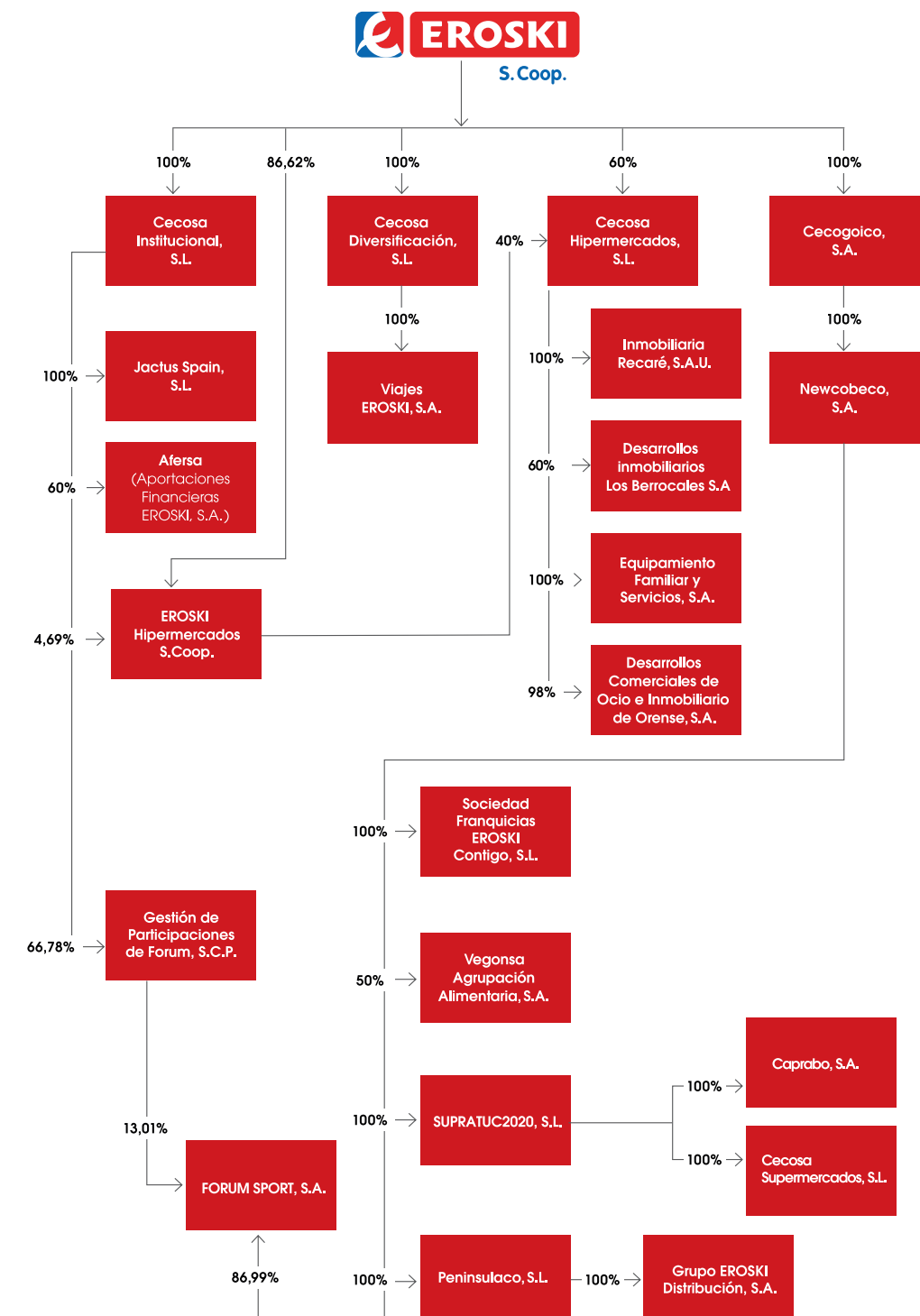
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new compared to 2019



Our governance and decision-making model remains grounded on consistency with a strategy permanently aligned with our founding objective. In order to promote our unique model, the commercial network is managed through the cooperative and the other 22 subsidiaries that make up the EROSKI Group and which are consolidated in the financial statements¹.

Organisation chart of the 23 EROSKI Group companies and ownership interest of EROSKI S. Coop. therein at the end of 2020.



¹ The list of these companies is available in Chapter 8 Transparency of this report.

Involved in the achievement of our goals

The health and socio-economic crisis arising from the COVID-19 pandemic this year has revealed a scenario of adaptation and response to new needs at all levels. Furthermore, this new context drives trends that have been gradually gaining momentum such as, for example, the digitalisation of services and highlights the need to continue to address sustainable development with a committed and proactive approach.

At EROSKI we continue to make progress in our Commitments to Health and Sustainability, maintaining a position of strength in relation to the new needs arising from the pandemic and working to adapt to the new requirements of society

Contribution and commitment to sustainable development 102-12

At EROSKI, since our birth more than 50 years ago, we have maintained our commitment to quality food, constantly increasing our demands to offer a more sustainable product and satisfy the needs of our consumers.

In a context in which the impacts of our activity reach not only a local but also a global dimension, we believe it is important to align our commitments as a company with the 17 Sustainable Development Goals (SDGs), approved in 2015 by the United Nations, and to work together with the rest of the economic, social and environmental agents. For this reason, we became founding members of the Global Compact, an international initiative proposed by the United Nations in 2002 and through which we annually reaffirm our commitment to implement ten universally accepted principles for promoting corporate social

responsibility in the sphere of human rights and enterprise, labour regulations, environment and anti-corruption in our business activities and strategy.

In this same spirit, consistently with our foundational purpose, we fully incorporated these sustainable development principles in our organisation, aligning our strategic and management plans with the aim of reducing and mitigating negative impacts and promoting positive impacts. Therefore, in 2018 we prepared, in collaboration with more than 7,800 people, EROSKI's 10 Commitments to Health and Sustainability, which are our guiding principles and road map for adequately meeting the demands and expectations of consumers and society, to which CAPRABO also adhered in 2019.



An award-winning Commitment to Health and Sustainability



2020 European Environmental Awards.

EROSKI received the European Environmental Award in the Basque Country section and the runner-up award in the Spanish section for our commitment to certified and sustainable local fishing. These awards, organised by the European Commission, recognise companies that successfully combine the economic viability of their businesses with environmental protection.

Mass-Consumption Innovation Observatory Award.

The Institut Cerdà recognised EROSKI's pioneering project for implementing the environmental declaration of own-brand products as one of the 20 most outstanding industry innovations in 2020. In 2020, EROSKI became the first mass-consumption distribution chain to publish the environmental declarations of its own-brand milk and eggs produced in the Basque Country.

Renewal of EROSKI FOUNDATION's Scientific Committee

EROSKI's Commitments to Health and Sustainability include having an expert and independent Scientific Committee in order to provide assessment in the spheres of health and sustainability. This body was renewed in 2020, adding two new specialists, Dr. Marta Arroyo (UPV) and Juan Carlos del Olmo (WWF) to the two existing ones: Dr. Jordi Salas (URV) and Dr. Bittor Rodríguez (UPV). These incorporations bring new Health and Sustainability competencies to the Committee to help us approach the Health and Sustainability strategy with greater guarantees of success. The first meeting of the renewed Scientific Committee took place on 11 December 2020 and focused on trends and issues relevant to society that impact on EROSKI's activity, such as:

- Future scenarios arising from the implementation of Nutri-Score and other front-of-pack nutritional labelling systems.
- Personalised nutrition: microbiota and personalised diets.
- Child obesity.
- Impact of digitalisation on families' lives and healthy habits.
- Eco-designed packaging to fight plastic pollution.
- Environmental labelling in order to facilitate customer's responsible purchasing.
- Sustainable nutrition and future trends in sustainable diets.



We continue to make progress in our 10 Commitments to Health and Sustainability

Commitments to Health and Sustainability	2020 Breakthroughs	Sustainable Development Goals (SDG)
1 We are committed to food safety We are committed to food safety through a preventive quality plan, product traceability control and maintenance of the cold chain for fresh produce.	<ul style="list-style-type: none"> 15,427 analytical controls of products and services 318 audits on suppliers 918 audits on points-of-sale 	  
2 We promote a balanced diet We promote the consumption of the food we need to keep a balanced diet, reduce nutrients whose excessive consumption is harmful to health in our own-brand products and improve the quality of their saturated fats.	<ul style="list-style-type: none"> 183 own-brand products reformulated to improve their nutritional profile 86 own-brand products reformulated to eliminate palm or coconut oil from their ingredients, which we will complete for the entire own-brand range in 2021. 	   
3 We prevent child obesity We work to prevent child obesity, promoting and providing a balanced diet for children, prioritising the nutritional quality of our children's products and teaching two million children and their families healthy lifestyle habits by 2025.	<ul style="list-style-type: none"> 126,002 schoolchildren trained in 2020 through our Food and Healthy Eating Habits Educational Programme (PEAHS). 	 
4 We meet specific nutritional needs We work so that people with specific needs find everything they need for their nutrition at our stores, broadening the diversity of our offering and offering alternatives such as our order service or our online store.	<ul style="list-style-type: none"> 3,000 gluten-free products at our stores, more than 530 of our brands. More than 1,600 members of the Coeliac Associations of the Basque Country, Navarre, Catalonia and La Rioja benefited from a 20% discount in 200 specific gluten-free products. 	 
5 We encourage responsible consumption We facilitate sustainable nutrition, reducing the environmental impact of our processes, stores and products. Also, we promote eco-friendly products and those resulting from more sustainable production processes, in addition to the reduction of artificial additives and animal welfare.	<ul style="list-style-type: none"> 9% reduction in CO2 in 2020 compared to the previous year. More than 145 eco-designed containers and packaging Elimination of conventional single-use plastic bags from all stores More than 9 million meals donated to social entities as part of our Zero Waste programme 	           

Commitments to Health and Sustainability	2020 Breakthroughs	Sustainable Development Goals (SDG)
6 We offer more local products We contribute to the development of the social and economic environment of our stores and promote local culture and development in the community through gastronomic events, visits to the production facilities and by collaborating in the most deeply rooted and traditional festivals.	<ul style="list-style-type: none"> 20,692 local products offered in collaboration with 2,404 small local producers more than EUR 12 million allocated to social actions in the environments where we operate New Solidarity Cents Programme, with more than EUR 1 million raised. 	   
7 We facilitate affordable healthy eating We lower the prices in products required to keep a balanced and responsible diet, and develop personalised savings proposals for our Client Partners.	<ul style="list-style-type: none"> More than EUR 326 million in savings transferred to our customers through offers, promotions and other campaigns 	   
8 We act by listening, with clarity and transparency We act in a clear and transparent manner, always with the participation of Partners, employees and customers, in addition to other stakeholders. We also seek maximum clarity and transparency in the information offered on our packaging.	<ul style="list-style-type: none"> 64,200 Client Partners participated in listening exercises 100% of own-brand products with Nutri-Score advanced nutritional labelling at stores, more than 1,700 on the packaging itself. 100% of the proposed recipes for healthy dishes included the Nutri-Score rating. 	
9 We care about our employees We promote training in health, well-being and responsible consumption with the aim of improving their quality of life, offering training, assessment, activities, programmes and tools for our employees and their families.	<ul style="list-style-type: none"> 429 EROSKI employees participated in the 2,826 training hours on balanced diet and health delivered. 109,549 total employee training hours 	    
10 We promote a healthier lifestyle We promote quality information on health and sustainability through channels such as the CONSUMER EROSKI magazine and www.consumer.es . We also have a personalised assessment programme for EROSKI Club Members.	<ul style="list-style-type: none"> 47.9 million visits in www.consumer.es More than 25,000 Client Partners actively participated in healthy eating challenges More than 29,000 Client Partners received monthly Ekilibria reports 	   

Adaptation to new sector trends

The financial year 2020 has been entirely defined by the development of the pandemic. This situation has an impact on both the current situation and the development of the sector in terms of its future performance.

For this reason, at EROSKI we have adapted to the trends identified in the sector and take them into account in our strategic decisions, as well as in our positioning in our daily actions and response to our stakeholders.

- **Digitalisation of services.** Increase in organic growth, but greater impulse due to COVID-19. We work to offer services with less physical contact and increase online sales.
- **Greater safety and health hygiene protocols.** We have reinforced cleanliness and action protocols at our stores and work to guarantee a safe environment for our customers and employees.
- **Greater consumer preference for fresh local products,**
- Stronger, safer, more agile **supply chains**, adaptable to sudden changes in demand.
- **Increase in consumption at home** due to the consumption decline in the HORECA channel. This entails specific adaptations of the range of products on shelves and creates uncertainty as to its permanence.
- **Proximity shopping habit**, with less travel.
- **Social impact** and greater role in the development of local communities.

Highlighted innovation projects in 2020

This year we invested **EUR 1.4 million** in innovation and development projects including, namely, the following related to the aforementioned trends:



Digitalisation of services

- **Bidelagun:** Design, development and validation of a digital platform for managing thematic customer communities focused balanced nutrition and healthy lifestyle.
- **OnOff (Tagenea):** Smart labelling system for integration of online and offline sales channels.
- **Xperiens:** 4.0 technologies for reinventing the physical store of the future through customer experience.
- **Datadriven:** Application of 4.0 technologies based on data monitoring and advanced analytics.
- **RPA:** Robotic process automation (RPA) demo pilot.



Safety and health

- **Matching Platform:** Platform where convalescent Covid patients contact nutritionists and are advised and assisted in their recovery process with personalised nutritional recommendations.
- **Covicoat:** Development of an edible coating containing active herb extracts which act as a barrier against pathogens in fruit and vegetables.



Change in shopping habits

- **Know me:** Collaborative advanced analytics platform for including customer awareness in the value chain of the distribution sector.
- **Retail +:** Study of customer behaviour to improve the customer experience in commercial environments.



Local development and sustainability

- **Nutraceutical Omniun:** Creation of a new company specialising in the production of Nutraceuticals from food waste.
- **Robin Food:** Inclusion of people at risk of social exclusion in the recovery process of food waste and reintroduction thereof in the market.

Milestones of response to COVID-19

2020 was a year marked by health concerns and uncertainty arising from the COVID-19 pandemic. As part of the mass-consumption goods and services retail distribution sector, EROSKI played a vital role in the development of solutions and responses to the crisis, both from a business perspective and organisational adaptation, and from the viewpoint of social contribution and aid to society.

All the people who form part of EROSKI gave their best to guarantee access to our products and services in a safe and comfortable environment.

For this reason, we want to thank everyone for their commitment to EROSKI. On the one hand, to all our staff for the effort and determination shown at key moments and, on the other, to all our customers for continuing to place their trust in us and for their exemplary behaviour.

The cleaning and disinfection of all our stores and establishments is a priority for us. Proof of this is the fact that we have obtained Clean Site certification at all our stores. We also established capacity control systems and gave our customers shopping tips.

From the onset of the pandemic, we have worked tirelessly to guarantee the health and safety of all the people who establish an employment or commercial relationship with EROSKI. We have adopted all the necessary measures to ensure the health and safety of both our customers and our staff.

In addition, due to the emergence of new purchasing behaviours in terms of both products purchased and consumer habits, at EROSKI we make every effort to adapt to the new needs of our customers, mainly those needs arising from the state of alarm and subsequent restrictions.

Similarly, our logistics platforms have had to adapt quickly to the specific needs of each store to meet the increasing demand, which in some cases tripled in a single day.

Habits related to the shopping channel chosen have also been transformed by COVID-19, significantly driving the demand for products through the online channel. At EROSKI we made a great effort to reinforce our digital services and implemented safe delivery and collection protocols.

Likewise, we focused our efforts on supporting the primary sector, farmers and livestock breeders, working closely together to mitigate the impact of the crisis and standstill in activity in the HORECA channel due to the restrictions. Thus, we implemented a collaborative system to help local producers who have lost their regular sales channel.

To that end, we have promoted support actions, offering our capabilities to small producers and putting our stores at their disposal when they lost their regular commercialisation channels. Thanks to the collaboration of our regular suppliers, we were able to channel much of this production to our stores.

In this context, we cannot forget either the people who make up the local communities or, specifically, people who need help as a consequence of the social and economic crisis. At EROSKI we maintain our commitment to the people who need it most and spread our support and collaborations to meet their basic needs, which is even more important at this time.

To this end, we have continued to provide food, clothes and hygiene products to families and elderly citizens at risk of exclusion or with difficulties in meeting their needs.



Citizen Awards

Our commitment to guarantee supply and safety during the pandemic was recognised at the 26th Edition of the Citizen Awards, where we received a prize in the "Event of the Year 2020 COVID-19, solidarity-based private entity" category.

The prize was awarded by the not-for-profit entity Asociación Premios Ciudadanos in recognition of EROSKI's commitment in the situation we are going through because of the coronavirus and the actions we are carrying out at our stores to preserve the health of both our teams and customers, and to guarantee the activity and quality of our role as suppliers of essential items.



Milestones in the response to COVID-19

Now more than ever,
WITH YOU.



Customer

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Staff

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Quality, safe shopping

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Supply chain

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Environment

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Society

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Reinforced online service

- We reinforce our services to meet the growing demand.
- Safe home delivery protocol.



Support for priority groups

- Preferential service hours for elderly citizens, healthcare workers and other vulnerable groups.
- Collaboration to facilitate online shopping by elderly citizens.



Communication with the customer

- We reinforced communication of recommendations.
- Information about store influx at the height of the health crisis through the App.



Support and encouragement

- Our customers showed their support by sending us messages of encouragement in the most difficult moments. Thank you!



Committed staff

- Effort and determination of our staff.
- Value and commitment guarantee. Our pride and joy!
- Reinforcement of store teams with staff from head office and other businesses.



Safe workplace

- Compliance with strict protocols for action.
- Enhanced cleaning and disinfection.
- 26,000 additional cleaning hours.
- 4,000 protective screens and disinfection protocol.



Psychological support

- Free psychological helpline



Safe shopping

- Certified Clean Site at 100% of our stores.
- Capacity control systems.
- Store support system by time slots.



Antivirus face masks

- We sell the first face mask that inactivates the COVID-19 virus.
- We lower the prices of our face masks.



Product handling

- Prevention by avoiding handling products during bagging.
- We adapt disinfection and cleaning according to the composition of the products.



Support to the primary sector

- Collaborative system to support local producers.
- We prioritise local producers and proximity products.



Logistical adaptation:

- Rapid adaptation to the specific needs of each store.
- Adaptation of our range to new customer shopping habits and needs.



Zero waste in the value chain

- We put our stores at the disposal of local producers when they lose their regular marketing channels.



Information and sensitisation

- Correctly deposit waste from gloves, face masks, etc.



EROSKI App

- It allows customers to swap savings vouchers and obtain digital rather than paper receipts, thereby avoiding personal contact.



Solidarity with the most vulnerable

- Special solidarity campaigns with Red Cross and Food Banks.
- Donation of face masks to people at risk of social exclusion.



Support to local trade and HORECA sector

- Collaboration with the local trade and HORECA sector, offering additional discounts to our Client Partners.

Corporate governance 102-10; 102-18; 102-30; 102-31













At EROSKI, the Governing Council is responsible for making decisions, except those it delegates to the Board of Directors. Our governance model is characterised by a well-defined and separate decision-making structure, ensuring effective management through coordination between all parties.

All the Group companies follow the Corporate Governance guidelines of EROSKI S. Coop.

The Articles of Association, updated and approved in July 2020 mainly to adapt them to the new cooperatives law, state the incompatibilities of the members of the Governing Council and Management, inter alia, and may be consulted on the corporate website (<https://www.eroski.es/gobierno-corporativo>).

In the fulfilment of the aforementioned Articles of Association and with the aim of adapting the structure to the new local requirements, in 2020 half of the members of the Governing Council were renewed and the composition of the Board of Directors was approved.

Governing Council

Council		Members					
	Leire Mugerza Gárate Consumer Partner (Independent)		Oskar Goitia Zubizarreta Consumer Partner (Independent)		Nerea Esturo Altube Employee Partner		Javier Pascual Sánchez Employee Partner
	Iñigo Arias Ajarista Employee Partner Deputy Chairman		Lander Beloki Mendizabal Consumer Partner (Independent)		Mª Carmen Iñurria Landeras Consumer Partner (Independent)		Ana Isabel Zariquiegui Asiain Employee Partner
	Sonia Ortubai Balanzategui Consumer Partner (Independent) Secretary		Edorta Juaristi Altuna Employee Partner		Mª Asunción Bastida Sagarzazu Employee Partner		Eduardo Herce Susperregui Consumer Partner (Independent)

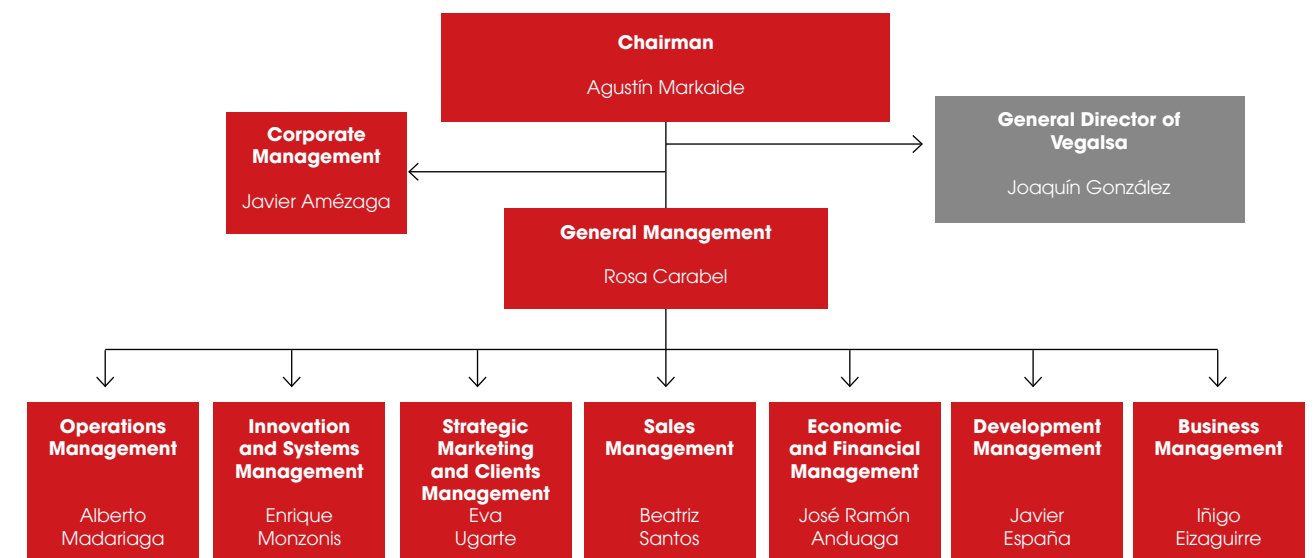
Board of Directors



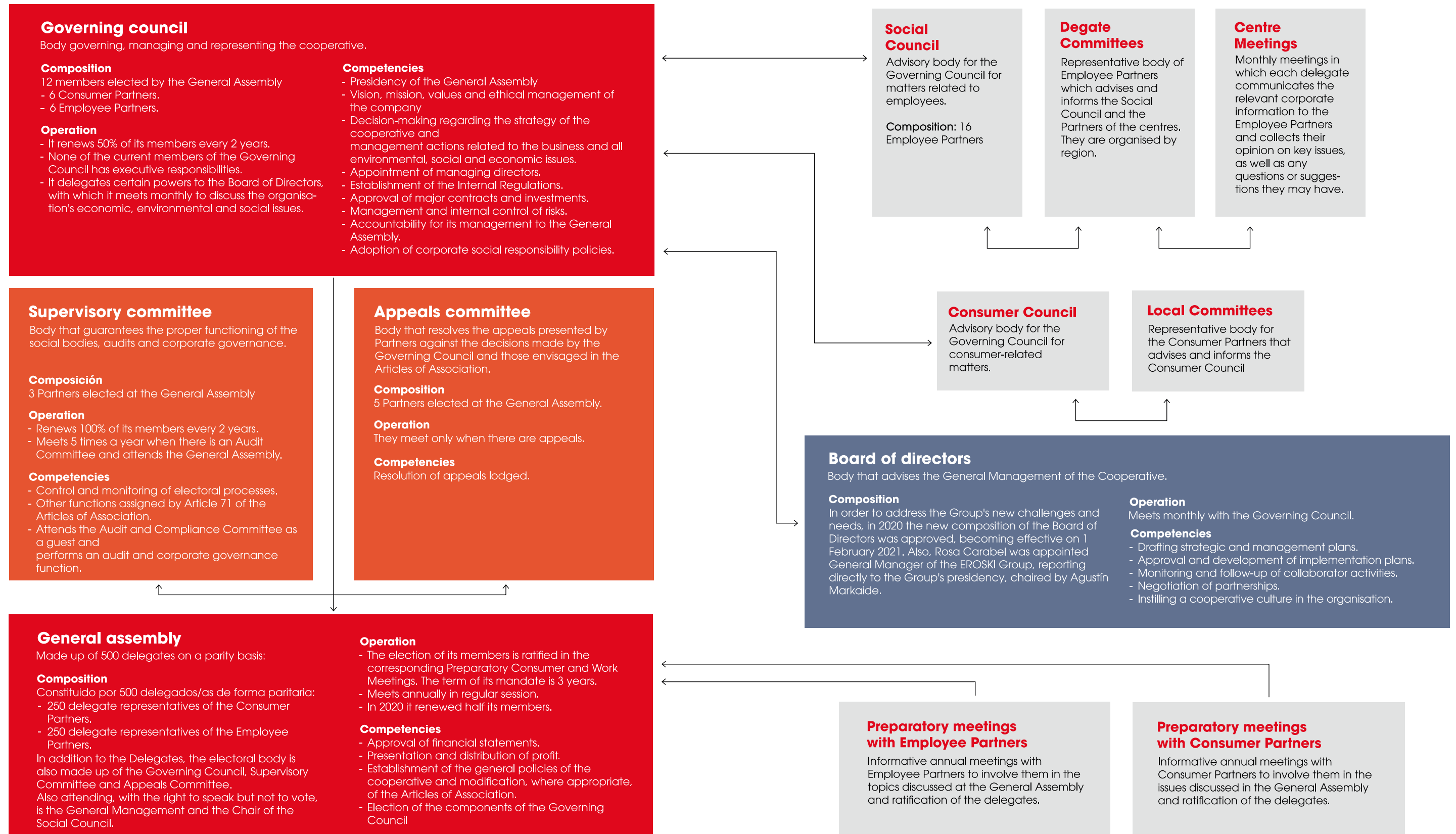
Governance structure

The Governing Council is responsible for approving and making strategic decisions related to sustainability, based on the general policies set by the General Assembly, and delegates the relevant functions to the Board of Directors.

Also, where appropriate, the committees set up as collective bodies of the Governing Council are: the Audit and Compliance Committee, which supervises the effectiveness of internal control, the risk management systems and corporate governance and compliance policies; the Nomination and Remuneration Committee, which is in charge of avoiding conflicts of interest and managing gender diversity; and the Executive Committee.



■ EROSKI, S. Coop. Governance Structure



VEGALSA-EROSKI Governance Structure

Vegonsa Agrupación Alimentaria, S.A. (VEGALSA) is a company 50% owned by EROSKI and, therefore, the only one of the 22 subsidiaries with a corporate governance model that differs in some aspects, although very similar and agreed-upon with the Group.



Board of Directors

Javier Amezaga. Chairman
Rosa Carabel. Director
Jorge González. Director
José Alonso. Director

In 2020 our regulatory framework remained unaltered. The situation caused by the pandemic obliged us to concentrate all our efforts in terms of operations and organisation in order to meet our customers' needs.

BOARD OF DIRECTORS

- Highest decision-making body of VEGALSA-EROSKI.

Composition
 - 4 members

Operation
 - Se reúne mensualmente en sesión ordinaria.

Competencies
 - Authorisation of decisions relative to openings, closures and relocations of commercial establishments.
 - Authorisation of relevant investments.
 - Approval of changes in the management team.
 - Establishment of the Management Plan guidelines.
 - Annual economic budgets.

BOARD OF DIRECTORS

- Body responsible for the management of VEGALSA-EROSKI.

Composition
 - 10 members

Operation
 - Meets fortnightly.

Competencies
 - Matters delegated by the Board of Directors.
 - Drafting of strategic and management plans.
 - Approval and development of execution plans.
 - Monitoring and control of actions.
 - Promotion of the corporate culture in the organisation.

Ethical and responsible management

Our culture allows us to establish a strategic alignment at all levels between our principles of conduct, which are contained in our main policies, and our responsible modus operandi.

At EROSKI we are firmly committed to the responsible management of our activities. To this end, our regulatory and

compliance framework establishes the necessary due diligence mechanisms to guarantee that our actions are carried out pursuant to Law and respecting our ethical and social responsibility principles.

EROSKI culture

EROSKI's culture guides our actions based on responsibility and honesty to respond to the demands and fulfil the expectations of all the interested parties.

Mission

Offer society goods and services that improve consumers' quality of life, health and well-being through the best quality, information and price, with the aim of promoting sustainable consumption.

Vision

1. Integrate the needs and demands of consumers into our commercial strategy to make our stores their favourites.
2. Place our employees at the heart of our activity: we aim to generate sustainable high-quality employment.
3. Work to obtain profits that will allow us to generate more wealth and distribute it in a solidarity-based manner.
4. Integrate into our strategy a firm commitment to the health and well-being of consumers and the sustainable development of society. Through our vision we aim to:
 - Offer our customers satisfactory solutions through permanent innovation.
 - Create a business project and model that includes people.
 - Promote the personal and professional development of our staff.
 - Reach leadership positions in the Spanish market.
 - Obtain profit that will enable wealth-generating growth.
 - Boost the economy of the environment in which we operate by working with local suppliers.
 - Remain committed to protecting consumers
 - Promote respect for the environment and environmentally-friendly management.
 - Contribute to improving the community where we operate.

Values

Cooperation

Employees are key participants at EROSKI, not only in the cooperative, where they are also owners, but in all companies, through their commitment to the organisation.

Participation

We include consumer opinion in our strategy through their participation in the cooperative and by actively listening to our customers

Social responsibility

We contribute to the welfare of the community in which we operate, contributing to its social, cultural and economic development through the charitable distribution of wealth.

Innovation

We believe that permanent renewal in all areas of our activity is necessary for our business to grow and adapt to the expectations that our activity generates in society and consumers.

Commitment

We advocate for consumer health and safety in our daily activity by offering healthy, safe and wholesome products through transparent, useful and comprehensive information. At the same time, we work to reduce the negative environmental impacts arising from our activity.

Responsible action framework and management mechanisms

In alignment with our culture and as part of our commitment to management based on ethical principles, we have established a benchmark compliance framework for all the people who form part of EROSKI or establish a relationship with us.

Said framework is built around our Code of Conduct, initially approved in 2011 and revised and approved again in March 2018, and seeks to ensure that EROSKI's activities and relations are carried out honestly and ethically. Furthermore, it identifies the main principles and commitments acquired and highlights the ethics and integrity due diligence principle applied by the organisation to prevent, detect and eradicate irregular conducts.

Inevitably, our commitment extends to respect for human rights in all our activities based on international standards and measures, conjugated with our respect for public liberties and strict compliance of the legislation in force at any given time.

For this reason, at EROSKI we recognise the importance of and take the International Bill of Human Rights and the fundamental agreements of the basic International Labour Organisation (ILO) Conventions as a benchmark for labour practices, and do not accept practices contravening the principles included in said treaties and conventions. This commitment extends to our suppliers and, in general, to collaborating companies.

Furthermore, the Code of Conduct has been communicated to our employees, partners and suppliers, due to which they are aware of the commitments that must guide their actions. Also, we have a whistle-blowing channel for behaviours that contravene our ethical principles and regulatory compliance framework. The regulation that regulates its operation, initially approved in 2011, was revised and approved again in March 2018.

Anti-corruption and conflicts of interest 205-1

At EROSKI we have the necessary mechanisms in place to prevent and manage actions that do not comply with our ethical and regulatory principles.

For this reason, we work and have the necessary resources to avoid activities that are not aligned with our principles, carrying out our activity with respect for the strictest legality and rejecting actions that could potentially generate conflicts of interest. Furthermore, with regard to penalties, we have the Internal Regulations of EROSKI S. Coop., which applies to the entire Group.

Furthermore, actions relating specifically to the prevention of corruption and money laundering are carried out under the Compliance Policy and Anti-Corruption Policy, which was approved in December 2018.

Likewise, the Criminal Risk Prevention Plan establishes the design of the prevention policy and defines the internal control measures that must be implemented. To this end, we developed a Criminal Risk Prevention Manual which was approved in October 2017 and includes:

- Detail of the risk situations that the Group may eventually have to face.
- Establishment of action protocols for operations entailing a potential criminal risk.
- Formulation of the necessary recommendations for designing an effective crime prevention policy, which also defines the Group's delegation and control model in relation to notification of incidents, implementation of new measures or improvement of existing measures and communication of criminal behaviour to the Board of Directors.

Additionally, as regards prevention of money laundering and terrorism activity, the following measures were adopted in 2020:

1. Development and implementation of the content of the Manual approved in December 2019 in the different divisions. Communication of the Plan to the different affected divisions, to the ICB and to the ACC.
2. Implementation of an anti-money laundering policy in the diversification businesses.
3. Implementation of protocols applicable at points-of-sale in relation to cash payment methods.
4. Establishment of audits in the franchise business.
5. Implementation of the prevention of money laundering protocol at EROSKI Foundation.
6. Preparation of the 2020 Annual Report to be approved in 2021.
7. Implementation in departments that require monitoring of information relating to the proper management of beneficial ownership, identification of business relationships, information on the consumer business, monitoring thereof, excluded transactions, suspicious transaction inspection check-list, list of alerts and customer risk fact sheet is affected.
8. Regulation of the right of abstention.

Risk management 102-15; 102-30; 102-31

Risk management in the EROSKI Group is an intrinsic process of the company to ensure the achievement of the objectives set at all levels of the business, identifying the factors that may affect non-compliance and establishing, where necessary, the appropriate mechanisms to minimise the adverse impacts.

The methodology used for risk management in the EROSKI Group is based on the COSO report, a method published by the Committee of Sponsoring Organizations of the Treadway Commission and widely accepted at a global level, which establishes a general framework for comprehensive risk management. The EROSKI Group's regulatory

compliance framework, made up of corporate codes and policies and other procedures, sets the necessary guidelines to reduce the risks inherent to our activity and mitigate their impact.

The identification, assessment and management of economic, environmental and social impacts, risks and opportunities correspond mainly to our **Audit and Compliance Committee** and, in the case of criminal risks, to the **Internal Control Body (ICB)**. They report in a timely manner to the Governing Board, which is ultimately responsible for ensuring compliance with internal rules on the management of all risks that may threaten the organisation. The Governing Council is the executive body ultimately responsible for risk management.

The **Audit and Compliance Committee** is in charge of supervising the effectiveness of the risk management system, analysing the significant weaknesses of the internal control system and ensuring the effectiveness of the risk policies, in addition to definition and review of the organisation's risk map.

The **Internal Control Body (ICB)**, which reports to the Audit and Compliance Committee, is responsible for criminal compliance. The ICB is in charge of defining, implementing, applying and monitoring the criminal risk prevention and control measures. Also, the Compliance Office is in charge of managing and implementing the Criminal Risk Prevention Plan.

This plan identifies the crimes that would be more likely to be committed in the activities carried out. It establishes prevention, monitoring and action measures arising from each potential risk identified. Its scope encompasses EROSKI except VEGALSA-EROSKI, which has its own plan.

Due to the context generated as a result of the global pandemic of COVID-19, in the 2020 financial year, the

Compliance Office has developed a report in relation to the possible impact it could have had on our criminal risk management system.

In this sense, an analysis has been carried out of the different situations that could have a significant impact in the future in the field of criminal law. These situations may be caused by the direct effect of the pandemic or as a consequence of the generation of new regulations as a result of the state of emergency.

In this prevention context, the Governing Council also carries out an in-depth analysis of the corporate risks in general. In the Annual Corporate Governance Report (section E), available on EROSKI's website, information is provided on risks (scope of the risk management system, bodies responsible for the risk management system, risks materialised during the year, etc.).

The system established in EROSKI includes the preparation and regular updating of our Risk Map, which is considered confidential. However, the following table summarises the typology of generic risks faced by sector companies and the mechanisms EROSKI has in place to address them.

Code of Ethics

Our Code of Ethics is the cornerstone of our daily management, which in practice corresponds to the following lines of action:

- ✓ **To include** ethical management in the main management objectives.
- ✓ **To take on and contribute** the ethical conduct of the organisation by monitoring indicators to define the areas of activity in need of improvement.
- ✓ **To verify** the ethical conduct of the organisation through indicators in order to define those areas of activity that require improvement
- ✓ **To set objectives** to improve ethical management and to develop and adopt plans to achieve it.

- ✓ **To train and inform** all persons involved in the application of the management system appropriately and promote the adoption of good practices of social responsibility.
- ✓ **To inform** suppliers and subcontractors adequately on the Code of Ethics adopted and create mechanisms for the transfer of knowledge about social responsibility.
- ✓ **To attend** to external stakeholders (consumers, neighbourhood communities, government, customers, suppliers, etc.) who inquire about our social behaviour.
- ✓ **To communicate** openly and effectively to society our Code of Ethics, its rules and the fulfilment of its objectives.

Sector risks and EROSKI's mechanisms to manage them

RISK	DESCRIPTION	MANAGEMENT MECHANISMS
Economic and market performance	Evolution of macroeconomic indicators: unemployment, consumption, CPI, interest rates, exchange rate, etc., and their possible impact on private consumption and the company's sales. Increasing importance of price as a decisive factor among consumers.	"With you" model that strengthens customer loyalty through the EROSKI Club. (Page 39) Offer campaigns and special discounts with the Gold Card and holders of the EROSKI charge card. (Page 43) Analysis of consumer evolution through our 3C EROSKI platform. (Page 16)
Food quality, safety and health	Risk that the consumption of an own-brand or third-party product, especially fresh produce, could pose to consumers' health or safety.	Robust Quality Management Model. We carry out 15,000 analytical controls, more than 900 audits on points-of-sale and 200 audits on suppliers per year. (Page 66)
Regulatory compliance and changes	Legislative changes and new regulatory requirements in terms of sustainability, transparency, data protection and measures for fighting money laundering, fraud, corruption, etc.	Money Laundering Prevention Manual, Criminal Risk Plan, Anti-Corruption Policy (Page 29) Environmental policy (Page 83) Commitment to transparency within our 10 Commitments to Health and Sustainability (Page 12)
Impact of climate change on the value chain	Natural disasters, disasters or increased temperatures leading to possible shortages of raw materials, difficulties in accessing fresh produce and/or restricting the supply or opening of one or more stores temporarily, thereby increasing costs.	Environmental policy (Page 83) and 10 Commitments to Health and Sustainability. (Page 9) Commercial strategy that boosts proximity consumption and products with environmental certifications. (Page 80 and 87) Adaptation of processes and facilities for greater eco-efficiency and use of renewable energies. (Page 95)
Responsible management of people and working conditions	Need to guarantee adequate working conditions, with special attention to equal opportunities and fighting discrimination.	Code of Ethics (Page 31) Code of Conduct (Page 31) Whistle-blowing channel (Page 30) Equal opportunities plan (Page 62) Creation of quality jobs (Pages 51 to 75)
Employee health and safety	Potential risk of accidents in the course of work in stores, platforms and head offices.	ORP training plans (Page 66) Occupational risk prevention services and plans (Page 66) Internal audits (Page 66) Emergency drills (Page 66)
Digitalisation	Rapid growth in customer demand through digital channels and need for adaptation.	Omnichannel strategy and proposal. (Page 41) Innovation projects to advance in digitalisation. (Page 41)
Human rights in the value chain	Risk of supplier non-compliance with human and labour rights.	Obligation for all our suppliers to assume our Code of Ethics. (Page 78) Monitoring of higher-risk supplies through external audits: textile and non-food sector in Asian countries. (Page 140)
Monitoring the consequences and impact of COVID-19	Temporary restrictions on the restocking or opening of stores due to risks to people's health or safety, as well as restrictions on mobility due to administrative decisions to control the health crisis. Adaptation of the safety measures in accordance with the evolution of the pandemic.	New safety protocols in stores and work centres. (Page 46) Omnichannel strategy and proposal. (Page 41) Adaptation of the supply process to guarantee supplies (Page 75) Support to local producers (Page 81) Reinforcement of local solidarity actions. (Page 105)

VEGALSA-ROSKI responsible management

At VEGALSA-EROSKI, the Compliance Committee, one of VEGALSA's own bodies, is in charge of controlling the regulatory compliance and conduct established in the Code of Ethics, policies and procedures.

Similarly, we also have a whistle-blowing channel for reporting and recording any action that is contrary to the internal ethical and regulatory framework or any action that contravenes current legislation.

In addition to the Code of Ethics, approved in May 2018 and which came into force in May 2019, our compliance framework at VEGALSA-EROSKI is made up of six compliance policies: privacy and confidentiality; anti-corruption; conflicts of interests; purchases and procurements; donations and sponsorships; and hospitality and gifts.

Risk management

At VEGALSA-EROSKI we have two differentiated risk management systems that function in an independent but coordinated manner. The Board of Directors is ultimately responsible in both cases.

On the one hand, we have the Corporate Risk Management System and, on the other, the Crime/Criminal Risk Prevention and Control Programme (Compliance). Both systems have their own structure with their management and control bodies.

These bodies are the Risk Analysis Committee (RAC), which is in charge of corporate risk, and the Compliance Committee, which manages criminal risk.

Also, the Board of Directors approved the standards and methodology to be followed by due diligence processes. The Crime Prevention and Control Manual includes a deci-

sion-making protocol that must be taken into account by all bodies with decision-making power and corporate intent-forming functions.

The Risk Analysis Committee reports to the Board of Directors and Compliance Committee twice a year, where it informs of risks and relevant issues. The Compliance Section of the Legal Department issues two annual reports, prior to issuing the report for the Compliance Committee, which it informs of any anomaly detected.

Code of Ethics

The Code of Ethics sets out the ethical principles and values that we apply in all areas of our activity and is complemented by compliance policies and their corresponding procedures.

- **Legality:** strict compliance with legislation and internal regulations.
- Commitment to people's health and safety.
- **Maximum respect,** equality and dignity in the treatment of all employees, collaborators, partners, competitors and other third parties linked to the company.
- **Objective criteria** in the selection and promotion of employees.
- **Transparency,** objectivity and professionalism in all its activities and interactions with stakeholders.
- **Rational and appropriate** of all resources, safeguarding the Company's assets.
- Privacy, **data protection** and confidential information.
- **Commitment** to the environment.





2

“With you” business model

Commercial network at
our customers' service

Business model

102-2; 102-4; 102-6



Our business model is oriented towards a multiformat company model that meets our customers' different needs. To this end, we have a brand portfolio that encompasses from our main business, food, to travel agencies, petrol stations, sports shops, opticians and insurance.

For this reason, we have diversified and efficient commercial network, composed of 1,616 physical establishments distributed across a surface area of 1.2 million m2, aimed at

facilitating purchasing processes and meeting the needs of all those who place their trust in us. Moreover, we continue to strengthen our positioning in online sales, to which end we have eight different online stores.

Several specialist entities in geographic areas and specific lines of business are the consequence, at the EROSKI Group, of our search for greater quality and excellence in the products and services we offer. These include, namely:



CAPRABO

The oldest supermarket company in Spain: it celebrated its 60th anniversary in 2019 and has been part of the EROSKI Group since 2007, with a supermarket network covering strategic areas in Catalonia and Andorra. At the beginning of 2021, a new partner completed the acquisition of interests in the share capital of the supermarket businesses in Catalonia and the Balearic Islands, which will help reinforce the project in general and growth in these regions.



VEGALSA-EROSKI

Part of the EROSKI Group since 1998, it is the benchmark for commercial distribution in Galicia. 50-50 owned by the Ventura González family and EROSKI. It currently also operates in the neighbouring communities of Asturias and Castilla y León, where it has a strong presence and various brands in addition to EROSKI, such as Familia and Onda.



FORUM SPORT

The EROSKI Group's sports department has 25 years' experience in the specialised sale of sports equipment and is present in 12 autonomous communities. Its business network includes several stores specialising in trainers and clothing for young people under the Dooers brand.



PETROL STATIONS

In 2019, EROSKI has 42 petrol stations, strategically located next to its hypermarkets and supermarkets. EROSKI petrol stations maintain the cooperative's policy of offering its customers the best prices, easy payment options and discounts.



Viajes EROSKI

The EROSKI Group Travel Agency (including Viatges Caprabo in Catalonia, as well as the online offices www.viajeseroski.es and www.viatgescaprabo.com). In addition to its activity in the holiday sector, it is noted for its exclusive customer service for companies in major cities (including Madrid and Barcelona) and a division that specialises in organising conventions and congresses (Travel Air Events). Travel Air is part of GEBTA (Guild of European Business Travel Agents) and ITP (International Travel Partnership).



OPTICIANS

EROSKI has a chain of 11 opticians with the best professionals, products, services and guarantees. Its opticians offer a wide range of high-quality and stylish products: prescription glasses, sun glasses, contact lenses, liquids and accessories, etc.

1.348

establishments linked to food

268

diversified business establishments between travel agencies, petrol stations, sports shops and opticians

We also have EROSKI-owned stores in different Autonomous Communities throughout Spain, in addition to franchised stores with presence in Andorra and Gibraltar (UK).

Number of EROSKI Group stores and their franchises by business

1.624

stores

1.066

EROSKI-owned stores

558

franchised stores

See Table 1 in the Annex of indicator tables for comparison with previous years.

Business	EROSKI-owned	Franchised	Total
Hypermarkets	37	0	37
Supermarkets	761	532	1,293
Cash&Carry	18	0	18
Petrol stations	40	0	40
Opticians	11	0	11
Travel agencies	123	25	148
FORUM SPORT sports equipment stores	68	1	69
Online stores	8		8

Number of EROSKI Group supermarkets and their franchises by brand

1.293

stores

761

EROSKI-owned stores

532

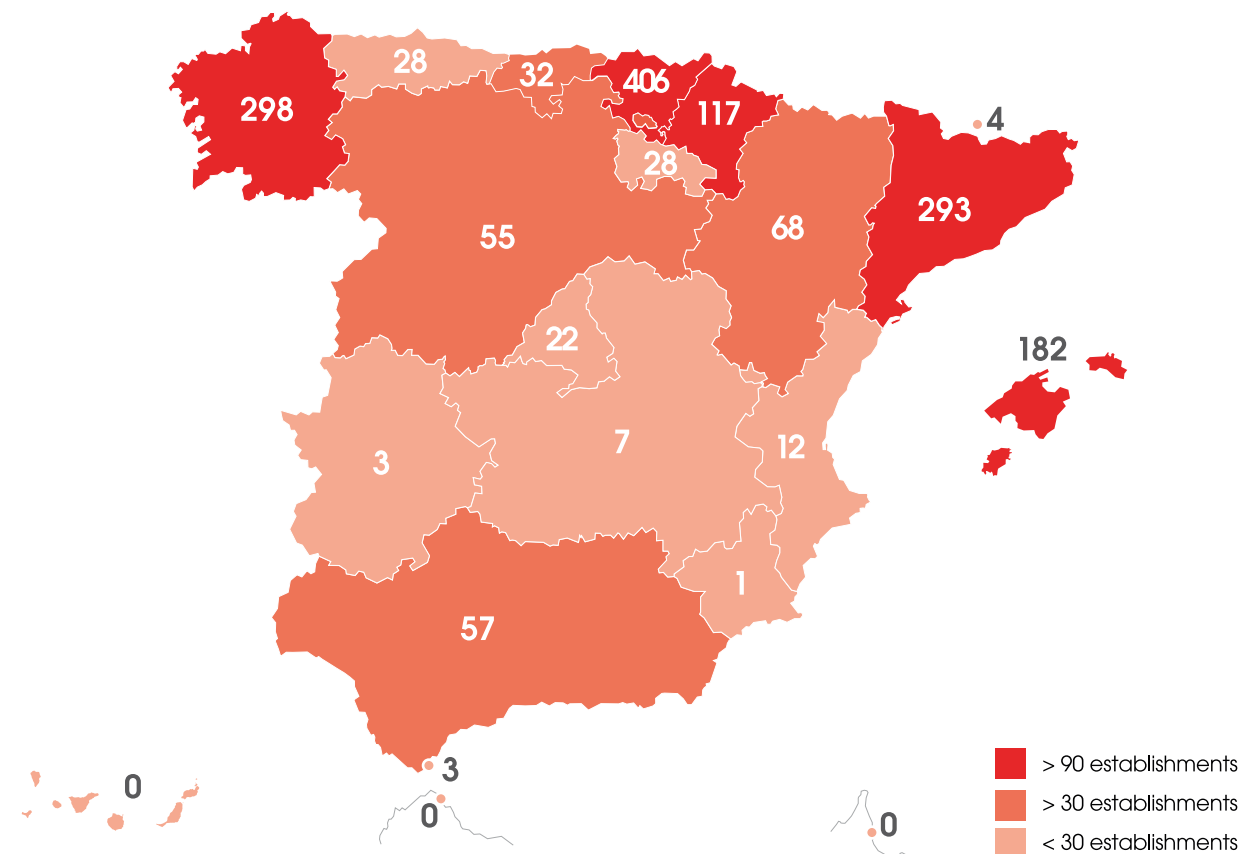
franchised stores

See Table 2 in the Annex of indicator tables for comparison with previous years.

Supermarket brand	EROSKI-owned	Franchised	Total
EROSKI/City*	307	267	574
CAPRABO	213	74	287
EROSKI/Center	164	2	166
ALIPROX	0	114	114
FAMILIA	76	0	76
ONDA	0	48	48
RAPID	1	27	28

* The figure for EROSKI/City includes MERCA establishments, presented separately in previous years.

Distribution by autonomous community and business of physical establishments



Safe and certified shops

EROSKI has obtained Bureau Veritas *Clean Site* certification for all of its stores, which guarantees that cleaning and disinfection protocols and adequate safety measures against COVID-19, both for internal staff and for customers, are properly implemented at its establishments. Bureau Veritas's assessment analyses aspects relative to disinfection, safety and hygiene pursuant to current legislation arising from the pandemic and to the different recommendations issued by the authorised health authorities.

	EROSKI-owned stores								Total EROSKI-owned	Franchised establishments				Total Franchised	Total
	Food businesses			Diversified businesses				Food businesses		Diversified businesses					
	Hypermarkets	Supermarkets	Cash&Carry	Petrol stations	Opticians	Travel agencies	Leisure-Sport*	Hypermarkets		Supermarkets	Travel agencies	Leisure-Sport*			
Andalusia	3			1	1			5		51	1		52	57	
Andorra								0		4			4	4	
Aragón		36		1		4	2	43		25			25	68	
Asturias	1	11	1	2		5	7	27		1			1	28	
Cantabria	1	8		1		5	5	20		9	3		12	32	
Castilla y León	1	20		1		8	12	42		11	1	1	13	55	
Castilla-La Mancha	1			1		2		4		3			3	7	
Catalonia		213		2		1	1	217		75	1		76	293	
Ceuta								0					0	0	
Valencia Autonomous Community	1			1		1	2	5		7			7	12	
Extremadura						1		1		2			2	3	
Galicia	5	147	17	3		4	2	178		116	4		120	298	
Gibraltar								0		3			3	3	
Balearic Islands		107		3				110		72			72	182	
Canary Islands								0					0	0	
La Rioja	1	10		1		6	3	21		7			7	28	
Madrid						3	1	4		18			18	22	
Melilla								0					0	0	
Murcia							1	1					0	1	
Navarre	2	53		4	1	14	6	80		33	4		37	117	
Basque Country	21	156		19	9	69	26	300		95	11		106	406	
Total	37	761	18	40	11	123	68	1.058	0	532	25	1	558	1.616	

* Leisure-Sport includes FORUM SPORT and Doers

See table 3 in the annex of indicator tables for comparison with previous years

We create shared value

102-7; 201-1; 203-2; 413-1

The 2020 financial year has been exceptionally affected by the pandemic, both because of the mobility restrictions put in place and the changes in habits adopted by families and consumers in general.

Generally speaking, the Group's volume of activity followed an upward trend, whereas certain activities linked to leisure, sports and tourism were negatively affected. The Group adapted to the new needs and recorded exceptionally high performance, having responded very adequately to our customers' needs, both in terms of service and safety. Consequently, both our activity and the costs requi-

red to meet the new safety and hygiene needs increased, but operating profit ultimately improved with respect to the previous year, continuing the upward trend of recent years. This trend reinforces the strategy proposed for the coming years and gives continuity to the improvement plans in terms of project efficiency.

The year also ended with the announcement of the acquisition of interests by a new partner in the share capital of the supermarket businesses in Catalonia and the Balearic Islands, which will help reinforce the project in general and growth in these regions.

195

million
checkouts

5.377

million euros in
revenue

4.807

million euros in net
distribution sales

EROSKI Group income statement

(Figures in thousands of euros)

Direct economic value generated and distributed	2020	2019	2018
Ordinary income	5.051.869	4.835.650	4.958.957
Net sales from distribution	4.807.439	4.584.227	4.698.075
Other income without return from sale of fixed assets	244.430	251.423	260.882
Operating profit (before impairment, gains or losses on sale of fixed and non-current assets)	252.410	193.840	163.616
Impairment, disposal of fixed and non-current assets	-198.765	-162.602	-42.883
Profit before financial expenses and taxes	53.449	31.238	120.733
Financial income/loss	-104.503	57.526	-114.513
Profit/loss of investments accounted for using the equity method	232	1.436	-1.711
Income tax	-26.740	-45.028	-2.923
Net profit from discontinued operations	0	0	0
Financial result for the year	-77.562	45.173	1.586

We generate wealth in our environment

At EROSKI, not only do we share the profit generated by our business activity among the employee partners of the cooperative and with the other Group companies, but also generate wealth directly in the different actors of our value chain:

- in our customers through personalised offers, campaigns and promotions;
- in our suppliers through purchases through our commercial relationship and our purchases and procu-

rement policy, which is aimed at driving a sustainable agri-food sector;

- in our employees, through the compensations for their performance and other contributions;
- in the Government, through social security contributions, taxes, income tax and other taxes;
- in society, through the Group's social activities and EROSKI Foundation and the environmental protection actions we carry out.

Creation of value in our environment

Customers

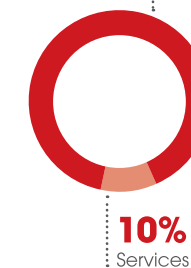
+326 millions of euros
millions of euros transferred through the multiple commercial offers made during the year



Suppliers

3.871 millions of euros

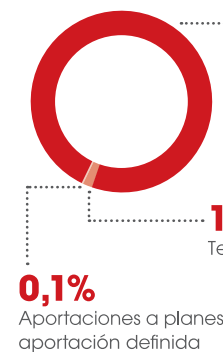
90%
Raw materials and other consumables



EROSKI employees

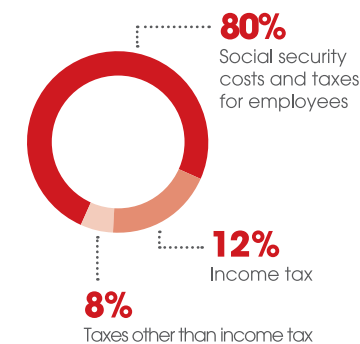
495 millions of euros

98,6%
Wages, salaries and similar payments



Statement

222 millions of euros

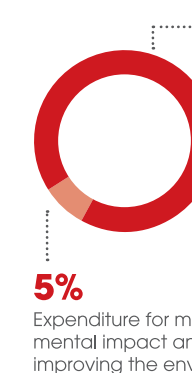


Environment

20 millions of euros

Inversiones

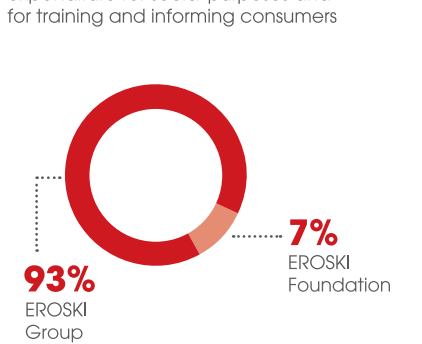
95%
Investment aimed at minimising environmental impact and protect and improve the environment.



Society

14 millions of euros

expenditure for social purposes and for training and informing consumers



"With you" business model

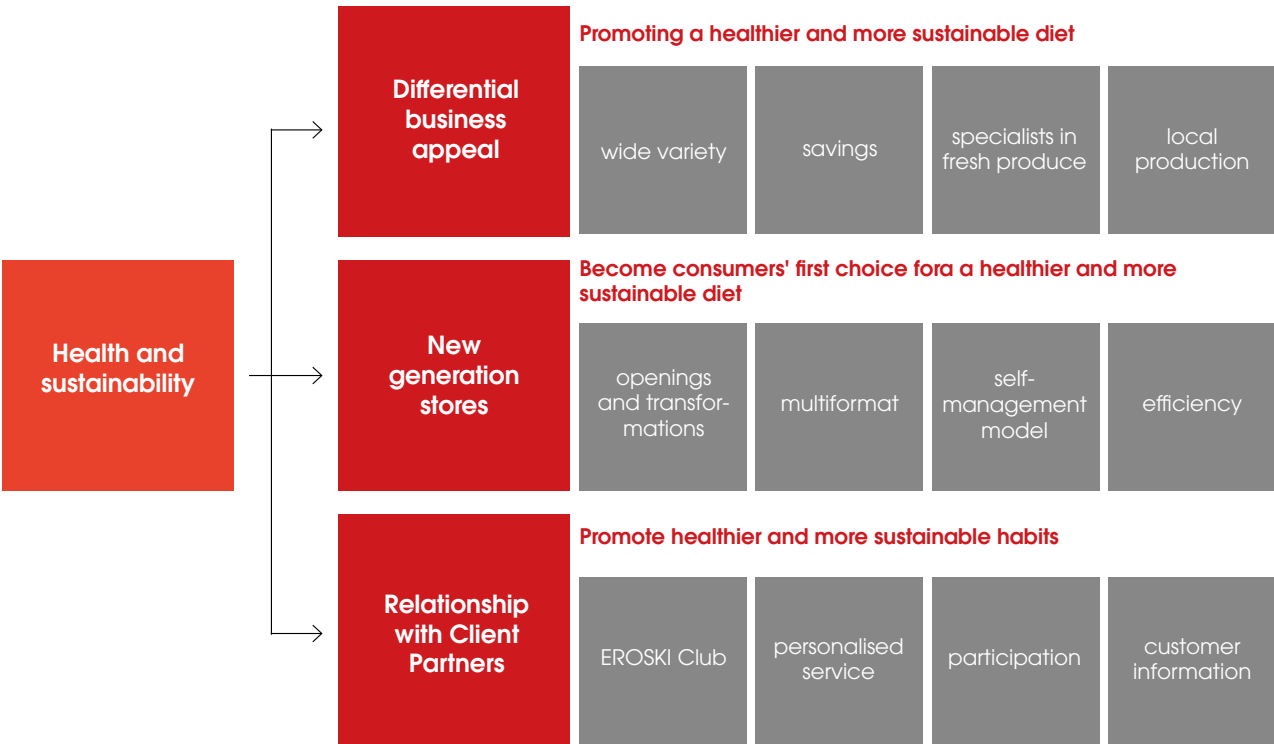
Our "With you" business model, aligned with our mission, aims to offer our customers quality products and services. Therefore, we work to fulfil their expectations and continue growing through the promotion of health and sustainability.

To this end, we focus on fulfilling our Commitments to Health and Sustainability. These models allow us to incorpora-

te said commitments to the development of the business units, in addition to the relationship established with our customers and other stakeholders.

Our differential value: we offer consumers solutions that promote healthier and more sustainable consumption habits.

Strategic pillars of our "With you" model.



Differential business appeal

At EROSKI, through our "With you" business model we work to offer our customers a wide range of products, specialising in fresh produce and showcasing local products. We aim to offer our customers differential value and an inclusive offering through quality, healthy eating, meeting a diversity of specific needs and greater freedom of choice with the aforementioned characteristics. To this end, are project is under way to densify our product range that will allow us to increase it by 15%, with around 800 additional in-store references. This increases our capacity to provide greater coverage of different needs in smaller stores.

Moreover, we aim to be the best option, establishing competitive prices which allow us to achieve a better positioning in relation to the quality and price of our products, thereby creating savings opportunities for our consumers. In this regard, we launch campaigns that enable direct savings in our customers' purchases such as, for example, "The VAT is on us".

Generating value through our brands

Our own brands comprise distinguished, quality benchmark products, in addition to offering excellent value for money. Our main objective is to offer our customers the best products, fulfilling their expectations and pleasantly surprising them when they visit our establishments.

In order to continue offering quality products while meeting our customers' needs, we have included new products in our own-brand range and also launched a new brand of organic food products, EROSKI Bio and EROSKI Natur Bio, and drugstore, EROSKI Eco. Thus, in 2020 we included a total of 251 new own-brand references, exceeding 5,000. These include, namely, the new EROSKI SeleQtia Three Kings' cakes, EROSKI Basque Country delicatessen and EROSKI Natur fruit range, among other launches.

Number of own-brand products

		2020	2019	DESCRIPTION
	EROSKI SeleQtia	226	359	The best of the best. Products tested by the Basque Culinary Center.
	EROSKI	2.172	2.724	Wide range of products, everything you need, with the best guaranteed quality/price ratio.
	EROSKI Natur	457	490	Fresh produce full of flavour, with total traceability and controlled quality, from the best sources at their optimum point of maturity.
	EROSKI Bio, EROSKI Natur Bio y EROSKI Eco	68	0	New brand launched in 2020 for packaged and fresh food products and drugstore products with eco-friendly certification which guarantees that they were produced or grown in the best conditions of environmental protection.
	belle	437	464	Cosmetic, hygiene and personal care products free of parabens and triclosan, dermatologically tested and at the best price.
	EROSKI Basic	227	315	Ordinary products consumed every day, with full quality guaranteed by EROSKI at lower prices.
	Visto Bueno	1.405	1.747	Clothes and shoes with own designs and the best quality/price ratio.
	Romester	151	316	Sports clothes and equipment with own designs and the best quality/price ratio.
	Ecron	35	53	Electronic devices and household appliances with different levels of functionality and the best quality/price ratio.

Next-generation stores

The "with you" business model defines our next-generation stores, transforming our commercial network with the aim of offering the best experience at our establishments. At EROSKI we want to respond to the demands of society in the context of the new sustainability and digitalisation trends.

To this end, we drive innovative and transformative solutions through our next-generation stores and more efficient establishments through multiformat models, combining self-management and personal and close treatment.

In this new context marked by the pandemic, society increasingly demands local products and fresh produce. In this regard, in addition to being an EROSKI hallmark, driving next-generation store allows us to fulfil the demands of society with greater guarantees.

Openings and transformations

In 2020, despite the particular characteristics that have marked this year of adaptation as a consequence of COVID-19, we continued to make progress in the transformation of our supermarkets and hypermarkets to the "with you" business model.

In 2020, 71 new openings were managed in the food-related business units (20 EROSKI-owned stores and 51 franchised stores 30) within the plan for reinforcing our presence in the regions where we are a benchmark operator. Furthermore, we carried out 70 closures (EROSKI-owned stores and 40 franchised stores) with the aim of adapting the business structure to new local needs. The context arising from COVID-19 especially affected the tourism industry and, thus, travel agencies, causing closures mainly linked to the lack of activity due to the established restrictions.

Impact of COVID-19 on non-food businesses

Viajes EROSKI

The 2020 pandemic paralysed the tourism industry in a way never seen before. It strongly impacted the entire value chain, both financially and in relation to the future projects that were being developed. Consequently, VIAJES EROSKI did not achieve a volume of activity greater than 20% compared to the figures for 2019.

Uncertainty remains very high, and, despite the availability of vaccines, population immunity is not likely to be achieved before late summer, so the recovery of the industry is still slow.

Taking into account the existing challenges, VIAJES EROSKI is working to fulfil its vision of being a digital, profitable and omnichannel organisation, made up

of professionals who are involved and proud to be part of it and recognised for our genuine focus on helping travellers, the loyalty of our customers and the effectiveness and efficiency of our processes.

To this end, we approach 2021 with the aim of diversifying and optimising the network and processes, seeking to offer our customers a differential service proposal.

FORUM SPORT

The different components of the sports market business have followed divergent trends due to COVID-19 and to the context generated due to the restrictions and daily habits of the population. For example, the practice of individual sports has increased significantly with respect to team sports, thereby conditioning consumers' needs and causing specific supply problems in categories such as cycling, home fitness, padel, etc.

This growth was also in response to global trends such as digital sales channels, the influence of sectors such as tourism or highly demand product categories such as cycling or home fitness. Therefore, our activity in 2020 was conditioned by the external context.

In this regard, we took advantage of the opportunities inherent to the uncertain situation, improving our omnichannel and online product range or out communication and listening processes, inter alia.



We strengthen our omnichannel position. EROSKI more digital

At EROSKI we are strengthening our omnichannel proposal by promoting the positioning of our digital channels, which together with the physical stores, offer our customers the convenience of choice that best suits their needs, improving the shopping experience and breaking down the barriers between online and offline channels.

Online supermarket

The online supermarket defines our digitalisation strategy and omnichannel proposal, organised through the web platform and the EROSKI App. In 2020 the online business activity grew rapidly, as a result of which EROSKI Online quadrupled its usual revenue from this channel.

Also, the pandemic and restrictions gave rise to changes in consumer habits. The digital channel recorded a high percentage of new customers who made their first purchase and also repeated the process at a later date.

It facilitates customer interaction and the purchasing process through home delivery, product assessment, store pick-up or smart lockers that allow customers to pick up the online order in the same day free of charge.

In 2020 we implemented new services such as online order delivery tracking with the aim of reducing waiting times for home delivery, in addition to expanding our commercial offering in more than 3,000 non-food items, offering our customers greater freedom of choice.

At EROSKI we paid special attention to elderly and housebound people because we understood the social role we played at such a complicated moment in time. To this end, we placed the digital channel at their disposal and offered them a free home delivery service.

Moreover, we have a special home delivery protocol for home appliances with rigorous prevention measures.



EROSKI App

This tool offers the agility of the online purchasing process, in addition to a series of exclusive advantages for users. As part of our commitment to digital transformation, we enhanced our App and its functionalities as follows

- Improved user experience through a customised home page.
- Incorporation of new functionalities such as a product scanner, recipe videos with seasonal products, new ways of activating vouchers and digital brochures..

Furthermore, the situation generated by COVID-19 converted the App into a key information channel.

In this regard, we created the **COVID-19 news** in the App. In this section, the user can resolve queries and obtain the necessary information:

- Changes in opening hours.
- Recommendations and measures for guaranteeing safety in stores.
- Services and advantages for helping the most vulnerable groups.

We also expanded the available information on EROSKI stores: opening hours, location, contact number, brochure, etc.

Lastly, during peak periods such as Christmas we include information on store capacities and influxes by day and time. The EROSKI App became an ally for our customers in the exceptional situation we lived and continue living. In the past year, the number of downloads of our App increased by nearly 34%.

Commerce of the Year Awards

For the fourth consecutive year we received the "WebShop of the year" award under the online supermarket category of the Commerce of the Year Awards. We were also chosen by consumers as the best proposal under the "Proximity Supermarkets", "Customer satisfaction" and "Franchises" categories.

Relationship with Client Partners

At EROSKI we want to promote and facilitate access to healthier and more sustainable lifestyles for our customers, from food to services that meet their needs in a more responsible way.

Furthermore, we offer our customers the personalised attention they need, in addition to loyalty programmes so they

can enjoy advantages that allow them to make purchases tailored to their needs.

Customers who choose to make EROSKI their usual store and also leverage all the advantages we offer, save more than EUR 600 per year at our supermarkets and hypermarkets.

EROSKI Club

EROSKI Club is our loyalty programme through which our partners can obtain exclusive offers. EROSKI Club means greater savings and greater ease for the purchasing processes. We currently have more than six million EROSKI, CAPRABO and FORUM SPORT cardholders which, on average, account for more than 70% of sales.

That summer, during the pandemic, we gained 118,700 new EROSKI Club members and 10,300 downloaded our App.

- The EROSKI Club Gold card, which allows a universal and 4% fixed and universal savings on all purchases, already has 148,470 Client Members and 35 companies, which include 3,662 employees, are already Gold Company Gold Company.
- The EROSKI Club payment card, which unifies all the benefits of the EROSKI Club the advantages of the EROSKI Club programme, in addition to offering offers a 1% refund on purchases paid outside EROSKI, with the purchases paid for outside EROSKI, with the deposit of the money the money on the associated EROSKI Club card, already has 286,789 cardholders.

Personalised, quality service. We are With you

At EROSKI we understand that the relationship of trust established with the customer is essential and is a special priority of "with you" model and our 10 Commitments to Health and Sustainability.

In this year marked by the pandemic, we want to continue with the relationship of trust and closeness that characterises us, working to meet the needs of our customers in fulfilling their expectations, as well as helping them when they need it. We want to convey to our customers that we are at their side!

At EROSKI we are committed to a commercial proposal that focuses on the consumer and prioritises the shopping experience. This approach has allowed us to distinguish ourselves through our specialisation in fresh produce, enhancing our counter-assisted sales services.

In this regard, the professional qualification of people and ongoing training are our pillars for consolidating ourselves as specialists in fresh produce.

During the COVID-19 pandemic, we wanted to be by people's side. In particular, we accompanied our EROSKI Club members, giving them detailed information sent in a personalised manner, in addition to special offers for times of greater household needs and consumption, namely:

- Promotions and ideas for enjoying domestic leisure. Through More Promotions in their favourite home leisure brands on EROSKI's app and website and gifts for relaxing with the family with Travel Club points.
- We demonstrated our support to proximity trade. In the summer of the pandemic, more than 33,000 members enjoyed an additional 4% savings to the usual 1% in the EROSKI Club credit card for purchases made in local stores.
- Innovaré programme and the BCulinary Club, with video tutorials for learning new culinary techniques during the confinement.

Customer care service

This year we overcame adversities jointly with our customers, feeling their support and strengthening our relationship. Mainly during the confinement, the stage of greatest uncertainty, we received letters, calls and all types of acknowledgements, recognising the effort made by all our staff.

In 2020 we attended 720,990 people through our customer care service with a claim resolution rate of 100%, resolving 91.8% of them during the first contact. At EROSKI, we fulfilled our commitment to immediately respond to any queries, suggestions and claims and, should it require any procedure, will perform it within a maximum period of 24 hours.

Worth noting is the management carried out this year by the VIAJES EROSKI customer service department, since, although it has had to manage more than 20,000 financial refund files due to flight cancellations, etc., due to COVID-19, only 500 formal complaints were registered, which we resolved to the customer's satisfaction.

EROSKI's Customer Care Service attends to consumers in Spanish, Basque, Catalan and Galician, and is at customers' disposal by phone, email and also through the website (www.eroski.es). We also have other web pages for the Group's different businesses and companies, in addition to our social networks.

For the ninth consecutive year, consumers participating in the Sotto Tempo Advertising Awards recognised us as the large-scale retailer with the best customer service.

Actively listening to our customers

With the aim of taking the concerns of the different groups into account and continue with our commitment to transparency, we maintain additional communication channels with all of them. Thus, in 2020 we launched more than 45 active listening initiatives which included the participation of 64,200 people between customers, consumers and suppliers, in which we gathered their opinions, suggestions and recommendations to improve our commercial offering and our stores.

Also, at EROSKI we have 21 Consumer Committees that structure the participation of their Client Partners, who debate, position themselves and define guidelines to improve our next-generation stores.

In 2020 we have generated more than 4.4 million interactions with users and more than 374.3 million impressions.

Data protection

EROSKI is a consumer cooperative and, as such, ensures its customers' rights with special interest. One of them is undoubtedly data protection, which we manage like a Continuous Improvement Plan. In 2007, coinciding with the approval of the RLOPD (Royal Decree 1720/2007, of 21 December, approving the implementing regulations of Organic Law 15/1999), we created the Data Protection Management System, applying our own methodology and ensuring fulfilment thereof through analysis and risk management. In 2018 we aligned our Data Protection System with the new regulatory requirements.

The General Management and heads of departments and/or areas, systems administration and system users are in charge of coordinating it.

This continuous improvement plan is closely linked to the principle of proactive responsibility. In 2020 we gave impetus to training our partners and employees. The objective is to create a data protection culture, as unequivocal proof of fulfilment in this regard.



Twitter
59.239
Followers



Instagram
38.859
Followers



Facebook
228.938
Followers



LinkedIn
55.982
Followers



3

Effort and determination

Dedicated staff

Commitment and gratitude towards our professionals



2020 will be remembered by all the people who make up EROSKI as a year of dedication and self-improvement. All the teams of the different businesses gave their best, sacrificing their personal well-being in many cases to put themselves at the group's service. Our cooperative culture allowed us to start from a differential situation in terms of professionalism and collaboration, which has enabled us to overcome the challenges we have faced. We had to ensure, as an essential service, that the shops were in the best supply and service conditions for customers, even if they were emptied almost every day.

Prevention and protection measures at our work centres against COVID-19

At EROSKI, our main concern was always to guarantee the health and safety of its teams and customers. Therefore, in relation to the COVID-19 health crisis, the following measures were adopted to protect our staff:

- Definition of the COVID-19 action protocols for the different businesses. Also, the Elorrio and ZAL head offices were certified by an accredited external entity.
- Definition of the action protocol in case of people with symptoms of the disease and positive cases of coronavirus.
- COVID-19 biological risk assessment.
- Implementation of physical protection and signage measures at the work centres, as well as implementation of hygiene measures to prevent its spread.
- Information to employees in relation to exposure to COVID-19, the basic preventive measures and the use of the established protection equipment.
- Definition and communication of preventive measures for the external staff who work at our centres.
- Relevant management of the health of sensitive people.
- Free psychological support service for employees.
- Communication to the health area of the external prevention service engaged to monitor the health of confirmed positive COVID-19 cases and investigate possible close contacts therewith.

We cannot but express our gratitude to EROSKI's employees for their dedication and effort during the pandemic. At the most difficult times they demonstrated their good work and commitment to this organisation.

Responsibility towards quality employment 102-8; 102-41; 401-1

For EROSKI, social responsibility is a value shared across the organisation and falls under the direct responsibility of the Presidency. Our Articles of Association, Internal Cooperative Regulations and Ethical Management Manual set out our labour commitments, both to our own employees and those of subcontractors and suppliers. By integrating ethical management among the main management objectives, we reach our commitments relative to:

- Compliance with current legislation and the labour and cooperative regulations in force, and with EROSKI's own commitments.
- Implementation of an effective ethical management system.
- Continuous improvement in the ethical behaviour of the organisation.
- Support and respect for the protection of the internationally proclaimed human and labour rights.

People management at our organisation is characterised by the peculiarity that we are employees, but also owners: 8,954 members of EROSKI's staff are employee partners (30% of the total), which makes us participants in the cooperative management of the company.

This condition differentiates the EROSKI Group from other distribution companies: a proactive attitude and a high degree of commitment to the project, which is reflected in the performance at all levels of the organisation.

The jobs we create follow our management model and our commitment to our staff, customers and society, which is why we strive to ensure their stability and quality. Therefore, it should be noted that more than 74% of the jobs created by EROSKI in 2020 were permanent. Moreover, we promote the pay solidarity, equality, work/life balance, health and safety of our employees, in addition to their professional development and participation in the decision-making process as essential elements of the quality of the employment we offer.

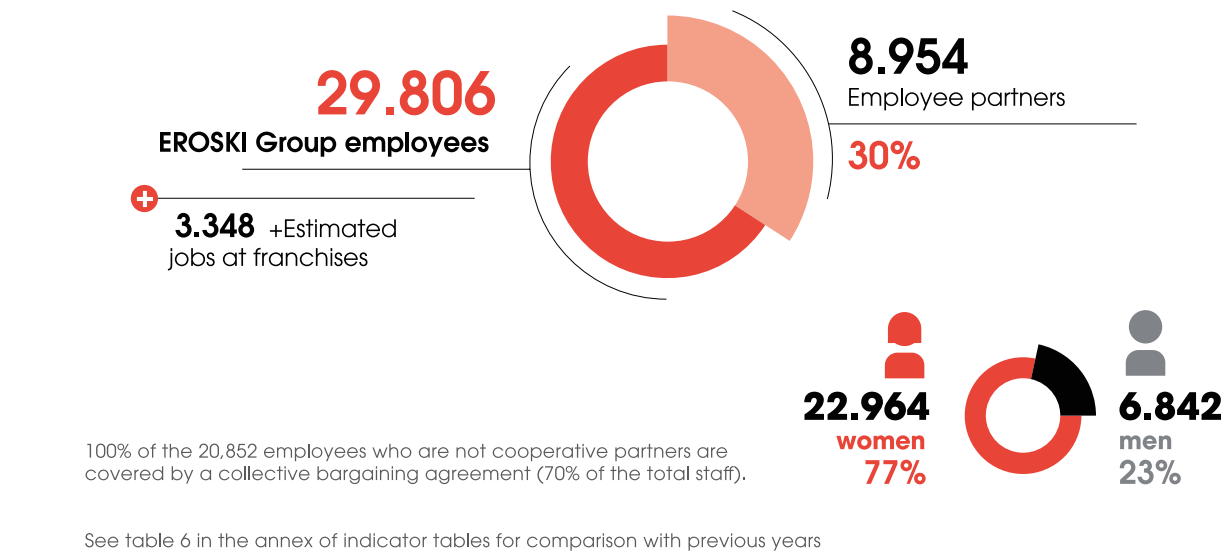
Pillars of responsible management of our staff

- Pay solidarity
- Equality
- Reconciliation
- Occupational health and safety
- Professional development
- Labour market insertion and social innovation

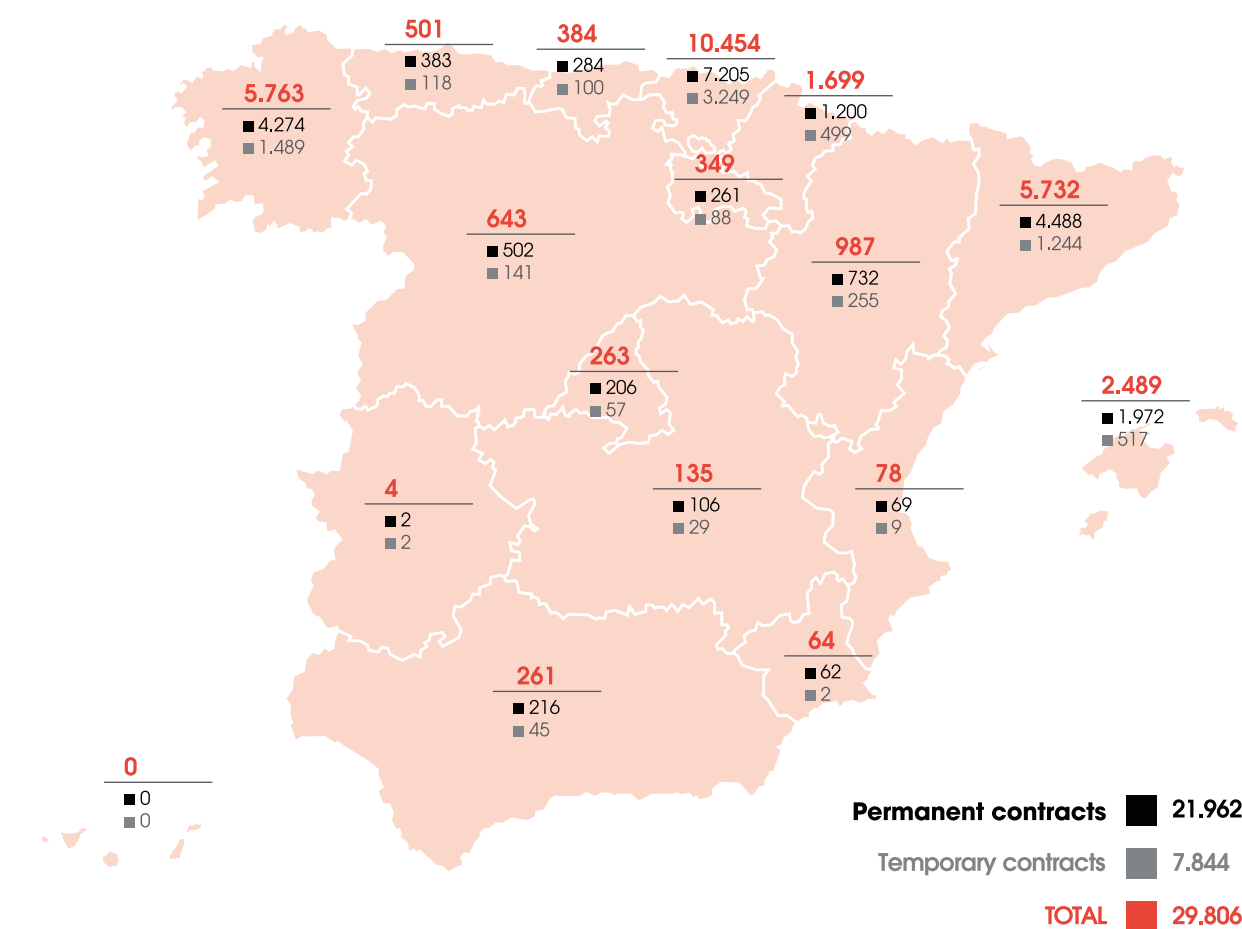
The 10 essential values of our work

- | | |
|--|--|
| 1.
We promote participation . | 2.
We promote personal and professional development through the improvement of knowledge, skills and abilities. |
| 3.
Sense of belonging: we are proud to belong to EROSKI and seek areas of improvement. | 4.
We drive information and communication bidirectionally within the organisation. |
| 5.
Thanks to internal solidarity, we prioritise the collective over the individual and the long term over the short term. | 6.
Dynamisms to adapt to change and drive innovation. |
| 7.
Customer-focused to adapt and anticipate their needs. | 8.
We improve work conditions continuously to guarantee adequate quality of life . |
| 9.
External solidarity to give back what society gives us. | 10.
As employees, we aspire to the maximum level of professionalisation . |

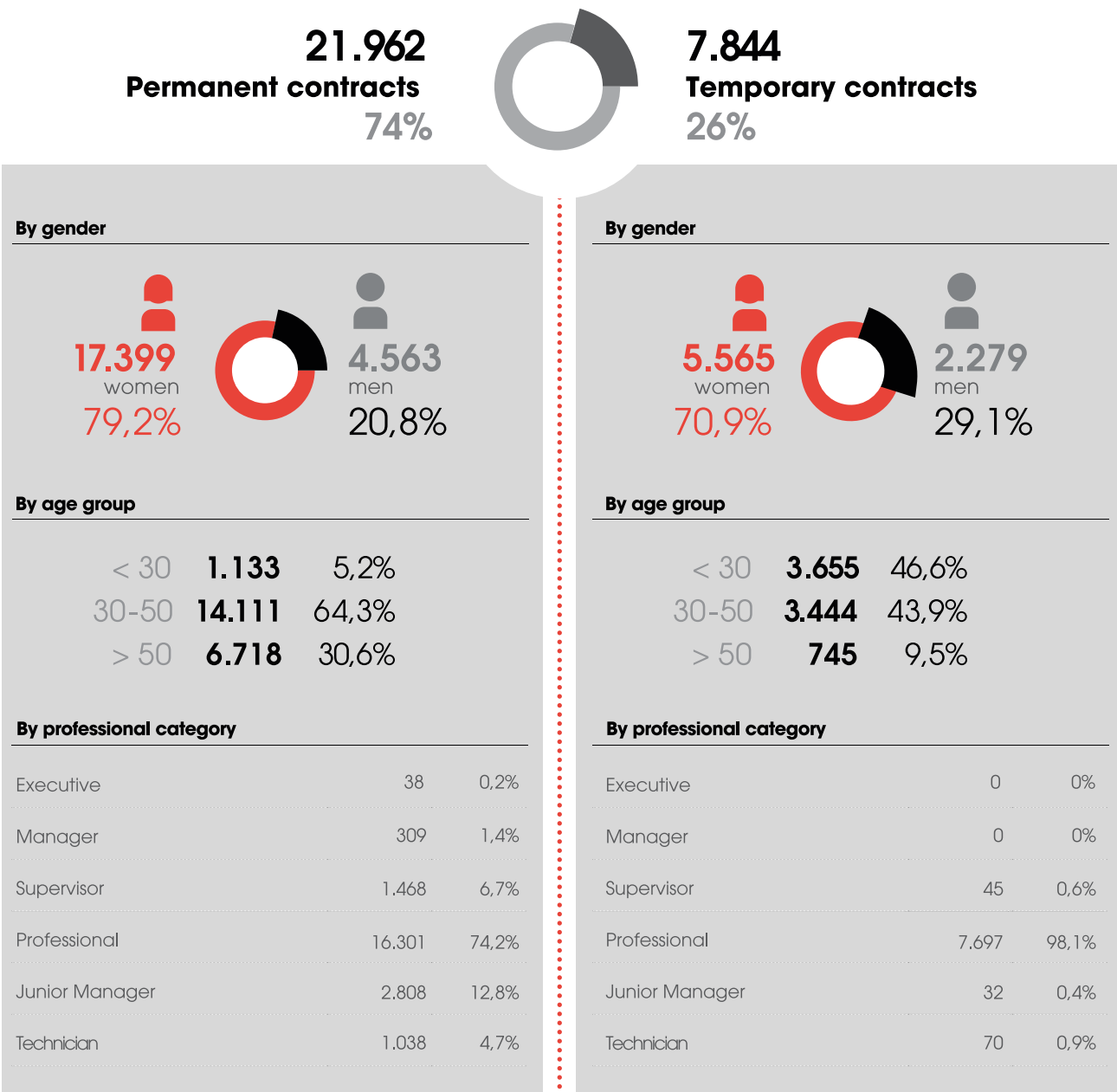
■ Total number of employees



■ Number of employees by type of contract and autonomous community



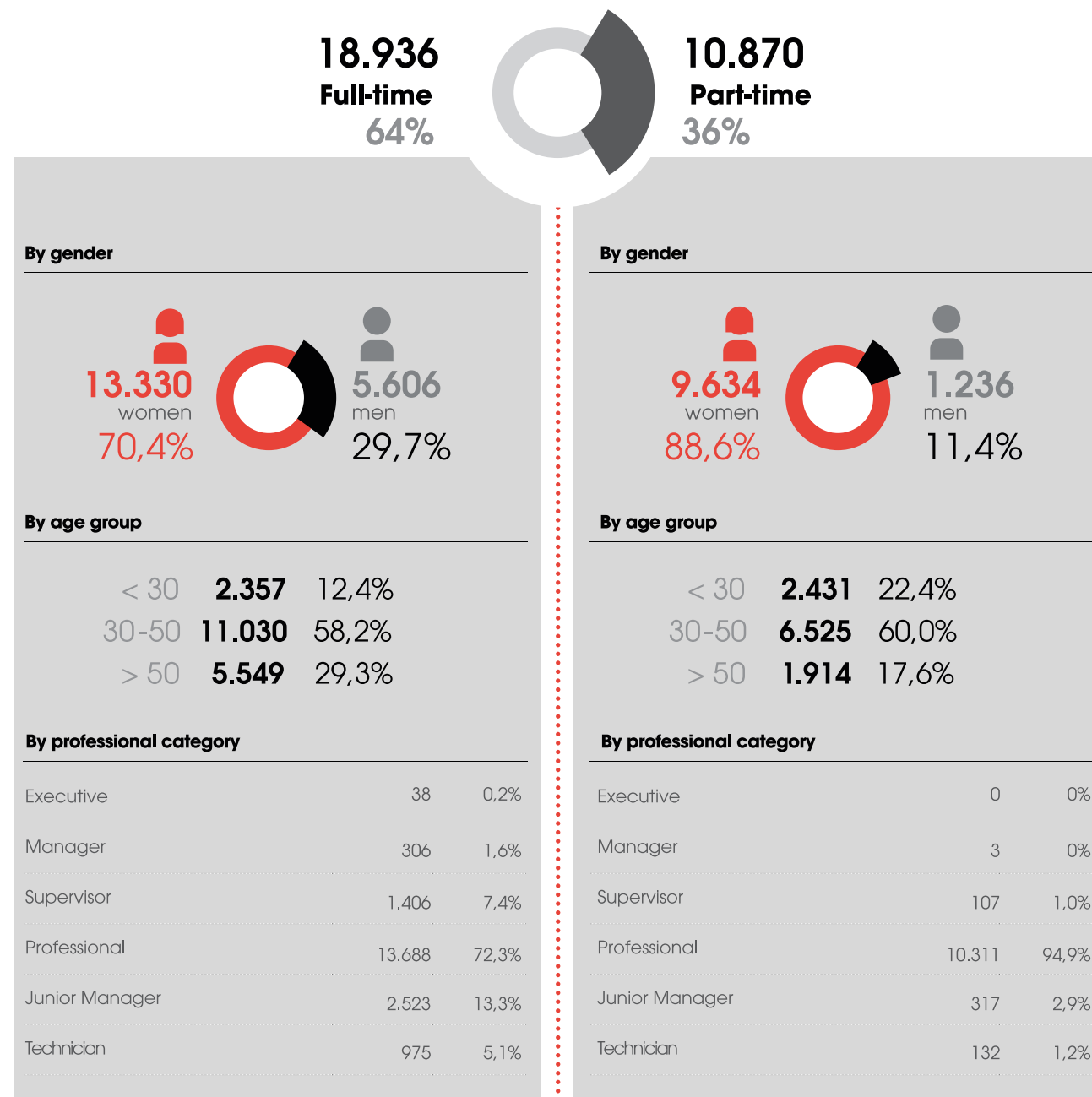
■ Number of employees by type of contract according to gender, age group and professional category



■ Temporary replacement staff

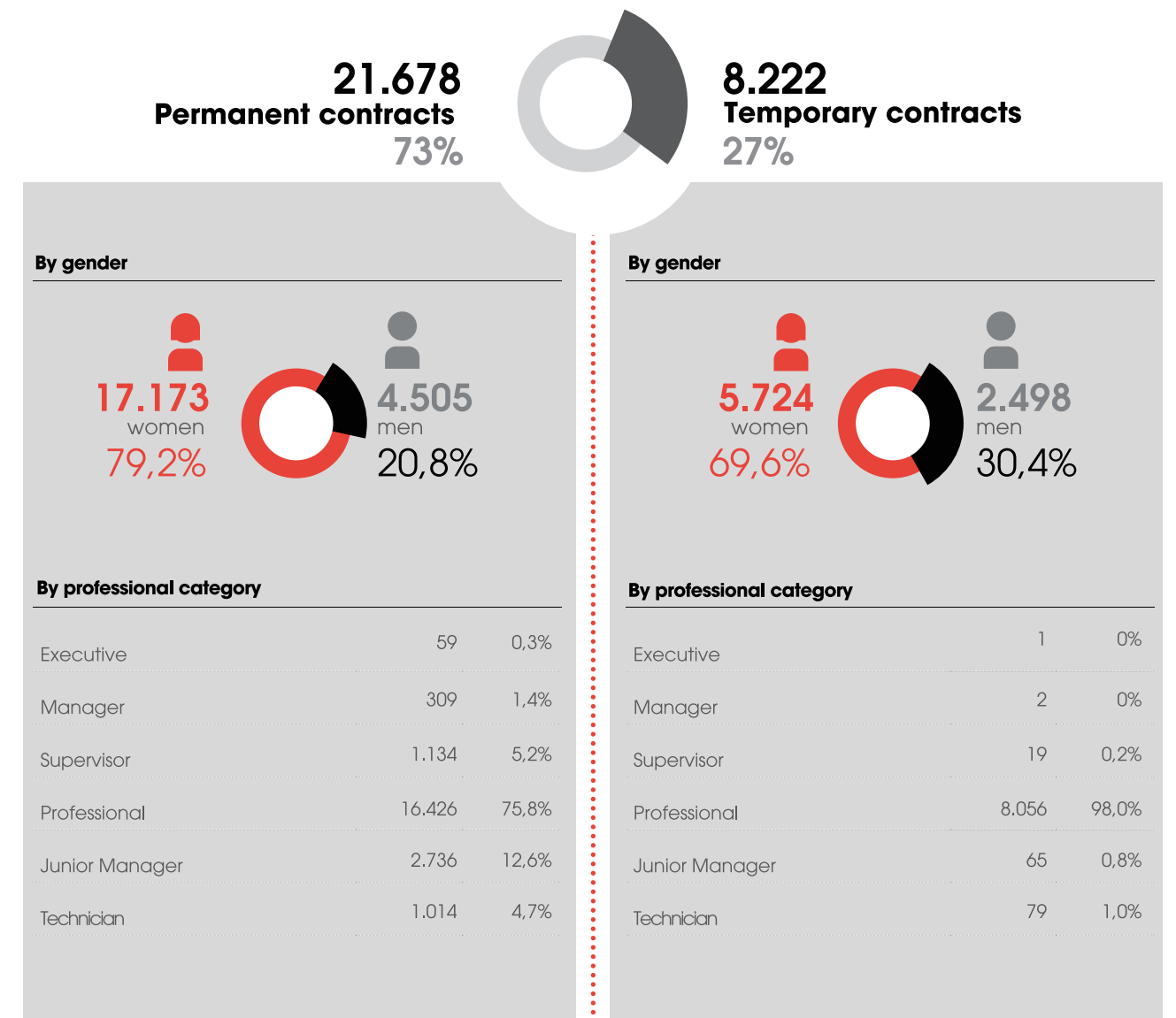


Number of employees by type of workday by gender, age group and professional category



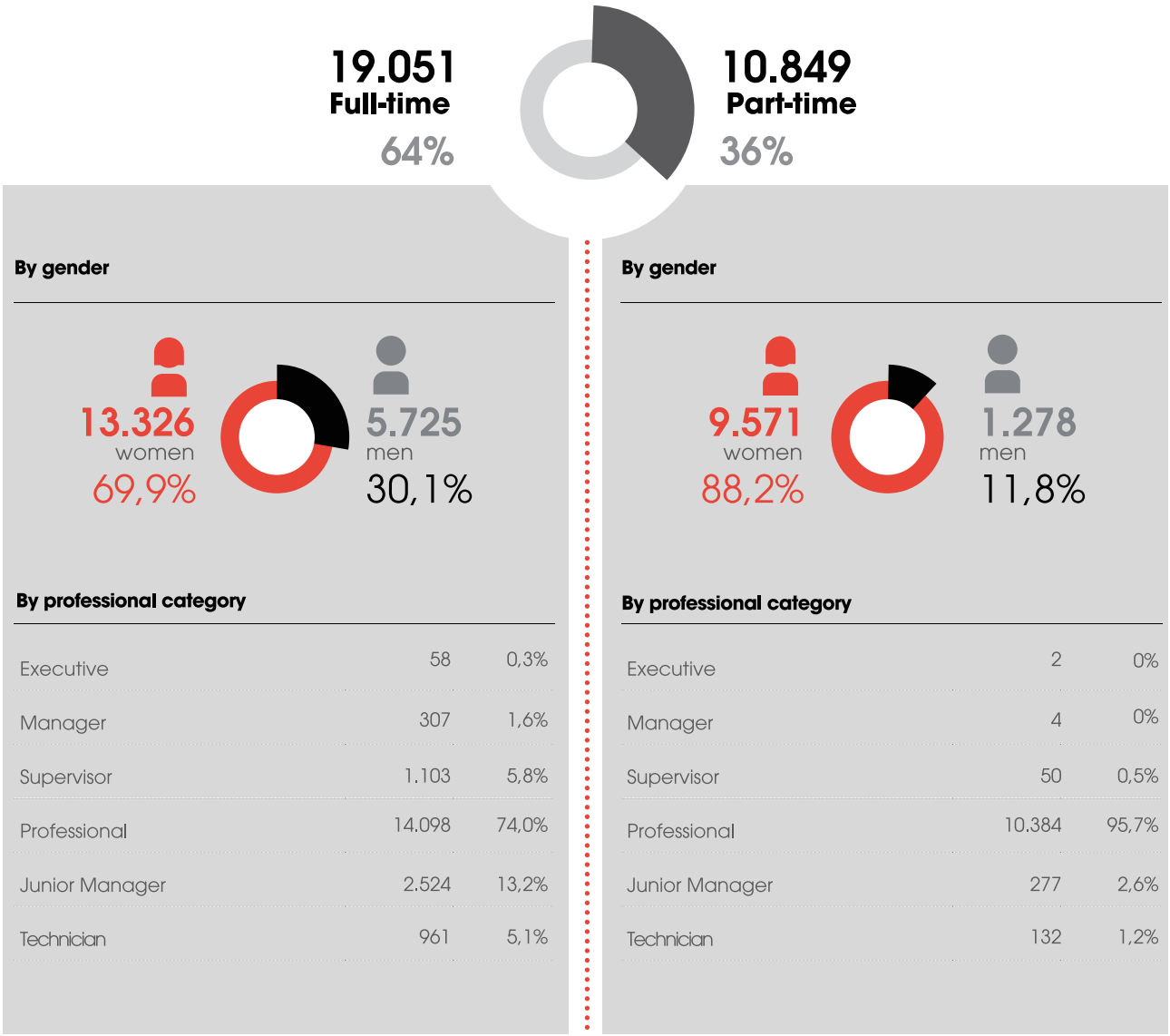
See table 10 in the annex of indicator tables for comparison with previous years

Annual average number of employees by type of contract, gender and professional category

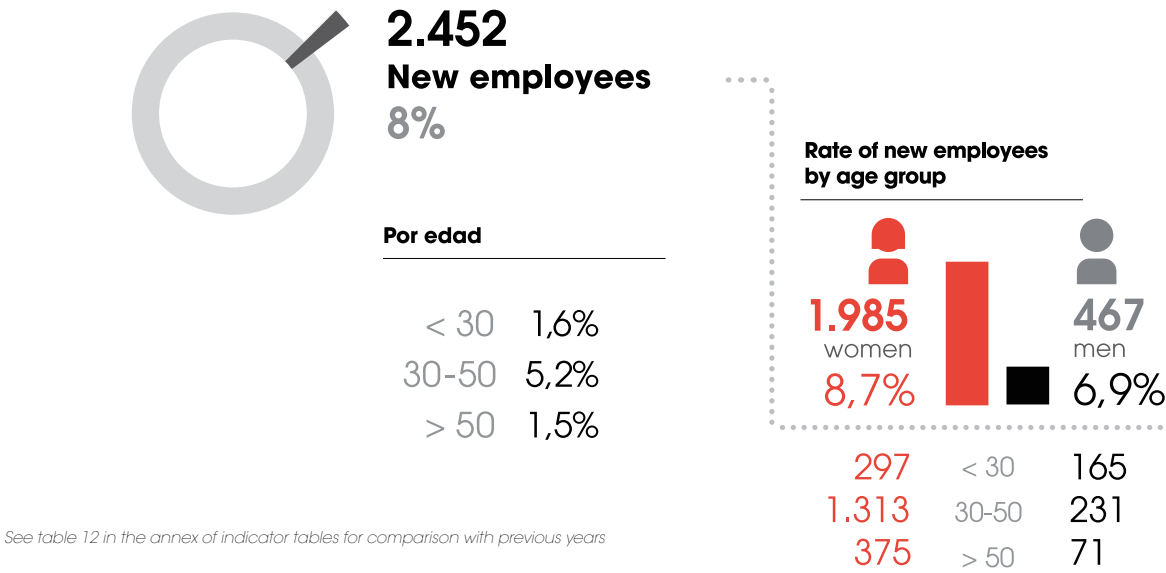


See table 11 in the annex of indicator tables for comparison with previous years

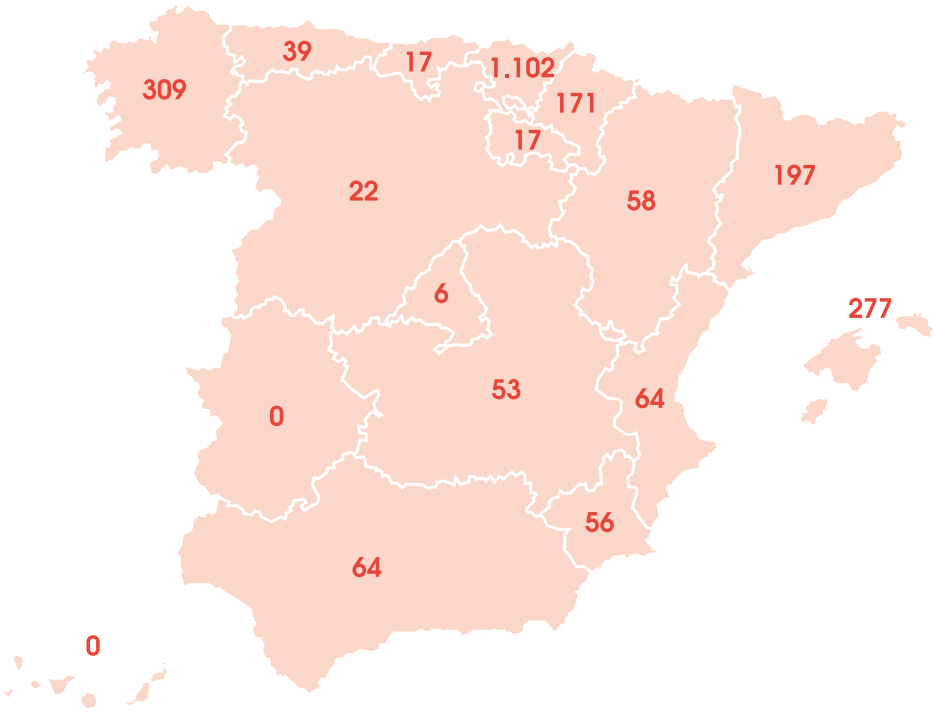
Annual average number of employees by type of workday, gender and professional category



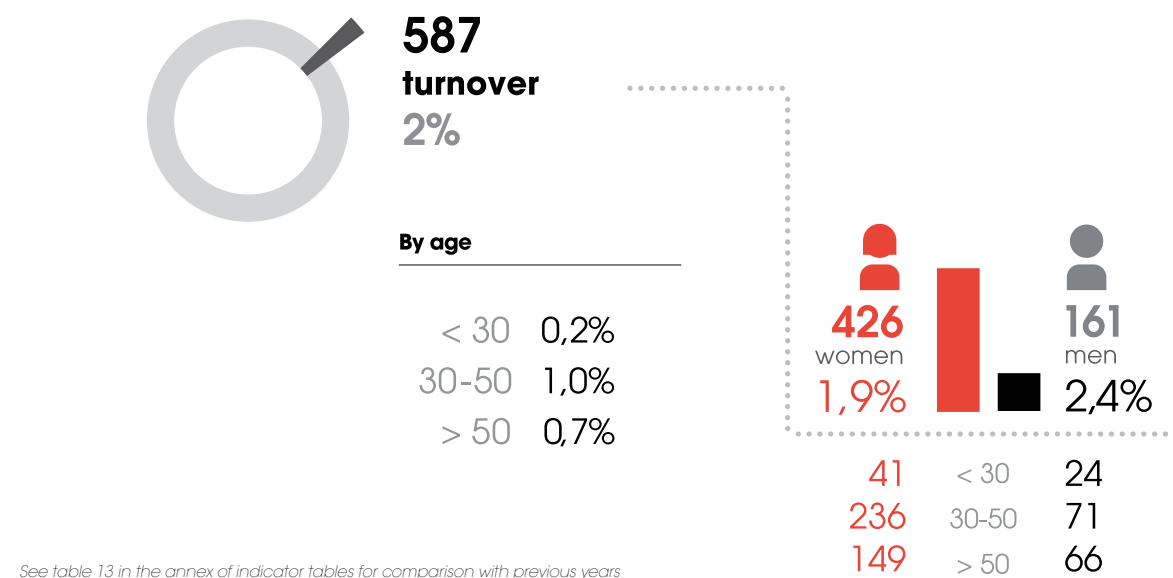
Number and rate of contracts by gender and age group



Number of contracts by Autonomous Region



Number and rate of staff turnover (voluntary resignation, termination, retirement or death) by gender and age group



Number of terminations by gender, age group and professional category, and percentage of 2020 figures

By gender



By age

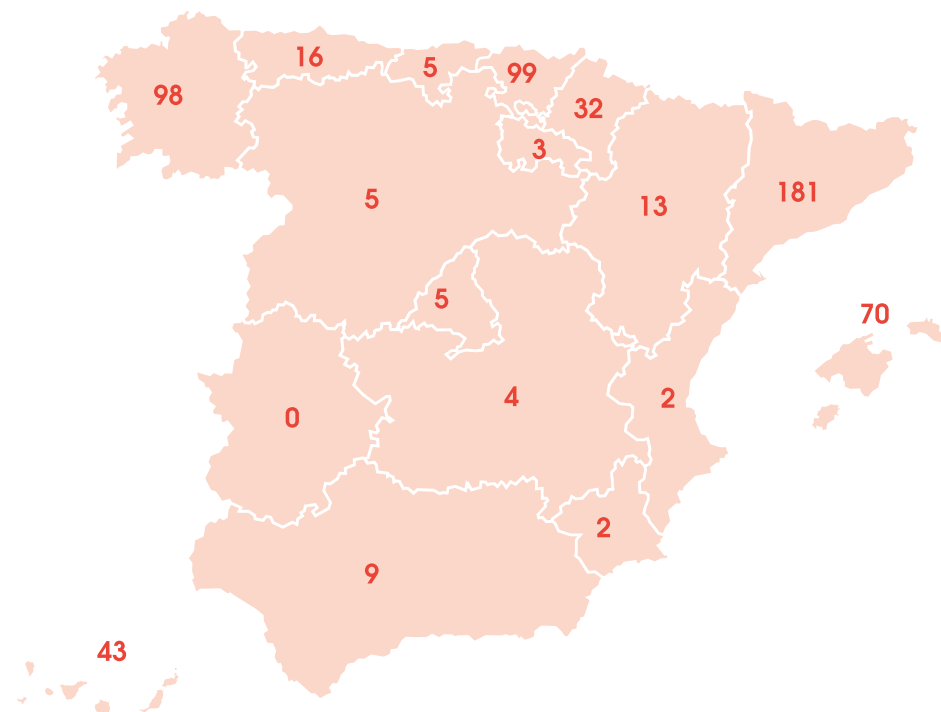


By professional category

Executive	0	0%
Manager	10	3,1%
Supervisor	26	8,0%
Professional	200	61,7%
Junior Manager	74	22,8%
Technician	14	4,3%

See table 14 in the annex of indicator tables for comparison with previous years

Number of turnovers by autonomous community



Responsible management of staff 102-35; 102-36; 102-37; 102-38; 102-39; 202-1; 405-2

We apply the principle of pay solidarity throughout the organisation in agreement with our values and align our cooperative culture with our day-to-day operations. Internally, this translates into a narrow salary range between executive positions and those with less responsibility: specifically, at EROSKI S. Coop., in 2020 the salary range was 8.43. Therefore, the ratio of total compensation received by a person with higher remuneration and the average compensation of the rest of the employees at the cooperative is 7.78. This ratio differs considerably from IBEX 35 companies where, according to 2019 data, the senior management receives on average 118 times more remuneration than the average salary of the rest of the employees.

The Assessment Committee, appointed by the Board of Directors and the Social Council, is in charge of defining the remuneration level at the cooperative after evaluating the duties, capabilities and competencies required for each position. Furthermore, the Nomination and Remuneration Committee is in charge of proposing the remuneration policy for the senior management to the Governing Council.

At EROSKI, remuneration is public, equal between men and women and depends on the position, not on other factors

such as seniority or individual negotiation. Also, in order to attract and retain the necessary human resources, we apply the principle of external competitiveness, bringing their remuneration in line with the most generalised levels in the sector companies. Thus, in the case of the supermarket collective bargaining agreement, the minimum basic salary is 5.2% higher than the Spanish minimum wage.

Furthermore, externally, pay solidarity implies that the remuneration of the Board of Directors is between 69% and 77% lower than the market value. Thus, in 2020 the total market-comparable remuneration of the Chairman and the members of the Board of Directors jointly amounted to EUR 679,332. This differs greatly from the reality of IBEX 35 companies, where the average remuneration per director is six times higher than the average remuneration received by a member of EROSKI's Board of Directors. Moreover, the members of the Governing Council, our highest governance body, do not receive any fixed or variable remuneration whatsoever for discharging their duties (except the cost of travelling to the meetings of said body).

	EROSKI, S. Coop.	Other companies
Salary range	8,43	8,22
Ratio of total annual compensation of the highest paid person in the organisation to the average total annual compensation of the rest of the employees	7,78	6,81
Percentage increase of annual total compensation between 2019 and 2020	1,0%	Between 1% and 2.25% increase in the basic salary in all the companies
Ratio of the increase in total annual compensation of the highest-paid person in the organisation to the average increase in total annual compensation of the rest of the employees	1	1
EROSKI_Memoria_20210415_completa_cambios_mayo_EN_orden_rev	3,78	4,47
		5,2%
Ratio of the basic salary to the national minimum wage	20,6%	*In 2020 the minimum salary increased by more than 5.5% compared to 2019
Salary gap weighted by weight of each professional category in the total employees	8,1%	7,0%

The reference remuneration by professional category at the cooperative is identical between men and women. The salary gap is due to the uneven distribution in the number of people by gender at the different levels of responsibility within the same professional category and to the historical

evolution of the remuneration rates. The gap is expected to progressively decrease due to the natural renewal of employees within the cooperative and the greater presence of women in more senior positions within the same professional category.

Average remuneration of the Board of Directors by gender



Average remuneration by gender and professional category

Professional category	EROSKI, S. Coop.			Other companies		
	Women	Men	Salary Gap	Women	Men	Salary Gap
Executive	73.739	79.817	8%	66.329	85.856	29%
Manager	44.526	47.117	6%	54.930	57.595	5%
Supervisor	32.029	31.971	0%	28.984	33.289	15%
Professional	17.191	18.924	10%	16.375	17.229	5%
Junior Manager	23.401	23.689	1%	19.833	22.401	13%
Technician	31.109	31.854	2%	28.780	31.584	10%

See table 16 in the annex of indicator tables for comparison with previous years

Average remuneration by gender and age group

Age group	EROSKI, S. Coop.			Other companies		
	Women	Men	Salary Gap	Women	Men	Salary Gap
< 30	17.543	17.396	-1%	15.168	15.744	4%
30-49	19.527	25.236	29%	17.324	20.587	19%
> 50	19.601	28.070	43%	17.694	25.697	45%

See table 17 in the annex of indicator tables for comparison with previous years

Pay Gap by autonomous community weighted according to the weight of each professional category in the total number of employees

Autonomous Community	EROSKI S.COOP.	Other companies
Aragón	-	6,2%
Balearic Islands	-	5,3%
Catalonia	-	5,4%
Galicia	-	9,5%
Navarre	3,8%	-
Basque Country	8,5%	-

Results are shown by autonomous community only for priority zones, since the sample of employees in the rest of the regions is too small to obtain salary gap results.

Equality 405-1

At EROSKI, we consider that equal opportunities between women and men are a basic and strategic principle of the organisation's management. Ending inequality implies a change process directly related to our cooperative and egalitarian culture. In this regard, EROSKI is governed by the principle of non-discrimination already envisaged in its Articles of Association, not only on the grounds of gender, but also race, sexual orientation, religious beliefs, political opinions, nationality, social origin, disability or any other characteristic that could give rise thereto.

To this end, since 2005 we have an Equality Committee, which is responsible for performing and regularly updating the EROSKI Diagnosis and Plan for Gender Equality together with the Equality Observatory, a tool for ensuring compliance with this principle across the organisation.

This body is composed of the cooperative's employee partners and has six work areas: use of language, elimination of physical and health barriers, elimination of social barriers, personal and professional development and work/life balance.

We also have a whistle-blowing channel and, since 2015, have a confidential assessment service to avoid possible cases of harassment at the workplace and channel any incident. We also have a protocol against gender-based violence which was chosen as a good practice for achieving SDG 5 on Gender Equality by the Spanish Global Compact Network.

In 2020 we continued to carry out a regular monitoring review of the Equality Plan, framed in the vision of the concept of Equality defined in the 2017-2020 Strategic Plan, which includes the following pillars and highlighted actions this year:



Everyone has the same opportunities

- **Visibility of women in male-dominated positions** through our internal communication channels of the management team of our Madrid Platform, with majority presence of women.
- **New edition of the SUMMA talent development programme**, in which 12 out of the 13 people who participated in 2020 were women.



Corporate culture and its impact on equality:v

- **EROSKI forms part of the Target Gender Equality**, a gender equality accelerator programme for the companies participating in the United Nations Global Compact.
- **Adaptation of gender language to our Articles of Association and internal regime regulations**
- **Participation in the Leaders in Tech conference**, which addresses the latest technological advances led by women.
- **Gender-based Violence Day campaign** for raising awareness among employees.
- **Collaboration with the Ministry of Equality of Spain, Basque Country and Navarre in the Gender-Based Violence Victim Coronavirus Campaign.**
- **Celebration of Gay Pride Day**, with an internal awareness-raising campaign to support the claims and celebration of diversity of the LGBTI group.
- **CÓMPlices addressed overcoming difficulties** at the annual meeting organised by the EROSKI Group's Equality Programme, this year in digital format. It featured the presence of Marina Marroquí, a survivor of gender-based violence, Mbaya Gil, who embarked on an uncertain journey in search of a better future for him and his family, and Edurne Pasaban who, despite being the first woman to conquer all the eight-thousanders, found her most challenging obstacle in depression.



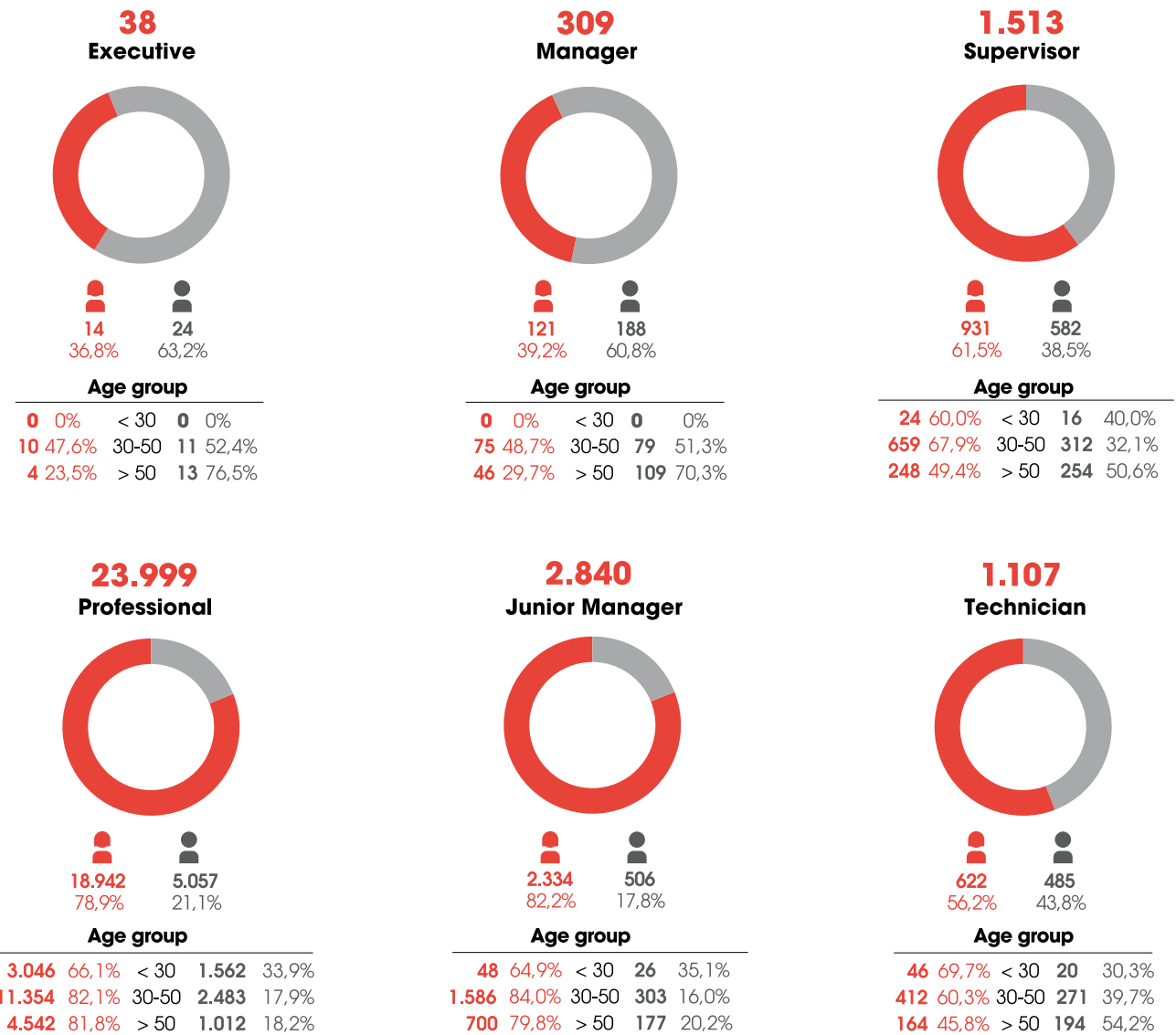
Health and sustainability integrated with equality

- **"Women who count"** is an EROSKI programme that tells real stories about women whose contribution allows us to advance in the health and sustainability of our products and society, whose videos are available on the website.

As proof of our commitment to equality, it should be noted that 77% of our staff are women who occupied 73% of executive positions in 2020, a percentage much higher than the sector average.

Furthermore, there is a majority presence of women in the corporate governance bodies. In 2018 parity was reached in EROSKI S. Coop.'s highest governing body, the Governing Council.

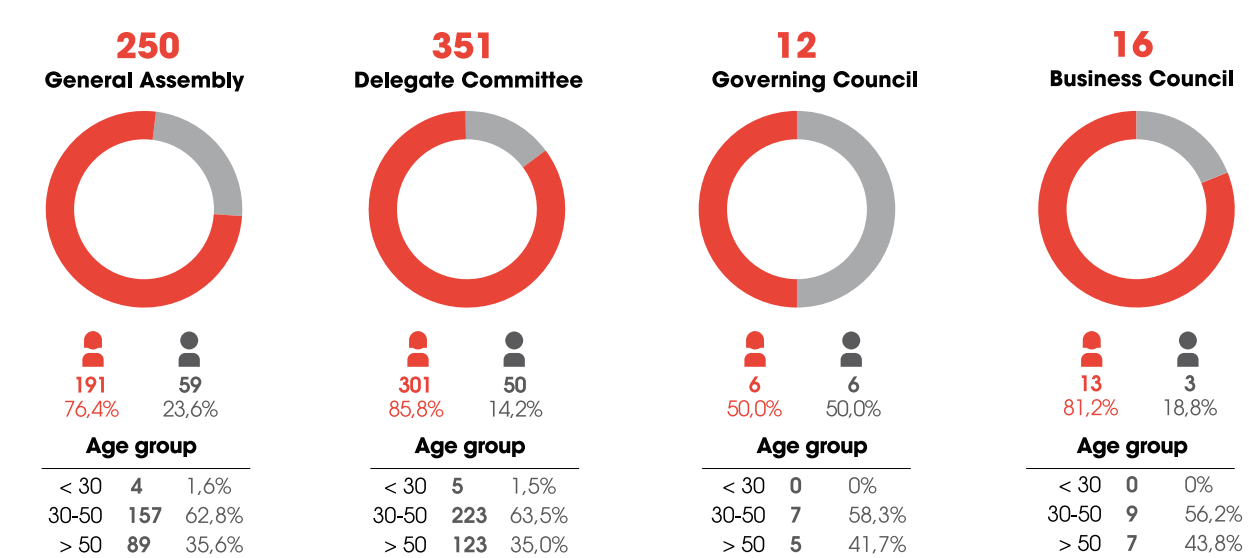
Distribution of employees by gender and age group according to their professional category



See table 18 in the annex of indicator tables for comparison with previous years



Distribution of managing bodies by gender and age group



See table 19 in the annex of indicator tables for comparison with previous years

Reconciliation 401-3

One of the work areas of our Equality Plan is work/life balance. In this sphere, EROSKI has additional permits to those established by legislation and promotes work centres and opening hours that enable work/life balance. For example, in 2020, 11% of employees had reduced working hours or were on leave of absence due to legal custody or to caring for family members.

Also, under Decree 164/2019 of the Basque Government, this year we implemented a temporary leave of absence for child care. This leave of absence is temporary for 2020 and is aimed at promoting co-responsibility in the sphere of child care until the law equates maternity and paternity leave. Furthermore, this year, due to the pandemic and taking into account the consideration of our organisation as an essential service, we ensured work/life balance in accordance with each employee's individual needs.

EROSKI also addressed the peculiarities of other personal projects of its employees, offering them the possibility of reducing their working hours without justified cause and maintaining their right to recover their full-time status at the end of the reduction period, or granting voluntary temporary leaves of absence with reservation of positions for collaboration projects with NGOs or other personal development plans. Thus, in the past year, 967 employees availed themselves of reduced working hours or voluntary leave of absence.



Distribution of parental leave by gender

	Women	Men	Total
Total number of people who took parental leave in 2020	326	190	516
Total number of people who returned to work after finishing their parental leave in 2020	246	174	420
Rate of return to work (percentage of people who returned after finishing their leave in 2020)	99,2%	99,4%	99%
Number of people who continued working at EROSKI 12 months after returning to work after parental leave in 2019	267	136	403
Retention rate (percentage of people who continued working at EROSKI 12 months later)	91,1%	90,7%	91%

Distribution by gender of employees with reduced working hours by cause

	Women	Men	Total
No. of people with reduced working hours due to legal custody	2.644 (97,5%)	67 (2,5%)	2.711
No. of people with reduced working hours due to caring for family members	244 (92,8%)	19 (7,2%)	263
No. of people with voluntary reduced working hours	53 (86,9%)	8 (13,1%)	61

Distribution by gender of employees with reduced working hours by cause

	Women	Men	Total
No. of people with leave of absence due to legal custody	257 (95,5%)	12 (4,5%)	269
No. of people with leave of absence due to caring for family members	52 (89,7%)	6 (10,3%)	58
No. of people with voluntary leave of absence	640 (70,6%)	266 (29,4%)	906

Occupational health and safety 403-1; 403-2

Occupational risk prevention

At EROSKI we are committed to protecting and improving our employees' health by working proactively to this end.

We work in the spheres of prevention, training and health promotion, continuously improving our occupational risk prevention systems and integrating them in the Company's global management.

We have our own Occupational Risk Prevention Service, on a joint basis, for all the Group companies. Its specialities are: occupational safety, industrial hygiene and applied ergonomics and psychosociology. Health surveillance is carried out through external prevention services.

Also, employees participate in the identification of risks and improvements in working conditions, putting forward proposals to the Health and Safety Committees (which operate in different spheres) and other corporate representation bodies, in which all of EROSKI's employees are represented by their delegates and through which all topics related to occupational health and safety are addressed.

Occupational risk prevention measures

A lo largo de 2020 se han llevado a cabo acciones para la prevención de riesgos laborales, entre ellas:

- Reviewing and updating the prevention plans of the Group's different businesses, in addition to the general risk assessments and ergonomic assessments of different positions or duties.
- Internal prevention audits and scheduled inspections. The inspection teams of the centres themselves were in charge of the latter, which also included subsequent monitoring of the corrective actions proposed to reduce and improve the anomalies detected.
- Emergency simulations: with and without evacuation, at the work centres.
- Training: basic prevention courses and specific training in workplace hazards or emergency procedures.

Health surveillance

At EROSKI, the health surveillance speciality is outsourced to an external prevention service in charge of the following types of medical examinations: entry, regular in accordance with the risk inherent to each position, after prolonged leaves of absence, compulsory in certain positions, pregnancy and medical assessments of sensitive employees.

Furthermore, as regards professional contingency, we review and coordinate all cases considered professional diseases with the mutual insurance company.



Occupational accident rate by type

Minor accidents

27,2 Rate of minor accidents with sick leave per every million hours worked

70,3% **29,7%**

Causes of occupational accidents:

29,2%
Overexertion

14,5%
People falling on the same level or to different levels

14,0%
Cuts

42,3%
Other causes

Material agent:

37,5%
Food, glass, plastic or packaging

9,9%
Metallic products and tools

8,3%
Forklifts or similar

44,3%
Other material agents

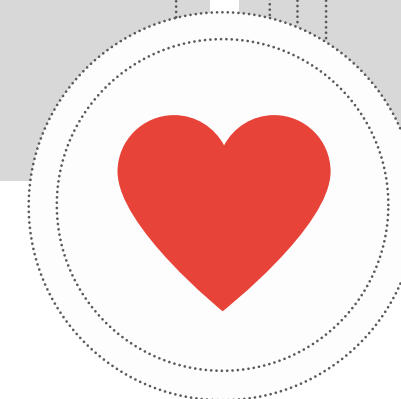
Serious accidents

0 Rate of serious accidents with sick leave per every million hours worked

0 Accidents travelling to or from work in transport managed by the organisation¹

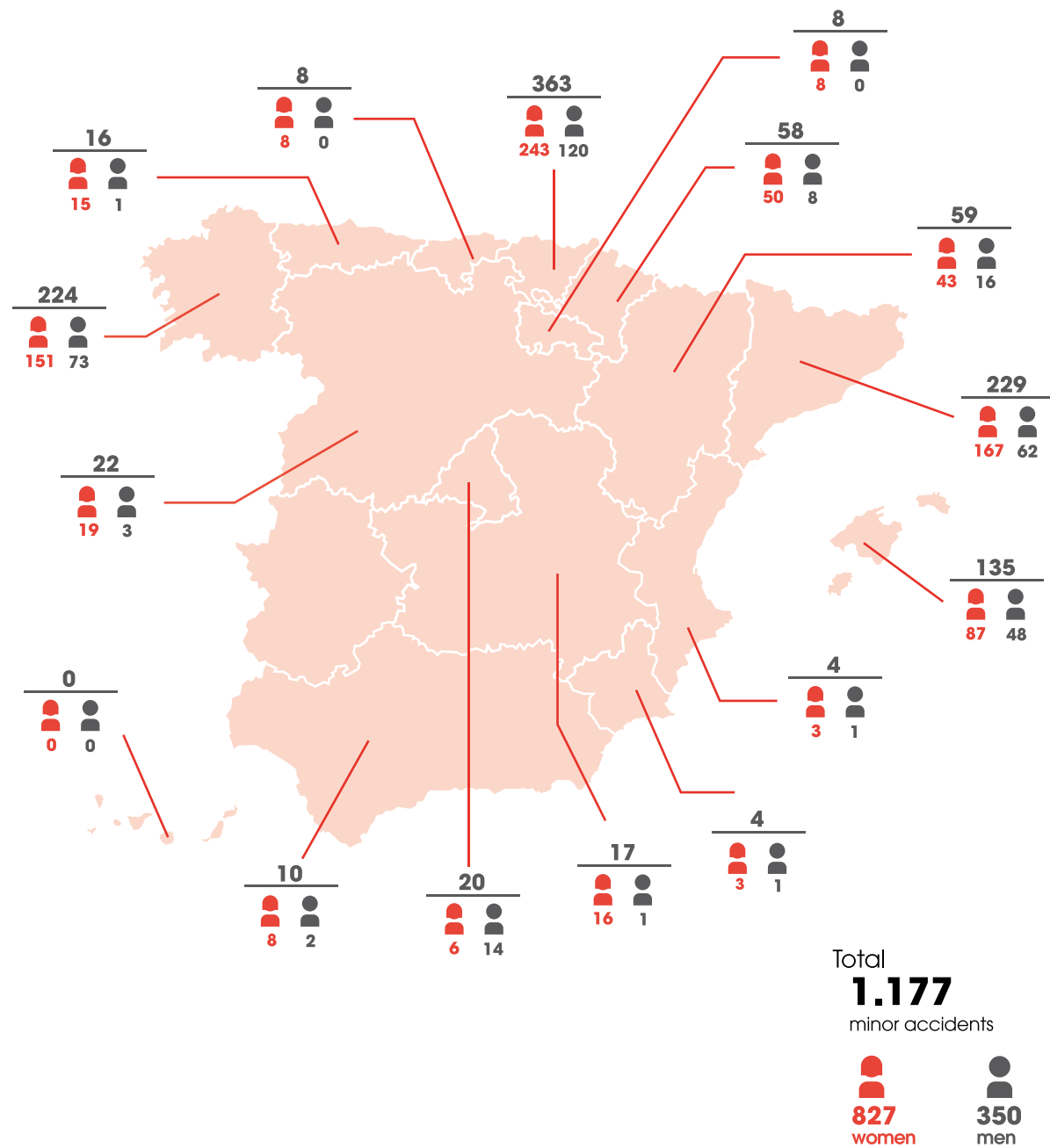
0 Deaths due to occupational accidents or diseases

¹In 2020, GRI criteria changed and only accidents travelling to and from work in transport organised by the company were counted.

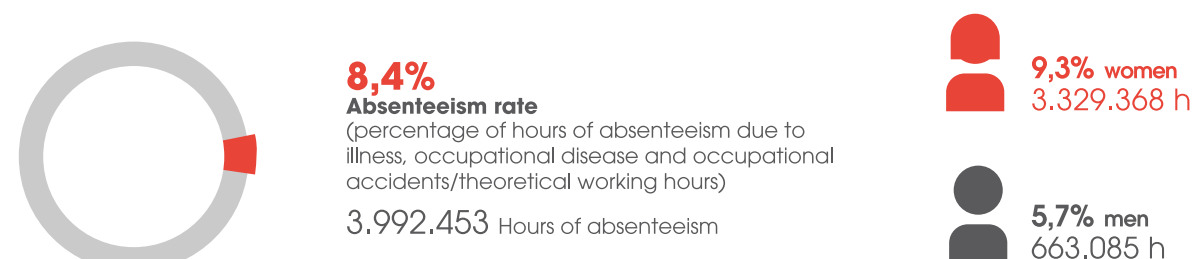


See table 20 in the annex of indicator tables for comparison with previous years

■ Distribution of minor accidents with sick leave by autonomous community

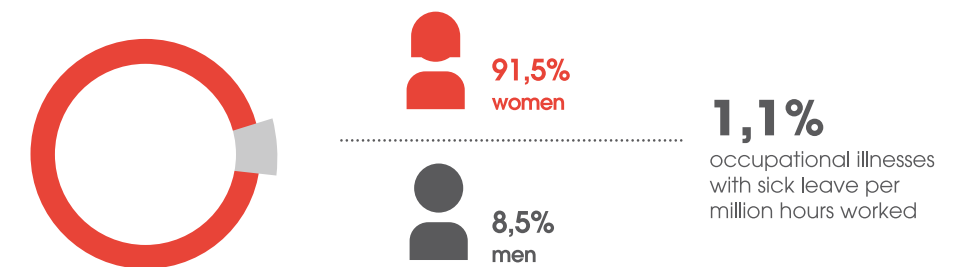


■ Absenteeism rate



See table 21 in the annex of indicator tables for comparison with previous years

■ Occupational disease rate

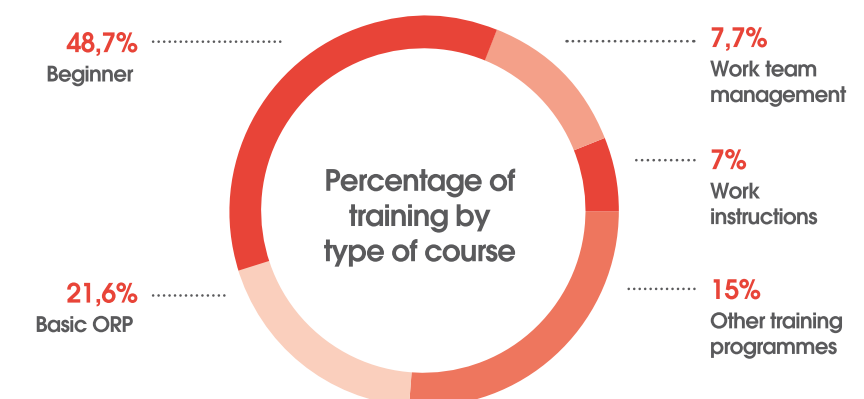


See table 22 in the annex of indicator tables for comparison with previous years

■ Occupational risk prevention training

32.804
No. of training hours

1,1
Average no. of training hours/employee



Professional development 404-1; 404-2; 404-3

The 2020 Management Plan requires a change almost from the start, so as to adapt to the new situation created by the COVID-19 pandemic crisis. We have experienced an unusual situation that makes us consider new challenges and priority objectives in order to continue with our normal activity and continue advancing towards the objectives set at the start of 2020.

Our training plan must be adapted to protect ourselves from the new situation, adopting new safety measures and new seating capacities adapted to each phase of the pandemic. Circumstances which have made us act quickly and adapt to meet the training needs of the different groups and the organisation.

We quickly explored new channels and formats in order to carry out training activities, a process in which we continue developing and improving. This year, virtual training became a part of our daily activity and continues to grow, delivering 1,585 training hours through virtual platforms in 2020. Furthermore, online training accounts for 20% of total training. We deliver 22,000 training hours to 9,900 people through this channel.

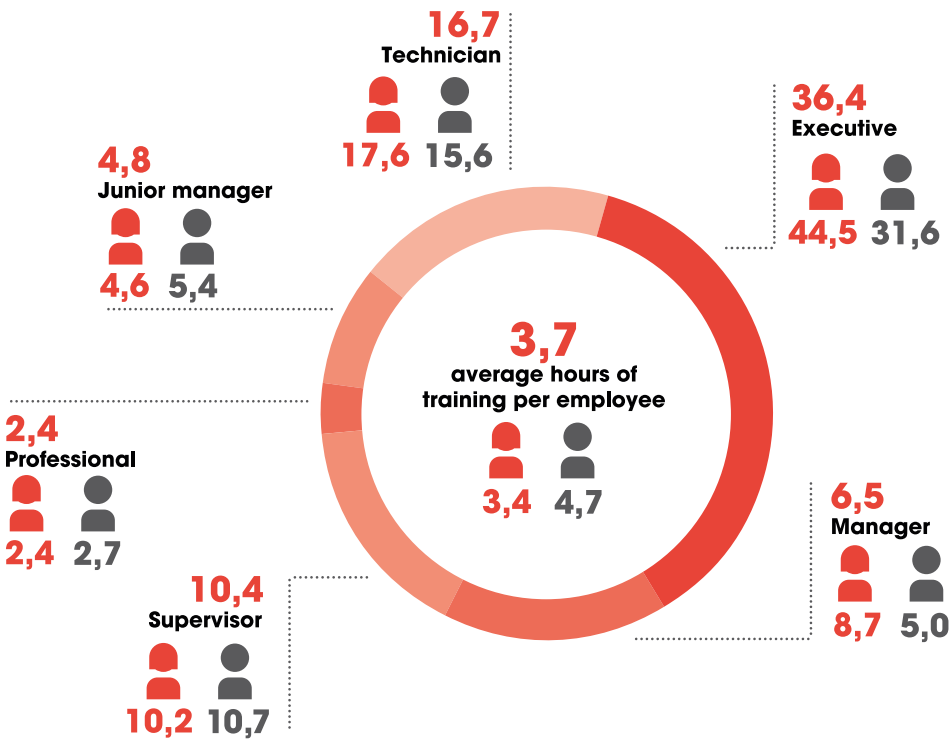
This year, EUR 892,000 were allocated to training programmes, which implies 109,548 total hours dedicated to qualifying our employees, which is equivalent to an average of 3.7 hours per employee.



Highlighted training programmes in 2020

- ✓ **Management School**
This year we launched two training promotions for store managers and a promotion for area supervisors. We have trained a total of 25 people at our management schools, investing 1,428 training hours.
- ✓ **Fresh Master Fishmonger**
Course aimed at monitors and experts of Fishmonger Training Centres. We have trained a total of 45 people, with a total of 472 training hours.
- ✓ **Executive Development**
In 2020 different training and development actions were carried out aimed at executives and managers with potential based on individualised development plans. Through this service, Executive Development works on acquiring, improving and refining the necessary knowledge and abilities for our strategy. We dedicate 1,381 hours to executive training.
- ✓ **Orain, Covid training**
In 2020 we trained and informed all our employees on good practices and protection measures for addressing the COVID-19 crisis. We have trained 1,020 people, with a total of 987 hours.
- ✓ **General Data Protection Regulations**
Through this online training, our employees became aware of the main data protection concepts and principles for obtaining, using and processing personal information. To this end, all employees received training in structures and specific point-of-sale groups.

Average training hours by gender and professional category



See table 23 in the annex of indicator tables for comparison with previous years

Number of employee training hours by gender and professional category

	MEN	TOTAL	Total
Executive	624	758	1.382
Manager	1.057	942	1.999
Supervisor	9.481	6.216	15.697
Professional	44.814	13.616	58.430
Junior Manager	10.808	2.732	13.540
Technician	10.946	7.555	18.501
Total	77.730	31.819	109.549

Professional promotion

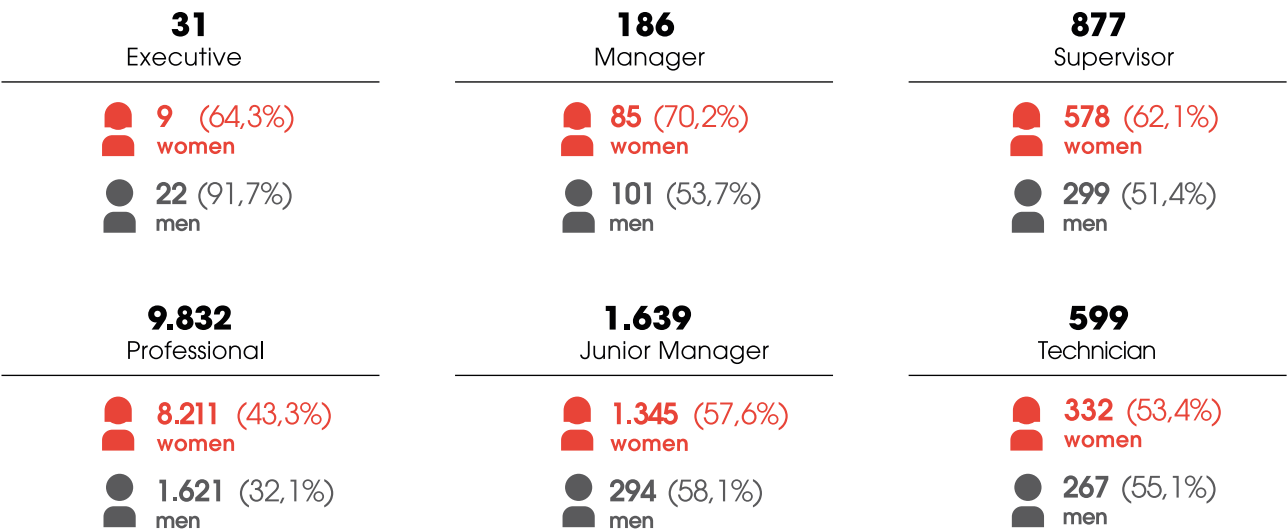
Along with the training, another element that defines people management at EROSKI is promotion, understood as a natural process in our employees' professional life and based on professional qualifications and quality of perfor-

mance. In this regard, in 2020, 0.7% of our employees were promoted, which corresponds to 208 people, of which 77% were women.

Number and percentage of people with regular evaluation of performance and professional development



Number of people evaluated and percentage with respect to the total number of employees by professional category and gender



See tables 24 and 25 in the annex of indicator tables for comparison with previous

Kreating with you: cooperative self-management culture

The seventh edition of the Krea Corporate Recognition Awards for internal innovation have been announced. Krea rewards the good practices and experiences of the teams that, in the most innovative way, have designed and implemented their own initiatives, ideas that contribute to further strengthen the principles and pillars that best define our organisational identity.

In this edition, and despite the difficult situation caused by the COVID-19 pandemic, participation in this initiative continued. At each edition of the Krea Awards, the candidacies presented revolve around store safety. Many of the winning candidacies went beyond the scope of the store that drove it, extending to the entire store network.

It should be noted that this was the first edition that included the participation of franchised stores.

Franchisees

Those employee partners who wish to have their own business can take advantage of our "with you in franchising" programme, which offers them specialist training, personalised advantages and services, and advanced store management tools, in addition to the support of a trusted brand such as EROSKI. In addition, we have agreements with financing entities and with the Spanish Confederation of Young Entrepreneurs (CEAJE), in order to support them and encourage entrepreneurship.



Labour market entry and social innovation



At EROSKI, as a consumer cooperative, we are committed to the integration of different groups in the labour market. We collaborate with the public employment services and with the Ministry of Education's network of centres to integrate, through occupational training, young unemployed students and people at risk of social exclusion.

We collaborate at national level with organisations such as Red Cross, Cáritas or Fundación La Caixa's Incorpora programme. At autonomous community level, we collaborate with organisations such as Gureak, Erroak-Sartu and Ilundain, inter alia.

In 2020 we continued working on our flagship occupational training programme, the fresh produce specialisation programme, initiated in 2019. The programme, which is aimed at intermediate level Cooking and Gastronomy students, is aimed at incorporating trained, qualified specialists to our fresh produce departments.

The students of the first promotion completed their specialisation in July 2020. 71% of the total students were hired with permanent contracts. The second promotion began in 2020 with 14 students. In addition to being held in Vizcaya for the second consecutive year at the Leioa Catering School, we expanded it to the province of Guipuzcoa through the Cebanc School of Hotel and Catering in San Sebastian.

Distribution of disabled employees by gender and professional category

	Women	Men	Total	% with respect to the no. of disabled persons
Executive	0	1	1	0,3%
Manager	0	2	2	0,6%
Supervisor	5	7	12	3,4%
Professional	197	113	310	86,8%
Junior manager	18	8	26	7,3%
Technician	4	2	6	1,7%
Total	224	133	357	

See table 26 in the annex of indicator tables for comparison with previous

Inclusive supermarkets

EROSKI continues to extend the employability model for people with disabilities that it began to develop in 2015 with Gureak, in 2017 with Ampans in CAPRABO and in 2019 with Soltra in VEGALSA-EROSKI. This initiative seeks to provide new opportunities to include people with different capabilities in the workforce.

In 2020 the six inclusive franchised supermarkets included in the network were maintained.

We also promoted social inclusion in our value chain. To this end, we collaborate with suppliers such as Freshcut in Galicia, manufacturer of the Galifresh brand, and Fundación Ampans in Catalonia, marketer of Muntanyola cheeses, which promotes labour market entry of people with inte-

llectual disabilities, mental illness and in situations of social vulnerability. VEGALSA-EROSKI maintains its collaboration agreement with the cooperative Mulleres Colleiteiras for the collection and management of used oil at its network of establishments in the province of A Coruña to favour environmental protection and labour market entry of women at risk of social exclusion.

Also, as regards the accessibility of our supermarkets for our customers, our establishments fulfil the related legislation in force. All opening and reform projects are approved following the verification by the competent authority. Furthermore, our model considers some improvements for people with reduced mobility: lower scales in the fruit department, lower information counters and special trolleys.





4

Quality of our products and healthy eating

We work to give you
a balanced diet

Commitment to healthy eating 416-1



The COVID-19 health crisis highlighted the importance of health in our everyday life and how healthy eating and lifestyle habits can help us to address this pandemic better. In turn, the shift from the occasional consumption of certain products such as alcohol from the HORECA sector to the household department has slightly slowed the upward trend in sales of food products which are at the base of the food pyramid observed at our stores in recent years. However, as the situation normalises, the improvement in eating habits at home is expected to continue thanks to our consumer training and sensitisation efforts.

Providing a healthy, balanced diet to all consumers is our main objective as an organisation. Not only do we actively listen to your needs, but we also carry out different actions to ensure the quality of each and every one of our products, in addition to educating in the prevention of certain

health problems linked to eating habits, among which obesity is outstanding.

At EROSKI we are committed to a commercial offering based on products capable of guaranteeing a balanced, safe diet that also meets the specific nutritional requirements of groups with specific needs such as, for example, people with coeliac disease.

Also, we have an assessment committee which guarantees that our health and nutrition proposals meet the needs and priorities indicated by the scientific community: the Scientific Committee of EROSKI Foundation, composed of professionals specialising in health and renewed in 2020, which guides and orients us in the definition of our medium and long-term strategy of our commitment to healthy eating.



Food quality and safety

The EROSKI Group's Quality Management Model is the key process that guarantees a safe product for customers. It is structured around a set of standards, processes, procedures, tools and definitions which, interrelated throughout the value chain, guarantee that the products we market fulfil every guarantee in terms of food safety.

This year, despite the pandemic, we covered the activity envisaged in the product audits and control plan, although some of them in documentary form. However, we were unable to perform audits on platforms.

Audits on points-of-sale

We guarantee quality and hygiene at all our points-of-sale and logistics platforms through an comprehensive quality audit protocol. In 2020 we performed 918 audits on our points-of-sale, which included the following controls:



Maintenance of the cold chain and quality in the supply chain.



Hygiene and cleanliness of our premises.



Traceability systems for all products.



Microbiological quality of products.



Food Alert Management and Product Withdrawal System.



Quality control systems and tools.

918 audits
on points-of-sale

Should any type of incident be detected during the audits, we establish the necessary corrective actions and monitoring plans to mitigate it.

Audits on suppliers

As part of our value chain, we extend our quality standards and product requirements to our suppliers. We promote compliance with European quality and safety standards, such as the International Food Standard (IFS) certificate. In the case of fresh produce, our requirements are even more stringent, given the special importance of its production, preservation and transport conditions.

In order to ensure adequate compliance with these standards and requirements, we perform audits and implement the necessary action plans in the event of detecting non-conformities. Once remedied and after passing the corresponding audit, the supplier can be approved.

In 2020 we audited 274 production plants of own-brand suppliers. Some 89% of all our audited suppliers satisfactorily passed the evaluation. The rest applied the necessary corrective measures or were no longer approved as EROSKI suppliers. We also audited 44 production plants of manufacturer-brand suppliers, with 79% of satisfactory audits.

Worth noting is our very positive evolution of the results of audits performed in the primary sector (meat, vegetable and fish sector), with which we kicked off a specific control programme in 2018.

Own-brand

274 production plants audited

Other brands

44 production plants audited

Analytical controls of products and services

We doubly guarantee the quality of our products and services thanks to comprehensive analytical controls to those carried out by suppliers and manufacturers. In 2020, 15,427 samples were taken in the EROSKI Group as a whole, of which 95% returned satisfactory results. Three types of analyses can be differentiated:

- **Chemical:** guarantees the absence or presence of substances relevant to health and hygiene in the adequate amounts.
- **Microbiological:** guarantees the absence of pathogens, hygiene and freshness of the products and premises.

- **Genetic:** identifies animal and plant species and detects genetically modified organisms (GMO).

This year, the inclusion of new product, face masks, was also relevant and involved additionally analysis of legislation, fact sheet and labelling.

In case of non-conformity, corrective actions are required from the supplier, subsequently ensuring that the deviation has been corrected. If it poses a risk to food safety, we apply the precautionary principle and immediately withdraw the product from sale.

Samples by analytical programme analysed in 2020

Analytical programmes	Analyses conducted
	82
Trans fatty acids	25
Acrylamide	174
Additives*	80
Water	47
Allergens	437
Quaternary ammoniums	13
Comparative sensory analysis Fruit	573
Campylobacter	47
Fuels	179
Control of listeria on surfaces	2.345
Control of surfaces at stores	836
Drugstore and Cosmetics	109
In-store packaging	276
Useful life studies	115
EROSKI Natur Fruit physical-chemical	682
Ice	193
Histamine	21
Eggs	67
Cured ham moisture	34
Species identification	77
Milk	36
Listeria	210
Hazardous establishments	1.485
Handling	2.304
Face masks	14

Analytical programmes	Analyses conducted
Heavy metals	66
Mycotoxins	88
Microbiology in cheeses (Staphylococcus toxin and Listeria)	18
General microbiology of PATHOGENS and HYGIENE**	280
Honey	11
Packaging migration	6
Bivalve molluscs	13
Non-Food	982
GMVs	39
Meat preparations	1.675
Phytosanitary waste	363
Meat/fish medicinal waste	158
Salmonella	365
Monitoring of GM Fruit and Vegetables	30
Palm oil free	80
Sushi Stands	72
Nougats	23
Verification of Technical Specifications	624
Wines	6
Juices	67
Total	15.427
Total NON-satisfactory analyses	839
% of NON-satisfactory analyses	5%

*Artificial colourings, sulphites in crustaceans, nitrates and nitritesv.
**Meat derivatives and boiled products, fourth range, smoked and semi-preserved products, fresh and desalted fish, cut fruit and culinary solutions

Healthy and balanced food 417-1

In our unwavering commitment to health, we go beyond guaranteeing the food safety of the products we market. For this reason, we work to offer more balanced and healthy

consumption options. To this end, we constantly review and improve product fact sheets following the recommendations made by health experts.

Nutritional product improvement

At EROSKI we work on the composition of all our products to constantly improve their nutritional profile. This search for more balanced products has led us to reduce the presence of nutrients related to the most widespread pathologies in our society (cardiovascular diseases and obesity). In 2020 we reformulated 58 references for this purpose, due to which more than 70% of our own-brand range has obtained a Nutri-Score grade of A, B or C.

Strategy (NAOS) of the Spanish Food and Nutrition Agency (AESAN), whose objective is to reduce average added sugars, saturated fats and salt by 10% by 2020. Thus, this year we completed the reformulation of the remaining 125 own-brand references to fulfil said objective.

In 2020 we continued to reconfigure our own-brand sales in relation to their nutritional quality, expressed through Nutri-Score frontal nutritional labelling, which customers can see on the packaging or price tags of all our own-brand packaged food products. In two years, products A and B exceeded 50% of total sales of products with Nutri-Score, growing from 49.89% to 52.35% (which represents an increase of 2.46 points, 4.93%).

In 2020 we continued advancing in our commitment to eradicate palm and coconut oil from our own brands, which we will complete in 2021. This year we removed those controversial ingredients from 86 references.

In 2020 we had 236 low-fat, 74 low-sugar, 35 low-salt and 128 high-fibre products.

In addition to putting them into practice, we effectively communicated these improvements to our consumers, including the relevant information on our product labels.

Additionally, we achieved our commitment to the "Collaboration Plan for the Improvement of the Composition of Food and Beverages and Other Measures 2020", in the context of the Nutrition, Physical Activity and Obesity Prevention

Information on product content and nutritional balance

At EROSKI we are aware of the value of the information offered to consumers as an essential element for defending and protecting their interests, because this is the only way they can make informed decisions in accordance with their needs. For this reason, we offer broad, comprehensive and truthful information about their contents and on the importance of maintaining a healthy diet.



At all times, we fulfilled the labelling legislation in force for each type of product and with our own-brand requirements, including additional information with pictograms that facilitate the identification of allergens and nutritional information systems such as the nutritional traffic light and Nutri-Score. If a health risk is incurred due to the lack of information, the product is immediately withdrawn from sale. These inspections and actively listening to our consumers allow us to optimise the information included on the label so it is easier to understand by customers.

Furthermore, we also work to improve the information contained in brochures, store posters and the website. Therefore, we adapted our advertising in children's products to the "Co-regulatory code on advertising of food and drink to minors, obesity prevention and health" (PAOS Code), included in NAOS strategy of the Spanish Agency for Food and Nutrition Safety.

EROSKI nutritional information system: Nutri-Score and Nutritional Traffic Light

Nutri-Score labelling on our own-brand products and created a unique nutritional model on the market. This allows consumers to easily know the global nutritional rating of each product in order to compare it with other similar products and choose better, without sacrificing the detailed information by nutrient currently provided by the nutritional traffic light.

In 2020 we included the Nutri-Score rating in all our own-brand food products, in addition to the packaging of 1,700 products and in all our recipes proposed to our Client Partners. In 2021 we will complete the inclusion of the Nutri-Score rating in all our own-brand packaging susceptible of including it.

Nutri-Score labelling, which is validated by the Ministry of Health, is a graph or traffic light that classifies packaged food products with five letters associated with five colours according to their nutritional composition, from A dark green and B light green (for the healthiest) to D orange and E red (for those with the lowest nutritional quality), passing through C yellow, an intermediate position. The letter of each product is calculated with an algorithm, endorsed by considerable scientific literature, which considers negatively its contents in terms of calories, sugars, saturated fats and salt, and positively its amount of fibre, protein and fruit, vegetables, nuts and legumes, always per every 100 grammes of product. In this way, consumers can compare similar food products or the nutritional quality of different brands of a same product.

The Nutri-Score rating complements the nutritional traffic light available in our own-brand products since 2007. This tool makes it easy to control the amount of calories, fats, sugars or salt in the diet in case of need for health reasons (diabetes, hypertension, excess weight, etc.). Thus, consumers can see the amount of a specific nutrient provided by the food product and easily interpret whether said amount is low, moderate or relevant. As in the case of Nutri-Score,

this colour system is always found at the front of the packaging, providing information on the number of calories and on the four most relevant nutrients in relation to health (fat, saturated fat, sugar and salt) per serving.



Purchasing-based nutrition report

EROSKI Club has a pioneering health programme that offers free, personalised information and incentives for healthier and more balanced eating and shopping to all our Client Partners. In 2020, more than 29,000 people used our nutritional information service based on their purchases recorded in the EROSKI Club card.

This report offers a detailed and personalised analysis of the degree to which their household purchases fulfil the recommendations of the Mediterranean diet. Its objective is to offer customers guidance on foods, amounts and consumption frequency that both they and other household members need to maintain a healthy diet.

Also, in 2020 health-related information and activities were regularly sent through the EROSKI Club to more than 300,000 Members and more than 25,000 members actively participated in challenges related to healthy eating. This included, namely, the Family Chef initiative, developed jointly with the Basque Culinary Center, which featured a free digital cooking course to help the EROSKI Club members to develop healthy eating habits.

Specific nutritional needs



We are particularly sensitive to specific nutritional needs arising from diseases that affect some people such as coeliac disease and food allergies or intolerances. We strive to ensure that our product offering is safe for them, sufficient for an ordinary purchase and always with an adequate price. Therefore, we maintain fluid communication with the different entities and groups that represent them, such as the Federation of Spanish Coeliac Associations (FACE) or the Spanish Diabetes Federation (FEDE), in order to learn first-hand their demands and concerns and expand our food product range to adequately meet their needs. Also, we collaborate with these entities to give their disease visibility and raise awareness through different sensitisation campaigns.

In 2020 we renewed our Collaboration Agreement with the Coeliac Association of the Basque Country and with the

Coeliac Association of La Rioja. Additionally, we established new Collaboration Agreements with the Coeliac Association of Catalonia and with the Coeliac Association of Navarre. In total, in 2020 more than 1,600 members of these four Associations benefited from said Agreements which includes, inter alia, a 20% discount on the purchase of more than 200 specific gluten-free references.

At present, as a result of our commitment to the specific needs of this group, we continue working to improve the gluten-free product offering of both our own brand and those of other manufacturers, and currently have approxi-

mately 3,000 gluten-free products, of which around 2,500 correspond to different brands and more than 350 gluten-free-guaranteed products correspond to our own brands.

Furthermore, for more than a decade, in addition to fulfilling Royal Decree 2220/2004 on declarations of allergens, we offer additional information by including the necessary warnings on labels in visibly separate messages to indicate the potential presence of traces of allergens. In 2020 we had 536 gluten-free, 98 lactose-free, 46 dairy-free and 6 egg-free own-brand products.

Information on health and sustainability information 413-1

CONSUMER EROSKI is the EROSKI Group's information project with which we want to train and inform our consumers to offer them a healthy, sustainable lifestyle through truthful, independent, practical and easy-to-read information products.

Through this publication, which is also available in Spanish, Catalan, Basque and Galician, we address topics relating to nutrition, food safety and healthy, but also other topics of interest to our consumers: environment, solidarity, pets and babies, or savings and home economics. In 2020 we continued our efforts to improve and serve our readers and consumers, including new departments of interest to them. In addition to different professionals, the publication features the collaboration of various entities such as the Federation of Spanish Diabetics Associations (FEDE), the Spanish Cancer Association (AECC), the National Institute for Cybersecurity (INCIBE) UNICEF and the WWF.

Printed edition

1.372.409
copies

311.911
readers per month
in 2020

Digital edition www.consumer.es

Nearly
48
million views
in 2020

More than
136.954
subscribers
to newsletters

More than
4.600
culinary
recipes

More than
112.000
followers in social media
(Facebook, Twitter,
YouTube)



Food and healthy habits since childhood 413-1

Information and training are essential tools for making appropriate dietary decisions. To this end, we promote a diet that prevents child obesity and offer boys and girls

training tools so they can make the best food choices in a conscious and fun way.

School of Nutrition

This initiative of EROSKI Foundation, created in 2013, is aimed at promoting a balanced diet and healthy lifestyle habits among citizens and being a meeting point for health professionals, education, parents, schoolchildren and other citizens committed to improving their diet and lifestyle.

www.escueladealimentacion.es

Offers updated, quality information based on scientific knowledge and the research carried out, endorsed by healthcare professionals. In order to develop all its initiatives, it also collaborates with regional governments and different organisations related to health and responsible consumption.



EROSKI Group 's Food and Healthy Habits Educational Programme (PEAHS)

"Energy to grow" programme, by EROSKI FOUNDATION

The programme to address the high child obesity rates, initially had ten teaching units and three practical workshops carried out outside the classroom (visits to local producers, stores and cooking class), whose contents were prepared by a Scientific Committee formed by medical, nutrition and dietetics, psychopedagogy, pedagogy and sustainability professionals.

In 2020 we redesigned the educational programme to make it more attractive, digital, interactive and cost-efficient. The improvements were also implemented at CAPRABO and VEGALSA-EROSKI. Said redesign was applied for the first time in the current school year 2020-2021.

The changes included, namely:

- New modular content structure by age group, since the needs for leading a healthier lifestyle vary according to age and the same applies to the solutions to be provided.
- Specific contents for boys/girls 3 to 6 years old with storytelling, experimental and sensory activities, and games.
- Specific contents for boys/girls 6 to 8 years old with five sessions that include challenges and comic books.
- An interactive game that focuses on promoting a balanced diet with different levels of difficulty adapted to different age ranges: 6 to 8, 8 to 10 and 10 to 12 years old.
- New digital resources (storytelling, games, videos, etc.) so that teachers and parents have useful and fun tools.
- Improved website to make it easier for schools to sign up to the Programme and access the contents.
- Digitalisation of seven sessions of the current Teaching Unit of the programme for 8 to 12-year-olds.

In order to overcome the limitations imposed by COVID-19, we prepared videos of the usual store visit workshops that can be viewed in class or with the family, and the BCC prepared a digital version of the Class Chef Workshop.

energiaparacrecer.escueladealimentacion.es

"Choose Well, Choose Healthy" programme, by CAPRABO

This programme, started up in 2008 and available in classroom and online format, seeks to teach boys and girls, including 2 and 3-year-olds, to eat healthily and to promote balanced eating habits, accompanied by a nutrition professional, in addition to raising awareness on sustainable development, responsible consumption or zero hunger, inter alia. In 2021 we will continue to work to harmonise the contents of this programme with those of "Energy to grow".

VEGALSA-EROSKI educational programmes

VEGALSA-EROSKI develops other programmes as well: "Visit your supermarket" to promote healthy lifestyle habits and purchase responsibly; "Supermarket maths", which involves paying a visit to the store so they can learn to do the shopping; and "Eat Well, Live Healthy", a project that brings together different initiatives such as "Sannifestas" at schools and which falls under the national "Obesity Prevention. Lighten your Life" programme, led by the Spanish Society for the Study of Obesity (SEEDO).



Key indicators for the EROSKI Group educational programmes for the 2019/20 academic year

126.002
Participating schoolchildren

1.019
Participating schools

438
No. of store visit workshops

45
No. of supplier companies visit workshops

39
No. of cooking class workshops





5

A strengthened value chain

We support and collaborate with our suppliers

We guarantee the restocking of our points-of-sale 102-9; 102-10



The widespread uncertainty and concern at the start of the coronavirus crisis gave rise to collective uncertainty in the event of a possible shortage of products at stores, added to the prohibition to consume outside the home. Consequently, we recorded high increases in the demand for certain essential products. In order to best meet these new needs and ensure product availability at our stores, at EROSKI we increased our logistical capacity and in-store procurement and teams.

Among the measures applied, we reviewed the orders in order to adjust them to the profile of the existing demand on a day-to-day basis. In order to increase safety stocks on our platforms, we identified the thousand most-demanded food and drugstore references to reinforce their availability. Additionally, we increased the sales forecasts of those thousand prioritised references in all our brands, implementing new production formats, especially at the smallest stores.

We also increased the capacity of our logistics platforms, from reception to production processes. Furthermore, some of our platforms adapted their offering to support the rest of the logistics network, activating the decentralised service for top-selling references and enabling the night shift in all of

them. We identified ranges and centralised them on various platforms. In turn, we monitored the situation of stockout and store replenishment on a daily basis. We also sought service alternatives with our suppliers in order to streamline platform processes and expedite product delivery to our stores.

At the same time, the increase in demand for our online supermarket service was enormous. At EROSKI we duplicated the home deliveries served over several days and managed to maintain our service active and without interruptions. The increase in demand also occurred in our drive-up and in-store pick-up of online orders, with more than 40 available points, all of which we maintained active. Given the situation, we increased the capacity of our online service by 40%.

A special thanks to the enormous effort made by all the companies and people who form part of our agri-food chain and which contributed to guarantee the best solution for a society to which we are indebted. We will continue to collaborate in favour of the best joint responses, seeking the necessary flexibility, will and success, in such an unknown and changing scenario such as the current one.

An efficient and cooperative value chain

Our "with you" store model is not only a strategy that is reflected in our establishments and in a new way of relating to our customers, but rather also implies a commitment to the comprehensive innovation and optimisation of the value chain. Our main collaborators, our suppliers, must imbibe this commercial strategy and approach, actively participating in it and helping us to co-build it every day.

In order to achieve an increasingly broad, personalised product range with greater savings, we have a value chain open to our own brand, to manufacturer brands, and to the huge diversity of food products locally produced in the vicinity of each of our stores. Also, we continued to maintain our commercial partnerships to improve our value-for-money proposal to consumers, reinforcing the diversity of the agri-food production fabric to achieve a sustainable local sector through the shared commitment of EROSKI and our customers.

The key factors of our improved commercial competitiveness are as follows



Optimisation

of sales and supply processes, achieving greater efficiency across the entire value chain.



Innovation

in the context of the collaboration with benchmark food suppliers and organisations.



Prices

which are more adequate and competitive thanks to commercial partnerships and the management of multiple promotions and personalised offers.



Diversity

of our agri-food production fabric, promoting small local producers.



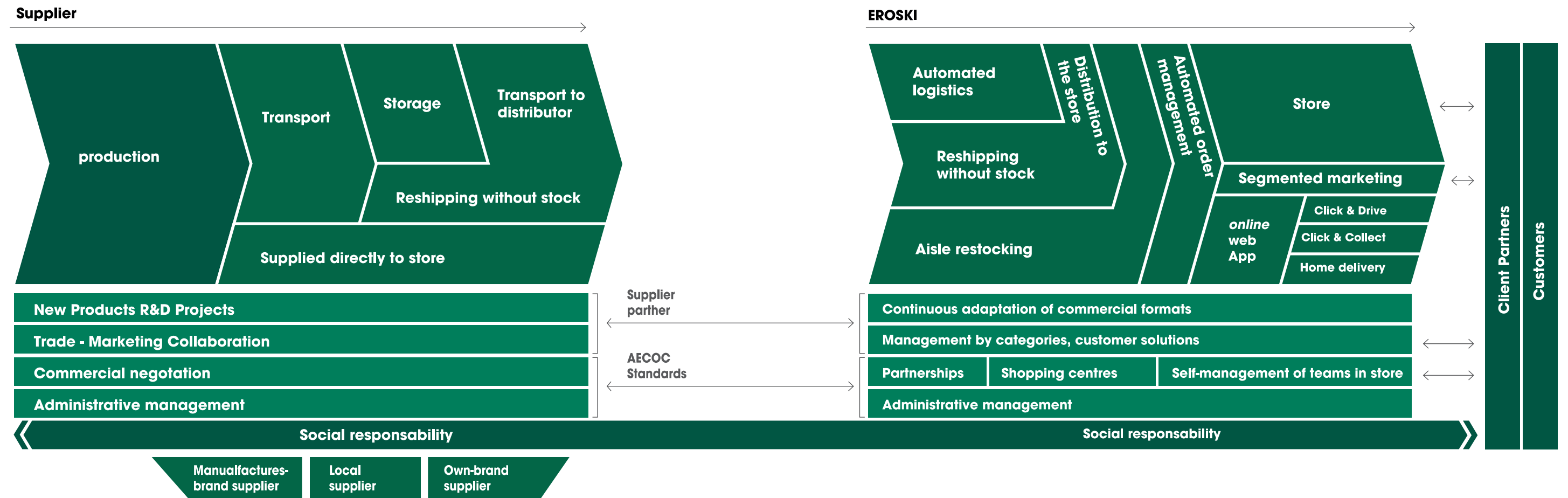
Social and environmental responsibility

as a criterion for selecting suppliers.





EROSKI's value chain



Our suppliers 204-1

At EROSKI we work with more than 10,000 commercial and service suppliers, with which we performed economic transactions in 2020 amounting to more than EUR 4,900 million. This translated into the commercialisation of more than 126,000 different items in the last year. Our commitment to the national production fabric is materialised in that more than 98% of expenditure on suppliers corresponds to companies located in Spain. Furthermore, we strive to promote local consumption by collaborating with local and regional suppliers, which account for more than 59% of our commercial supply chain in Spain.

Within the Strategic Plan 2017-2020, we developed a General Supplier Collaboration Plan that encompasses all the areas of our organisation and which is fully aligned with our 10 Commitments to Health and Sustainability. This plan is developed on three main pillars: Customer (we put emphasis on our consumers' needs), Health (it is one of the main levers of the strategic plan) and Efficiency (we will commit clearly to the logistical part).

Number of commercial and service suppliers by country

Spain	10.072	Andorra	4	South Korea	1
Portugal	53	Bangladesh	4	Indonesia	1
France	49	Norway	4	Israel	1
China	45	Pakistan	4	Singapore	1
Germany	26	Sweden	4	Taiwan	1
United Kingdom	25	Switzerland	4	Turkey	1
The Netherlands	19	Greece	3	Argentina	0
Belgium	18	Vietnam	3	Cyprus	0
Ireland	15	Luxembourg	2	Slovakia	0
United States	13	Thailand	2	India	0
Italy	11	Canada	1	Poland	0
Denmark	6	Croatia	1	Tunisia	0
Total				10.394	

See table 28 in the annex of indicator tables for comparison with previous years

AGECORE, the largest European trading hub

In a highly competitive environment, where raw materials markets and large leading brands have a global scale, at EROSKI we have strengthened our alliances in the international market. They are decisive elements that support our competitive positioning and allow us to offer consumers new savings possibilities.

AGECORE, our European purchasing centre, is formed by EROSKI together with the ITM Group (France), EDEKA (Germany), COLRUYT (Belgium), CONAD (Italy) and COOP (Switzerland) which, from the values of being independent companies, share a long-term strategic vision.

Its objective is to offer European consumers a wide range of products to ensure greater freedom of choice and more competitive prices, while expanding business opportunities for our supplier companies.

The global revenue of AGECORE's members amounts to EUR 140,000 million and its commercial activity is carried out in seven European countries (Germany, Belgium, Spain, France, Italy, Switzerland and Portugal).

Social responsibility of our suppliers 102-9; 414-1; 414-2

As an essential part of our value chain, we extend all our sustainability commitments to our suppliers, demanding the responsible management of their staff and promoting those companies that implement environmental management systems.

The main labour and human rights principles we demand are based on the requirements of the International Labour Organisation and the Principles of the United Nations Global Compact, to which we belong since 2002, as follows:

	<div>1. Reject and not practice child labour.</div>	<div>2. Reject and not practice forced or compulsory labour.</div>	<div>3. Provide a safe and healthy work environment.</div>	<div>4. Respect freedom of association and the right to collective bargaining.</div>
<div>5. Reject and not practice discrimination for any cause.</div>	<div>6. Reject and not practice the use of corporal punishment, mental or physical coercion or verbal abuse of employees.</div>	<div>7. Guarantee legal compliance in relation to working hours and public holidays.</div>	<div>8. Remunerate in accordance with the legislation of each sector, guaranteeing that the basic needs and discretionary spending power of our staff are met.</div>	<div>9. Implement a management system that ensures compliance and internal communication of the principles of the standard.</div>

Fair trade

All our suppliers and franchisees are subject to these requirements and our commercial relationship therewith is conditional upon their fulfilment of human and labour rights. We monitor in particular suppliers with greater risk, which are those belonging to the textile and non-food product sector located in Asia. Similarly, we have an internal regulation that promotes measures for preventing any type of corrupt activity in suppliers and contractor management.

EROSKI was the first distribution company in Spain to incorporate fair trade products to our commercial offering and are recognised by Fairtrade International as a legitimate operator for importing and distributing these products with their own commercial brand. The fair trade product range we commercialise is composed of coffee, cocoa, tea and sugar, in addition to different certified textile products. This seal guarantees compliance with social, economic and environmental fair trade criteria.

Efficient logistics

Although our logistics network is composed of 23 own platforms, to supply all the Group's stores, our trucks use a total of 34 logistics platforms, including others that belong to external companies. In total, they make up a warehouse surface area of more than 337,000 m² from which we distribute up to one million boxes daily.

In 2020 we continued with a global project that seeks to redesign the fresh produce platform map. The main strategy of the new facilities is the physical renewal thereof, implementing cutting-edge technology that will enable the optimum treatment of each type of fresh product, guaranteeing the adequate treatment temperature, handling and storage conditions. We also aim to increase our growth capacity and reduce the time lag between origin and our customers. This will allow us to consolidate the specialisation and commitment that form part of our "with you" model in order to offer fresh produce of the highest quality together with the widest range of local products.

These new modern and efficient facilities allow us to be better prepared to address possible future customer demands (openings, range growth, online purchasing, more local products, etc.). In addition to the modernisation of

logistics for perishable products, there are more environmentally friendly facilities, updated technology with more efficient cold rooms and increased comfort and safety for the team working on the platform. The facilities are built to strict eco-efficiency and sustainability standards.

One of the cornerstones of the transformation of the logistics network is the inauguration in 2020 of a new CAPRABO fresh produce distribution platform in the Logistics Activities Zone (ZAL) in El Prat de Llobregat (Barcelona) that replaces the Science platform. With a surface area of nearly 24,000 m² and an estimated investment of EUR 20 million, the warehouse is built under stringent eco-efficiency and sustainability standards, which allows us to obtain LEED Gold certification for facilities.

Also, in 2020 we executed the cutting-edge, sustainable construction of a new fresh produce platform of more than 17,600 m² in Jundiz, Vitoria-Gasteiz, with an investment of EUR 20 million. This new distribution centre will supply more than 300 of our stores in the Basque Country and will replace the two smaller fresh produce facilities that we currently manage in the Basque Country - Bekolarra and Jundiz.



Map of main logistics platforms used by the EROSKI Group



We facilitate billing to our suppliers

EROSKI and CAPRABO came third and fourth, respectively, in the AECOC Benchmarking Supply Chain 2020 ranking, in which manufacturers and distributors evaluate the level of efficiency in activities related to the supply chain. In particular, special emphasis was placed on our billing system and collaboration and planning processes, as well as our exchange system.

With regard to billing, two years ago we implemented a project that allows us to report reference, not invoice-related non-conformities, which significantly simplifies the subsequent management of the incident by the supplier. There are currently already 102 suppliers with invoice matching at line level, which rate us very positively, and we continue to extend the model to the other suppliers with deliveries to some of our platforms.

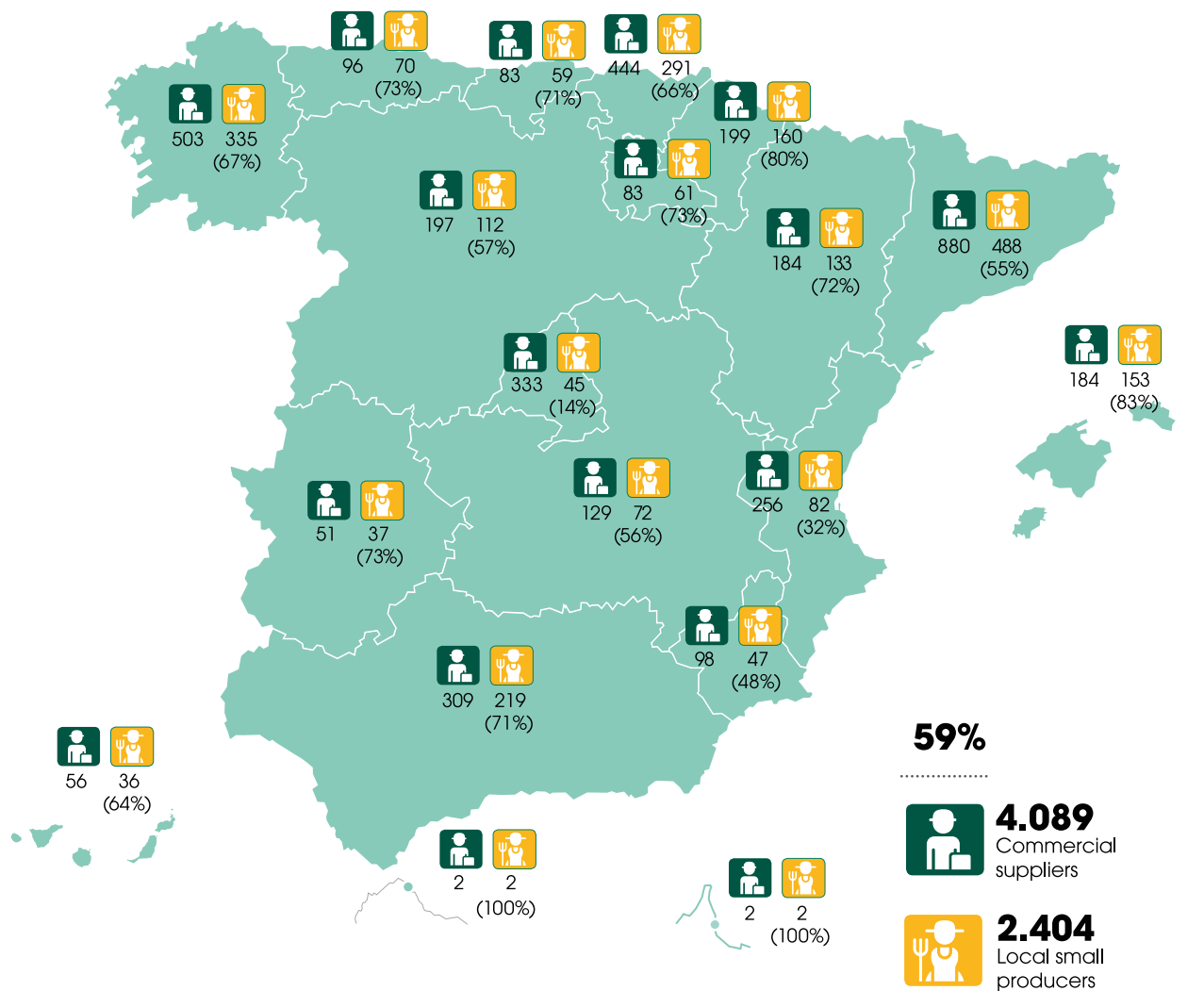
We grow with our local environment

203-2; 204-1; 413-1

The possibility of having a diversified production sector oriented towards sustainable development through primary sector SMEs is the most relevant element in our relationship with the local agri-food sector: it is in our "cooperative genes" to commit to this diversity, create collaborative environments and work with a large number of suppliers. Our commercial policy drives local economies to a maximum, creating wealth in the surrounding areas and contributing to agri-food, economic and social development. More than half of EROSKI's 4,000 commercial suppliers in Spain are small local producers.

There are several benefits. On the one hand, small producers can avail themselves of EROSKI's marketing channel to distribute their goods, which has a high impact in terms of employment, rural development and maintenance of natural landscapes. On the other, consumers can find fresher, more sustainable, healthier and higher quality products at EROSKI.

Number of commercial suppliers and local producers by autonomous community in 2020



See table 29 in the annex of indicator tables for comparison with previous



Collaboration with local agri-food producers

EROSKI articulates this collaboration with its suppliers around the three main commitments for action with local agri-food SMEs:

- 1 Bring** the products of small producers to consumers.
- 2 Develop** a commercial management adapted to micro-enterprises, SMEs and cooperatives.
- 3 Collaborate** in plans for their professionalisation and business growth.

In 2020 we recorded 1,974 new additions of local/regional references, of which 1,083 correspond to fresh produce and 891 to food. These new additions generated sales in excess of EUR 20 million.

We also continued renewing and generating new collaboration agreements with sector organisations to drive local food products, Protected Designations of Origin (PDO) and Geographical Indications (PGI). We currently have more than 2,700 products with PDO or PGI: nearly 1,700 wines with PDO, more than 190 cheeses with PDO, more than 180 vegetable preserves, oils, legumes and rice with PDO and PGI, and more than 200 meat products with PGI.

We also continued with the "Horticulture Plan: Collaborative Sustainable Diversification", a collaborative project co-financed by the Basque Country and the European Agricultural Fund for Rural Development (EAFRD) to improve the profitability of the horticultural holdings in the Basque Country through the diversification and sustainable management of new crops.

Dialogue with agri-food producers is an essential part of this collaboration model, due to which we meet with them on a regular basis in order to continue driving and innovating in the context of the common strategy. EROSKI and small producers have for driving diversity in the primary sector.



"EROSKI grows" with local suppliers

In 2020 we renewed our collaboration agreement with the Basque Culinary Center, which includes the implementation, in collaboration with our suppliers, of "Eroski grows". This new dissemination project is aimed at bringing together different agents in round tables to discuss current, strategic or socially relevant issues that affect the food and gastronomy sector with the aim of generating an environment for discussion in which to share knowledge. In its first edition, which we held online due to the restrictions imposed by the pandemic, it was precisely this subject matter that we approached from the perspective of "The local producer's view of the pandemic".

Promotion of local products

EROSKI's objective to promote local products also extends to working to showcase and promote the cultural, gastronomic and culinary values inherent thereto. While our proximity product offering has continued to increase constantly in recent years, at EROSKI we are also involved in the promotion of consumption of these autochthonous food products as a means of maintaining our gastronomic culture, our economy and our landscapes.

This commercial dynamisation is mainly focused on fresh seasonal products, which are especially appreciated by consumers. In this regard, we launched more than 50 local campaigns in different regions and autonomous communities across Spain, in addition to regional monographic campaigns.



Support to the primary sector in COVID-19

Collaboration with local producers is one of the pillars of our 10 Commitments to Health and Sustainability. From the moment the COVID-19 crisis forced restaurant businesses to close, where small farmers and livestock breeders derive most of their production, at EROSKI we proactively set out to help the primary sector. We wanted to put our experience at the service of small producers to help them overcome this situation, opening our stores to family farms which have lost their regular marketing channels. The standstill has affected fruit and vegetable producers, dairy farms, fresh cheese producers, etc., with which we began collaborating to sell to their products in all the autonomous communities where we are present. Thanks to the help of our regular su-

pliers, we were able to channel much of this production to our stores. Moreover, we opened a direct communication channel through which small producers in need of an outlet for their production contacted us to ask for help. In order to provide rapid, short-term assistance, we registered them as suppliers and made room for their products in our stores.

We carried out special collaboration actions owing to COVID-19 in the **Basque Country, Navarre, Catalonia, Balearic Islands and Galicia** for marketing wines, cheeses, lamb, potatoes, vegetables, asparagus, artichokes, veal, peppers, oil, honey and dairy products.





6

Committed to environmental improvement

Driving sustainable
development

Responsible environmental management



At EROSKI we are increasingly committed to sustainability and respect for the environment. We strive to guarantee compliance with the applicable legislation in all our spheres of activity, added to a continuous effort to improve in the identification, characterisation and minimisation of the main negative impacts and optimisation of the positive impacts of our activity on the environment.

It should be noted that this year, prioritising the health and safety of our workers and consumers in the COVID-19 health crisis, we have increased spending on single-use plastics due to the need to adopt preventive measures in shops, providing masks, gloves, hydroalcoholic gel, etc. In addition, during the pandemic, new waste management regulations were approved that prevented us from temporarily recycling these gloves as we normally do because of the risk of being contaminated by COVID. Despite this, we continued to reduce our impacts on the environment, implementing energy efficiency measures, reducing the consumption of non-renewable materials and reducing our greenhouse gas emissions.

Environmental policy and commitments

Este compromiso se integra de forma transversal en toda la organización a través de una Política Ambiental que alinea el respeto al medio ambiente y el bienestar social con nuestros objetivos estratégicos. Esta Política está dirigida a minimizar nuestro impacto sobre el cambio climático, la protección y utilización de manera sostenible de los recursos naturales, la gestión de los residuos bajo modelos de economía circular y la preservación de la biodiversidad. Los principios básicos de nuestra Política son:

1. Maintain a proactive attitude which, in addition to guaranteeing compliance with the environmental legislation in force, leads us to acquire progressively demanding commitments.
2. Prevent pollution through the systematisation of our environmental management, in a way that allows us to control, measure, avoid or reduce the environmental impact associated with our activity.
3. Base the environmental management system on the continuous improvement of the most relevant aspects for the organisation. To this end, we establish quantifiable objectives and assign the necessary resources to achieve them.
4. Include the environmental variable in the research and development of the products and services we offer, seeking the profitability of the environmental actions we put into practice and identifying new trading opportunities.
5. Foster collaborative and participative attitudes across the company to achieve sustainable development. To this end, employee training and information are essential at all levels of the organisation.
6. Establish fluid communication channels with authorities, the local community, sectoral organisations, suppliers and consumers that guarantee permanent and transparent dissemination of the impacts of our activity, as well as the resources and technologies we use to minimise them.

Sustainable objectives

In 2018, as part of our Commitments to Health and Sustainability, we set ourselves environmental improvement objectives for the coming years and deployed various lines of work to achieve them that we continued to develop in 2020 and are detailed in this chapter:



To reduce by 25% our CO2 emissions by 2025 in order to minimise our impact on climate change. To this end, we will improve the efficiency of our teams and processes and will increase the use of renewable energies.



To reduce by 20% the tonnes of conventional containers we commercialise by 2025, with the aim of reducing our possible contribution to the pollution of the marine and terrestrial environment with this material.



Orient our processes towards **zero waste** and the principles of the **circular economy**, with the aim of guaranteeing that no food is wasted, thereby avoiding the environmental and social impact that it would otherwise generate. To this end, we are also eco-designing our containers and packaging so they are **100% recyclable by 2025**.



Promote products produced in a more environmentally and animal-friendly way, demanding **environmental certificates in all our EROSKI Natur products** and broadening the organic product range, with animal welfare seals, etc. Additionally, we collaborate with our suppliers through different projects to ensure that they include environmental improvement criteria in their processes..



Environmental risks and climate change

At the EROSKI Group we are firmly committed to sustainability, respect for the environment and reduction of our greenhouse gas emissions. For this reason, we believe that correctly identifying and managing environmental risks and their financial impact is essential for the evolution and good performance of our company. In relation to crimes against natural resources and the environment, certain risk actions that could be carried out by different departments of EROSKI are envisaged, as well as the preventive measures to avoid them, and the specific controls implemented. We also have an Environmental Responsibility policy with an annual aggregate limit for all covers of EUR 10 million and a limit per claim for all covers of EUR 5 million.

Furthermore, climate change has a highly substantial impact throughout the value chain, mostly causing physical risks such as extreme weather events or the progressive increase in temperatures, which could affect the EROSKI Group's performance. However, the company works with 50% of local suppliers and a vast majority of domestic suppliers, which helps to mitigate potential risks arising from extreme events such as floods or storms, which may cause damage to infrastructure and cause alterations in transport and distribution routes of products to be offered for sale. Also, EROSKI concentrates most of its activity in northern Spain, where a lower risk of drought and lower temperature increase is expected than in the south of the country. Even so, the product offering could be affected by variations in agricultural patterns and shortages of raw materials, due to which our supply chain will have to continue to adapt to source from regions less affected by these climatic phenomena. Lastly, an increase in temperatures could pose a risk to maintaining the cold chain in products during transport, in addition to the need to improve climate control systems in facilities and points-of-sale. In this regard, EROSKI has short distribution circuits, with its largest logistics centres in the northern part of the peninsula, and also with energy efficiency improvement measures that will favour the mitigation of these impacts.

Furthermore, at EROSKI we are also aware of the transition risks to which the company may be exposed: reputational risk, risk of changes in consumer preferences and regulatory changes. Customers are increasingly aware of the sustainable management and origin of the products they acquire, due to which defining a sustainability strategy and clear, transparent and public performance indicators is key to minimising this reputational risk. In this regard, EROSKI works to also adapt its product offering to changes in consumer habits in order to minimise the financial impact of a decline in sales because the goods on offer do not meet new customer preferences. Lastly, in the near future, national and European regulations will place more emphasis on communicating actions in favour of sustainability carried out by companies and will require more rigorous reporting. In this line, EROSKI continues working on the transparency of its commitments and climatic performance.

EROSKI greenhouse gas (GHG) emissions - carbon footprint 305-1; 305-2; 305-3; 305-4; 305-5

Type of GHG emissions and sources included in this report

Greenhouse gases taken into consideration
CO₂, CH₄, N₂O, HFC

Direct emissions	Indirect emissions	
Scope 1	Scope 2	Scope 3*
<ul style="list-style-type: none"> Fuel consumption during road and sea logistics transport Refrigerant leaks in cold systems Combustion of natural gas in own facilities 	<ul style="list-style-type: none"> Generation of energy for own use 	<ul style="list-style-type: none"> Fuel consumption on business trips by road and air (fuel consumption and hotel overnight stays) Production of diesel consumed in road transport for logistics and work trips. Consumption of drinking water; consumption of paper at headquarters, advertising, magazines and fill receipts.

Total emissions
267.092
Tonnes CO₂ eq.

-9%*
2020 vs
2019

Intensity of GHG emissions

	Kg CO ₂ eq./m ² commercial surface area	g CO ₂ eq./€ net sales
Scope 1	128,0	31,7
Scope 2	77,0	19,0
Scope 1 + Scope 2	205,0	50,7
Scope 3	19,6	4,8
Total	224,6	55,5

See tables 30 and 31 in the annex of indicator tables for comparison with previous

*The indirect emissions of Scope 3 are a consequence of EROSKI's activities, but come from external sources over which it has no control. In total there are 15 categories (purchased items and services, waste generated, use of sold products, etc.), but this report includes only a small part thereof due to data availability. In 2020 maritime logistics transport was added to Scope 1 and overnight stays in hotels during business trips to Scope 3. We expect to continue expanding the activities included in Scope 3 of EROSKI's carbon footprint in the coming years.

** The reduction is due mainly to the decrease in refrigerant leaks and to the fact that they have less global warming potential; in addition to the reduction in electricity consumption and to less business travel due to COVID-19.

Greenhouse gas emissions by scope

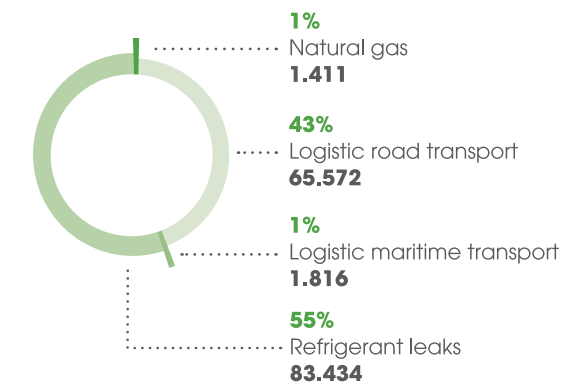
Scope 1

Direct emissions

152.233
Tonnes CO₂ eq.

57%

-8%
2020 vs 2019



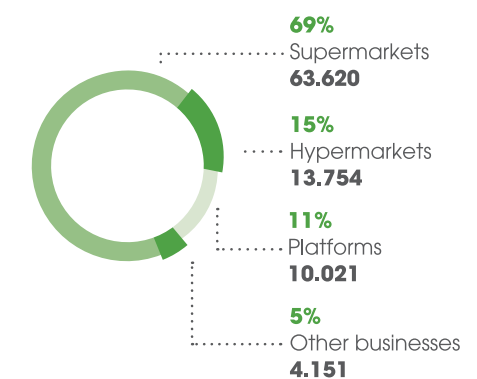
Scope 2*

Indirect emissions from electricity consumption

91.546
Tonnes CO₂ eq.

34%

-8%
2020 vs 2019



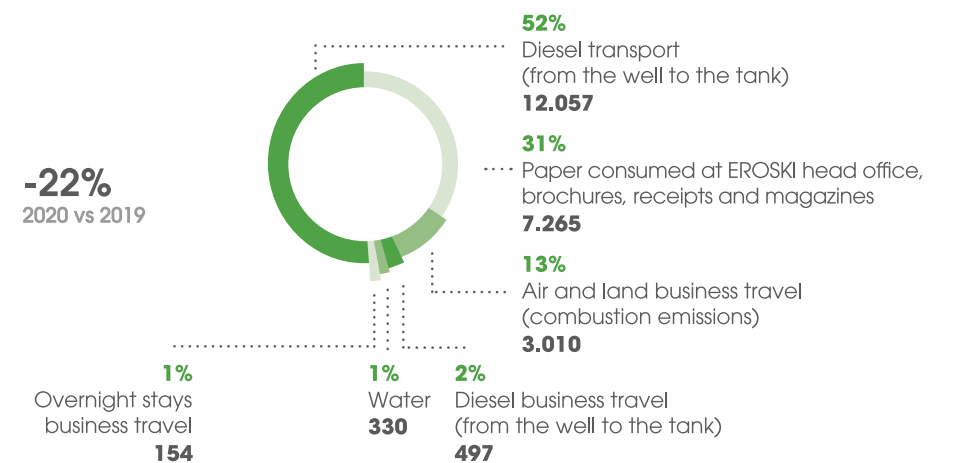
Scope 3

Other indirect emissions

23.313
Tonnes CO₂ eq.

9%

-22%
2020 vs 2019



*Scope 2 emissions have been calculated using the emission factors of the contracted suppliers. The emissions calculated with the national mix are presented in table 30 of the Annex, together with the comparison with previous years.

Actions for driving environmental sustainability

In accordance with our Environmental Policy and the most relevant environmental aspects associated with our activity, at EROSKI we have lines of work that are based on continuous improvement and are aligned with our strategic objectives. Most of them are set out in commitment 5 on promoting more responsible consumption, commitment 6 on offering more local products and commitment 10 on facilitating a healthier and more sustainable life. These improvement actions affect the different stages of our production itinerary, due to which we also involve external actors to the extent that they can contribute to the reduction of our environmental footprint.

Products

At EROSKI we believe it is essential to collaborate with responsible suppliers that share our commitment to sustainable development to include the environmental factor in our offering. We ensure that all processes, from the origin of production to store operations, passing through all transformation and handling, reduce their environmental impact. This includes eradicating post-harvest phytosanitary treatments, the certification of our fishmongers with sustainability seals, control of antibiotic use, incorporation of practices that guarantee animal welfare or the promotion of organic ranges.

In order to ensure that our customers enjoy products with better environmental performance, we act in three main lines of work: guarantee of the sustainable origin of the products, promotion of local products and proximity consumption and eco-design of our own-brand containers and products.



Private green shopping

In 2020 we continued working with Ihobe and the Basque Eco-Design Center on a project for driving private green shopping. The aim is to select and reward suppliers with the best environmental profile, with the ultimate aim of driving our entire value chain towards more sustainable development. In 2021 we continued working on different projects in this line of improving the environmental footprint upstream of our organisation.

Certified sustainable origin

We have been working to offer healthier and more sustainable alternatives to consumers for decades. Thus, we have different certifications, labels and brands that ensure the sustainable origin of our products and allow us to incorporate the objective of preserving terrestrial and marine biodiversity in the construction of our commercial offering.

Highlights of products with environmental certifications

- **More than 1,100** organic products, 68 of which belonging to our new EROSKI Bio and EROSKI Eco brands..
- **461 fish counters and 8 logistics** fish platforms certified by MSC and GGN.
- **100% of our canned tuna** fulfils the principles of the ISSF.
- **457 EROSKI NATUR products**, which include certifications such as GlobalG.A.P., Integrated Production or Animal Welfare.
- **24 Belle Natural products** have ECOCERT COSMOS Natural certification.
- **402 products** have FSC®, PEFC, Oekotex or SFI seal.

Organic products

We strive to offer food from organic farming and livestock breeding, since it is a production model that guarantees the best environmental practices. This model avoids the use of chemical substances of synthetic origins and artificial additives, in addition to promoting the preservation of biodiversity and natural resources and respect for animal welfare. In 2020 our offering included **1,000 organic products** accredited with different certification labels including, namely, the European logo.

In 2020 we launched our own organic food brand, **EROSKI Bio and EROSKI Natur Bio**, and organic drugstore products, **EROSKI Eco**, with **68 fruit and vegetable references and other food, cleaning and hygiene products**.

Committed to animal welfare

- The volume of free-range eggs sold in our stores currently accounts for 44% of our sales. COVID-19, with the ensuing increase in demand at our stores, slightly slowed down the sale of eggs from non-caged hens. However, we continue working so that this percentage reaches 100% by 2024.
- We incorporated a new Animal Welfare™ certificate to our EROSKI Natur pork, chicken and Aragón veal, with strict standards in Animal Welfare principles such as feeding, housing, health and natural behaviour. Additionally, our EROSKI Natur chicken meets all the requirements of the European *Chicken Commitment*, which includes requirements for species, housing and slaughtering characteristics.
- We also launched EROSKI Natur free-range chicken, which is even more demanding in terms of animal welfare conditions.
- We incorporate animal welfare seals to our EROSKI milk from different regions (Galicia, Basque Country, Balearic Islands, etc.).
- Our EROSKI Natur farmed fish has GlobalG.A.P. aquaculture certification, which contains specific and stringent animal welfare requirements for fish, during rearing, transport and slaughter.



Sustainable fishing at EROSKI

With the aim of continuing to work towards the preservation of biodiversity in the seas and oceans through the rational use of marine resources, in April 2017 we approved EROSKI's Sustainable Fishing Policy. In response to the commitments made in this regards, in 2020 we continued to work to achieve sustainable fishing in conjunction with leading international organisations.

Once again, we successfully passed the Marine Stewardship Council (MSC) chain of custody certification audit for fish from sustainable fishing grounds, thereby continuing to be the only large retailer in Spain with certified fish counters. We also maintained our GlobalG.A.P. aquaculture certification for farmed fish. In 2020 we extended the scope of the certification to our CAPRABO stores, due to which we currently have 461 certified fish counters and 8 certified platforms.

In 2020 we exceeded 3,600 tonnes in fish purchases with sustainability certification. Of the total, around 2,000 tonnes correspond to fish certified by the Marine Stewardship Council (MSC), which guarantees its origin from sustainable grounds, and 1,600 tonnes to aquaculture fish with GGN (GlobalG.A.P. Number) seal. In 2020 we also launched a new sustainable fish

reference: EROSKI Natur prawns with GGN certification. Worth noting are the 920 tonnes of pole-caught tuna and a further 1,288 tonnes of fish with AENOR Responsible Fishing Tuna (APR) in its canned food purchases.

In our commitment to more sustainable fishing techniques, we also maintain an agreement with our canned tuna suppliers whereby they undertake to source according to the sustainability principles of the International Sustainable Fisheries Foundation (ISSF). Due to the increasing volume of tuna caught using only the most responsible fishing techniques (pole fishing, RPA, non-target FAD, MSC and FIP), its purchases of canned tuna from sustainable and responsible fishing currently accounts for 77% of the total. At EROSKI we only work with suppliers which have signed our sustainable fishing policy, which does not accept tuna from countries that have received a yellow card warning from the EU for non-compliance with the measures approved by the RFOs and not establishing measures for ending illegal fishing.

Our Sustainable Fishing Policy is structured around twelve principles that encompass both our current good practices and the challenges we set ourselves for the future.

Principles and commitments of EROSKI's Sustainable Fishing Policy

Sustainable fishing techniques and fish in our commercial offering

- 1 Incorporation of the sustainability of fishing resources in the construction of the commercial offering.
- 2 Commercialisation of products only from authorised fisheries and fishing grounds.
- 3 Respect for minimum sizes and proactivity in setting minimum sizes above those established.
- 4 Promotion of the use of sustainable fishing techniques among suppliers.
- 5 Promotion of sustainable MSC (Marine Stewardship Council) certified products for extractive fishing.

Sustainable in the value chain

- 6 Promotion of local guilds and suppliers closest to the stores.
- 7 Reduction of the environmental impact of the fishery distribution activity.
- 8 Selection of suppliers that comply with and respect the fundamental rights of workers under ILO Convention 188 on work in fisheries

Transparency and governance

- 9 Transparent labelling and communication with consumers.
- 10 Listening and collaboration with the entire fishing sector and other stakeholders.
- 11 Consumer information and education in the field of sustainable fisheries.
- 12 Governance system, with efficient control and audit measures that strengthen the practice of Sustainable Fishing Policy at EROSKI.



Eco-design of packaging

At EROSKI, we are sensitive to society's growing concern about plastic pollution on our planet and have been taking action to minimise it for years. Since the creation of own brand, we have worked to improve our product containers and, in 2013, adhered to the Basque Eco-Design Center, where private companies and the Basque Public Society for Environmental Management Iñobe collaborate in the conceptualisation and execution of innovative eco-design projects, also in conjunction with the University of the Basque Country (UPV-EHU) and leading international knowledge centres.

In 2018 we set our objective of eco-designing 100% of our containers by 2025 in order to make them 100% recyclable, eliminate overpackaging and promote the use of recycled and renewable materials. To achieve said purpose, in 2020 we analysed more than 2,000 own-brand containers in order to identify and apply improvements that will allow us to reduce our plastic footprint.

Data from own-brand packaging analysed for eco-design

2.025 own-brand references from 314 analysed suppliers.

Total plastic footprint from own-brand domestic containers: 7,590 tonnes per year. Some 14% is recycled or bioplastic material (compostable or of renewable origin).

Materials used in products and containers declared to the Collective Extended Producer Responsibility Systems

2.875 Tonnes Containers and packaging

No renovables		Renewable	
Steel	389	Cardboard/Paper/Beverage Carton	1.118
Plastic	1.213	Wood/Cork	1
Aluminium	63	Ceramic	6
Other	1	Glass	84
Total	1.666	Total	1.209

*Most of our containers are declared by the manufacturers themselves, which is why the figure calculated in our own-brand eco-design project is the most comprehensive

119 Tonnes Batteries

0 Tonnes Compact fluorescent lamps

1 Tonnes Oil

937 Tonnes Electrical and electronic devices

See table 32 in the annex of indicator tables for comparison with previous years

Highlighted design actions

The target we set ourselves in 2018 was to achieve a reduction of at least 20% of the tonnes of conventional single-use plastic in our packaging by 2025 and 21% of the tonnes of conventional plastic in our store-packaged fresh produce by 2021.

Since 2018, we have carried out more than 145 eco-design actions in own-brand containers.

The first measure we always try to implement is the elimination of packaging, which is why we are clearly committed to selling fresh produce in bulk. Thus, approximately 60% of our fruit and vegetables is sold unpackaged and in other departments the percentage of bulk products is even higher, like in the fish department, which exceeds 85%.

This is accompanied by actions for promoting reuse among our customers. Thus, we allow customers to use their own reusable containers, such as Tupperware, in the meat and fish departments, or our reusable mesh bag as an alternative to single-use plastic bags for purchasing fruit and vegetables in bulk. We also participated through CAPRABO in the ReWINE innovation project of the European LIFE programme to facilitate the reuse of wine bottles.

We also seek to replace plastic with other materials which have a lower environmental impact in own-brand packaging. For example, we have replaced plastic trays in nearly 20 fruit and vegetable references with FSC® certified cardboard, which guarantees that it comes from responsible sources.

We also work to eliminate elements of the container that may not be essential for usability or food safety and promote the use of recycled material in line with our commitment to a circular economy model. Therefore, we use meat and fish trays with more than 80% of recycled plastic; we have replaced polystyrene store-packaged pastry trays for 80% recycled PET; and we have replaced the 15-use fossil-based

plastic bag for a carrier bag with more than 55% recycled plastic, among other actions.

In 2020 we also completed the elimination of single-use conventional plastic bags from our stores. Thus, we completed the change in the range of carrier bags to new paper options, the aforementioned bag with more than 55% of recycled material or compostable bags, added to the currently available reusable raffia or cloth options.

We also completed the replacement of all the bags of the fresh produce departments for paper envelopes or compostable bags manufactured from plant-based materials

Thanks to all these actions, we achieved the objective of reducing 21% of conventional plastic in our store-packaged fresh products in 2021, exceeding 30% of reduction



Number of Bags by type commercialised in the cashier line



84.045.098
type of bag

–27%
% reduction with respect to 2018**

13.884.233
AENOR-certified reusable plastic bag

1.423.025
Reusable raffia bag, with 70% of recycled plastic

238.239
Reusable solidarity bag

41.904.813
Bag with more than 55% of recycled plastic

1.104.286
Paper bag

8.343.051
Compostable bag

17.124.966
Single-use plastic bag

22.485
Other bags

*The change to new carrier bags began at EROSKI in 2019, when the greatest reduction was made, and completed in 2020.

See table 33 in the annex of indicator tables for comparison with previous years



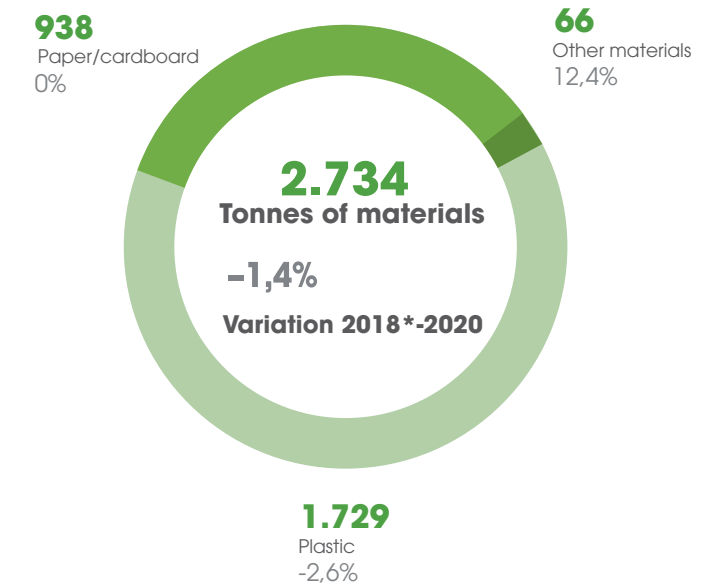
In-store packaging units (bags, film and fresh produce trays) by material and reduction with respect to 2018



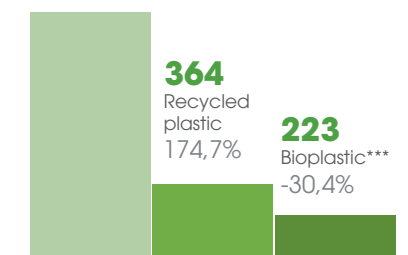
620.163.028

No. of store packaging units

–7,9%
Variation 2018* *-2020



1.143
Conventional plastic
–30,4%



** We used 2018 as the base year because that is when we made the commitment to reduce conventional in-store packaging plastic by 21% by 2021.
*** We did not use bioplastics in 2018

See table 34 in the annex of indicator tables for comparison with previous years

"Ugly fruit and vegetables" against food waste

According to the Food and Agriculture Organisation of the United Nations (FAO), one-third of the food produced is lost or wasted worldwide. At EROSKI, as part of our commitment to the sustainability of the agricultural sector and against food waste, we opted for the commercialisation of varieties of so-called "ugly" fruit and vegetables because of their appearance or size. In 2020, 586 tonnes of "ugly" fruit and vegetables were sold throughout the network.

Pioneers in publishing environmental declarations of own-brand food products

EROSKI is the first mass-consumption distribution chain to publish environmental declarations for own-brand products, verified by the AENOR GlobalEPD programme, in accordance with the Product Category Rules (PCR) issued by the International EPD System Programme. The environmental declarations were developed in collaboration with its free-range egg producers in the Basque Country, Euskaber, and milk in the Basque Country, SAT Valle de Karrantza, and its packager Lácteos de Santander, in conjunction with the Basque Eco-Design Center. This project, recognised by the Institut Cerdà's FMCG Innovation Observatory as one of the leading innovations in the sector in 2020, helps producers to know in detail the environmental impacts of their products and to identify improvements to minimise them, and provides consumers with transparent, comparable and verified information about the environmental profile of these food products. The publication of these environmental product declarations is part of EROSKI's commitment to transparency and consumer education for more sustainable consumption

Environmental declaration of EROSKI Basque Country milk

Environmental Declaration of EROSKI Natur Basque Country eggs

At EROSKI we are going to continue with the calculation of these environmental profiles of our products and, to this end, we collaborate with specialist agents and suppliers that will help us to make progress in environmental communication towards our customers. To this end, in March 2020 we completed the EUSKO-PEF project, with the participation of AZTI and local SMEs in the Basque Country in which an advanced system has been developed for the calculation, information and verification of the environmental footprint of food products in the Basque Country. These projects are financed by the European Regional Development Fund (ERDF) and Iñobe as part of its support for eco-innovation projects.

Logistics

EROSKI was awarded its first LEAN & GREEN star by the Association of Manufacturers and Distributors (AECOC) thanks to having completed its action plan to reduce its CO₂ emissions by at least 20% in five years. **In the last four years, EROSKI reduced the emissions of its logistical operations by more than 25%, far exceeding the reduction target set for 2015.** LEAN & GREEN is the largest European collaboration platform especially aimed at reducing the emissions associated with the supply chain.



New eco-efficient platforms

Caprabo's new logistics centre in the ZAL Port of El Prat de Llobregat, where the management of all fresh produce is centralised, the Capraboacasa platform and the new headquarters, has obtained LEED Gold environmental certification, an international recognition reserved for buildings that are leaders in energy efficiency. The LEED Gold construction criteria of the new Caprabo platform, also applied to the Jundiz Berria platform to be inaugurated in 2021 in Vitoria, include savings in water consumption, photovoltaic energy production and sanitary hot water. Also consumption monitoring systems, organic refrigerants, gardens with autochthonous species and recycling of the materials used in their construction, among other measures.

EROSKI continues working to minimise its logistical emissions with a new objective: reduce them by 10% compared to 2019 emissions in three years' time. To this end, the main measures are:



More efficient procurement

- Reorganisation of the logistics with the opening of new platforms in ZAL in 2020 and Jundiz Berria in 2021, and a new distribution of fresh produce at VEGALSA-EROSKI in 2022.
- Improved process efficiencies for increased truck fill rates and reduced mileage.
- Collaboration with suppliers to optimise routes.



Vehículos y conducción menos contaminantes

- Renewal of fleet vehicles, progressively eliminating the oldest trucks.
- Incorporation of electric vehicles.
- Incorporation of vehicles that run on alternative fuels, such as liquefied and compressed natural gas.
- Training of road transport network drivers in environmentally friendly driving techniques.



More sustainable platforms

- Purchase of green energy.
- Use of LED lighting, presence detectors, temperature robots and use of natural light to improve the energy efficiency of the platforms.
- Installation of solar panels for electricity supply with less environmental impact.
- Reduction in the amount of packaging materials used.



Reverse logistics

- Management and recovery of waste generated in the stores using the same trucks that return to the platform, thereby reducing the impact on transport. This measure is also part of our zero waste objective as it allows the collection and treatment of all organic and inorganic by-products for their correct recycling.



Optimisation of urban logistics

- Optimisation of night-time unloading processes, as well as the use of multi-use lanes or the dynamic reservation of unloading spaces to minimise the impact on the urban environment.
- In relation to noise pollution, the night-time distribution model envisages centralised product supply to stores at night. Night-time noise emission levels are more restrictive than during daylight hours. To ensure these levels during loading and unloading operations, the distribution model envisages a series of measures adopted in different areas. On the one hand, in relation to the premises, it is planned to adapt them to the proposed operation: locking systems, sectorised alarms, acoustic insulation, etc. Similarly, the necessary equipment is also taken into account, such as forklifts, silent pallet trucks and kerbstands. On the other hand, the staff involved in the operation are trained and informed of the silent work protocols that have been designed, differentiating the protocols for each position: daytime store staff, night auxiliary staff and delivery men/women. Lastly, in order to correct deviations, internal auditing processes are incorporated to detect them and to check compliance with established working protocols at operational outlets. Many of these measures are developed in collaboration with municipal councils to ensure their suitability.



Reused logistic containers 301-3



5.085.707
Reused pallets



45.584.346
Reused plastic boxes

The % of breakage varies between 0.3% and 30%, depending on the type of logistic packaging. All breakages jointly account for only 2% of logistics packaging.

The reuse of this logistic packaging enables a reduction of more than 10,000 tonnes of CO₂ eq. per year.

See table 35 in the annex of indicator tables for comparison with previous years

Eco-efficient stores

The renovation and expansion of EROSKI's commercial network to adapt it to our "with you" model also includes the adoption of improvements in its construction and management in accordance with environmental criteria.

Eco-innovation has characterised EROSKI's stores from its beginnings. Proof of this was the implementation more than 20 years ago of the first national environmental management system certified with ISO 14001 in our Artea hypermarket in Leioa (Biscay). Our aspiration is to have supermarkets that are self-sufficient in renewable energy and achieve a CO₂-neutral balance.

To this end, we develop R&D&I projects in our stores, of which the Zero Emissions Store in Oñati (Guipuzcoa), which renewed its ISO 50001 energy certification in 2020, is a significant example. The good practices learned in these stores allowed us to define a renewed model for improving energy efficiency through new efficient refrigeration, climate control and lighting systems and equipment, which we extend

to all supermarket and hypermarket openings and refurbishments.

Energy efficiency is combined with zero waste management, making the "EROSKI with you" store a cutting-edge establishment in terms of sustainability and environmental policy.

Sustainable construction and equipment

We are committed to designs and equipment that consume less energy and have a lower environmental impact, which has allowed us to reduce natural gas and electricity consumption by 8% across the EROSKI network in 2020 compared to 2019. Since 2018, reductions have been 22% and 16%, respectively.

Measures adopted to improve energy efficiency

Optimisation of LED lighting and lamps

We install state-of-the-art LED lights, which can be recycled and do not contain polluting materials such as mercury, lead or tungsten. They also last longer, generate less light pollution and can be switched on instantly.

Lighting is also controlled from an automaton that optimises its use and minimises light pollution to nights. In addition, in order to optimise the switching on and off of outdoor and perimeter lighting equipment, photocells or twilight detectors are being installed to regulate the switching on of this equipment according to real needs, thus avoiding unnecessary switching on.

Furthermore, during the day, the illuminance provided by the outside light in centres equipped with skylights is used by means of probes that capture the light level of this contribution and, through a proportional regulation loop, regulate the intensity of the luminaries in the sales room.

More efficient cold installations and with less-pollutant gases

In general, we use refrigerant gases that combine zero ozone depletion potential, low global warming potential and high energy efficiency. In addition, the DNI leak detection system has also been installed at more than 27 sites to minimise the emissions of these gases as much as possible.

The refrigerated furniture consists of state-of-the-art units with glazed doors that prevent the store aisles from getting cold and guarantee better preservation of the products by strictly maintaining the temperature at which they must be kept, as well as improving customer comfort. Closing the refrigeration units reduces their energy consumption by 58% to 63%.

All the refrigerants consumed by EROSKI in 2020 to compensate for leakage have zero ozone depletion potential (substances not included in Appendices A, B, C and E of the "Montreal Protocol").

Climate control

Climate is integrated into the management system, which controls temperature, humidity and air quality, with a remote monitoring system for events that increase electricity consumption. The installation has network analysers for consumption control integrated in its own analysis software, developed by EROSKI's Energy team, which generates operating alarms when electricity consumption deviates from what is expected.

In addition, the new installations make use of the waste heat for the climate control of the store. This enables a significant reduction in heating energy consumption.

Generation of renewable energies

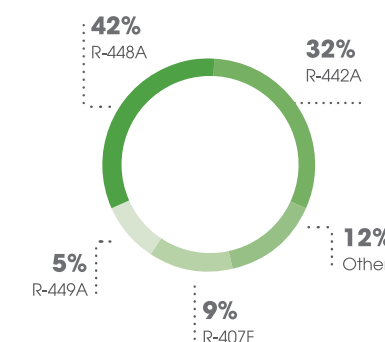
We have begun to include in some centres, such as the Zizur Mayor centre inaugurated in 2020, facilities equipped with a self-consumption solution based on photovoltaic panels installed on the roof, which not only reduces consumption from the traditional electricity grid, but also contributes to reducing the effects of climate change, enabling the energy transition towards a new model of clean energy.

We also have charging points for electric vehicles at ten stores, thereby promoting more sustainable mobility among our customers.

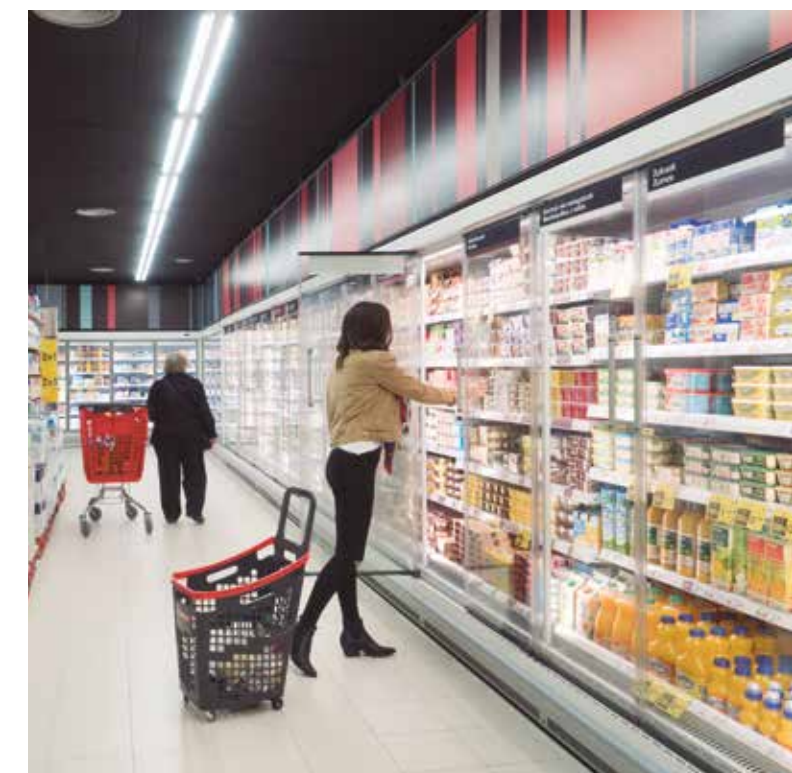


Refrigerants consumed to compensate for leakage 301-1

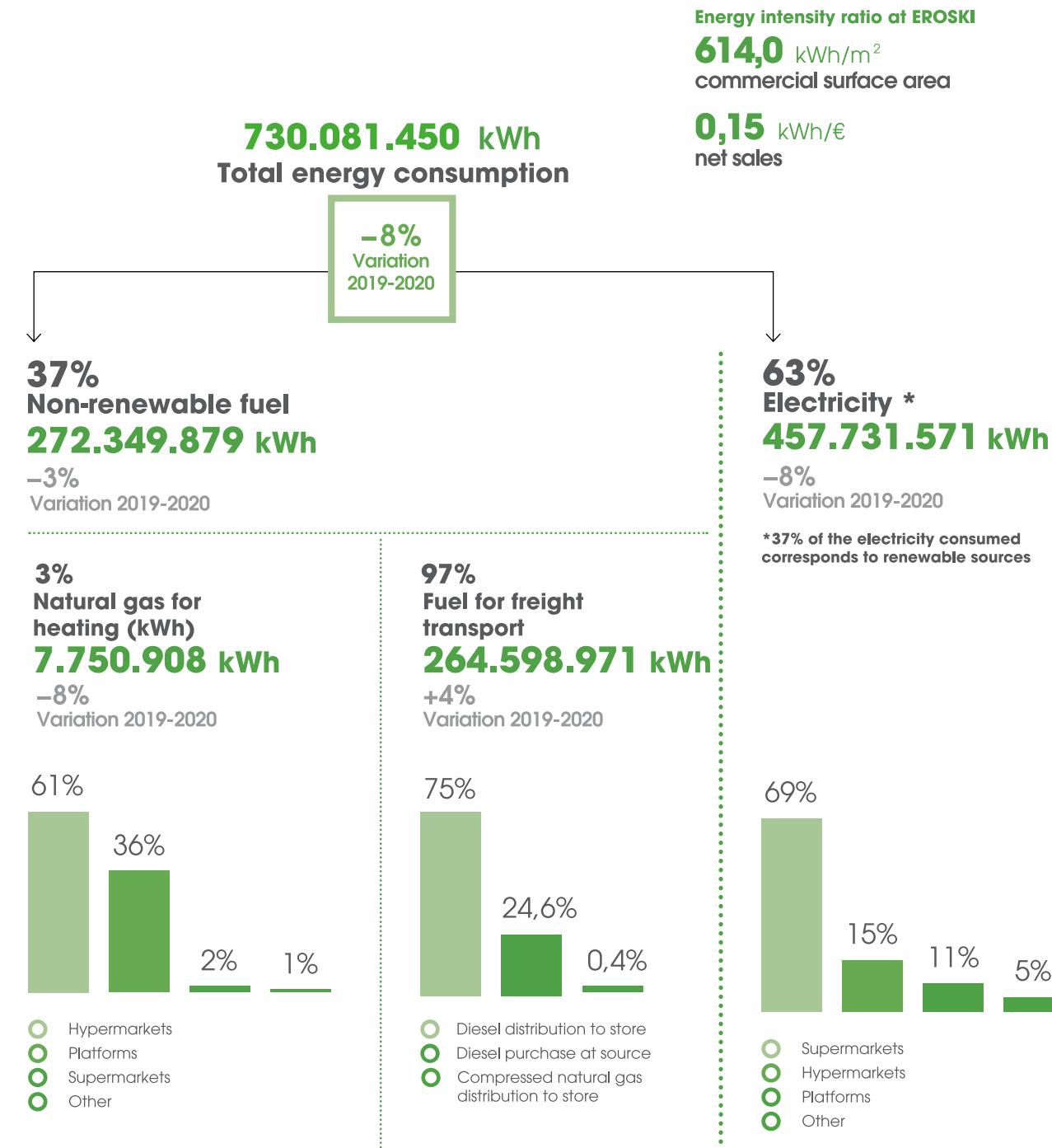
52 Tonnes Consumption of refrigerants



See table 39 in the annex of indicator tables for comparison with previous years



Energy consumption within the organisation



Energy consumption outside of the organisation 302-2

10.868.322 kWh

Kerosene consumed by business travel by air, diesel consumed by business travel by road and train, and electricity consumed by train travel

See tables 36, 37 and 38 in the annex of indicator tables for comparison with previous years

Water management 303-5

We have installed telematically managed water meters for remote control to detect and minimise leaks in our network in real time, in order to reduce water consumption. In addition, we are working to incorporate facilities that enable reuse of grey water in our centres.

The water used by our stores, platforms and head offices is supplied by municipal drinking water supply networks, which directly manage the collection and purification of the water distributed.

trol groundwater quality. This system will allow us to perform regular water quality checks.

For the two cases of affected soil or water detected in 2019 in Usurbil and Abadiño, the Government has already approved the remediation plans and start-up of the equipment is scheduled for March 2021. In addition, remediation plans have been finalised for two cases of pollution detected in previous years (Vélez-Málaga and Albacete) and the remediation of soil and groundwater at Jaca continues and is expected to be completed by 2022.

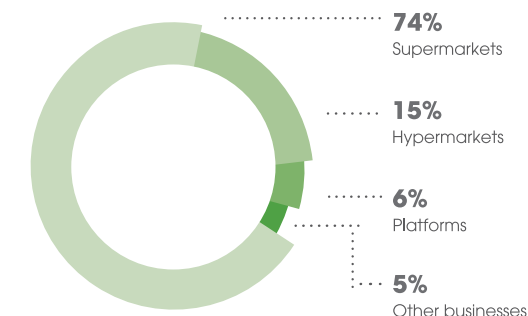
Location of our biodiversity protection centres 304-1

All our centres are located in urban areas which, together with compliance with environmental and biodiversity legislation as regards their location, guarantees the proper development of the activity while respecting the environment and its natural conditions. However, the fact that in autonomous communities such as Galicia or the Balearic Islands a large part of their territory is considered an area of great value for biodiversity, means that some of our centres are located on sites affected by protection figures. None of the new centres opened in 2020 are located under any significant protection status.

We also work to minimise environmental impact and promote measures to preserve biodiversity through actions such as sustainable fishing or collaboration with organisations such as WWF (World Wildlife Fund for Nature) since 2007, as world expert in environmental conservation. Our joint actions include, namely, updating our sustainability policy on fish products and promoting more responsible consumption through our School of Nutrition.

Consumption of water

1.118.748 m³
Consumption of water



See table 40 in the annex of indicator tables for comparison with previous years

Prevention and control of spills and discharges 303-2; 303-4; 306-3

Wastewater generated

1.107.561 m³

The wastewater we generate is treated at the Wastewater Purification Plants in the municipalities where we operate. The volume of wastewater generated in 2020 was estimated at 1,107,561 m³. EROSKI complies with current legislation on the prevention and control of spills and uncontrolled dumping, and no significant spillages were detected in 2020.

The entire EROSKI petrol station network has a leak detection system, and no leaks have been recorded by this equipment. The network has a preventive maintenance contract with an oil installation maintenance company that ensures the proper functioning of the entire installation. Additionally, all leak tests on both tanks and pipes have been satisfactory. In 2020 we also installed a network of piezometers at the Lugo petrol station, at the request of the Galicia Autonomous Community Government, in order to be able to con-



Circular waste management

We approach waste management and recovery from the perspective of prevention and the integration of a circular economy model. As one of our basic lines of action to reduce our environmental impact, we focus a large part of our efforts on preventing, managing and recovering the waste we generate.

Waste minimisation:

We work to minimise the waste generated by our activity by applying eco-design to our own-brand products, promoting fresh items close to their expiration date and donating food that is fit for consumption which has been discarded for sale to people at risk of social exclusion through the "Zero Waste" programme. In 2020, we sold more than 20,000 tonnes of products with discounts due to being close to their best-before dates, and we donated more than 4,400 tonnes of food and essential items to social organisations.

We also encourage our customers to reuse shopping bags, use reusable mesh bags in the fruit department or Tupperware in the meat and fish departments to reduce the consumption of single-use plastics in stores.

In addition, in 2019 we will incorporate digital receipts so that our customers can access the information about their purchase directly in the EROSKI app, thereby avoiding the consumption of paper. In 2020 we achieved an 11% reduction in paper receipts, saving 32 tonnes of paper.

Paper consumed in advertising, magazines, purchase receipts and at EROSKI's head office: 301-1



Renovables	
Advertising brochures (70% PEFC)	3.265
Magazines (PEFC)	391
Head office (EU Ecolabel)	10
Purchase receipts	253

All paper used in advertising is 70% PEFC-certified (Programme for the Endorsement of Forest Certification schemes), which guarantees that it comes from sustainably managed forests. The paper of the CONSUMER EROSKI and EROSKI Club magazines is also PEFC-certified, which guarantees responsible forest management. At the head office we use EU Ecolabel paper with a lower grammage.

See table 41 in the annex of indicator tables for comparison with previous years

Waste management and recovery

At EROSKI we ensure that the waste generated in our facilities and stores is properly managed and recovered, promoting recycling and reuse as priority treatments. From a circular economy perspective, we promote reverse logistics processes, from stores to platforms and suppliers, which enable the appropriate reuse and recycling of the organic and inorganic waste generated. This involves not only minimising the amount of waste but also avoiding the consumption of virgin raw materials in other production processes.

Organic waste

We collect the organic waste generated in our stores by means of reverse logistics or authorised agents for use as raw material in the manufacture of animal meal, animal oil and animal feed.

Inorganic waste

As own-brand producers, we annually declare the packaging, electrical appliances, batteries, oils and luminaires of our products to Extended Producer Responsibility Schemes, such as ECOEMBES or ECOVIDRIO. These entities guarantee the appropriate recovery and management of the waste arising from the use of our products. Also:

- We recycle the cardboard, plastic, paper and wood generated at our facilities. To this end, we collect the different materials discarded in our stores and collaborate with different authorised Integrated Management Systems (IMS) for treatment thereof.
- We reuse logistics packaging in our distribution operations.
- We make it easier for consumers to recycle their waste. To this end, we provide recycling points in our stores for the collection of batteries, electrical appliances, lamps, clothes, household oil and toner, among other used products.

Innovation for circular food waste management:

In 2020 we extended the collection of coffee capsules for recycling that we already implemented in EROSKI in 2019 to CAPRABO. This is a pioneering initiative in large-scale distribution in Spain which allowed us to recover more than 84 tonnes of coffee capsules in 2020.

Innovation for circular food waste management:

In 2020 we completed the LIFE CITRUSPACK project that started in July 2017, which seeks recovery strategies within the circular economy for the use of citrus waste in green packaging and cosmetics.

We also continued together with Ausolan, Gaiker, BCC and ISEA in the "NUTRACEUTICAL OMNIUM" project, funded under the HAZITEK 2020 programme, whose objective is the production of nutraceuticals from food waste.

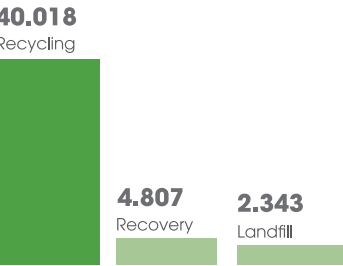
And we started the Robin Food project, which combines the inclusion of people at risk of social exclusion with the recovery of food surpluses and their reintroduction into the market.



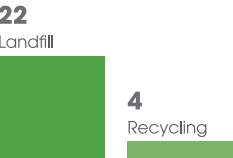
The data presented in this report correspond to the waste generated in our food businesses and collected through reverse logistics or an external waste manager and are generated at our stores.

Waste managed 306-2

Non-hazardous waste
47.168 tonnes



Hazardous waste
26 tonnes

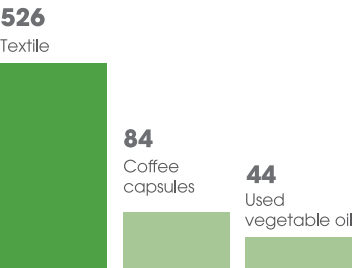


Total waste generated
47.194 tonnes

See table 42 in the annex of indicator tables for comparison with previous years

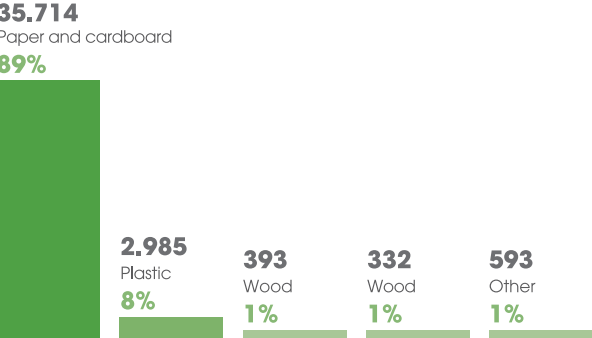
Waste collected from our customers and centres for recycling by type

Non-hazardous waste
654 tonnes

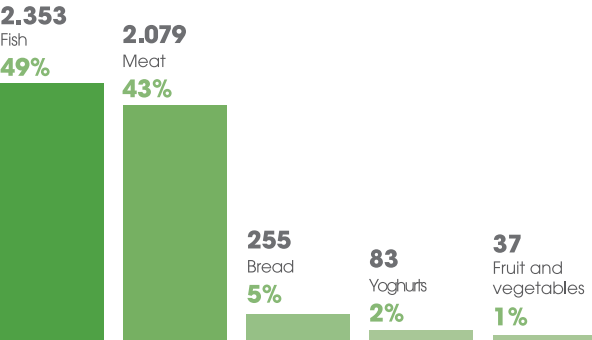


See table 43 in the annex of indicator tables for comparison with previous years

Recycled non-hazardous waste
40.017 tonnes



Recovered organic waste
4.807 tonnes



Consumer sensitisation and training

At EROSKI we are aware that each person, by choosing a sustainable and responsible consumption model, can contribute to environmental protection. We focus our efforts on consumer education and sensitisation through the development of awareness-raising campaigns and the publication of educational content on our web platforms and other

information media. In line with this objective, we also promote and develop collaborative initiatives with customers, employees and institutions.

"Earth Hour"

For the eighth consecutive year, EROSKI participated in the "Earth Hour" campaign promoted by WWF with the backing of the United Nations, joining the symbolic blackout of the largest global initiative in defence of the environment, which this year had the slogan "Connect with nature" and was carried out digitally due to COVID-19.

"Road to Road" ("Camiño a Camiño") environmental programme

Once again, VEGALSA-EROSKI participated in "Camiño a Camiño", an environmental route programme organised by the Vigo City Council that aims to bring the flora and fauna of this region closer to citizens, promoting healthy and sustainable lifestyle habits.

2020 European Waste Prevention Week at CAPRABO

CAPRABO has joined the European Week for Waste Reduction 2020 initiative through various awareness-raising actions to promote the reuse and recycling of clothes and shoes, in order to minimise the waste they generate in landfills.

CONSUMER EROSKI responsible consumption guide

In 2020 we published, as part of the EUSKOPEF innovation project, a guide to sustainable consumption for consumers, which is now available on the website comprasostenible.consumer.es. We also have a specialised environmental channel at www.consumer.es to educate people on sustainable consumption habits. To this end, we provide content on nature, the urban environment, natural parks, energy and science, among others..

EROSKI School of Nutrition

We have a specific module on sustainability in the EROSKI Food and Healthy Habits Educational Programme of the EROSKI School of Nutrition, in which WWF also participates by providing content. Additionally, our website www.escueladealimentacion.es includes educational content on how to avoid food waste.

Reactivate yourself + programme

We participate in the "Reactivate Yourself +" initiative of the Provincial Council of Bizkaia, based on the international programme Global Action Plan (GAP), which seeks to encourage citizen participation in favour of environmental sustainability through the development of appropriate consumption habits. Our customers and employees can sign up on the website www.reactivatemas.eus using the EROSKI code: 64007.





7

We collaborate with society

Support and solidarity
with our environment

Our contribution to the community

203-2; 413-1



At EROSKI, since our origins, we have carried out diverse social action to effectively contribute to building a fairer and more humane society. To this end, we involve our employees, promoting in turn the participation of our customers in the proposal and development of campaigns and social initiatives at local and national level. This is how we orient social action towards our stakeholders' different needs and sensitivities.

In order to materialise actions in favour of society, we dedicate a minimum of 10% of our profit to the Compulsory Contribution Fund for Education and Cooperative and Promotion and Other Purposes of Public Interest (COFIP). These economic resources are channelled through the EROSKI FOUNDATION, created in 1997, which carries out its activity according to four main lines of activity:

- 1. Training and information for consumers.
- 2. Educational, cultural and professional promotion, especially in the sphere of consumerism and commitment to the environment.
- 3. Solidarity and welfare promotion.
- 4. Research, development and innovation in relation to consumerism, food, environment and healthy lifestyles.


To articulate these lines, the FOUNDATION has a multidisciplinary technical team that promotes actions in favour of consumers, carries out dissemination campaigns, publishes magazines and guides, offers scholarships and grants and collaborates with social organisations. The Board of Trustees of the Foundation guarantees that the annually defined Action Plan is developed under the principles of impartiality, independence, transparency, efficiency and responsibility.

In this way, we support actions either on our own initiative or through the establishment of collaboration agreements with third parties for the social and cultural development of our environment. EROSKI

For the people who make up EROSKI, we are proud to have responded in 2020 to the most pressing needs of our environment due to the economic crisis resulting from the COVID-19 pandemic. Thus, we launched various emergency campaigns in favour of the Red Cross and Food Banks, with the aim of helping to cover the basic needs of the most vulnerable groups in the provinces where we carry on our activity.

In 2020, our financial contributions towards local development and to support underprivileged groups closest to home totalled EUR 12,419,918, distributed in the following fields of social action:

Distribution of social action contributions

	8.425.550 € Food solidarity	873.298 € People at risk of social exclusion (non-food donations)	1.961.152 € Support for families	266.244 € Emergency, international cooperation and refugees
138.878 € Infancy	40.000 € Drug dependence	89.140 € Different capabilities or disease	615.669 € Culture, leisure and local environment	9.987 € Other groups



Response to the emergency caused by COVID-19

In these times of pandemic and economic hardship for many families, who have lost their jobs and income in just a few months, solidarity is of great importance in order to survive. This year, the social and health crisis unleashed by COVID-19 has aggravated the situation of need of the most

vulnerable, and hunger queues have multiplied in towns and cities. In this context, EROSKI has reinforced its solidarity initiatives so meet the basic nutrition and hygiene needs of those who need it most.

Store solidarity campaigns

In March, EROSKI launched a campaign in favour of the **Red Cross RESPONDS Plan** against COVID-19, thanks to which more than EUR 120,000 were donated to help feed children and families at risk of social exclusion. EROSKI matched the amount donated by our customers to reach this total.

Then, in April, we launched the **One million meals challenge in favour of FESBAL**, achieved before the summer after the end of the spring Operation Kilo. Thanks to this action, more than 1.4 million meals were donated to Food Banks.

In November, as every year, we organised the **Great Food Collection** in favour of FESBAL, although this time without physical collection in most of our stores due to the limitations of COVID-19. Even so, our customers threw themselves into the initiative and, together with EROSKI, donated nearly EUR 2 million for the purchase of essential items.

EROSKI and its customers donated more than 6.5 million meals in 2020 through its campaigns in favour of Food Banks, thereby managing to feed 2,400 families for a year.



Donation of face masks to vulnerable groups

Face masks have become an essential commodity. For this reason, in April we made an initial donation of 100,000 masks to nursing homes in the Basque Country through the Provincial Councils, as there was a shortage at the time in the centres that put the health of this vulnerable group at greater risk from COVID-19. In addition, since November we have been working to donate around one million face masks to people at risk of social exclusion. The donation was completed at the end of the year thanks to the help of

more than 70 local and social entities with which we regularly collaborate with the charge card for social purposes or the Zero Waste programme.

To this action we must add the recurring reduction of face mask prices for the general public, thereby favouring all consumers with their purchase.

Charge card for social purposes

As a result of the crisis generated by COVID-19, the number of public administrations and social entities requesting their social charge card to channel assistance to citizens and families in emergency situations has doubled at EROSKI. It is a tool aimed at helping them attend to the basic food and hygiene needs of people at risk of social exclusion and consists of a personal card which is given to each individual, with an initial amount charged, and the possibility of automatically carrying out periodic personalised top-ups, according to the entity's indications. Its appearance, similar

to EROSKI's gift or loyalty cards, makes it possible to standardise access to basic needs in an inclusive and not merely welfare-based way.

In 2020, we collaborated with more than 70 public administrations and social entities to channel their welfare aid to citizens and families in emergency situations, through more than 15,000 charge cards for social purposes.

Donation of protective equipment and warm clothing by FORUM SPORT

At the most critical moment of the pandemic, when there was not enough protective equipment for all healthcare workers, FORUM SPORT donated diving masks to the Intensive Care Unit of the Galdakao Hospital and anti-fogging sprays to be used as prevention and protection material against the coronavirus. In addition, we delivered 400 warm garments to the Biscay Red Cross for distribution to homeless people confined to emergency shelters.



Committed to people

New Solidarity Cents Programme

In this line of commitment and solidarity with the neediest people, EROSKI has launched Solidarity Cents, a new permanent support programme for different social causes aimed at helping the most needy through small donations made by customers in a very simple way when paying at the checkout.

The entities and organisations benefited by the grants change periodically and their choice responds to the concerns collected by EROSKI from among its Client Partners. Children's needs, environmental protection, groups at risk of social exclusion or affected by cancer or other illnesses, international cooperation or support for victims of gender-based violence are some of the causes to which the cooperative will extend its Solidarity Cents (Céntimos Solidarios) programme, chosen by EROSKI's partners in a survey of more than 3,500 people.

Causes with which we collaborated in 2020

The initiative began on 5 November and the first of the social entities to receive contributions was the Spanish Federation of Food Banks (FESBAL), with which the cooperative has been collaborating for over 20 years. The money donated, more than EUR 670,000, went to the Food Banks in each area to provide food products to families left vulnerable by the health emergency.

The second cause of solidarity collaboration was in favour of UNICEF, Doctors Without Borders and ACNUR through which EROSKI has supported its child vaccination activities in developing countries. The campaign, carried out in January, helped vaccinate more than 100,000 boys and girls against

diseases such as measles, polio and cholera in different developing countries such as the Democratic Republic of Congo and camps in eastern Chad.

EROSKI and its customers have already channelled EUR 1 million through its Solidarity Cents programme and more than EUR 7 million in donations were made to the charitable causes.

Voluntary and anonymous donation

Participating in this solidarity initiative is very simple. When you pay at checkout with card or mobile phone at any of the 1,000 establishments that have joined the programme - which include supermarkets, hypermarkets and EROSKI, Vegalsa and Caprabo and CAPRABO franchises - a small donation can be made to the chosen charity. The donation, which is always voluntary and confidential, is a fixed amount that varies in accordance with the amount of the purchase receipt. For purchases between EUR 5 and EUR 30, it is 10 cents. Or 20 cents, for purchases greater than EUR 30. EROSKI does not keep the cents donated, but rather sends them directly from the customer's bank to the account from which they are entirely earmarked to the solidarity programme that is active in the store where the purchase is made.

Collaboration is also possible by bank card or PayPal through the website [EROSKI.worldcoo.com](https://www.eroski.worldcoo.com) or [caprabo.worldcoo.com](https://www.caprabo.worldcoo.com), where you can increase your contribution. In addition, on this website you can request a donation certificate and benefit from tax deductions on your income tax return.

The Solidarity Cents programme is part of EROSKI's 10 Commitments to Health and Sustainability, which seek to facilitate EROSKI's responsible consumption policy and the development of the environment closest to its shops.

Zero Waste Programme

At EROSKI we continue our fight against food waste by articulating an action protocol that guarantees food safety in donations of all fresh produce and food products that, being in perfect conditions for consumption, we remove from our shelves in order to fulfil our commitment to our customers of maximum freshness and appearance of the packaging. We make sure that the donated products also maintain their cold chain in the entity receiving the donation, ensuring the same guarantees in their transport and facilities until the food is consumed.

The allocation criteria and final delivery of these products to the recipient is carried out through more than a hundred social entities throughout Spain with which we have signed collaboration agreements. In 2020, EROSKI donated more than 4,648 tonnes of food and basic products to the most disadvantaged groups.

The programme also aims to promote responsible consumption, which is why, in parallel to the food donations, we carry out various consumer awareness campaigns to inform and educate them. To this end, EROSKI offers you, through CONSUMER EROSKI, knowledge, resources and practical tools to rationalise your shopping, optimise it and minimise food waste in the home, with the consequent savings that this entails for society and for the economy of families.

In order to develop the Zero Waste programme, EROSKI collaborates with numerous social organisations, such as Food Banks, Cáritas, etc.

In addition, in 2020 we again participated in AECOC's Food Waste Week, sharing best practices with consumers.

In 2020, EROSKI and its customers donated more than 9 million meals aimed at the most vulnerable groups. The figure is equivalent to feeding more than 3,000 families for one year.

EROSKI Coop. was awarded the *Premio Espiga de Oro*, the highest award granted by the Spanish Federation of Food Banks to those organisations that stand out for their collaboration in the charitable redistribution of food surpluses.



Collaboration with people with different capabilities or disease

At EROSKI, aware of the daily challenges faced by people with disabilities or special needs resulting from illness, we work closely with dozens of organisations that represent them and work to improve their well-being and quality of life. Thus, in 2020 we collaborated with organisations such as the Basque Multiple Sclerosis Foundation, Down Galicia, the Biscay Neuromuscular Disease Association (BENE) and WOP, among many others.

Fight against cancer

EROSKI once again participated in different actions with the Spanish Association Against Cancer (AECC), although differently this year since it was not possible to hold the races to fight breast cancer. Instead, we carried out a T-shirt sales campaign in October in favour of this cause, as well as collaborating with the summer skin cancer prevention campaign. The AECC was also one of the beneficiaries of the Solidarity Cents Programme. We also collaborated with the Elena Torres Cancer Association in Ibiza.



CAPRABO fights against Alzheimer's Disease

CAPRABO collaborates with the PENSA project, which is aimed at analysing the possibility of slowing cognitive decline in stages prior to the onset of dementia, and which combines an intervention programme on lifestyle habits and the intake of a food preparation. This is a joint initiative of the Hospital del Mar Medical Research Institute (IMIM) and the Barcelonañeta Brain Research Center (BBRC), a research centre of the Pasqual Maragall Foundation, with which CAPRABO has been collaborating for seven years.

Collaboration through the solidarity bag

In 2020 we sold more than 140,000 units of EROSKI's solidarity reusable cloth bag. Thanks to them, we have been able to collaborate with organisations such as AECC, ONCE, the Eugenia Epalza Basque Multiple Sclerosis Foundation and the Biscay Neuromuscular Disease Association, among others.

International cooperation

At EROSKI, we believe that solidarity must cross borders and that is why our campaigns also focus on meeting the urgent needs of those who are furthest away.

In addition to our collaboration agreement with Mundukide or the *Céntimos Solidarios* campaign in favour of international vaccination with UNICEF, UNHCR and Doctors Without Borders of the Solidarity Cents Programme, we have continued for another year to donate non-food consumer items (toys, footwear, clothing, school supplies and optical products, among others) to children in Latin America through the **Children of the World Federation**, an organisation that works towards sustainable human development and international cooperation. In 2020 donations amounted to EUR 105,000.

Other solidarity actions

Our campaigns go beyond food solidarity, providing support to vulnerable groups and promoting commitment to the environment through consumption habits that favour the preservation of natural resources.

Proyecto Hombre campaign in the Balearic Islands

In 2020 we carried out the "With you life is colourful" in the Balearic Islands in order to offer supermarket customers an original object in exchange for EUR 1 to collaborate with Proyecto Hombre Foundation. EUR 40,000 were raised, which will be allocated to the organisation's programmes to help drug addicts on the islands.

Solidarity and sustainable textile waste management

As every year, the clothes and shoes that customers have brought to our shops for reuse or recycling were managed by entities such as Kooperera, Humana Fundación Pueblo para Pueblo or INS3RTEGA, among others, and the profits were allocated to social projects. For example, in Barcelona, funds were allocated to the Hort al terat initiative, in which more than 120 people with disabilities participate.

Support to families

EROSKI has collaboration agreements for supporting large families with entities such as Hirukide, Fanoc and Familia XL, among others. In addition, aware of the particular needs of this type of families, we offer them special advantages through our loyalty cards. Thus, in 2020 **more than 12,000 large families benefited from savings of more than EUR 1.4 million.**

This initiative further adds to the existing family support programme known as "Welcome, Baby". Through this initiative, last year we handed out 18,759 layettes, as well as discounts and promotions on products designed for the first year of a baby's life. The programme is complemented by the online tool "Welcome, Midwife", where parents can find answers to all the questions that most concern them during pregnancy, childbirth and throughout the first years of their baby's life. This initiative is supported by organisations such as FAME (Spanish Federation of Midwives Associations), AEM (Spanish Association of Midwives) and the paediatrician Dr. J. Mateu Sancho.

At VEGALSA-EROSKI we have also taken another step forward in helping families after joining the "Tarxeta Benvida" Programme of the Galicia Autonomous Community Government in 2016. Through this programme, people who present the card when making a purchase in our network of EROSKI Familia stores and Hypermarkets in Galicia benefit from a direct discount of 2.5%. In 2020, EUR 171,732 were transferred to families through this initiative.

Promotion of culture, leisure and the local environment

The promotion of EROSKI's most local initiatives seeks to favour the well-being of the people close to our commercial network and to highlight the value of the culture and traditions closest to us.

Promotion and dissemination of local languages

At EROSKI we consider local languages to be an essential part of the cultural heritage of the local communities, which is why we work continuously to promote and disseminate them.

In the case of Basque, we participated in the Durango Basque Book and Record Fair (Durangoko Azoka), the most important event in the calendar for the promotion of the Basque language. In addition, in December 2020 we took part in the "Ikastolak Herriari" event organised by Ikastolen Elkarte to replace the traditional onsite festivities of the ikastolas (schools) with which we collaborate every year and that could not take place due to COVID-19.

In Galicia we also value the culture and language of the region by joining all those initiatives that are closely linked to Galician society. For example, as in previous years, in 2020 we continued to support the celebration of the "Día das Letras Galegas" (Galician Literature Day).

These actions further add to our ongoing efforts to ensure that CONSUMER EROSKI magazine can be read in Spanish, Basque, Galician and Catalan.

Leisure and culture

We also try to bring culture closer to consumers through different sponsorships such as, for example, the "Musikaire" cultural festival, which takes place annually in Elorrio, where our head office is located.

VEGALSA-EROSKI also collaborated for another year with Fundación Emalcsa's "Accessible and Inclusive Culture" programme, which aims to achieve equal opportunities in access to the enjoyment of cultural assets in the city of A Coruña, and the elimination of obstacles to enable the full participation of all the citizens, with special attention to disabled people.

On the other hand, aware of the importance of sport in today's society and in order to develop a healthy lifestyle, we also support locally organised sporting activities.

In the Basque Country, it collaborated with popular races such as the "Subida a Artxanda" and FORUM SPORT, although it was unable to hold its annual "Kosta Trail" in Biscay, but sponsored events such as the Bilbao Night Marathon. In addition, during the confinement, FORUM SPORT worked to ensure that people remained active despite the restrictions. Thus, through the hashtag #yomeentreñoencasa we generate training videos and blog and social media content for different audiences. In addition, we launched a running clinic and a nutrition clinic where Instagram followers could ask our coaches questions related to food and training.



8



Committed to transparency

Additional preparation
and disclosure criteria

Scope of the report and preparation principles

At EROSKI we work to improve and expand the performance information that we present to our stakeholders every year as part of our commitment to transparency inside and outside the organisation. For this reason, we prepared this report in accordance with the standards of the Global Reporting Initiative (GRI), an independent institution founded in 1997 which is the world's most widely used sustainability reporting framework. By applying the criteria and principles set out in the Global Reporting Initiative standards, we seek to ensure that the quality of the report and its content are aligned with our stakeholders' expectations, as well as enabling comparison of the different indicators reported with our results in subsequent years and with reports presented by other organisations.

The companies for which data are reported in this report are those affected by Law 11/2018 on non-financial information and diversity. These are the 23 companies included

in Appendix I of the fully consolidated financial statements, although not all of them have an impact on all the non-financial aspects reported in the notes to the financial statements. The companies included in Appendix II of the financial statements, the so-called associates, are not included since they are companies in which we do not have control, in the sense of Article 42 of the Commercial Code, and, moreover, most of them have no employees and do not carry out any kind of activity. Therefore, they are not considered to involve non-financial risks and are excluded from this document.

The following table shows a breakdown of the companies in Appendix I of the consolidated financial statements by grouping of reported material aspects.

Society	Economic aspects and data protection	Environmental aspects	Social/labour/product-customer aspects
EROSKI, S. COOP.			
CAPRABO, S.A.			
CECOSA HIPERMERCADOS, S.L.			
CECOSA SUPERMERCADOS, S.L.			
EQUIPAMIENTO FAMILIAR Y SERVICIOS, S.A.			
EROSKI HIPERMERCADOS, S.COOP.			
FORUM SPORT, S.A.			
GRUPO EROSKI DISTRIBUCIÓN, S.A.			
PENINSULACO, S.L.			
VEGONSA AGRUPACIÓN ALIMENTARIA, S.A. and subsidiaries			
VIAJES EROSKI, S.A.U.			
APORTACIONES FINANCIERAS EROSKI, S.A.			
CECOGOICO, S.A.			
CECOSA DIVERSIFICACIÓN S.L.			
CECOSA INSTITUCIONAL, S.L.			
DESARROLLOS COMERCIALES DE OCIO E INMOBILIARIOS DE ORENSE, S.A.			
DESARROLLOS INMOBILIARIOS LOS BERROCALES, S.A.			
GESTIÓN DE PARTICIPACIONES FORUM, S.C.P.			
INMOBILIARIA RECARÉ, S.A.U.			
JACTUS SPAIN, S.L.			
NEWCOBECO, S.A.			
SOCIEDAD FRANQUICIAS EROSKI CONTIGO, S.L.			
SUPRATUC2020, S.L.			

The absence of reporting on environmental or social information in some of these companies is due to the fact that they do not have employees or direct activity with consumers, due to which they do not have any impact on these non-financial aspects. Additionally, information is included on EROSKI Foundation's actions in relation to the GRI-413 Local Communities standard.

Of these companies, those that own establishments for the different businesses presented in Chapter 2 (Commercial network and "with you" model) are as follows:

Society	Hypermarkets	Supermarkets	Petrol stations	Leisure and sport	Travel agencies	Opticians	Online stores
EROSKI, S. COOP.							
CAPRABO, S.A.							
CECOSA HIPERMERCADOS, S.L.							
CECOSA SUPERMERCADOS, S.L.							
EQUIPAMIENTO FAMILIAR Y SERVICIOS, S.A.							
FORUM SPORT, S.A.							
GRUPO EROSKI DISTRIBUCIÓN, S.A.							
PENINSULACO, S.L.							
VEGONSA AGRUPACIÓN ALIMENTARIA, S.A.							
VIAJES EROSKI, S.A.							



Our stakeholders

Our activity generates impacts on different stakeholders and vice versa. These people, groups, collectives and organisations are very important to us, since there is mutual interaction and cooperation, strengthened and developed over the years. Therefore, understanding and involving them in our activities and decisions is essential to developing our Social Responsibility and controlling our impacts. To this end, the current complexity and dynamism of the social and business context has made it essential to acquire a solid commitment with them in order to understand their expectations and challenges. Thus, this year we reviewed our stakeholders, updating our relationship with those groups which:

- have a direct or indirect impact on our organisation
- are affected by our activities, services or products
- are interest in our activity

Thus, we differentiate between internal stakeholders, i.e. those groups or individuals who are an integral part of the EROSKI Group, and external stakeholders, which include our customers and governments or social entities:



Specific communication mechanisms and key concerns identified for each stakeholder 102-44

Stakeholder	Specific communication mechanisms	Key issues and concerns
Customers and Partners Customer	Customer care service (in-store, telephone and website) EROSKI Club magazine CAPRABO Sabor magazine Customer satisfaction studies Customer listening programming Promotional brochures EROSKI App Newsletters	Innovation Regulatory compliance Socially responsible company Customer health and safety Data protection Product traceability Market competitiveness Food waste
Our consumers	CONSUMER EROSKI magazine and www.consumer.es School of Nutrition (www.escueladealimentacion.es) Survey on Nutrition in the Spanish Population (ENPE) Awareness-raising campaigns (health, solidarity and environment) Public institutions and organisations that look after the interests of consumers (Kontsumobide, Council of Consumers and Users, Spanish Agency of Consumption, Food Security and Nutrition - AECOSAN, etc.) Press releases and conferences	Customer care service Market competitiveness Customer health and safety Promotion of healthy and sustainable consumer habits Socially responsible company Marketing and labelling Food waste Product traceability
Our employees	Publications: Nexo, Néctar, La Parrapla, intranets (Prisma, ForumNet), minutes, corporate communications Evaluation interviews Work culture surveys Audits (Code of Ethics) Whistle-blowing channel	Regulatory compliance Data protection Occupational health and safety Customer health and safety Employment Reconciliation Anti-corruption Ethical and responsible management
Employee partners	Corporate shareholding bodies Newsletters Own Client Partner and consumer mechanisms	Employee-related matters
Supplier companies	Supplier Care Service Publications: Nexo Logística EROSKI Agreements with SMEs Collaboration agreements Sectoral committees Local product promotion campaigns Audits (quality control,...) Permanent and occasional forums	Matters inherent to consumers and Client Partners
Supplier companies	Supplier Care Service Publications: Nexo Logística EROSKI Agreements with SMEs Collaboration agreements Sectoral committees Local product promotion campaigns Audits (quality control,...) Permanent and occasional forums	Anti-corruption Regulatory compliance Product traceability Economic performance Unfair competition Market competitiveness
Financial institutions/ Investors	Corporate Governance Report Consolidated Financial Statements Report Press releases and conferences CNMV and EROSKI website	Innovation Climate change Ethical and responsible management Customer service Employment
Franchisees	"With you in franchising" programme Direct communication with the staff of the Franchise Department of the General Management of the Network	Market competitiveness Promotion of local suppliers Customer care Local social and economic development Product traceability Regulatory compliance
Governments	Collaboration agreements and arrangements Meetings with public representatives Business and consumer cooperative associations (ACES, ANGED, AECOC, etc.)	Ethical and responsible management Climate change Gender equality and diversity Employment Occupational safety and health
Tertiary sector and other socialagents	Meetings with representatives of the different organisations EROSKI Foundation Scientific Committee Universities: agreements, scholarships NGOs: collaboration agreements, sponsorships, sessions, stands	Accessibility Regulatory compliance Food waste Social action and solidarity Socially responsible company Employment

Materiality analysis

Following the principles established by the GRI Standards to define the contents of the Sustainability Report 2020, we updated the materiality analysis in order to include and determine the relevant issues for EROSKI and its stakeholders. In addition, due to the health circumstances we experienced in the last year, we also considered the impact of COVID-19 pandemic.

The analysis identified the relevant issues when reflecting EROSKI's economic, environmental and social impacts, as well as issues that influence stakeholder decisions or have an impact on the economy, the environment and/or society.

The materiality matrix for 2020 was created following the process below:

1.
- Analysis and identification of material issues. In order to identify potentially material (relevant) issues, an analysis of global and sector trends and benchmarking of material issues in the sector were carried out taking into account reference standards such as the GRI standards, the principles of the United Nations Global Compact, the Non-Financial Reporting and Diversity Act 11/2018 and the Sustainability Accounting Standards Board (SASB).

2.
- Once the list of issues was obtained, a prioritisation process was carried out, resulting in a list of those issues that are most relevant for EROSKI and our stakeholders. A combination of internal and external factors were considered in assessing whether an issue is material in the medium and long term. The consultation method used was mainly an online survey of stakeholders, internal liaisons with stakeholders and persons with decision-making responsibilities at EROSKI. Other methods for gathering stakeholder expectations and needs included interviews, in-house analysis, review of pre-existing consultation results and analysis of sectoral and trend publications. The materiality analysis includes the needs and expectations of the following stakeholders: staff, franchisees, customer partners, consumer partners, tertiary sector, suppliers, public authorities, investors and the media.

The results obtained were reviewed and validated to ensure that the materiality reflects EROSKI's sustainability performance, both in terms of its positive and negative impacts, in a reasonable and balanced manner.

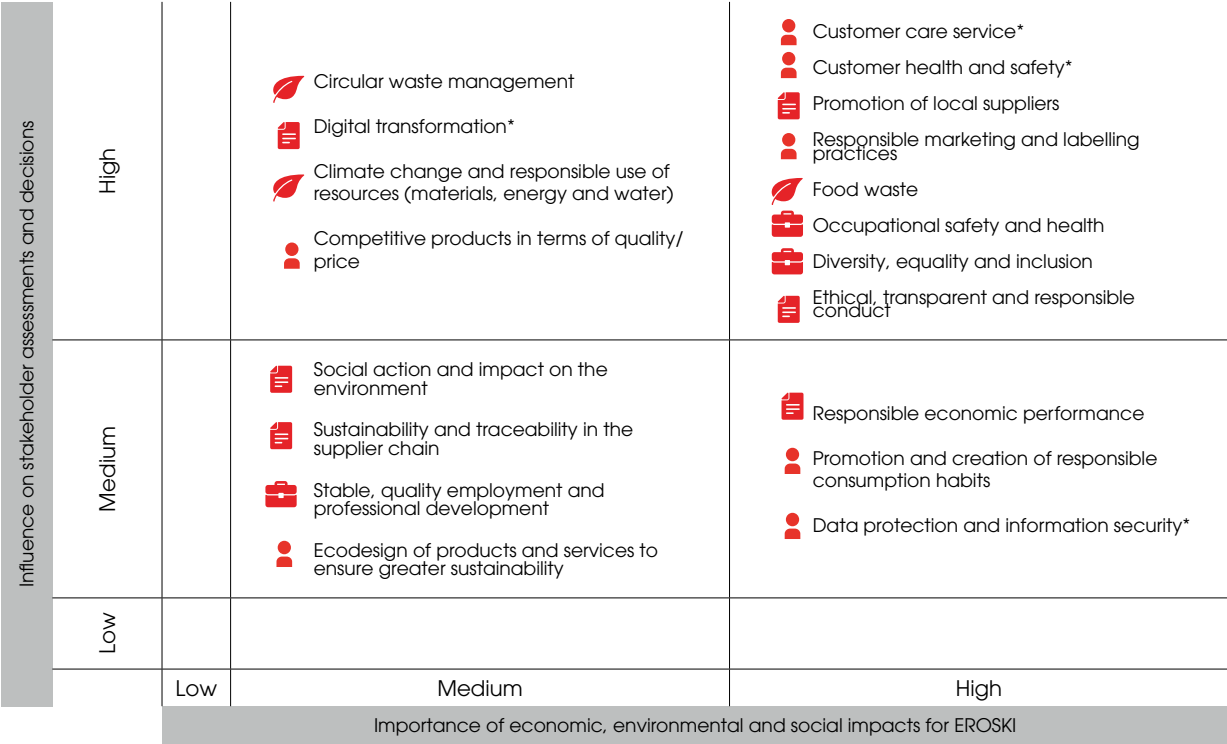
The following new material issues were identified in this year's update: digital transformation, customer service, customer health and safety, and data protection and information security.

List of material issues and their coverage

The table below includes the most relevant issues, as well as the issues related to and important for EROSKI's activity. The table summarises the impact of the material issue (outside or inside the organisation), EROSKI's involvement (direct and indirect), the reason why the issue is material for EROSKI and, lastly, the probability of impact, together with EROSKI's impact on the environment through its capacity to transform it.

Material Issue	Where the impact occurs	Involvement of EROSKI	Reason for materiality	Transformation capacity
Customer care service (GRI 102, 416 and 417)	Outside of the organisation	Direct	Customers are one of our priority stakeholders, which is why we listen actively, innovate constantly, develop different actions to ensure the quality of all our products and provide a commercial offering based on guaranteeing a balanced and healthy diet.	Responding to new customer demands by adapting to multi-channel sales, online shopping, increased demand for home delivery, senior citizens' needs, healthcare, healthier product offering, experiential shopping or growth of the sustainable or local market.
Customer health and safety (GRI 416)	Outside and inside the organisation	Direct and indirect	We are firmly committed to the health and well-being of our customers. Offering healthier products adapted to special diets with sufficient variety and supply in order to guarantee our customers' health is a priority for us. As a result of the health crisis, we prioritised strict compliance with protective and preventive measures throughout the commercial network.	The implementation of health and safety measures in stores has become a priority to ensure the well-being of customers and consumers. EROSKI's sales areas have been transformed to meet new health needs, modifying quotas, increasing the frequency of cleaning and prioritising vulnerable groups, among other initiatives. Guaranteeing the activity and quality of their role as suppliers of essential items.
Impulse to local suppliers (GRI 204)	Outside of the organisation	Direct	The volume of purchases and number of suppliers has a significant impact on the development of local suppliers.	Distributing products from local suppliers has a direct impact on local employment and rural development. EROSKI has a significant volume of purchases from local suppliers. This collaboration boosts the local economies, which generates wealth, transforms the surrounding area and contributes to agri-food, economic and social development.
Responsible marketing and labelling practices (GRI 417)	Outside and inside the organisation	Direct and indirect	Applying ethical and responsible criteria in marketing and labelling communications, differential attention and individualised marketing is of great relevance to our customers.	Providing information to consumers so that they can make informed choices in line with their needs is becoming increasingly important in the sector. EROSKI plays an essential role in highlighting and giving visibility to responsible companies, healthier foods and food restrictions, encouraging informed consumption.
Food waste (GRI 306)	Outside and inside the organisation	Direct	We are committed to agricultural sustainability and food waste through measures to prevent food that is ready and safe for consumption from being discarded, as well as the implementation of protocols to ensure food safety for donations to tertiary sector organisations.	Supermarkets are a link in the value chain that have a strategic role to play in coordinating with other actors to ensure resource efficiency and combat food waste.

EROSKI 2020 materiality matrix



Material Issue	Where the impact occurs	Involvement of EROSKI	Reason for materiality	Transformation capacity
Occupational safety and health (GRI 403 and 404)	Inside the organisation	Direct	Our employees are one of our priority stakeholders, which is why preventing occupational hazards and promoting employee health and safety is a fundamental aspect of our organisation.	Occupational hazards and employee health and safety have become a fundamental aspect that has transformed the food distribution sector. For EROSKI, adapting to the new employee protection and prevention measures is of paramount importance in the short and medium term.
Diversity, equality and inclusion (GRI 405 and 406)	Outside and inside the organisation	Direct	Having non-discrimination policies and promoting an inclusive work environment based on diversity, multiculturalism and equal opportunities between women and men is a fundamental commitment of our organisation.	Promoting equal opportunities and diversity has proven to be a strategic criterion, which has evolved to become part of the corporate culture of companies. In this respect, EROSKI is governed by the principle of non-discrimination and the promotion of an inclusive working environment based on diversity, multiculturalism and equal opportunities for all.
Ethical, transparent and responsible conduct (GRI 101 and 205)	Outside and inside the organisation	Direct	Ethical and responsible business behaviour is a priority for our stakeholders, taking measures to fight corruption and bribery.	Companies have the responsibility and capacity to contribute to a more ethical and transparent economic model. They are key pillars that provide economic security, promote sustainable growth and are the basis for building a relationship of trust with stakeholders.
Climate change and responsible use of resources (materials, energy and water) (GRI 301, 302, 303 and 305)	Outside and inside the organisation	Direct and indirect	The impact of greenhouse gas emissions on human health and climate is one of today's major environmental problems and one of the most important issues for different stakeholders.	Climate change represents a challenge for companies, as it can affect their processes, as well as their costs, use of raw materials or disruption of supply chains. For this reason, EROSKI considers that correctly identifying and managing environmental risks and their financial impact is essential for the evolution and good performance of the company. It is also firmly committed to respecting the environment and reducing its emissions.

Material Issue	Where the impact occurs	Involvement of EROSKI	Reason for materiality	Transformation capacity
Responsible economic performance (GRI 201)	Outside and inside the organisation	Direct and indirect	The financial management of the organisation has a major impact on its different stakeholders. It affects the number of jobs created, purchases of products and services, the commercial network, the business strategy, debt management and profit sharing, among other aspects.	EROSKI's responsible economic performance boosts employment and private consumption (a fundamental component of GDP), facilitates people's access to a wide range of goods and drives the primary and secondary sectors, as well as giving impetus to local supply chains.
Social action and impact on the environment (GRI 413)	Outside of the organisation	Direct	Actively participating in society through social action programmes that contribute to the economic and social development of the communities where we operate is a fundamental principle of the cooperative.	EROSKI, as an agent of change, has a great capacity to have an impact on people and on its surroundings as a result of its solidarity initiatives and activities. The company actively participates in society through social action programmes that contribute to the economic and social development of the community.
Sustainability and traceability in the supplier chain (GRI 308 and 414)	Outside of the organisation	Direct and indirect	Responsibly managing the supply chain, introducing social, environmental and ethical criteria, favours the implementation of responsible policies throughout the value chain.	The distribution sector plays an important role in the dissemination of sustainable good practices in the supply chain.
Stable, quality employment and professional development (GRI 401)	Outside and inside the organisation	Direct	Job stability and quality, as well as professional development, are key in an organisation like EROSKI, where many employees are also owners of the cooperative.	EROSKI has a great capacity to create direct and indirect jobs throughout the value chain. In this regard, EROSKI is governed by the principle of generating quality and sustainable employment.
Eco-design of products and services to ensure greater sustainability (GRI 301)	Outside and inside the organisation	Direct and indirect	The manufacture, use and disposal of containers and packaging can have a significant impact on the environment. Therefore, optimising the consumption of materials and ensuring the integration of sustainability criteria is essential for our customers and society in general.	Consumer awareness has grown in recent years, making responsible consumption a growing trend. EROSKI plays a key role in optimising the use of materials, integrating sustainable criteria in the design of containers and packaging, as well as reducing the use of plastic.

Additional information on the calculation of indicators

Indicator	Scope	Calculation methodology/Comments
Information on direct employees (GRI 102-8, 405-1)	EROSKI Group	The total number of direct employees and Employee Partners is an average of the data recorded during the last month of 2020 (January 2021).
		The percentages by type of contract, working hours, age, gender and professional category correspond to the data as at 31 January 2021 (reporting date). Those percentages were applied to the total number of employees reported (29,806).
		The number and rate of turnovers corresponds to employees who left the organisation due to resignation, dismissal, retirement or death.
Information on remuneration (GRI 102-34, 102-35, 102-36, 102-37, 102-38, 102-39, 202-1, 405-2)	EROSKI Group	Data are reported for EROSKI S.Coop. and the rest of the Group companies separated by differences in relation to remuneration. The data provided corresponds to the fixed remuneration for the calendar year 2020 and relates solely to Partners and permanent employees. The Anticipated Gross Consumption data are used for EROSKI S.Coop. and the gross annual remuneration data for the rest of the companies. Anticipated Gross Consumption (AGC) is the sum of net remuneration and Personal Income Tax Withholdings (excluding Social Security contributions).
		The data used for the comparison with IBEX 35 companies were obtained from the report on corporate governance indicators of Fundación Primero de Mayo, on the 2019 financial year, published in 2021.
Information on accidents and ORP training (GRI 403-2, 404-1)	EROSKI Group	Data corresponding to the 2020 calendar year.
Material (301-3)	EROSKI Group	The data relating to declarations made to SCRAPS correspond to the 2020 calendar year
Reused logistical containers (GRI 301-3)	EROSKI Group (food domain)	Data relating to pallets and plastic boxes used in 2020 on the EROSKI, CAPRABO and VEGALSA-EROSKI platforms. The data relating to the reduction in emissions and trees was provided by CHEP, LPR and PLS Pooling and was calculated based on a Life Cycle Analysis (LCA).
Energy consumption within the organisation (GRI 302-1)	EROSKI Group	There are no electricity consumption data broken down by use.
		Conversion factors used in the calculation:
		<ul style="list-style-type: none">• Conversion of kilowatt/hour to Megajoule: 1 kWh = 3.6 MJ.• Fuel consumption in transport operations (Source: EROSKI estimates in accordance with its fleet).• Conversion of litres of diesel to Gigajoules (Source: "Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects". MAPAMA, 2019):<ul style="list-style-type: none">- Density of diesel: 832.5 kg/m³- Calorific value of diesel: 43 GJ/t
Energy intensity (GRI 302-3)	EROSKI Group	Indicators used to calculate energy consumption and emissions within the organisation:
Intensity of GHG emissions (GRI 305-4)		<ul style="list-style-type: none">• Commercial surface area: 1,189,010 m2 (at 31 January 2021)• Net sales: EUR 4,807 million

Indicator	Scope	Calculation methodology/Comments
Water extraction by source (GRI 303-1)	EROSKI Group	Consumption in 2020 was calculated based on the registered consumption of drinking water. There is no register of all the sources from which the different municipalities that supply EROSKI extract water.
Water discharge (GRI 303-4)	EROSKI Group	On estimate, discharged water accounts for 99% of drinking water consumed.
Biodiversity (GRI 304-1)	EROSKI Group	Source of information: Ministry for Ecological Transition. Franchised stores were not taken into account.
		The following protection figures were analysed:
		<ul style="list-style-type: none">• ENP (Protected National Spaces)• IBAS (Important Birding and Biodiversity Areas in Spain)• Natura 2000 Network (SCI, SAC and SPA)• Biosphere Reserves• IEZH (Spanish Inventory of Wetlands)
Energy consumption outside of the organisation (GRI 302-2)	EROSKI Group	See table "Emission factors for the calculation of the carbon footprint"
Direct GHG emissions (Scope 1) (GRI 305-1)		
Direct GHG emissions from electricity production (Scope 2) (GRI 305-2)		
Other indirect GHG emissions (Scope 3) (GRI 305-3)		
Reduction of GHG emissions (GRI 305-5)	EROSKI Group	2017 was selected as the base year for presenting greenhouse gas emission reductions since it was the year in which we prepared our first GRI-compliant sustainability report and the year prior to the publication of our 10 Commitments to Health and Sustainability.
Waste (GRI 306-1, 306-2)	EROSKI Group	The waste generated by EROSKI presented in this report is treated by specialised waste management companies, selected with the criterion that recycling and recovery are the treatments applied in most cases.
		CAPRABO generally manages its organic waste through the municipal waste services, except in its stores in Navarre, where it has a reverse logistics service. The data for this autonomous community are also included in the data provided in this report.
Waste deposited by customers (GRI 306-1, 306-2)	EROSKI Group	Data relating to batteries, luminaries, electrical and electronic equipment and textiles correspond to the 2020 calendar year.
Food donated through the "Zero waste" programme	EROSKI Group	The conversion of €1.06 RRP = 1kg of "basic foodstuffs" has been applied for the calculation of tonnes of zero waste, according to the criteria indicated by FESBAL. In previous years the conversion of €1=1kg was used.
		A conversion of €10 RRP = 20 meals has been used for the calculation of meals donated, agreed with FESBAL for the 2020 campaigns.
Readers of CONSUMER EROSKI magazine	Full print run of the magazine	An average of 2.5 readers per magazine has been estimated, with a monthly circulation of 124,764 copies.

Emission factors for the calculation of the carbon footprint

Factor		Source
Scope 1	Diesel for logistical transport	2,467 kg CO ₂ /litro B7
	Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects in 2019. MITECO, April 2020	
	Compressed natural gas	0,182 kg CO ₂ /kWh PCS
	Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects in 2019. MITECO, April 2020	
	Maritime transport	Data provided by the maritime transport company.
Scope 2	Natural gas for heating	0,202 kg CO ₂ / kWh PCI 1 kWh PCI = 0,901 kWh PCS
	Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects in 2019. MITECO, April 2020	
	Refrigerants	IPCC 2013, as indicated in CML, August 2016 version. For mixtures, it was calculated in accordance with the proportion of each gas in the refrigerant.
	Electricity	National mix: 0.31 kg CO ₂ /kWh EROSKI marketing mix: 0.20 kg CO ₂ /kWh
	Electricity labelling agreement relative to the energy produced in 2019, CNMC, published in April 2020	
Scope 3	Diesel	0,455 kgCO ₂ /L
	Ecoinvent: Diesel {Europe without Switzerland} market for Cut-off, S	
	Kerosene	0,437 kgCO ₂ /L
	Ecoinvent: Kerosene {Europe without Switzerland} market for Cut-off, S	
	Emis. Business travel by air	0,143kgCO ₂ /km
	Ecoinvent: Transport, passenger, aircraft {RER} Intracontinental Cut-off, U	
	Comb. Business travel by air	0,0552L de queroseno/km
	Ecoinvent: Transport, passenger, aircraft {RER} Intracontinental Cut-off, U	
	Emis. Viajes trabajo coche	0,176 kgCO ₂ /km
	Ecoinvent: Transport, passenger car, medium size, diesel, EURO 5 {RER} Cut-off, U	
	Emis. Business travel by car	0,06684 L/km
	Ecoinvent: Transport, passenger car, medium size, diesel, EURO 5 {RER} Cut-off, U	
	Emis. Business travel by van	1,25 kgCO ₂ /km
	Ecoinvent: Transport, freight, light commercial vehicle, Europe without Switzerland} processing Cut-off, U	
	Emis. Business travel by van	0,38452 L/km
	Ecoinvent: Transport, freight, light commercial vehicle, Europe without Switzerland} processing Cut-off, U	
Scope 3	Comb. Business travel by train	0,00718 kgCO ₂ /km
	Ecoinvent: Transport, passenger train {FR} processing Cut-off, U	
	Water	Diesel: 0,00269 L/km Electricidad: 0,05726 kWh/km
	Ecoinvent: Transport, passenger train {FR} processing Cut-off, U	
	Agua	0,295 kgCO ₂ /m ³
	Ecoinvent: Drinking water {Europe without Switzerland} drinking water production, conventional treatment Cut-off, U	
	Advertising brochure paper	Lightweight coated paper 1.11 kgCO ₂ /kg
	Different factors are used depending on the type of paper.	
	Glossy paper: 1.11 kgCO ₂ /kg	Ecoinvent: Paper, woodfree, coated {RER} market for Cut-off, S
	Recycled LWC paper: 1.63 kgCO ₂ /kg	Ecoinvent: Paper, woodfree, coated {RER} market for Cut-off, S
Scope 3	Volume coated paper: 1.11 kgCO ₂ /kg	Ecoinvent: Paper, woodcontaining, lightweight coated {RER} market for Cut-off, S
	Chemical Paste paper: 1.77 kgCO ₂ /kg	Ecoinvent: Paper, woodfree, coated {RER} market for Cut-off, S
	Only impression: 0.692 kgCO ₂ /kg	Ecoinvent: Chemi-thermomechanical pulp {GLO} market for Cut-off, S Ecoinvent (modified): Printed paper, offset {RoW} offset printing, per kg printed paper Cut-off, S
	Papel revistas	2,09 CO ₂ /kg
	Ecoinvent: Printed paper, offset {RoW} offset printing, per kg printed paper Cut-off, S	

Formal complaint and claim mechanisms

There are different channels through which complaints or claims can be submitted to EROSKI in relation to the three dimensions of sustainability. Specifically:

Customers

You can call the EROSKI customer service telephone number, 944 943 444, Monday to Saturday from 9:00 am to 10:00 pm or fill in the form available at www.eroski.es/contacto. If you wish to contact CAPRABO, you can do so by calling 932 616 060 during the same opening hours, or by visiting the website: www.miclubCAPRABO.com/atencion-cliente. If you wish to contact FORUM SPORT, you can do so by calling 944 286 618 during the same opening hours or writing to the email address forumsport@forumsport.es. In any of these channels, the complaint/claim is registered and processed by the relevant managers within the organisation in order to offer a solution/compensation as soon as possible.

Contractual or legal compliance

Notifications or requirements related to any regulatory or contractual non-compliance are sent to the corresponding centre or area or directly to EROSKI's Legal Department. In the latter case, depending on the matter in question, the Legal Department will refer the letter to the corresponding management area for a response. In accordance with the response, it will reply in accordance with the Administrative Procedure Law. Also, where appropriate, actions will be taken to remedy the non-compliance that gave rise to the complaint.

Employees

For complaints or claims related to administrative or job-related matters, employees can contact the Social Department through their superior or regional Head of Personnel or by contacting the Human Resources Manager. For complaints related to non-compliance with the Corporate Code of Conduct or Criminal Risk Plan, we have a contact telephone number (94 621 12 34), an electronic mailbox (canaldedenuncia@eroski.es; canaldedenunciavegalsa@gmail.com) and a form for physical delivery. The head of the Compliance Office will report the complaints received through the whistle-blowing channel and Social Area to the Audit and Compliance Committee of the Governing Council. The Audit Committee will monitor the functioning of the procedures established for the receipt of enquiries and notifications and will validate the reply given therein. In addition, we have a specific protocol for dealing with cases of sexual and gender-based harassment in the workplace. This

protocol is triggered by a request for intervention from the alleged victim through her/his superior or regional Head of Personnel, or from one of the members of the Social Council. In such case, an Investigating Committee will be set up, which will open the corresponding confidential investigation file. Once completed, it will issue a conclusions report, which will be sent to the Human Resources Department to adopt the proposed measures it deems appropriate.

Suppliers

The Supplier Helpdesk provides service to suppliers in accounting and financial matters. In other words, the status of your invoices, due dates, payments or charges issued by EROSKI. In the event that supplier companies use this channel to refer any queries or problems in relation to other issues, they are redirected to the corresponding persons and/or departments. This service also resolves queries from commercial managers who may have an incident with a supplier or who may require information on the status of the account. Suppliers contact the SIP either by phone (from 8:30 am to 1:30 pm and from 3:00 to 4:00 pm) or by email, which is reviewed and processed, with a delay of no more than two days, depending on the time of year (days prior to payments, etc.). Also, supplier companies can register on the web page available to them free of charge, through which they can access the status of invoices, charges and consult historical log data corresponding to the past five years, etc. In 2020, various improvements were made to the portal, including the possibility of generating duplicate charges issued from the SAP environment, which suppliers previously had to request from the Administration Department.

In order to assess the effectiveness of the service, statistics are kept on the number of calls received per period and time slot, answered calls, unanswered calls and calls received in non-call slots. Additionally, the number of emails received and the dates on which they are sent by suppliers are monitored so as not to incur delays. COVID-19 has intensified the number of enquiries received and created the need to inform suppliers of changes in processes in order to expedite procurement during the state of alarm. Despite this, all suppliers were attended to without major incidents through the portal or by phone.

Principles of the Global Compact and SDG

The following table shows the GRI indicators of this report that provide more relevant information on compliance with the 10 Global Compact Principles as well as the United Na-

tions Sustainable Development Goals (SDGs). EROSKI's degree of progress with respect to the aforementioned principles can be assessed by following the table of contents.

	SDG	Most relevant GRI standards	Most relevant GRI standards
Human rights	1. Businesses should support and respect the protection of internationally proclaimed Human Rights.	1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 16, 17	Safety-related practices 410-1 Rights of indigenous peoples: 411-1 Human rights assessment: 412-1 Local communities: 413-1, 413-2
	2. Businesses should make sure that they are not complicit in human rights abuses.	1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 16, 17	Human rights assessment: 412-3 Supplier social assessment: 414-1
Labour standards	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	1, 3, 5, 8, 9, 10, 16, 17	Collective bargaining: 102-41 Employee/company relations: 402-1 Freedom of association and collective bargaining agreements: 407-1 Freedom of association and collective bargaining:
	4. Businesses should uphold the elimination of all forms of forced and compulsory labour.	1, 3, 5, 8, 9, 10, 16, 17	Forced or compulsory labour: 409-1 Freedom of association and collective bargaining:
	5. Businesses should uphold the effective abolition of child labour.	1, 3, 5, 8, 9, 10, 16, 17	Child labour: 408-1
	6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.	1, 3, 5, 8, 9, 10, 16, 17	Information on employees and other workers: 102-8 Market presence: 202-1, 202-2 Employment: 401-1, 401-3 Training and education: 404-1, 404-3 Diversity and equal opportunities: 405-1, 405-2 Non-discrimination: 406-1
Environment	7. Businesses should support a precautionary approach to environmental challenges.	2, 6, 7, 9, 11, 12, 13, 14, 15, 17	Materials: 301-1, 301-2, 301-3 Energy: 302-1, 302-2, 302-3, 302-4 Water: 303-1 Emissions: 305-1, 305-2, 305-3, 305-4, 305-5, 305-6 Effluents and waste: 306-1, 306-2, 306-3, 306-4, 306-5
	8. Businesses should encourage initiatives to promote greater environmental responsibility.	2, 6, 7, 9, 11, 12, 13, 14, 15, 17	Materials: 301-1, 301-2, 301-3 Energy: 302-1, 302-2, 302-3, 302-4 Emissions: 305-1, 305-2, 305-3, 305-4, 305-5, 305-6 Effluents and waste: 306-1, 306-2, 306-3, 306-4, 306-5 Environmental compliance: 307-1 Supplier environmental assessment: 308-1
	9. Businesses should encourage the development and diffusion of environmentally friendly technologies.	2, 6, 7, 9, 11, 12, 13, 14, 15, 17	Energy: 302-4 Emissions: 305-1, 305-2, 305-3, 305-4, 305-5, 305-6 Effluents and waste: 306-1, 306-2, 306-3, 306-4, 306-5
Anti-corruption	10. Businesses should work against corruption in all its forms, including extortion and bribery.	3, 10, 16, 17	Values, principles, standards and rules of conduct: 102-16 Anti-corruption: 205-1, 205-2, 205-3 Public policy: 415-1

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GRI Standard	Contents	Reply/comment	Page
GRI 102: General contents 2016			
1. Organisational profile			
102-1	Name of the organisation		7-8
102-2	Activities, brands, products and services		7, 32-35, 40-44
102-3	Location of head office	Barrio San Agustín, s/n. 48230. Elorrio, Bizkaia (SPAIN)	
102-4	Location of operations		34-35, 82
102-5	Ownership and legal form		8
102-6	Markets served		32-35
102-7	Size of the organisation		7-8, 37-38, 48
102-8	Information on employees and other workers		48-49
102-9	Supply chain		76-79
102-10	Significant changes in the organisation and its supply chain	There were no significant changes in the supply chain.	17-23, 36, 41-42, 77
102-11	Precautionary principle or approach		26-27, 66-67, 83-85
102-12	External initiatives		8, 129-130
102-13	Membership of associations		148-150
2. Strategy			
102-14	Declaration of senior executives responsible for decision-making		3-5
102-15	Main impacts, risks and opportunities	Confidential information. A summary is provided in chapter 1.	26-28
3. Ethics and integrity			
102-16	Values, principles, standards and rules of conduct		24-26
4. Governance			
102-18	Governance structure		17-23
102-29	Identification and management of economic, environmental and social impacts		17-23
102-30	Effectiveness in risk management processes		26-28
102-31	Assessment of economic, environmental and social issues		17-23
102-35	Remuneration policies		52-54
102-36	Remuneration determination process		52-54

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102-37	Involvement of stakeholders in remuneration		52-54
102-38	Ratio of total annual compensation		52-54
102-39	Ratio of percentage increase in total annual compensation		52-54
5. Stakeholder participation			
102-40	List of stakeholders		115-116
102-41	Collective bargaining agreements		48
102-42	Identification and selection of stakeholders		115-116
102-43	Stakeholder participation approach		115-118
102-44	Key issues and concerns mentioned		115-118
6. Report preparation practices			
102-45	Entities included in the consolidated financial statements		113-115
102-46	Definition of report contents and coverage of issues		113-115, 121-123
102-47	List of material issues		119-123
102-48	Restatement of information	<p>The reporting criteria for the number of surface analysis samples has been changed to better harmonise data across societies. The current figure represents the number of stores analysed, compared to the total number of samples taken in previous years.</p> <p>Greenhouse gas emissions for 2019 were included in maritime transport to facilitate comparison with 2020.</p> <p>There was a typing error in the emission factor used in 2019 for Scope 2 emissions; the trader mix factor used was 0.20 kg CO2/kWh, not 0.27 as stated in the chapter on transparency.</p> <p>The number of carrier bags sold in 2019 and 2018 was updated due to a change in system data extraction criteria at VEGALSA-EROSKI.</p> <p>Zero Waste (Desperdicio Cero) data were updated following the euro/tonne conversion criteria agreed upon FESBAL in 2020.</p>	134-135
102-49	Changes in the preparation of reports		138-141
102-50	Reporting period	2020: 1 February 2020 to 31 January 2021	
102-51	Date of last report	16 June 2020, corresponding to 2019	
102-52	Report preparation cycle	Annual	
102-53	Point of contact for questions about the report	sostenibilidad@eroski.es	
102-54	Declaration of preparation of the report in accordance with GRI Standards	This report was prepared in accordance with GRI Standards: Essential option	

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102-55	GRI Table of Contents		147-158
102-56	External verification		159-164
GRI 200: Economic issues 2016			
GRI 201: Economic performance 2016 Material issue.			
103-1	Explanation and coverage of the material issue		139-141
103-2	Management approach and its components		40-41, 145
103-3	Assessment of the management approach		40-41
201-1	Direct economic value generated and distributed		40-41
201-2	Financial implications and other risks and opportunities arising from climate change		103
201-3	Obligations of the benefit plan and other retirement plans	Some Employee Partners of EROSKI S. Coop. make contributions to a Lagun Aro Employee Welfare Plan in accordance with their gross consumer advance. The percentage contributed is variable. Also, employees of CECOSA Supermarkets contribute an additional amount to defined contribution plans.	
201-4	State financial assistance		165
GRI 202: Market presence 2016			
103-2	Management approach and its components		60-61, 145
202-1	Ratio of the salary of the standard initial category to the local minimum wage.		60-61
GRI 203: Indirect economic impacts 2016			
103-2	Management approach and its components		40-41, 96-99, 145
203-2	Significant indirect economic impacts		46-47, 96-99, 124
GRI 204: Acquisition practices 2016. Material issue.			
103-1	Explanation of the material issue and its coverage		139-141
103-2	Management approach and its components		96-99, 145
103-3	Assessment of the management approach		96-99
204-1	Proportion of local suppliers	At EROSKI we consider local suppliers to be those domiciled in a certain Autonomous Community and which supplied regional or local references in 2020. These references are those commercialised only in that Autonomous Community (proximity consumption). Locations with significant operations are those where there are EROSKI Group stores. That is, where we develop our commercial activity.	96
GRI 205: Anti-corruption 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components	The Criminal Risk Prevention Plan applies across the EROSKI Group, except VEGALSA-EROSKI, which has its own.	30-33, 145
103-3	Assessment of the management approach.		30-33

GRI Standard	Contents	Reply/comment	Page
205-1	Operations assessed for corruption-related risks.	<p>All the EROSKI Group's operations were analysed when defining the Criminal Risk Plan, except for VEGALSA-EROSKI, which has its own.</p> <p>The corruption risks identified are related to the selection and contracting processes of suppliers, contractors, business partners or external collaborators; commercial relations involving suppliers and competitors in defence of free competition in the markets in which the EROSKI GROUP is present; giving, receiving or promising payments, gifts or undue attention to any person or entity, whether public or private, with the intention of obtaining or maintaining businesses or other benefits or advantages.</p>	
205-2	Communication and training in anti-corruption policies and procedures	<p>In March 2018, all employees except VEGALSA-EROSKI were informed of the approval of the Criminal Risk Prevention Plan and the Compliance Plan, the creation of the OCI and compliance office, the existence of the whistle-blowing channel and the Code of Conduct. This plan was approved by the Board of Directors and the Audit and Compliance Committee and ratified by the Governing Council in 2018. Furthermore, a clause is included in the contracts with suppliers that also provides information on these aspects and the Corporate Code of Conduct, the Summary of the Regulations of the Internal Control Body and the Summary of the Regulations of the Whistle-blowing Channel are available on the website www.eroski.es and are accessible to anyone. VEGALSA-EROSKI's employees were informed of its own plan in May 2019, such that all the Group's employees and governing bodies have already been notified of the plan.</p> <p>Training was provided to all the members of the EROSKI Group's governing bodies. In terms of employees, all the Group's head office and platform staff (including CAPRABO, FORUM and VEGALSA, excluding VIAJES-EROSKI) received training. Training for VIAJES EROSKI and point-of-sale employees, which has been delayed due to COVID-19, is planned for 2021.</p>	
205-3	Confirmed corruption cases and measures adopted	No cases of corruption were identified among employees in 2020, nor did the compliance office receive any cases of corruption.	
GRI 300 Environmental issues 2016			
GRI 301: Materials 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		109-111, 145
103-3	Assessment of the management approach		109-111
301-1	Materials used by weight or volume	The data on packaging materials and products included in the report correspond only to the materials declared to the Extended Producer Responsibility Collective Systems (ECOEMBES, ECOTIC, ECOPILAS, SI-GAUS and AMBILAMP). No centralised information is available on the quantity and type of materials used in the more than 100,000 different items placed on the market that also include manufacturers' brands. This year, information on plastic consumed by own-brand household packaging is included.	109, 118
301-2	Recycled inputs	Some of our EROSKI brand product packaging contains recycled materials (meat and fish trays, egg cups, etc.). However, there is no centralised information available on the quantity and type of materials used in the more than 100,000 different items placed on the market that also include manufacturers' brands. This year, information on the plastic consumed by own-brand household packaging is included, mentioning the percentage of recycled plastic or bioplastic used.	
301-3	Reused products and packaging materials		113

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GRI 302: Energy 2016			
103-2	Management approach and its components		116, 145
302-1	Energy consumption within the organisation		116
302-2	Energy consumption outside of the organisation		116
302-3	Energy intensity		116
302-4	Reduction of energy consumption		116
GRI 303: Water and effluents 2018.			
103-2	Management approach and its components		117, 145
303-2	Management of impacts related to water discharges		117
303-3	Extraction of water	There was no extraction of water	
303-4	Discharge of water		117
303-5	Consumption of water		117
GRI 304: Biodiversity 2016.			
103-2	Management approach and its components		117, 145
304-1	Owned, leased or managed operations sites located within or adjacent to protected areas or areas of high biodiversity value outside protected areas		117
304-2	Significant impacts of activities, products and services on biodiversity	This information is not available for products without an environmental sustainability label.	
GRI 305: Emissions 2016 Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		103-105, 145
103-3	Assessment of the management approach		103-105
305-1	Direct GHG emissions (Scope 1):		104-105
305-2	Indirect GHG emissions from electricity production (Scope 2)		104-105
305-3	Other indirect GHG emissions (Scope 3)		104-105
305-4	Intensity of GHG emissions		104-105
305-5	Reduction of GHG emissions		104-105
GRI 306: Effluents and waste 2016.			
103-2	Management approach and its components		117-120, 145
306-2	Waste by type and disposal method		118-120
306-3	Significant spills		117

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306-5	Water bodies affected by discharges of water and/or run-off		117
GRI 307: Environmental compliance 2016			
103-2	Management approach and its components		103, 145
307-1	Non-compliance with environmental legislation and standards	There is no record of significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations in 2020. Significant sanctions are those classified as "very serious" by the Administration issuing the sanction.	
GRI 308: Environmental supplier assessment 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		106-108, 145
103-3	Assessment of the management approach		106-108
308-1	New suppliers that have passed evaluation and selection filters according to environmental criteria	There are 445 suppliers of organic products or products with other sustainability seals such as FSC, MSC or GGN, which have had to meet environmental criteria in order to be selected. They account for 11% of all commercial suppliers. In 2019 there were 98 suppliers under these same criteria, representing 2% of the total number of commercial suppliers.	
GRI 400: Social issues 2016			
GRI 401: Employment 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		51-59, 64, 145
103-3	Assessment of the management approach		51-59, 64
401-1	New employee contracts and staff turnover		57-59
401-2	Benefits for full-time employees that are not given to part-time or temporary employees	There is no difference in the benefits offered to employees depending on their type of working day.	
401-3	Parental leave		65
GRI 402: Employee/company relations 2016.			
103-2	Management approach and its components		51, 145
402-1	Minimum notice periods for operational changes	<p>The process of social dialogue with non-cooperative member employees is that established by the Workers' Statute for negotiating collective bargaining agreements, collective redundancies, etc.</p> <p>In the case of Employee Partners, the communication model is established in the Articles of Association and the Internal Regulations, as set out in Chapter 1, Management Model section. There is no general fixed time period specified for notifications in case of operational changes, as this depends on the type of change that occurs. But in general, the notice period is reasonable and sufficient.</p>	
GRI 403: Occupational health and safety 2018. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		50, 66, 145
103-3	Assessment of the management approach		50, 66

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403-1	Workplace health and safety management system	Our prevention system is based on the Occupational Risk Prevention Law (LPRL) and the Royal Decrees implementing this law with its corresponding amendments, such as Royal Decree 171/2004 on Occupational Risk Prevention in relation to the Coordination of Business Activities (CAE). Its scope includes all direct employees, activities and locations of the EROSKI Group. For external employees, their direct employers are responsible for their prevention systems. We coordinate business activities with them through the contractor coordination platform, Coordinaware.	66-69
403-2	Identification hazards, risk assessment and investigation of incidents	<p>We have different risk assessment processes, which are set out in the "Risk assessment procedure", "Corrective action procedure" and "Occupational accident procedure".</p> <p>Workers can report hazards they detect via command. They can also do so at company meetings or inform the prevention delegates or trade union delegates in the case of non-Partner employees. Contributions are accepted in a standardised way, without any negative impact on the employee.</p> <p>In the event that an employee is unable to carry out his or her work normally due to a hazard, EROSKI is obliged to solve the problem so that it does not exist and, if it cannot be avoided, we will adopt the necessary measures to minimise it.</p> <p>We have a Job Analysis Procedure in place to record any work incidents, accidents with and without sick leave, and occupational diseases. Occupational illnesses are determined by the mutual insurance company's doctor and, if confirmed, are recorded on a list. Depending on the level of risk, determined according to the Risk Assessment Procedure, a priority (high, medium or low) is established for corrective action.</p> <p>The measures adopted follow the preventive action principles established in Article 15 of the Occupational Risk Prevention Law (LPRL).</p>	66
403-4	Employee participation, consultation and communication on occupational health and safety at work	We have a "Procedure for training, information, consultation and participation". It establishes the circuits for employee participation, one of which is the Health and Safety Committee itself. We have more than 30 committees that meet every three months or at the justified request of any of the parties. All employees are represented and the committee has the responsibilities established by the Prevention Law.	66
403-5	Employee occupational health and safety training	We do not have information on the prevention training received by employees external to EROSKI.	69
403-6	Promotion of employee health	<p>Employee Partners who are members of the mutual insurance company have access to the Lagun Aro medical directory, which is the service provider, even if it relies on Sanitas in regions outside the Basque Country. In addition, the Máxmenos programme offers a reduction in health insurance costs.</p> <p>Training courses on healthy eating are organised at the Elorrio head office, in addition to sports courses. In 2020, more than 429 workers participated in 2,826 hours of training in this area. In 2019 more than 600 workers participated in 14 such training actions.</p>	66
403-7	Prevention and mitigation of impacts on workers' health and safety directly linked to trade relations	<p>The prevention department informs the relevant departments about the acquisitions of new machines and work products. Furthermore, the person responsible for the acquisition ensures compliance with the regulations and markings of the European Commission, the validity of the instruction manual, etc., during the indicated acquisitions to be made.</p> <p>When a new process is established in the store, a pilot is carried out by the commercial department to assess the impact on occupational risks prior to its implementation. The prevention department also participates in defining the requirements of the physical model (new store formats) and the department implementing it is responsible for ensuring that it is optimal in terms of risk prevention.</p>	

GRI Standard	Contents	Reply/comment	Page
403-8	Coverage of the workplace health and safety management system	<p>All our employees are covered by our prevention services. As for external workers, the coverage process is carried out through the Coordinaware platform, validating that the external workers comply with certain requirements of Royal Decree 171/2004 on the Prevention of Occupational Risks in the area of Coordination of Business Activities (CAE).</p> <p>These include maintenance, security, cleaning, IT, transport, logistics, general services, advertising and other contracts. In total, there are more than 6,000 employees and over 800 companies within the Coordinaware platform.</p> <p>A regulatory external audit is carried out every four years in relation to all employees. The next audit will be carried out in 2021.</p> <p>Basic internal audits are carried out annually and randomly at selected control points; the results and conclusions are valid for all employees.</p>	66
403-9	Injuries from occupational accident	No risks assessed as very significant, which would lead to the stoppage of the activity associated with them, were identified. The ergonomic risks of some tasks are rated as important.	67-69
403-10	Occupational ailments and diseases		69
GRI 404: Training and education 2016.			
103-2	Management approach and its components		70-71, 145
404-1	Average number of training hours per employee		71
404-2	Programmes for improving employee skills and transition assistance programmes		70-72
404-3	Percentage of employees who receive regular performance and professional development evaluations		72
GRI 405: Diversity and equal opportunities 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		62-63, 145
103-3	Assessment of the management approach		62-63
405-1	Diversity in governing bodies and employees	There are no people with disabilities or functional diversity on the Governing Board (highest governing body) or on the Board of Directors.	62-64
405-2	Ratio of basic salary and remuneration of women vs. men	<p>The weighted average annual remuneration for women is EUR 19,736 in EROSKI S. Coop. and EUR 17,715 in the rest of the companies. In the case of men, it is EUR 26,169 and EUR 21,660, respectively. The difference between men and women is due to the greater presence of women in the "Professional" category.</p> <p>In 2019 the figures were EUR 19,487, EUR 17,323, EUR 25,919 and EUR 21,652, respectively.</p>	60-61
GRI 406: Non-discrimination 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		51, 62-63, 145
103-3	Assessment of the management approach		51, 62-63

GRI Standard	Contents	Reply/comment	Page
406-1	Cases of discrimination and corrective actions taken	<p>No cases of discrimination were recorded in 2020.</p> <p>We carry out control audits on our suppliers through our purchasing centres in Asia. 20 audits were carried out in China, 2 in Bangladesh, 3 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 26 audits carried out on import supplier in 2020 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2021 with regard to employee health and safety (2), the social management model (17), wages (1) and recording of working hours (21). There were no critical non-conformities, due to which all the audited companies passed the audit.</p>	
GRI 407: Freedom of association and collective bargaining 2016.			
103-2	Management approach and its components		29, 51, 93, 145
407-1	Operations and suppliers whose right to freedom of association and collective bargaining may be at risk	<p>No cases of child labour were recorded in 2020.</p> <p>We carry out control audits on our suppliers through our purchasing centres in Asia. 20 audits were carried out in China, 2 in Bangladesh, 3 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 26 audits carried out on import supplier in 2020 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2021 with regard to employee health and safety (2), the social management model (17), wages (1) and recording of working hours (21). There were no critical non-conformities, due to which all the audited companies passed the audit.</p>	
GRI 409: Forced or compulsory labour 2016.			
103-2	Management approach and its components		29, 51, 93, 145
408-1	Operations and suppliers at significant risk of cases of forced or compulsory labour	<p>No cases of forced or compulsory labour were recorded in 2020.</p> <p>We carry out control audits on our suppliers through our purchasing centres in Asia. 20 audits were carried out in China, 2 in Bangladesh, 3 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 26 audits carried out on import supplier in 2020 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2021 with regard to employee health and safety (2), the social management model (17), wages (1) and recording of working hours (21). There were no critical non-conformities, due to which all the audited companies passed the audit.</p>	
GRI 410: Safety-related practices 2016.			
103-2	Management approach and its components		29, 51, 93, 145
409-1	Operations and suppliers at significant risk of cases of forced or compulsory labour	<p>No cases of forced or compulsory labour were recorded in 2020.</p> <p>We carry out control audits on our suppliers through our purchasing centres in Asia. 20 audits were carried out in China, 2 in Bangladesh, 3 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 26 audits carried out on import supplier in 2020 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2021 with regard to employee health and safety (2), the social management model (17), wages (1) and recording of working hours (21). There were no critical non-conformities, due to which all the audited companies passed the audit.</p>	

GRI Standard	Contents	Reply/comment	Page
GRI 410: Safety-related practices 2016.			
103-2	Management approach and its components		29, 51, 93, 145
410-1	Security personnel trained in human rights policies or procedures	The security service is subcontracted. The human rights training received by security personnel is unknown.	
GRI 411: Rights of indigenous peoples 2016.			
103-2	Management approach and its components		93, 145
411-1	Cases of violations of the rights of indigenous peoples	Cases of violations of the rights of indigenous peoples We carry out control audits on our suppliers through our purchasing centres in Asia. 20 audits were carried out in China, 2 in Bangladesh, 3 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 26 audits carried out on import supplier in 2020 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2021 with regard to employee health and safety (2), the social management model (17), wages (1) and recording of working hours (21). There were no critical non-conformities, due to which all the audited companies passed the audit..	
GRI 412: Assessment of human rights 2016.			
103-2	Management approach and its components		93, 145
412-1	Operations subject to human rights impact assessments or reviews	We carry out control audits on our suppliers through our purchasing centres in Asia. 20 audits were carried out in China, 2 in Bangladesh, 3 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 26 audits carried out on import supplier in 2020 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2021 with regard to employee health and safety (2), the social management model (17), wages (1) and recording of working hours (21). There were no critical non-conformities, due to which all the audited companies passed the audit. In 2019, 35 BSCI, SEDEX or SA8000 audits were carried out; 29 in China, 2 in Pakistan and 4 in Bangladesh. All of them also passed the audit as there were no critical non-conformities.	
412-2	Employee training on human rights policies or procedures	No human rights training was provided to employees.	
412-3	Significant investment agreements and contracts with human rights clauses or subject to human rights screening	All our suppliers must accept the requirements of the International Labour Organisation in order to maintain a commercial relationship with EROSKI.	
GRI 413: Local communities 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		41, 73, 97-98, 124-131, 145
103-3	Assessment of the management approach		41, 73, 97-98, 124-131
413-1	Operations with local community participation, impact assessments and development programmes		41, 73, 97-98, 124-131

GRI Standard	Contents	Reply/comment	Page
413-2	Operations with significant negative impacts -actual or potential- on local communities	The restructuring of the retail network with closures in some regions and openings in others may have an impact on local employment in the areas where closures occur. EROSKI establishes measures to facilitate the labour transition of these people. Likewise, the organisation's own activity can generate negative environmental impacts associated with transport emissions, light pollution or noise pollution. All our activities are governed by current legislation on these matters and we have action plans in place to minimise them. The location of our operations is reported in Chapter 2 on the Business Network.	39, 44, 104-105
GRI 414: Supplier social assessment 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		93, 145
103-3	Assessment of the management approach		93
414-1	New suppliers that have passed selection filters according to the social criteria	All our new suppliers must accept the requirements of the International Labour Organisation in order to maintain a commercial relationship with EROSKI. Furthermore, in the case of EROSKI Natur suppliers with the GGN aquaculture seal, they must pass the GLO-BALG.A.P. Risk Assessment in Social Practices in order to be able to supply us.	92
414-2	Negative social impacts in the supply chain and measures adopted	We carry out control audits on our suppliers through our purchasing centres in Asia. 20 audits were carried out in China, 2 in Bangladesh, 3 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 26 audits carried out on import supplier in 2020 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2021 with regard to employee health and safety (2), the social management model (17), wages (1) and recording of working hours (21). There were no critical non-conformities, due to which all the audited companies passed the audit.	93
GRI 415: Public policy 2016.			
103-2	Management approach and its components		24, 29, 145
415-1	Contribution to political parties and/or representatives	No economic contributions to political parties were recorded in 2020.	
GRI 416: Customer health and safety 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		21, 46-47, 78-80, 145
103-3	Assessment of the management approach		21, 46-47, 78-80
416-1	Assessment of impacts on health and safety of the product or service categories		78-80
416-2	Cases of non-compliance concerning the health and safety impacts of product and service categories	In 2020, no significant fines were imposed in relation to the health and safety of products and services. A significant fine is considered to be a fine classified as very serious by the Administration that imposes it.	
GRI 417: Marketing and labelling 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		139-141
103-2	Management approach and its components		78-82, 145

GRI Standard	Contents	Reply/comment	Page
103-3	Assessment of the management approach		78-82
417-1	Requirements for product and service information and labelling	EROSKI includes the labelling information required by current legislation on all its products. For example, in food, it includes the list of ingredients, allergens, nutritional information, best-before or best-before dates, batches, special storage and use conditions, if applicable, etc. In addition, its own-brand products include additional information such as the nutritional traffic light.	81-83
417-2	Cases of non-compliance related to product and service information and labelling	<p>EIn 2020 we detected 91 labelling-related non-conformities. In this regard, we contact the supplier to confirm the updated product composition and update the labelling in case of deviations. In 2019 there were 28.</p> <p>In 2020, 5,931 customer claims were received in relation to incorrect labelling, such as misleading information or incorrect pricing. In 2019 there were 5,350.</p> <p>There were no significant fines or non-monetary sanctions for non-compliance with consumer laws or regulations in 2020. A significant fine is considered to be a fine classified as very serious by the Administration that imposes it.</p>	
417-3	Cases of non-compliances related to marketing communications	In 2020, there were 8,111 claims for marketing communications (offers, promotions). In 2019 there were 4,945. The increase compared to 2019 is due mainly to the increase in promotional actions in CAPRABO due to the harmonisation of the Customer Club with EROSKI.	
GRI 418: Customer privacy 2016.			
103-2	Management approach and its components		47, 145
418-1	Substantiated complaints regarding breaches of customer privacy and loss of customer data	<p>EROSKI is a consumer cooperative and as such takes special care of its customers' rights, one of which is undoubtedly data protection. At EROSKI we comply with all applicable regulations and standards regarding customer data protection.</p> <p>Management is carried out by the Data Protection Officer (DPO) and his or her working group, with the collaboration and cooperation of management, department and/or area managers, system administration, system users, consultants and external advisors.</p> <p>Claims from official bodies in 2020: 2 (filed)</p> <p>Customer data leaks: 1 (in progress)</p> <p>The number is the same as in 2019.</p>	
GRI 419: Socioeconomic compliance 2016.			
103-2	Management approach and its components		40, 145
419-1	Non-compliance with social and economic laws and regulations	There were no significant fines or non-monetary sanctions for non-compliance with social or economic laws or regulations in 2020. A significant fine is considered to be a fine classified as "very serious" by the Administration that imposes it.	

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Block	Information to be reported	Comments	Page(s)	Related GRI
General information	Description of the Group business model (This will include its business environment, its organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends likely to affect its future development).		3-5, 7-8, 19-23, 32-36, 77-78, 113-115	102-2 102-3 102-4 102-5 102-6 102-7 102-14 102-15 102-16 102-45
		Applicable policies	25-31, 83-85	102-11
		Main risks	25-31, 83-85	102-15 102-30 201-2
		General information (Current and foreseeable effects of the company's activities on the environment and, where appropriate, health and safety, environmental assessment or certification procedures; resources dedicated to the prevention of environmental risks; application of the precautionary principle, amount of provisions and safeguards for environmental risks).	8-16, 26-28, 83-84, 103-104	102-11 102-29 102-31 103-2 304-2 307-1
I. Environmental information	Pollution			
	Measures for preventing, reducing or remediating carbon emissions that seriously affect the environment; taking into account any form of activity-specific air pollution, including noise and light pollution.		83-85, 93-98	302-4 302-5 305-5
	Circular economy and waste prevention and management			
	Waste prevention, recycling, reuse and other recovery and elimination measures.		100-104	301-1 301-2 301-3 306-2 306-3
	Actions for fighting food waste.		11, 83-84, 108-109	102-11
	Sustainable use of resources			
	Water consumption and water supply in accordance with local limitations.		83-84, 98-99	303-1 303-2 303-5
	Consumption of raw materials and measures adopted to improve efficient use thereof.		91-93, 83-84	301-1 301-2 301-3
	Direct and indirect energy consumption, measures taken to improve energy efficiency and use of renewable energies.		96-98, 83-84	302-1 302-2 302-3 302-4
	Climate change			
I. Environmental information	Significant elements of greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces.		83-87, 96-98	305-1 305-2 305-3 305-5 305-6
	Measures adopted to adapt to the consequences of climate change.			
	Voluntary reduction targets set for the medium and long term to reduce greenhouse gas emissions and the means implemented to this end.			
	Protection of biodiversity			
	Measures taken to preserve or restore biodiversity.			304-1 304-2
	Impacts caused by activities or operations in protected areas.		99	

Block	Information to be reported	Comments	Page(s)	Related GRI
II. Social information	Applicable policies		25-31, 47	102-11 102-35
	Main risks		25-31	102-15 102-30 403-2
	Employment			
	Total number and distribution of employees by gender, age, country and professional category.		48-49	102-8 405-1
	Total number and distribution of types of employment contracts, average annual number of permanent contracts, temporary contracts and part-time contracts by gender, age and professional category.	Work is under way to provide the annual average number of contracts by type of contract and working hours by age in future years, since the system currently only provides a breakdown by gender and professional category. The detail by age according to the percentages at 31 January 2021 is shown below.	48-49	102-8 405-1
	Number of terminations by gender, age and professional category.		51	401-1
	Average remuneration and evolution disaggregated by gender, age and professional category. Salary gap, remuneration of identical positions or society average.		53-54	102-36 202-1 405-2
	Average remuneration of directors and executives, disaggregated by gender.			
	Implementation of labour disconnection policies.	At present there is no "right to disconnection" policy or specific measures for promoting it. It was not included in the Management Plan. However, it will be considered in future reporting periods.		401-2
	Disabled employees.		64	405-1
	Organisation of work			
	Organisation of working hours.		57-58	401-2 401-3
	Number of hours of absenteeism.		60	403-9
	Measures aimed at facilitating the enjoyment of work/life balance and promoting the co-responsible adoption of said measures by both parents.		57-58	401-2 401-3
	Health and safety			
	Workplace health and safety conditions.		46, 58-59	102-41 403-1 403-4 403-8
	Occupational accidents, particularly their frequency and severity, and occupational diseases. Disaggregated by gender.		59-60	403-9 403-10
	Social relationships			
	Organisation of social dialogue (including procedures for informing and consulting staff and negotiating with them)		58, 137	402-1 403-1
	Percentage of employees covered by a collective bargaining agreement by country		48	102-41
	Balance of collective bargaining agreements, particularly in relation to occupational health and safety		58	102-41 403-1 403-4
	Training			
	Policies implemented in relation to training.		61-63	404-2
	Total number of training hours by professional category		62-63	404-1
	Accessibility			
	Universal accessibility for disabled persons		64-65	405-1
	Equality			
	Measures adopted to promote equal treatment and opportunities between women and men.		54-55	401-1 405-1 406-1
	Equality plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men), measures adopted to promote employment, protocols against sexual and gender-based harassment, integration and universal accessibility for people with disabilities.		138	401-1 405-1 406-1
	Policy against all types of discrimination and, as appropriate, for managing diversity.			

Block	Information to be reported	Comments	Page(s)	Related GRI
III. Human Rights information	Applicable policies		25-31	102-11
	Main risks		25-31	102-15 102-30
	Application of human rights due diligence procedures.		25-26, 78-79, 142	102-16 412-1 412-2
	Prevention of human rights violation risks and, as appropriate, measures for mitigating, managing and repairing any abuses committed.		25-26, 78-79, 142	412-1 412-2
	Reporting of cases of human rights violation.	No cases of human rights violation were reported.		412-1
	Promotion and compliance with the fundamental agreements of the basic International Labour Organisation relating to respect for freedom of association and right to collective bargaining; elimination of discrimination in employment and occupation; elimination of forced or compulsory labour; and effective abolition of child labour.		25-26, 78-79, 142	406-1 407-1 408-1 409-1
	Applicable policies		25-31	102-11
	Main risks		25-31	102-15 102-30
	Anti-corruption and anti-bribery measures adopted.		29-30	102-16 205-1 205-2
	Anti-money laundering measures.			203-2 413-1
IV. Anti-corruption information	Contributions to foundations and not-for-profit organisations.		105-106	203-2 413-1
	Applicable policies		25-31	102-11
	Main risks		25-31	102-15 102-30
	Company's commitments to sustainable development			
	Impact of the company's activity on local employment and development.		38, 81-82, 105-112	203-1 203-2 204-1 413-1
	Impact of the company's activity on local populations and the territory.		38, 81-82, 105-112	203-1 203-2 204-1 413-1
	Relationships maintained with the actors of local communities and forms of dialogue.		81-82, 105-112	413-1
	Association or sponsorship actions.		148-150	203-2 413-1
	Subcontracting and suppliers			
	Inclusion of social, gender equality and environmental matters in the procurement policy.		25-26, 78-79, 87-89	102-11 102-16 308-1 414-1
V. Corporate information	Consideration of social and environmental responsibility in supplier and subcontractor relations.		78-79, 87-89	308-1 414-1 414-2
	Supervision and auditing systems and results thereof.		66-69	416-1
	Consumers			
	Consumer health and safety measures.		66-74	416-1
	Claim, complaint and resolution systems.		44-45, 144	417-2 417-3 418-1
	Tax matters			
	Profit obtained on a country-by-country basis.			-
	Income tax paid.		37-38	207-1
	Grants received.			201-4

Appendix

LIST OF ASSOCIATIONS TO WHICH THE EROSKI GROUP BELONGS

As a cooperative and consumer association

- MONDRAGON cooperative group
 - Confederation of Basque Country Cooperatives (KONFEKOOP). As members of KONFEKOOP, we also belong to:
 - Elkar-lan S.Coop. – Company for the promotion of cooperatives
 - Basque Consumer Institute (Kontsumobide)
 - Higher Council of Cooperatives of the Basque Country (CSCE-EKGK)
 - Work Lan (Not-for-profit association for the promotion of social economy companies).
 - Spanish Confederation of Consumers' and Users' Cooperatives (HISPACOOOP). As members of HISPACOOOP, we also belong to:
 - Spanish Social Economy Business Confederation (CEPES), in which we are also represented as part of the Mondragon Group.
 - Economic and Social Council of Spain (CES).
 - Council of Consumers and Users.
 - Advisory Board of the Spanish Agency for Food Safety and Nutrition
 - (AESAN).
 - European Community of Consumer Cooperatives (Euro Coop).
- Federation of Employers' Trade Associations of the Balearic Islands (AFEDECO).
 - Confederation of Businessmen's Associations of the Balearic Islands (CAEB).
 - Confederation of Entrepreneurs of Galicia (CEG).
 - Confederation of Entrepreneurs of A Coruña (CEC).
 - AGRELA Entrepreneurs Association.
 - Association of Entrepreneurs of the Sabón-Arteixo Industrial Estate.
 - Confederation of Entrepreneurs of Orense (CEO).
 - Confederation of Entrepreneurs of Ferrolterra, Eume and Ortegal.
 - Asturian Federation of Entrepreneurs (FADE).
 - A Coruña Hotel and Catering Business Association.
 - O Ceao Industrial Estate Association (Lugo).
 - Vigo Financial Club (Circle of of Galician Entrepreneurs).
 - A Coruña Financial Club (Atlantic Financial Club).
 - Álava Chamber of Commerce.
 - Bilbao Chamber of Commerce.
 - Confederation of Entrepreneurs of Navarre (CEN).
 - Majorca Chamber of Commerce.
 - Barcelona Economic Circle.
 - Spanish Global Compact Network.
 - Retail Forum for Sustainability.
 - Association of Basque Companies for Sustainability (IZAITE).
 - Basque Eco-Design Centre.
 - AZTI Foundation.
 - Basque Culinary Centre Foundation.
 - LEARTIKER Research Centre.
 - Bermeo Tuna World Capital.
 - 5 al día.
 - ECOEMBES.
 - ESADE (Ramon Llull University).
 - IESE (University of Navarre).
 - Escodi (University of Barcelona).
 - Association of Communication Executives / DirCom.
 - ADP.
 - Abadía de Montserrat Foundation.
 - Impulsa Balears Foundation.
 - Sport Cultura Barcelona.
- Business sector

 - Spanish Association of Large Distribution Companies (ANGED).
 - Association of Spanish Supermarket Chains (ACES).
 - Spanish Commercial Coding Association (AECOC).
 - Asociación Empresarial de l'Hospitalet y Baix Llobregat (AEBALL).
 - Association for the Advancement of Management (APD Norte).
 - Barcelona Economic Society of Friends of the Country (SEBAP).
 - Foment del Treball Nacional.
 - Menorca Business Association of Merchants (ASCOME).
 - Balearic Trade Association (ABACO).
 - Association of Food Shops of the Balearic Islands (ACAIB).
 - Balearic Confederation of Commerce (CBC).

INDICATOR TABLES. COMPARISONS WITH PREVIOUS YEARS

Table 1. Number of EROSKI Group stores and their franchises by business 102-4

	2020			2019			2018		
	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned
Hypermarkets	37	0	37	47	1	46	56	2	54
Supermarkets	1.293	532	761	1.282	522	760	1.278	495	783
Cash&Carry	18	0	18	19	0	19	19	0	19
Petrol stations	40	0	40	42	0	42	50	1	49
Opticians	11	0	11	11	0	11	13	0	13
Travel agencies	148	25	123	166	25	141	162	16	146
FORUM SPORT sports equipment stores	69	1	68	70	1	69	66	1	65
On-line stores	8	0	8	8	0	8	8	0	8
Total	1.624	558	1.066	1.645	549	1.096	1.652	516	1.137

Table 2. Number of EROSKI Group supermarkets and their franchises by brand

	2020			2019			2018		
	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned
EROSKI/city*	574	267	307	556	259	297	523	236	287
CAPRABO	287	74	213	297	71	226	318	62	256
EROSKI/center	166	2	164	164	2	162	164	2	162
Aliprox	114	114	0	112	112	0	122	122	0
Familia	76	0	76	75	0	75	78	0	78
Onda	48	48	0	57	57	0	64	64	0
Rapid	28	27	1	21	21	0	9	9	0
Total	1.293	532	761	1.282	522	760	1.278	495	783

(1) The figure for EROSKI/City includes MERCA establishments, which was presented broken down in previous years.

Table 3. Distribution by autonomous community and business of physical establishments
2019

	Company-owned stores							Total company-owned	Franchised establishments				Total franchised	Total
	Food businesses			Diversified businesses					Food businesses		Diversified businesses			
	Hypermarkets	Supermarkets	Cash&Carry	Petrol stations	Opticians	Travel agencies	Leisure-Sport*		Hypermarkets	Supermarkets	Travel agencies	Leisure-Sport*		
Andalusia	5			1	1	1		8		49	1		50	58
Andorra								0		5			5	5
Aragón		36		1		5	2	44		23			23	67
Asturias	1	10	1	2		5	7	26		1			1	27
Cantabria	1	8		1		5	5	20		9	3		12	32
Castilla y León	1	20		1		9	12	43		10	1	1	12	55
Castilla La Mancha	3			2		2		7		4			4	11
Catalonia	1	224		2		3	1	231		73			73	304
Ceuta								0		1			1	1
Valencia Autonomous Community	3			1		1	2	7		4			4	11
Extremadura						1		1		2			2	3
Galicia	5	145	18	4		5	2	179		122	4		126	305
Gibraltar								0		3			3	3
Balearic Islands		107		3				110		75			75	185
Canary Islands	1							1					0	1
La Rioja	1	10		1		7	3	22		5			5	27
Madrid						4	1	5		11			11	16
Melilla								0	1				1	1
Murcia	1						1	2						2
Navarre	2	53		4	1	15	6	81		28	3		31	112
Basque Country	21	147		19	9	78	27	301		97	13		110	411
Total	46	760	19	42	11	141	71	1.090	1	522	25	1	549	1.637

Table 4. Wealth distributed to our stakeholders by EROSKI

Values in millions of euros	2020	2019	2018
EROSKI employees	495	489	490
Wages, salaries and similar payments	98,7%	98,3%	99,1%
Termination benefits	1,3%	1,6%	0,9%
Contributions to defined contribution pension plans	0,1%	0,1%	0,1%
Statement	222	233	191
Employee social security contributions and taxes	80%	74%	90%
Income tax	12%	19%	2%
Taxes other than income tax	8%	6%	9%
Grants	0%	0%	0%
Environment (aimed at minimising environmental impact and protecting and improving the environment)	20	15	14
Expenses	5%	8%	7%
Investments	95%	92%	93%
Suppliers	3871	3.747	4.013
Payable to trade suppliers	90%	90%	85%
Payable to service providers	10%	10%	13%
Customers (millions of euros transferred through the multiple commercial offers made during the year)	326	308	302
Society (expenditure for social purposes and for training and informing consumers)	14	10	10
EROSKI Group	93%	91%	87%
EROSKI Foundation	7%	9%	13%

Table 5. People assisted by the customer care and claim resolution service

	2020	2019	2018
People assisted	720.990	471.452	413.499
Claim resolution rate	100%	100%	100%
% resolution first contact	91,8%	93,0%	95,3%

Table 6. Number of employees, by gender

	2020	2019	2018
Women	22.964 (77%)	22.459 (78%)	23.360 (78%)
Men	6.842 (23%)	6.480 (22%)	6.688 (22%)
Total EROSKI	29.806	28.939	30.048
Estimated jobs at franchises	3.348	3.412	3.301
Employee partners	8.954	9.258	9.796

Table 7. Total number of employees by autonomous community

	2020	2019	2018
Andalusia	261	353	518
Aragón	987	920	927
Asturias	501	467	486
Cantabria	384	387	386
Castilla-La Mancha	135	279	429
Castilla y León	643	658	653
Catalonia	5.732	5.732	6.213
Valencia Autonomous Community	78	218	164
Extremadura	4	4	4
Galicia	5.763	5.467	5.427
Balearic Islands	2.489	2.360	2.461
Canary Islands		66	72
La Rioja	349	349	353
Madrid	263	288	299
Murcia	64	67	210
Navarre	1.699	1.592	1.643
Basque Country	10.454	9.732	9.804
Total	29.806	28.939	30.048

Table 8. Number of employees with permanent contract by gender, age group and professional category 102-8

	2020	2019	2018
Temporary contracts	21.962	22.199	22.802
By gender			
Women	17.399	17.648	18.127
Men	4.563	4.551	4.675
By age group			
Under 30	1.133	1.204	1.179
From 30 to 50	14.111	14.954	15.963
Over 50	6.718	6.041	5.660
By professional category			
Executive	38	35	36
Manager	309	325	492
Junior Manager	2.808	2.858	3.010
Technician	1.038	1.026	1.039
Professional	16.301	16.459	16.719
Supervisor	1.468	1.496	1.506

Table 10. Number of full-time employees by gender, age group and professional category 102-8

	2020	2019	2018
Full-time contracts	18.936	17.821	18.155
By gender			
Women	13.330	12.531	12.680
Men	5.290	5.290	5.475
By age group			
Under 30	2.357	1.948	2.048
From 30 to 50	11.030	10.874	11.417
Over 50	5.549	4.999	4.690
By professional category			
Executive	38	35	36
Manager	306	322	455
Junior Manager	2.523	2.554	2.741
Technician	975	954	952
Professional	13.688	12.540	12.541
Supervisor	1.406	1.416	1.430

Table 9. Number of employees with temporary contract by gender, age group and professional category 102-8

	2020	2019	2018
Temporary contracts	7.844	6.740	7.246
By gender			
Women	5.565	4.811	5.233
Men	2.279	1.929	2.013
By age group			
Under 30	3.655	2.872	3.073
From 30 to 50	3.444	3.117	3.409
Over 50	745	751	764
By professional category			
Executive	0	0	0
Manager	0	5	77
Junior Manager	32	49	120
Technician	70	82	72
Professional	7.697	6.567	6.933
Supervisor	45	37	44

Table 11. Number of part-time employees by gender, age group and professional category 102-8

	2020	2019	2018
Full-time contracts	10.870	11.118	11.893
By gender			
Women	9.634	9.928	10.680
Men	1.236	1.190	1.213
By age group			
Under 30	2.431	2.128	2.204
From 30 to 50	6.525	7.197	7.954
Over 50	1.914	1.793	1.735
By professional category			
Executive	0	0	0
Manager	3	8	114
Junior Manager	317	353	390
Technician	132	154	159
Professional	10.311	10.486	11.111
Supervisor	107	117	119

Table 12. Number and rate of contracts 401-1

	2020			2019			2018		
	Women	Men	Rate	Women	Men	Rate	Women	Men	Rate
No. of new employees <30	297	165	1,6%	375	176	1,9%	375	174	1,8%
No. of new employees >30 <50	1.313	231	5,2%	1.321	252	5,4%	1.377	275	5,6%
No. of new employees >50	375	71	1,5%	194	36	0,8%	198	54	0,9%
Total by gender	1.985	467		1.890	464		1.950	503	
Total	2.452			2.354			2.453		
Rate of new employees by gender	8,7%	6,9%		8,4%	7,2%		8,4%	7,6%	
Total rate of new employees	8,3%			8,1%			8,2%		

Table 13. Number and rate of staff turnover (outgoing employees) 401-1

	2020			2019			2018		
	Women	Men	Rate	Women	Men	Rate	Women	Men	Rate
<30	41	24	0,2%	90	48	0,5%	70	40	0,4%
>30 <50	236	71	1,0%	440	146	2,0%	415	148	1,9%
>50	149	66	0,7%	312	122	1,5%	228	78	1,0%
Total by gender	426	161		842	316		713	266	
Total	587			1.158			979		
Employee turnover rate by gender	1,9%	2,4%		3,7%	4,9%		3,1%	4,0%	
Total employee turnover rate	2,0%			4,0%			3,3%		

Table 14. Number of terminations by gender, age group and professional category (% of figures for each year)

Number of terminations	2020	%	2019	%	2018	%
By gender						
Women	220	68%	842	73%	380	73%
Men	104	32%	316	27%	138	27%
By age						
<30	25	8%	138	12%	35	7%
30-50	203	63%	586	51%	367	71%
>50	96	29%	434	37%	116	22%
By professional category						
Executive	0	0%	0	0%	1	0%
Manager	10	3%	26	2%	10	2%
Junior Manager	26	8%	53	5%	52	10%
Technician	200	62%	945	82%	5	1%
Professional	74	23%	92	8%	418	81%
Supervisor	14	4%	42	4%	32	6%

Table 15. Average remuneration of the Board of Directors by gender

2020			2019			2018		
F	M	Gap	F	M	Gap	F	M	Gap
108.296	118.148	9%	107.052	115.570	8%	105.293	114.652	8%

Table 16. Average remuneration by gender and professional category

2019	EROSKI, S. Coop.			Other companies		
Professional category	Women	Men	Salary Gap	Women	Men	Salary Gap
Executive	73.760	76.199	3,3%	64.826	88.334	36,3%
Manager	44.485	46.989	5,6%	52.231	55.302	5,9%
Supervisor	31.692	31.676	-0,1%	29.424	33.055	12,3%
Professional	17.039	18.771	10,2%	16.057	16.834	4,8%
Junior Manager	23.214	23.286	0,3%	21.310	23.282	9,3%
Technician	30.723	31.484	2,5%	29.294	32.985	12,6%

2018	EROSKI, S. Coop.			Other companies		
Professional category	Women	Men	Salary Gap	Women	Men	Salary Gap
Executive	71.502	74.706	4%	52.363	86.664	40%
Manager	44.396	46.960	5%	51.867	55.526	7%
Supervisor	31.033	31.346	1%	28.625	32.174	11%
Professional	16.730	18.617	10%	15.894	16.720	5%
Junior Manager	22.597	23.041	2%	21.334	23.373	9%
Technician	30.331	30.954	2%	29.760	33.114	10%

Table 17. Average remuneration by gender and age group

2019	EROSKI, S. Coop.			Resto de sociedades		
Age group	Women	Men	Salary Gap	Women	Men	Salary Gap
<30	17.543	17.396	-0,8%	15.168	15.744	3,8%
30-50	19.527	25.236	29,2%	17.324	20.587	18,8%
>50	19.601	28.070	43,2%	17.694	25.697	45,2%

2018	EROSKI, S. Coop.			Resto de sociedades		
Age group	Women	Men	Salary Gap	Women	Men	Salary Gap
< 30	16.905	16.428	-3%	14.879	15.826	6%
30-50	19.065	25.234	24%	17.068	20.880	18%
>50	19.209	27.046	29%	17.387	25.923	33%

All remuneration figures are calculated on a full-time basis.

Table 18. Distribution of employees by gender, age group and professional category

2020	Executive		Manager		Junior manager		Technician		Professional		Supervisor	
	F	M	F	M	F	M	F	M	F	M	F	M
No. of employees <30	0	0	0	0	48	26	46	20	3.046	1.562	24	16
No. of employees >30 <50	10	11	75	79	1.586	303	412	271	11.354	2.483	659	312
No. of employees >50	4	13	46	109	700	177	164	194	4.542	1.012	248	254
	14	24	313	256	2.334	506	614	497	18.942	5.057	931	582

2019	Executive		Manager		Junior manager		Technician		Professional		Supervisor	
	F	M	F	M	F	M	F	M	F	M	F	M
No. of employees <30	0	0	1	1	59	27	47	21	2.548	1.326	27	18
No. of employees >30 <50	8	11	84	85	1.682	323	432	297	11.726	2.380	695	350
No. of employees >50	4	12	42	117	636	180	136	175	4.122	924	210	233
	12	23	127	203	2.377	530	615	493	18.396	4.630	932	601

2018	Executive		Manager		Junior manager		Technician		Professional		Supervisor	
	F	M	F	M	F	M	F	M	F	M	F	M
No. of employees <30	0	0	16	16	73	42	37	17	2.683	1.327	22	19
No. of employees >30 <50	9	14	221	116	1.783	453	455	312	12.521	2.378	721	388
No. of employees >50	3	10	76	124	572	208	122	168	3.860	883	186	213
	12	24	313	256	2.428	703	614	497	19.064	4.588	929	620

Table 19. Distribution of managing bodies by gender and age group

Governing bodies	2020	2019	2018
General Assembly	250	250	249
Under 30	4 (1,6%)	5 (2%)	2 (1%)
From 30 to 50	157 (62,8%)	166 (66%)	183 (73%)
Over 50	89 (35,6%)	79 (32%)	64 (26%)
Delegate Committee	351	355	354
Under 30	5 (1,5%)	8 (2%)	3 (1%)
From 30 to 50	223 (63,5%)	236 (67%)	251 (71%)
Over 50	123 (35,0%)	111 (31%)	100 (28%)
Governing Council	12	12	12
Under 30	0	0	0
From 30 to 50	7 (58,3%)	9 (75%)	9 (75%)
Over 50	5 (41,7%)	3 (25%)	3 (25%)
Business Council	16	16	16
Under 30	0	0	0
From 30 to 50	9 (56,2%)	12 (75%)	11 (69%)
Over 50	7 (43,8%)	4 (25%)	5 (31%)

Governing bodies	2020	2019	2018
General Assembly	250	250	249
Women	191 (76,4%)	191 (76%)	188 (76%)
Men	59 (23,6%)	59 (24%)	61 (24%)
Delegate Committee	351	355	354
Women	301 (85,8%)	302 (85%)	302 (85%)
Men	50 (14,2%)	53 (15%)	52 (15%)
Governing Council	12	12	12
Women	6 (50%)	6 (50%)	6 (50%)
Men	6 (50%)	6 (50%)	6 (50%)
Business council	16	16	16
Women	13 (81,2%)	13 (81,2%)	14 (75%)
Men	3 (18,8%)	3 (18,8%)	4 (25%)

Table 20. Occupational accident rate

	2020	2019	2018
Causes of occupational accidents			
Overexertion	29,2%	37,9%	42,7%
People falling on the same level or to different levels	14,5%	12,2%	11,2%
Cuts	14,0%	13,4%	10,9%
Other causes	42,3%	36,6%	35,2%
Material agent			
Food, glass, plastic or packaging	37,5%	39,9%	41,2%
Metallic products and tools	9,9%	10,2%	9,0%
Forklifts or similar	8,3%	7,1%	7,3%
Other material agents	44,3%	42,8%	42,4%
Rate of minor accidents with sick leave (no. of accidents per every million hours worked)	27,2	33,1	33,9
Women	70,3%	69%	70%
Men	29,7%	31%	30%
Rate of serious occupational accidents with sick leave	0,0%	0,1	4x10 ⁻⁸
Women	0,0%	60%	50%
Men	0,0%	40%	50%
Rate of occupational accidents travelling to or from work with sick leave*	0	5,4	5,0
Women	0%	77%	70%
Men	0%	23%	30%
Deaths due to occupational accidents or diseases	0	0	0%
Women	0%	0%	0%
Men	0%	0%	1 (heart attack)

*In 2020, GRI criteria changed and only accidents travelling to and from work in transport organised by the company were counted.

Table 21. Occupational absenteeism rate

	2020	2019	2018
Occupational absenteeism rate	8,4%	6,69%	6,2%
Women	9,3%	7,44	6,8%
Men	5,7%	4,35	4,2%
Hours of absenteeism	3.992.453	3.161.216	2.983.380
Women	3.329.368	2.665.009	2.497.682
Men	663.085	496.207	485.698

Table 22. Occupational diseases

	2020	2019	2018
Frequency rate - ((occupational disease))	1,1	1,7	1,3
Women	91,5%	91%	93%
Men	8,5%	9%	7%

Table 23. Average employee training hours by gender and professional category 404-1

	2020	2019	2018
Average training hours - EROSKI (global)	3,7	6,6	6,9
Women	3,4	6,0	6,3
Men	4,7	8,8	7,0
Executive	36,4	43,9	56
Women	44,5	48,4	61,0
Men	31,6	41,0	57,8
Manager	6,5	19,2	12,4
Women	8,7	24,0	8,9
Men	5,0	16,2	12,2
Supervisor	10,4	18,7	17,4
Women	10,2	18,5	16,9
Men	10,7	18,9	15,6
Professional	2,4	4,5	5,1
Women	2,4	4,2	5,0
Men	2,7	5,6	4,5
Junior Manager	4,8	9,6	11,9
Women	4,6	9,2	9,6
Men	5,4	11,2	5,8
Technician	16,7	22,4	12,1
Women	17,6	25,1	15,7
Men	15,6	19,0	15,5

Table 24. Percentage of employees with regular evaluation of performance and professional development with respect to total employees by gender and professional category

	2020		2019		2018	
Professional Category	Women	Men	Women	Men	Women	Men
Executive	64,3%	91,7%	100%	100%	36%	92%
Manager	70,2%	53,7%	45%	40%	51%	56%
Supervisor	62,1%	51,4%	62%	56%	75%	69%
Professional	43,3%	32,1%	44%	35%	48%	41%
Junior Manager	57,6%	58,1%	55%	56%	58%	58%
Technician	53,4%	55,1%	59%	61%	79%	79%
Total	46%	38,1%	47%	41%	79%	21%

Table 25. Employees with regular evaluation of performance and professional development by gender and professional category

	2020			2019			2018		
Professional Category	Women	Men	Total	Women	Men	Total	Women	Men	Total
Executive	9	22	31	12	23	35	12	48	60
Manager	85	101	186	57	81	138	102	187	289
Supervisor	578	299	877	575	336	911	776	525	1.301
Professional	8.211	1.621	9.832	8.117	1.621	9.738	11.567	2.370	13.937
Junior Manager	1.345	294	1.639	1.319	299	1.618	1.145	1.015	2.160
Technician	332	267	599	365	302	667	768	207	975
Total	10.560	2.604	13.164	10.445	2.662	13.107	14.370	4.352	18.722

Table 26. Number of disabled employees by professional category

	2020	2019	2018
Executive	1	1	1
Women	0	0	0
Men	1	1	1
% with respect to total disabled persons	0,3%	0,3%	0,3%
Manager	2	3	4
Women	0	0	1
Men	2	3	3
% with respect to total disabled persons	0,6%	0,8%	1,0%
Junior Manager	26	26	22
Women	18	17	14
Men	8	9	8
% with respect to total disabled persons	7,3%	7,0%	5,7%
Technician	6	7	7
Women	4	4	5
Men	2	3	2
% with respect to total disabled persons	1,7%	1,9%	1,8%
Professional	310	324	339
Women	197	208	210
Men	113	116	129
% with respect to total disabled persons	86,8%	86,6%	87,1%
Supervisor	12	11	16
Women	5	4	5
Men	7	7	11
% with respect to total disabled persons	3,4%	2,9%	4,1%
Total	357	233	389

Table 27. Quality audits and analytical controls

	2020*	2019	2018
Points-of-sale and logistics platforms	918	1.703	1.313
Own-brand supplier production plants	274	294	294
Manufacturer brand supplier production plants	44	47	48
Analytics performed	15.427	20.141	17.902

*No audits were performed on logistics platforms due to COVID-19.

Table 28. Number of commercial and service suppliers by country 102-9

Number of commercial and service suppliers by country	2020	2019	2018
Total suppliers	10.394	10.764	11.405
Spain	10.072	10.406	11.029
China	45	62	70
France	49	66	63
Portugal	53	50	51
United Kingdom	25	29	33
Germany	26	23	20
The Netherlands	19	17	20
Italy	11	16	16
United States	13	11	13
Ireland	15	13	12
Belgium	18	13	12
Bangladesh	4	6	11
Denmark	6	7	10
Norway	4	4	9
Andorra	4	3	6
Vietnam	3	4	5
Pakistan	4	5	4
Switzerland	4	5	4
Thailand	2	2	2
Luxembourg	2	2	2
Greece	3	2	2
South Korea	1	1	1
Poland	0	2	2
Taiwan	1	2	2
India	0	2	1
Indonesia	1	1	1
Cyprus	0	1	1
Israel	1	1	1
Singapore	1	1	1
Sweden	4	2	1
Canada	1	1	0
Slovakia	0	0	0
Tunisia	0	0	0
Turkey	1	2	0
Argentina	0	1	0
Croatia	1	1	0

Table 29. Number of local commercial suppliers and producers by autonomous community

Number of local commercial suppliers and producers by autonomous community	2020	2019	2018
Total commercial suppliers	4.089	4.240	4.272
Total local suppliers	2.404	2.479	2.493
Andalusia			
No. of commercial suppliers	309	324	347
No. of small local producers	219	226	237
% regional suppliers with respect to total commercial suppliers	71%	70%	68%
Aragón			
No. of commercial suppliers	184	168	155
No. of small local producers	133	117	99
% regional suppliers with respect to total commercial suppliers	72%	70%	64%
Asturias			
No. of commercial suppliers	96	94	94
No. of small local producers	70	70	72
% regional suppliers with respect to total commercial suppliers	73%	74%	77%
Balearic Islands			
No. of commercial suppliers	184	185	189
No. of small local producers	153	152	155
% regional suppliers with respect to total commercial suppliers	83%	82%	82%
Canary Islands			
No. of commercial suppliers	56	85	86
No. of small local producers	36	59	60
% regional suppliers with respect to total commercial suppliers	64%	69%	70%
Cantabria			
No. of commercial suppliers	83	83	84
No. of small local producers	59	59	63
% regional suppliers with respect to total commercial suppliers	71%	71%	75%
Castilla y León			
No. of commercial suppliers	197	193	186
No. of small local producers	112	110	101
% regional suppliers with respect to total commercial suppliers	57%	57%	54%
Castilla-La Mancha			
No. of commercial suppliers	129	165	179
No. of small local producers	72	112	130
% regional suppliers with respect to total commercial suppliers	56%	68%	73%
Catalonia			
No. of commercial suppliers	880	944	948
No. of small local producers	488	518	503
% regional suppliers with respect to total commercial suppliers	55%	55%	53%

Table 30. EEROSKI greenhouse gas (GHG) emissions - carbon footprint EROSKI greenhouse gas (GHG) emissions – carbon footprint 305-1; 305-2; 305-3

GHG emissions (tCO2eq)	2020	%	2019	2018	2017	Variation 2019-2020 (%)	Variation 2017-2020 (%)
Direct emissions (Scope 1)	152.233	57%	164.873	173.388	191.364	-8%	-21%
Natural gas	1.411	1%	1.538	1.834	1.601	-8%	-12%
Road transport	65.572	43%	64.304	69.569	68.711	2%	-5%
Maritime transport	1.816	1%	2.800			-35%	
Refrigerants	83.434	55%	96.231	101.985	121.052	-13%	-31%
Indirect emissions from electricity consumption (Scope 2) Half of Spain	141.897		153.983	223.629	248.366	-8%	-43%
Hypermarkets	21.319	15%	27.209	43.733	54.528	-22%	-61%
Supermarkets	98.610	69%	104.117	147.890	157.672	-5%	-37%
Platforms	15.533	11%	15.355	21.128	21.878	1%	-29%
Other businesses	6.435	5%	7.301	10.878	14.288	-12%	-55%
Indirect emissions from electricity consumption (Scope 2) Marketing Mix	91.546	34%	99.344	152.722	218.166	-8%	-58%
Hypermarkets	13.754	15%	17.555	29.866	47.897	-22%	-71%
Supermarkets	63.620	69%	67.172	100.998	138.500	-5%	-54%
Platforms	10.021	11%	9.907	14.429	19.218	1%	-48%
Other businesses	4.151	5%	4.711	7.429	12.551	-12%	-67%
Other indirect emissions (Scope 3)	23.313	9%	29.788	30.131	29.591	-22%	-21%
Business travel (combustion emissions)	3.010	13%	4.566	3.412	3.412	-34%	-12%
Overnight stays due to business travel	154	1%					
Transport diesel (from well to tank)	12.057	52%	14.615	15.370	15.542	-18%	-22%
Business travel diesel (from well to tank)	497	2%	641	614	614	-22%	-19%
Business travel by train	0	0%	8			-100%	
Water	330	1%	308	281	411	7%	-20%
Paper consumed at the EROSKI head office, brochures, magazines and receipts	7.265	31%	9.651	10.454	9.612	-25%	-24%
Total emissions (with marketing mix for electricity)	267.092		294.005	356.241	439.121	-9%	-39%

*The emissions figure for 2019 has been completed with the emissions associated with maritime logistics transport. In 2018 and 2017 there were no data relative to business travel by train or maritime logistic transport; and in 2017, emissions from purchase receipt paper is not included. Prior to 2020, the figure corresponding to CNG was included in the diesel.

Number of local commercial suppliers and producers by autonomous community	2020	2019	2018
Ceuta			
No. of commercial suppliers	2	2	2
No. of small local producers	2	2	2
% regional suppliers with respect to total commercial suppliers	100%	100%	100%
Valencia Autonomous Community			
No. of commercial suppliers	256	277	276
No. of small local producers	82	88	91
% regional suppliers with respect to total commercial suppliers	32%	32%	33%
Extremadura			
No. of commercial suppliers	51	49	76
No. of small local producers	37	35	63
% regional suppliers with respect to total commercial suppliers	73%	71%	83%
Galicia			
No. of commercial suppliers	503	464	440
No. of small local producers	335	302	295
% regional suppliers with respect to total commercial suppliers	67%	65%	67%
La Rioja			
No. of commercial suppliers	83	87	85
No. of small local producers	61	62	62
% regional suppliers with respect to total commercial suppliers	73%	71%	73%
Madrid			
No. of commercial suppliers	333	334	346
No. of small local producers	45	42	45
% regional suppliers with respect to total commercial suppliers	14%	13%	13%
Melilla			
No. of commercial suppliers	2	3	6
No. of small local producers	2	3	6
% regional suppliers with respect to total commercial suppliers	100%	100%	100%
Murcia			
No. of commercial suppliers	98	124	133
No. of small local producers	47	68	77
% regional suppliers with respect to total commercial suppliers	48%	55%	58%
Navarre			
No. of commercial suppliers	199	203	196
No. of small local producers	160	160	154
% regional suppliers with respect to total commercial suppliers	80%	79%	79%
Basque Country			
No. of commercial suppliers	444	456	444
No. of small local producers	291	294	278
% regional suppliers with respect to total commercial suppliers	66%	64%	63%

■ Table 31. Intensity and reduction of GHG emissions 305-4; 305-5

Intensity of GHG emissions	2020	2019	2018
Total			
g CO ₂ eq/€ net sales	55,6	68,6	135,0
kg CO ₂ eq/m ² commercial surface area	224,6	255,3	488,7
Scope 1			
g CO ₂ eq/€ net sales	31,7	32,9	36,6
kg CO ₂ eq/m ² commercial surface area	128,0	122,6	132,3
Scope 2 (distributor mix)			
g CO ₂ eq/€ net sales	19,0	29,26	32,5
kg CO ₂ eq/m ² commercial surface area	77,0	108,92	117,6
Scope 3			
g CO ₂ eq/€ net sales	4,8	6,4	66,0
kg CO ₂ eq/m ² commercial surface area	19,6	23,8	238,7
Scope 1+2			
g CO ₂ eq/€ net sales	50,7	62,2	69,1
kg CO ₂ eq/m ² commercial surface area	205,0	231,6	249,9

Reduction of GHG emissions	2020vs2019	2019vs2018	2020 vs2017
Direct emissions (Scope 1)	-8%	-12%	-21%
Indirect emissions from electricity consumption (Scope 2, marketing mix)	-8%	-12%	-58%
Other indirect emissions (Scope 3)	-22%	-1%	-21%
Scope 1 + Scope 2	-8%	-12%	-41%
Total	-9%	-11%	-39%

■ Table 32. Materials used in own-brand products and containers declared to the Extended Producer Responsibility Collectives Systems 301-1

	2020	2019	2018	Variation 2019-2020 (%)
Containers and packaging	2.875	3.031	2.457	-5,15%
Non-Renewable	1.666	1.801	1.235	-7,5%
Steel	389	442	312	-11,99%
Aluminium	63	48	49	31,25%
Other	1	46	55	-97,82%
Plastic	1.213	1.265	818	-4,11%
Renewable	1.209	1.230	1222	-1,7%
Ceramics	6	4	5	50%
Paper/Cardboard/Wood/Cork	1.119	1.118	1107	
Glass	84	107	110	-21,49
Type of material				
Batteries	119	68	101	75%
Compact fluorescent lamps	0	0,0001	0,011	
Oil	1	0,03	0,113	
Electrical and electronic equipment	937	1.216	1.280	

■ Table 33. Number of carrier bags sold

Type of carrier bag	2020	2019	2018	Difference 2019 vs 2020	Difference 2018 vs 2020
AENOR-certified reusable plastic bag	13.884.233	17.936.587	79.032.198	-23%	-82%
Reusable raffia bag with 70% of recycled plastic	1.423.025	1.433.958	1.404.542	-1%	1%
Reusable solidarity bag	238.239	229.965	221.122	4%	8%
Bag with more than 55% of recycled plastic	41.904.813	37.328.955	164.825	12%	25324%
Paper bag	1.104.286	1.111.466	16.569	-1%	6565%
Compostable bag	8.343.051	7.320.170	339.543	14%	2357%
Single-use plastic bag	17.124.966	18.748.982	33.129.309	-9%	-48%
Other bags	22.485	24.252	168.836	-7%	-87%
Total	84.045.098	84.134.336	114.476.944	-0,1%	-27%

Table 34. In-store packaging units (bags, film and fresh product trays) according to material purchased since 2018

	2020	2019	2018	Variation 2019-2020 (%)	Variation 2018-2020 (%)
No. of store packaging units	620.163.028	650.629.032	673.579.321	-4,7%	-7,9%
Tonnes of materials	2.733	2.701	2.772	1,2%	-1,4%
Total plastic	1.729	1.690	1.775	2,3%	-2,6%
Bioplastic	223	10	0	2067,6%	
Recycled plastic	364	353	132	3,2%	174,7%
Conventional plastic	1.143	1.327	1.642	-13,9%	-30,4%
Paper/cardboard	938	948	938	-1,0%	0,0%
Other materials	66	64	59	4,4%	12,4%

Table 35. Reused logistic containers 301-3

	2020	2019	2018	Variation 2019-2020 (%)
Reused logistic containers (units)	50.670.053	46.818.903	46.807.700	8%
Reused pallets	5.085.707	5.400.714	4.944.741	-6%
Reused plastic boxes	45.584.346	41.418.189	41.862.959	10%

Table 36. Energy consumption within the organisation 302-1

	2020	2019	2018	Variation 2019-2020 (%)	Variation 2018-2020 (%)
Non-renewable fuel (kWh)	272.349.879	263.387.491	278.116.806	3%	-2%
Natural gas for heating (kWh)	7.750.908	8.423.621	9.976.723	-8%	-22%
Hypermarkets	4.762.304	4.848.191	6.303.455	-2%	-24%
Supermarkets	179.969	200.912	146.106	-10%	23%
Platforms	2.754.606	3.315.237	3.475.140	-17%	-21%
Other	54.029	59.281	52.023	-9%	4%
Fuel for freight transport (kWh)	264.598.971	254.963.870	268.140.083	4%	-1%
Diesel purchased at source	65.118.949	63.436.943	68.158.438	3%	-4%
Diesel distribution to stores	198.366.832	191.526.927	199.981.645	4%	-1%
Natural gas distribution to stores	1.113.189				
Electricity (kWh)	457.731.571	496.719.426	545.436.683	-8%	-16%
Hypermarkets	68.770.985	87.772.575	106.664.813	-22%	-36%
Supermarkets	318.098.107	335.861.055	360.707.898	-5%	-12%
Platforms	50.105.461	49.532.640	51.531.373	1%	-3%
Other	20.757.018	23.553.155	26.532.600	-12%	-22%
Total energy consumption (kWh)	730.081.450	760.106.917	823.553.489	-4%	-11%
Non-renewable fuel (GJ)	980.460	948.195	1.001.220	3%	-2%
Natural gas (GJ)	27.903	30.325	35.916	-8%	-22%
Diesel (GJ)	952.556	917.870	965.304	4%	-1%
Electricity (GJ)	1.647.834	1.788.190	1.963.572	-8%	-16%
Total energy consumption (GJ)	2.628.293	2.736.385	2.964.793	-4%	-11%

■ Table 37. Distribution (as a percentage) of energy consumption by use

	2020	2019	2018
Non-renewable fuel (kWh)	37%	35%	34%
Natural gas (kWh)	3%	3%	4%
Hypermarkets	61%	58%	63%
Supermarkets	2%	2%	1%
Platforms	36%	39%	35%
Other	1%	1%	1%
Fuel for freight transport (kWh)	97%	97%	102%
Diesel purchased at source	24,6%	25%	25%
Diesel distribution to stores	75,0%	75%	75%
Compressed natural gas distribution to stores	0,4%		
Electricity (kWh)	63%	65%	66%
Hypermarkets	15%	18%	20%
Supermarkets	69%	68%	66%
Platforms	11%	10%	9%
Other	5%	5%	5%

■ Table 38. Energy intensity ratio at EROSKI 302-3

Energy intensity	2020	2019	2018	Variation 2019-2020 (%)	Variation 2018-2020 (%)
kWh/m ² commercial surface area	614,0	617,32	634,34	-1%	-3%
kWh/€ net sales	0,15	0,17	0,18	-8%	-13%

■ Table 39. Refrigerants consumed to compensate leaks 305-1

	2020	2019	2018	Variation 2019-2020 (%)
Total	52	58,31	50,63	-11%
R-407A	0,3%	0,02%	11%	
R-407F	8,9%	13%	0,10%	
R-442A	31,9%	31%	46%	
R-449A	5,2%	9%	3%	
R-448A	41,7%	33%	23%	
Other	12,0%	14,98%	15,9%	

■ Table 40. Consumption of water by source (m3) 303-5

	2020	2019	2018	Variation 2019-2020 (%)
Municipal water supplies	1.118.748	1.028.495	951.375	9%
Supermarkets	74%	73%	69%	
Hypermarkets	15%	17%	20%	
Platforms	6%	6%	6%	
Other businesses	5%	4%	5%	

■ Table 41. Paper consumed for EROSKI advertising and head office 301-1

	2020*	2019	2018	Variation 2019-2020 (%)
Tonnes	3.919	5.001	5.477	-25%
Advertising brochures	3.265	4.559	4.809	-28%
Magazines	391	388	318	1%
Head office	10	10	11	-4%
Receipt paper	253	44	339	-11%

*During the first months of the state of alarm there were no advertising brochures.

Table 42. Waste by type and treatment method 306-2

	2020	2019	2018	Variation 2019-2020 (%)
Non-hazardous waste (tonnes)	47.168	46.627	47.181	1%
Recycling	40.018	38.001	38.460	5%
Landfill	2.343	3.679	3.920	-36%
Recovery	4.807	4.947	4.801	-3%
Hazardous waste (tonnes)	26	18	37	44%
Recycling	4	18	37	-78%
Landfill	22			
Total waste generated (tonnes)	47.194	46.645	47.218	1%
Recycled non-hazardous waste (t)	40.018	38.019	38.497	5%
Paper and cardboard	35.714	34.354	35.234	4%
Plastic	2.985	2.753	2.424	8%
Wood	393	382	370	3%
POREX	333	298	291	11%
Other	593	233	178	155%
Recycled non-hazardous waste (%)	85%	81%	82%	
Paper and cardboard	89%	90%	92%	-1%
Plastic	8%	7%	6%	14%
Wood	1%	1%	1%	-2%
POREX	1%	1%	1%	-17%
Other	1%	1%	0%	48%
Recovered organic waste (t)	4.807	4.947	4.801	-3%
Meat	2.079	2.180	2110	-5%
Fish	2.353	2.376	2328	-1%
Bread	255	264	244	-3%
Yoghurts	83	88	80	-6%
Fruits and vegetables	37	39	38	-5%
Recovered organic waste (%)	10%	11%	10%	
Meat	43%	44%	44%	-2%
Fish	49%	48%	48%	2%
Bread	5%	5%	5%	6%
Yoghurt	2%	2%	2%	-14%
Fruits and vegetables	1%	1%	1%	-23%

Table 43. Waste collected from customers and centres for recycling by type 306-2

	2020	2019	2018	Variation 2019-2020 (%)
Non-hazardous waste (tonnes)	654	791	608	-17%
Textile	526	710	604	-26%
Coffee capsules	84	6	4	1.307%
Used oil	44	75	72	-41%
Hazardous waste (tonnes)	1.508	1.569	1.676	-4%
Electrical and electronic equipment	1.404	1.479	1490	-5%
Batteries and energy accumulators	91	75	92	21%
Lamps and fluorescents	13	15	22	-12%
Total (tonnes)	2.162	2.360	2.284	-8%

Table 44. Economic contributions for social action (euros)

	2020	2019	2018
Social Action	12.419.918	10.250.560	8.500.199

Table 45. Tonnes of food and essential products donated through the Zero Waste (Desperdicio Cero) Programme

	2020	2019
Tonnes of food and essential products	4.648	6.366

The same conversion criteria was applied as in 2020 to 2019 for comparison purposes. In 2020 there were less food surpluses due to the high demand resulting from COVID-19.

Verification according to Law 11/2018 on non-financial information and diversity

AENOR

Declaración de Verificación de Información No Financiera

declaración de Verificación de AENOR para

EROSKI, S.COOP.

relativa al estado consolidado de información no financiera

Memoria 2020 EROSKI- Estado de Información No Financiera

conforme a la ley 11/2018

correspondiente al ejercicio anual finalizado el 31 de Enero 2021

En Madrid 5 de mayo de 2021



Rafael García Meiro
Director General

1995/0227/VNOF-2021

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EROSKI S.COOP. (en adelante la organización) con domicilio social en: Barrio de San Agustín s/n, 48230, Elorrio y en su nombre, Dª LEIRE MUGERZA GARATE, mayor de edad, con DNI nº 72.453.573-P, en cargo de Presidenta del Consejo Rector de EROSKI, S. Coop, ha encargado a AENOR llevar a cabo una verificación bajo un nivel de aseguramiento limitado de su Estado de Información No Financiera (en adelante EINF) conforme a la Ley 11/2018 por la que se modifica el Código de Comercio, el texto refundido de la Ley de Sociedades de Capital aprobado por el Real Decreto Legislativo 1/2010, de 2 de julio, y la Ley 22/2015, de 20 de julio, de Auditoría de Cuentas, en materia de información no financiera y diversidad (en adelante, la Ley 11/2018).

Como resultado de la verificación efectuada AENOR emite la presente Declaración, de la cual forma parte el EINF verificado. La Declaración únicamente es válida para el propósito encargado y refleja sólo la situación en el momento en que se emite.

El objetivo de la verificación es facilitar a las partes interesadas un juicio profesional e independiente acerca de la información y datos contenidos en el EINF de la organización, elaborado de conformidad con la Ley 11/2018.

Responsabilidad de la organización. La organización tuvo la responsabilidad de reportar su estado de información no financiera conforme a la Ley 11/2018. La formulación y aprobación del EINF así como el contenido del mismo, es responsabilidad de su Órgano de Administración. Esta responsabilidad incluye asimismo el diseño, la implantación y el mantenimiento del control interno que se considere necesario para permitir que el EINF esté libre de incorrección material, debida a fraude o error, así como los sistemas de gestión de los que se obtiene la información necesaria para la preparación del EINF. La organización de acuerdo al compromiso formalmente adquirido, ha informado a AENOR que no se han producido, desde la fecha de cierre del ejercicio reportado en el informe no financiero hasta la fecha de la verificación, ningún acontecimiento que pudiera suponer la necesidad de realizar correcciones al informe.

Programa de verificación conforme a ISO/IEC 17029:2019. AENOR, de conformidad a la citada Ley, ha realizado la presente verificación como prestador independiente de servicios de verificación. La verificación se ha desarrollado bajo los principios de "enfoque basado en evidencias, presentación justa, imparcialidad, competencia técnica, confidencialidad, y responsabilidad" exigidos en la norma internacional ISO/IEC 17029:2019 "Evaluación de la conformidad - Principios generales y requisitos para los organismos de validación y verificación".

Igualmente, en el Programa de verificación, AENOR ha considerado los requisitos internacionales de acreditación, verificación o certificación correspondientes a las materias de información contempladas en la Ley:

- Reglamento Europeo EMAS (Verificación Medioambiental)

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- SA 8000 (principios y derechos laborales internacionales conformes a la ILO (Organización Internacional del Trabajo), La Declaración Universal de los Derechos Humanos y la Convención sobre los Derechos del Niño. SAAS Procedure 200)
- Sistema de Gestión Medioambiental (ISO 14001).
- Sistema de Gestión de Responsabilidad Social, esquemas IQNet SR 10 y SA8000.
- Sistema de Gestión de la Calidad (ISO 9001).
- Sistema de Gestión de la Energía (ISO 50001).
- Sistema de Gestión de Seguridad y Salud en el Trabajo (ISO 45001).

Adicionalmente, los criterios e información que se han tenido en cuenta como referencia para realizar el Programa de verificación han sido:

- 1) La ley 11/2018 de 28 de diciembre, por la que se modifica el Código de Comercio, el texto refundido de la Ley de Sociedades de Capital aprobado por el Real Decreto Legislativo 1/2010, de 2 de julio, y la Ley 22/2015, de 20 de julio, de Auditoría de Cuentas, en materia de información no financiera y diversidad.
- 2) La Directiva 2014/95/UE del Parlamento Europeo y del Consejo de 22 de octubre de 2014 por la que se modifica la Directiva 2013/34/UE en lo que respecta a la divulgación de información no financiera e información sobre diversidad por parte de determinadas grandes empresas y determinados grupos.
- 3) La Comunicación de la Comisión Europea 2017/C 215/01, Directrices sobre la presentación de informes no financieros (metodología para la presentación de información no financiera).
- 4) La norma internacional ISO/IEC 17029:2019 Evaluación de la conformidad - Principios generales y requisitos para los organismos de validación y verificación.
- 5) Los criterios establecidos por la iniciativa mundial de presentación de informes de sostenibilidad en los estándares GRI cuando la organización haya optado por este marco internacional reconocido para la divulgación de la información relacionada con su desempeño en materia de responsabilidad social corporativa.

AENOR se exime expresamente de cualquier responsabilidad por decisiones, de inversión o de otro tipo, basadas en la presente Declaración.

Durante el proceso de verificación realizado, bajo un nivel de aseguramiento limitado, AENOR realizó entrevistas con el personal encargado de recopilar y preparar el EINF y revisó evidencias relativas a:

- Actividades, productos y servicios prestados por la organización.

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- Consistencia y trazabilidad de la información aportada, incluyendo el proceso seguido de recopilación de la misma, muestreando información sobre la reportada.
- Cumplimentación y contenido del estado de información no financiero con el fin de asegurar la integridad, exactitud y veracidad en su contenido.
- Carta de manifestaciones del Órgano de Administración.

Las conclusiones por tanto se fundamentan en los resultados de ese proceso de carácter muestral, y no eximen a la Organización de su responsabilidad sobre el cumplimiento de la legislación que le sea de aplicación.

El personal involucrado en el proceso de verificación, la revisión de conclusiones y la decisión en la emisión de la presente Declaración, dispone de los conocimientos, habilidades, experiencia, formación, infraestructuras de apoyo y la capacidad necesarios para llevar a cabo eficazmente dichas actividades.

CONCLUSIÓN

Basado en lo anterior, en nuestra opinión, no hay evidencia que haga suponer que el estado de información no financiera incluida en Memoria 2020 EROSKI- Estado de Información No Financiera y para la información referente al periodo objeto del informe, el ejercicio anual finalizado el 31 de enero de 2021, no proporcione información fiel del desempeño de EROSKI S.COOP. y sociedades referenciadas en el estado de información no financiera consolidado, en materia de responsabilidad social conforme a la Ley 11/2018. En concreto, en lo relativo a cuestiones ambientales, sociales y relativas al personal, incluida la gestión de la igualdad, la no discriminación y la accesibilidad universal, los derechos humanos, lucha contra la corrupción y el soborno y la diversidad.

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Independent audit report
according to GRI standards

AENOR
Confía



VERIFICACIÓN DE LA
MEMORIA DE SOSTENIBILIDAD

VMS-2021/0009

AENOR ha verificado que el Informe de Sostenibilidad de la organización

EROSKI, S.COOP.

Título del informe: Memoria 2020 EROSKI. Estado de Información No Financiera.

Periodo objeto del informe: 2020


es conforme con los estándares GRI en su opción Esencial

Fecha de emisión del certificado: 2021-05-05


Rafael GARCÍA MEIRO
Director General


AENOR INTERNACIONAL S.A.U.
Génova, 6. 28004 Madrid, España
Tel. 91 432 60 00 - w www.aenor.com

AENOR



La organización para la que se emite este certificado, ha encargado a AENOR llevar a cabo una verificación bajo un nivel de aseguramiento limitado del Informe de Sostenibilidad realizado de conformidad con los Sustainability Reporting Standards (GRI Standards) en la opción declarada en este certificado.

Como resultado de la verificación efectuada AENOR emite el presente certificado, del cual forma parte el Informe de Sostenibilidad verificado. El certificado únicamente es válido para el propósito encargado y refleja sólo la situación en el momento en que se emite.

El objetivo de la verificación es facilitar a las partes interesadas un juicio profesional e independiente acerca de la información y datos contenidos en el Informe de Sostenibilidad de la organización, elaborado de conformidad con los estándares GRI.

Responsabilidad de la organización. La organización tuvo la voluntad de reportar su desempeño en materia de responsabilidad social, de conformidad con los estándares GRI. La elaboración y aprobación del Informe de Sostenibilidad así como el contenido del mismo, es responsabilidad de la organización. Esta responsabilidad incluye asimismo el diseño, la implantación y el mantenimiento del control interno que se considere necesario para permitir que el Informe de Sostenibilidad esté libre de incorrección material, debida a fraude o error, así como los sistemas de gestión de los que se obtiene la información necesaria para la preparación del mismo. La organización, ha informado a AENOR que no se han producido, desde la fecha de cierre del ejercicio reportado en el informe de sostenibilidad hasta la fecha de la verificación, ningún acontecimiento que pudiera suponer la necesidad de realizar correcciones al informe.

Programa de verificación conforme a ISO/IEC 17029:2019. AENOR, ha realizado la presente verificación como prestador independiente de servicios de verificación. La verificación se ha desarrollado bajo los principios de “enfoque basado en evidencias, presentación justa, imparcialidad, competencia técnica, confidencialidad, y responsabilidad” exigidos en la norma internacional ISO/IEC 17029:2019 “Evaluación de la conformidad – Principios generales y requisitos para los organismos de validación y verificación”.

Adicionalmente, los criterios e información que se han tenido en cuenta como referencia para realizar el Programa de verificación han sido los criterios establecidos por la iniciativa mundial de presentación de informes de sostenibilidad en los estándares GRI.


AENOR se exime expresamente de cualquier responsabilidad por decisiones, de inversión o de otro tipo, basadas en el presente certificado.

Durante el proceso de verificación realizado, bajo un nivel de aseguramiento limitado, AENOR realizó entrevistas con el personal encargado de recopilar y preparar el Informe de Sostenibilidad y revisó evidencias relativas a:

- Actividades, productos y servicios prestados por la organización.
- Consistencia y trazabilidad de la información aportada, incluyendo el proceso seguido de recopilación de la misma, muestreando información sobre la reportada.
- Cumplimentación y contenido del Informe de Sostenibilidad con el fin de asegurar la integridad, exactitud y veracidad en su contenido referido al periodo objeto del informe.

Las conclusiones por tanto se fundamentan en los resultados de ese proceso de carácter muestral, y no eximen a la Organización de su responsabilidad sobre el cumplimiento de la legislación que le sea de aplicación.

El personal involucrado en el proceso de verificación, la revisión de conclusiones y la decisión en la emisión del presente certificado, dispone de los conocimientos, habilidades, experiencia, formación, infraestructuras de apoyo y la capacidad necesarios para llevar a cabo eficazmente dichas actividades.


AENOR INTERNACIONAL S.A.U. C/ GÉNOVA 6, 28004 MADRID
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This report has been prepared in compliance with Law 11/2018 and in accordance with the Global Reporting Initiative 2016 Standards, essential option.

The contents of this report have been verified by AENOR.

For any questions or suggestions about this report, please contact: sostenibilidad@eroski.es

