



Annual Report 2019

Non-financial information statement





HUMANITY
AT WORK

MONDRAGON

Annual Report 2019

Non-financial
information
statement



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Letter from the Chairman 102-114



Several reasons make 2019 a landmark year for EROSKI. One of them is undoubtedly the celebration of our 50th anniversary. In addition, we have closed a good refinancing agreement and renovated a high percentage of our network of stores to the "with you" model. It has also been a year of notable progress in projects related to health and sustainability, such as the increasing implementation of Nutri-Score advanced nutritional labelling - an area in which we are pioneers among distributors in Spain - as well as providing our customers with alternatives to traditional plastic bags and more sustainable alternative packaging. Likewise, the approval of the new Law on Cooperatives provides us with a more specific regulatory framework that enables us to compete and develop on an equal footing with other organisations with different legal structures

The merger of seven small consumer cooperatives back in 1969 was the seed of this group which, after half a century of operation, has become one of the main distributors in Spain. Fifty years of a business project based on people and cooperation. Along this path, we at EROSKI have remained very close to consumers, evolving at the same time as society and adapting to their needs and consumption habits. And we have done so while staying true to our core purpose and cooperative nature. Contributing to improving the quality of life and having a positive influence on sustainable development are two of the historic commitments that EROSKI made to consumers and society from the start, and today they continue to be defining characteristics which have structured our evolution over time as a consumer organisation and a very active driving force in social responsibility.

We face the challenges and trends posed by today's consumer: multi-channel sales, convenience shopping, the needs of senior citizens, health care, experiential

shopping, and the growth of the "green" and "local" markets. This hyper-communicated society demands rapid changes (at a rate never seen before) from companies in all kinds of sectors, from institutions..., from everyone. Food does not escape this trend: we associate it with all the good and all the evil that happens to us: health, disease, pollution (plastics in the seas, palm oil, deforestation, the end of resources...). And the shop is the place where all those worries crystallize, becoming visible. There is only one way to deal with this situation: take on the change, accept the challenge and build the solutions. And we're not going to hide. We declare ourselves co-responsible and assume our share of the responsibility to act accordingly. We want to change our performance as a distribution company and we also want to influence our Client Partners to change theirs through information and training. It is up to EROSKI to act for social transformation with our co-operative project, seeking sustainable welfare and, to this end, we must focus our efforts more on action than on justification.

EROSKI today is a clear result of work with a great capacity to contribute to society. After a remarkable 2019 in which we have celebrated half a century of existence, we will redouble our efforts to offer our Client Partners and consumers ever more options to make their purchases and consumption healthier and more sustainable from a social and environmental point of view. We will also focus on technological development, which will allow us innovative developments as diverse as a generation of much more energy efficient stores, tools that allow personalised offers for customers or commercial models of sections that promote a personal and direct relationship with the brand. We will work to offer a wide range of channels and formats from which consumers can make their purchases. We have already travelled a long way along this path, but there is still a great deal to do, and we want to accel-

erate our efforts in this direction, driven by the collective internal strength that has enabled us to get this far and which will surely enable us to earn our place in the future by responding to all that society expects and deserves from EROSKI.

I encourage you to read this annual report to learn more about our performance in 2019 and our actions derived from our commitment to sustainable development, which we endorsed in 2002 with our adhesion to the Global Compact and which we renew annually, in line with our mission and with our determined aim to contribute significantly to the achievement of the 17 United Nations Sustainable Development Goals (SDGs). We hope you find our report interesting and inspiring.

Thank you.

A handwritten signature in black ink, appearing to read 'Agustín Markaide', with a long horizontal line extending to the right.

Agustín Markaide
Chairman of the EROSKI Group

Letter from the Governing Council of EROSKI



I am making this reflection on what 2019 has meant for our co-operative project at an exceptional time, the COVID-19 health crisis, which will condition at least the immediate future of our society and therefore also of EROSKI. This situation has highlighted the need for something that characterises us as an organisation and which in 2019 we have recognised on the 50th anniversary of our creation: to place people at the centre of our work, to direct the efforts of each person to the benefit of the community and to nurture support for society and especially for the most disadvantaged.

After 50 years of cooperative work, in 2019 we have seen significant progress in adapting our organisation to the needs of our Consumer Partners, with clear commitments to key aspects such as health and sustainability. Our governance model, in which the decision-making capacity of the Employee Partners and Consumer Partners sets the guidelines for our project, is proving effective in making our commitment to the social environment a reality.

Over these five decades - through collaboration, dedication, professionalism and social sensitivity - many people within our organisation have made a decisive contribution to ensuring EROSKI is a benchmark in the sector today and our defining characteristics identify us as an organisation with a commitment to health and social welfare. To all those people, I would like to express our most sincere thanks.

Our evolution as a company has gone hand in hand with the transformations that have taken place in society. And the unique nature of our organisation has allowed us to be ahead of the curve. Since our beginnings we have built our project based on proximity to the consumers, who have been the catalyst of our work and our actions, in order to adapt these to their needs and consumption habits.

The present is full of new challenges and we are prepared to face them with our strengths as an organisation. With the commitment of our Employee Partners and the involvement of our Client Partners, whose participation has been decisive in initiatives committed to health and sustainability, two elements that are the spearhead of our offer to the consumer. A clear example of this commitment is the award of the NAOS Prize in 2019 by the Spanish Food Safety and Nutrition Agency, which recognises our contribution to the adoption of healthy eating habits among the population.

2019 has also been a year which has seen important decisions in the corporate field. We have reached a solid agreement for financial restructuring and the new Law on Cooperatives represents a strengthening of our project. Both of these reinforce our ability to face the future with optimism and with renewed enthusiasm in the task ahead, to continue providing greater levels of welfare to society in our sphere of activity.

The achievements seen as a result of working to our formula of cooperation and a focus on consumers have been very important in these 50 years. Our contribution to the wellbeing of society shows that the formula works. We must persevere in this direction, always keeping clear who the owners and key players of our project are, the Employee Partners and the Client Partners, and everything that EROSKI generates is for them, for the society in which it operates, promoting initiatives of support and social responsibility, and always remembering that the focus of our work will always be to improve people's quality of life. That is why EROSKI was set up as a consumer cooperative 50 years ago, and we must always bear it in mind.

A handwritten signature in blue ink, which reads "Leire Mugerza". The signature is fluid and cursive.

Leire Mugerza
Chairwoman of the Governing Council of EROSKI



1969

Birth of EROSKI S. Coop. from the merger of seven small consumer cooperatives



1971

Opening of the first shops in Navarre



1977

Launch of the EROSKI own-brand



1978

Opening of the first EROSKI franchised supermarket
Start of the "Consumer Schools"



1981

Opening of the first EROSKI Hypermarket



1983

Constitution as an association of consumers



1989

First distributor to withdraw CFC aerosols from sale in Spain
Inauguration of the automated silo at the Elorrio platform



1990

Launch of the first EROSKI branded product with a Denomination of Origin
Creation of the E logo



1991

Birth of FORUM SPORT



1996

First "Operation kilo" in support of the Food Bank



1997

Birth of the EROSKI Foundation

1998

Integration of VEGALSA into the EROSKI Group
Inauguration of the Consumer Portal www.consumer.es



2000

Opening of the online supermarket



2002

Sale of the first Fair Trade certified products
Adherence to the United Nations Global Compact.



2003

Launch of the first EROSKI Red Visa payment card.



2004

First Sustainability Report
Launch of the "Corporate Volunteer" programme
Commitment not to use GMOs



2005

Launch of the first gluten-free products under the EROSKI brand



2006

Sale of the first product with FSC sustainability certification
Celebration of the first Consumer Opinion Forums (FOCOS)



2007

Acquisition of CAPRABO
Launch of the "Nutritional Traffic Light"
Start of the "Zero Waste" programme



2009

Launch of the first reusable bag



2011

Beginning of the Diet and Nutrition School and the Educational Programme on Healthy Eating and Habits
First store of the "with you" business model



2012

Opening of the EROSKI "Zero Emissions" supermarket in Oñati
Launch of the charity bag



2013

Launch of the first App



2014

Launch of the EROSKI Club



2015

The international alliance grows to include 8 European distributors



2016

First "ugly fruits and vegetables" campaign
Agreement with the Basque Culinary Center to test EROSKI SeleQtia products



2017

MSC certification to sell fresh fish from sustainable fisheries
Birth of "Ekilibria"



2018

Renewal of the 10 EROSKI Commitments to Health and Sustainability
New Nutri-Score advanced nutrition labelling

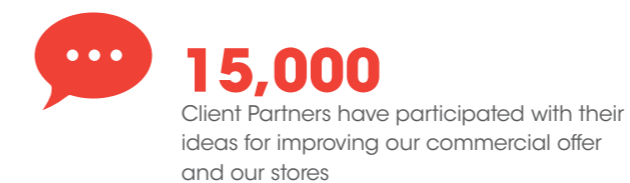
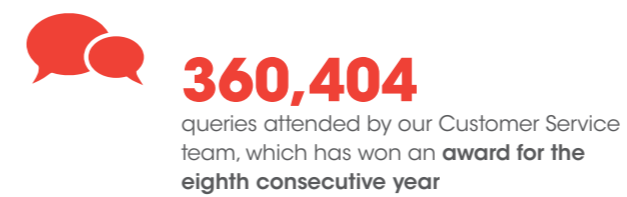


2019

50th anniversary of EROSKI



Key data 2019





ITXURA BERRIA
ZAPORE BERA



NUEVA IM
MISMO SA

13 Inauterriak
Carnaval

1

EROSKI

A unique business model 102-1; 102-2; 102-5; 102-7



EROSKI is the leading retail distribution cooperative for mass-consumption goods and services in Spain and is a benchmark in the regions of Galicia, the Basque Country, Navarre, Catalonia and the Balearic Islands. The group's parent company is the consumer cooperative EROSKI S. Coop., which meets three conditions at once: it is a distribution company, a consumer organisation and a cooperative project in which consumers and employees share the leading role and authority.

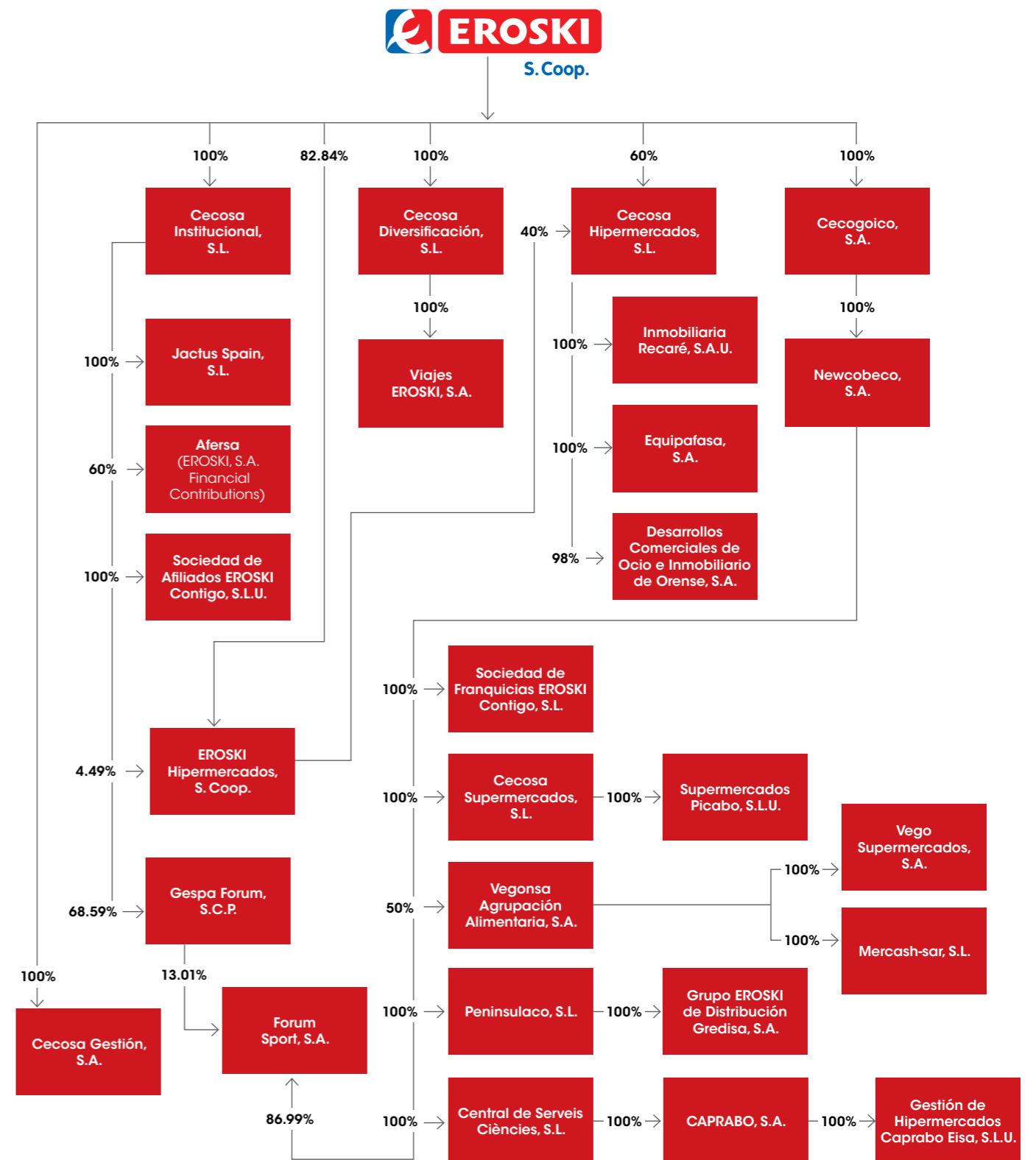
EROSKI emerged 50 years ago, when seven small consumer cooperatives joined together with the aim of achiev-

ing quality products at a good price and defending the rights of consumers. Since then, we have kept our business strategy aligned to this end by ensuring an effective link between the entity's strategy and the demands of employees and consumers in general.

Our business network is currently developed and managed through the cooperative and the other 27 subsidiary companies that make up the EROSKI Group and which appear in the financial statements. A list of these companies can be found in the Chapter 8 of this report, which covers Transparency.



Organisation chart of the 28 EROSKI Group companies and the stake EROSKI S. Coop. has in each of them at the close of the 2019 financial year



Mission, vision and values 102-16

Our mission

To offer society goods and services that improve the quality of life, health and wellbeing of consumers and offer the best quality, information and price, with a commitment to promoting the practice of sustainable consumption.

Our 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, since we aim to generate sustainable high-quality employment.
- 3** Work to earn profits that allow us to generate greater wealth and charitably distribute it.
- 4** Integrate into our strategy a firm commitment to the health and wellbeing of consumers and the sustainable development of society. Through our vision we aim to:
 - Offer satisfactory solutions to our customers 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.
 - Generate the profits that make wealth-generating growth possible.
 - 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.

Our values

At EROSKI, five values define our business project and the way we relate to people and the environment in which we operate:

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 their 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 work by offering healthy, safe and wholesome products, and transparent, useful and complete information. At the same time, we work to reduce the negative environmental impacts generated by our operations.

Commitment to health and sustainability 102-12

Since our foundation 50 years ago, at EROSKI we have maintained our commitment to quality food, constantly increasing our demands to offer a more sustainable product that meets 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 (SDG), approved in 2015 by the United Nations, and to work jointly with other economic, social and environmental agents. For this reason, we were founding members of the Global Compact, an international initiative proposed by the United Nations in 2002, with which we annually reaffirm our commitment. The Compact promotes the implementation of 10 universally accepted principles to foster cor-

porate social responsibility in the areas of human rights and business, labour standards, the environment and anti-corruption in business activities and strategy.

In the same spirit, and consistent with our founding purpose, we incorporate these principles of sustainable development into our organisation in an integrated manner, aligning our strategic and management plans with the goal of reducing and mitigating negative impacts and promoting positive ones. In 2018, with the collaboration of more than 7,800 people, we developed EROSKI'S 10 Commitments to Health and Sustainability. These commitments are a guide and roadmap which enable us to properly address the areas that really matter to both consumers and society. In 2019, CAPRABO also signed up to these commitments.



Prizewinning Commitment to Health and Sustainability

Basque Food Innovation Awards - BTEM 2019

EROSKI has been recognised with the Basque Food Innovation Award (BTEM 2019), organised by AZTI and the Basque Food Cluster, in the market innovation category, as it is considered a pioneer in the commitment to health, sustainability and local products.

CORRESPONSABLES Awards

This year the Fundación Corresponsables has awarded EROSKI recognition as a finalist in the 10th CORRESPONSABLES Awards in the category of large companies and corporate foundations, thanks to its initiative "Business Strategy in Health and Sustainability, 10 Commitments".

Key achievements in our 10 Commitments to Health and Sustainability

Health and Sustainability Commitments	2019 Highlights	Sustainable Development Goals (SDGs)
<p>1 Engage in food safety</p> <p>We are committed to food safety, through a preventive quality plan, controlling the traceability of products and maintaining the cold chain of fresh produce.</p>	<ul style="list-style-type: none"> ▶ 20,141 analytical controls of products and services. ▶ 341 supplier audits. ▶ 1,703 point of sale and platform audits. 	
<p>2 Promote a balanced diet</p> <p>We promote the consumption of the foods needed for a balanced diet, reduce ingredients whose excessive consumption is detrimental to health in our brands' products and improve the quality of their saturated fats.</p>	<ul style="list-style-type: none"> ▶ 104 own-brand products reformulated to improve their nutritional profile. ▶ 64 own-brand products reformulated to remove palm or coconut oil from their ingredients. 	
<p>3 Prevent childhood obesity</p> <p>We work to prevent childhood obesity by promoting and facilitating a balanced diet for children, giving priority to the nutritional quality of our products aimed at children and educating two million children and their families about healthy living habits by 2025.</p>	<ul style="list-style-type: none"> ▶ 442,677 school children and their families trained in 2019 through our Healthy Eating and Habits Education Programme (PEAHS). 	
<p>4 Meet specific nutritional needs</p> <p>We work so that people with specific needs can find everything for their diet at our stores, expanding the diversity of our products and offering alternatives, such as our ordering service and online store.</p>	<ul style="list-style-type: none"> ▶ 3,000 gluten-free products in our stores, more than 550 of which are own-brand products. ▶ 1,630 members of the Coeliac Associations of the Basque Country and La Rioja have benefited from a 20% discount on 200 specific gluten-free products. 	
<p>5 Encourage responsible consumption</p> <p>We facilitate a sustainable diet, reducing the environmental impact of our processes, stores and products. We also promote organic products and more sustainable production processes, as well as the reduction of artificial additives.</p>	<ul style="list-style-type: none"> ▶ 18% reduction in emissions of CO₂ in 2019 compared to 2018, 34% reduction compared to 2017. ▶ +90 eco-designed containers and packaging, and reduction of +100 tonnes of plastic per year. ▶ 6,748 tonnes of food donated to charities through our Zero Waste programme. 	



Health and Sustainability Commitments	2019 Highlights	Sustainable Development Goals (SDGs)
<p>6 Offer more local products</p> <p>We contribute to the development of the social and economic environment of our stores and promote culture and local development in the community through culinary events, visits to production facilities and collaboration in the most traditional and well-established festivals.</p>	<ul style="list-style-type: none"> ▶ 21,907 local products offered in collaboration with 2,493 local small producers. ▶ 10 million euros allocated to social actions in the environments in which we operate. 	
<p>7 Enable people to eat well at a reasonable price</p> <p>We improve the prices of the products necessary for a balanced and responsible diet and develop personalised savings proposals for our partners and clients.</p>	<ul style="list-style-type: none"> ▶ 308 million euros in savings transferred to our customers through offers, promotions and other campaigns. 	
<p>8 We act after listening, with clarity and transparency</p> <p>We act in a clear and transparent manner, always involving partners, employees and customers, as well as other stakeholders. In addition, we seek maximum clarity and transparency in the information provided by our packaging.</p>	<ul style="list-style-type: none"> ▶ 15,786 Client Partners have participated in listening exercises. ▶ 100% own-brand products have the Nutri-Score advanced nutritional labelling available in the store, 773 on the packaging itself. ▶ 100% of the recipes sold as healthy dishes include an assessment of Nutri-Score. 	
<p>9 Take good care of ourselves as employees</p> <p>We promote training in health, welfare and responsible consumption with the aim of improving the quality of life of our employees, offering training, advice, activities, programmes and tools for our staff and their families.</p>	<ul style="list-style-type: none"> ▶ +600 EROSKI employees have participated in the 14 training activities on balanced diet and health. ▶ 191,938 hours of training in total for employees. 	
<p>10 Promote a healthier lifestyle</p> <p>We promote high-quality information on health and sustainability through channels such as the magazine CONSUMER EROSKI and www.consumer.es. We also have our own personalised advice programme for members of the EROSKI Club.</p>	<ul style="list-style-type: none"> ▶ +45 million visits to www.consumer.es. ▶ +32,000 Client Partners have actively participated in challenges related to healthy eating. ▶ +28,000 Client Partners have received monthly reports from Ekilibria. 	

EROSKI Foundation

To implement these actions in favour of sustainability, we dedicate a minimum of 10% of our profits to the Obligatory Contribution Fund for Education and Cooperative Promotion and Other Purposes of Public Interest (COFIP). These economic resources are channelled through the EROSKI Foundation, an entity founded in 1997 that bases its operation on four main pillars.

To implement these, the Foundation has a multidisciplinary expert team that promotes actions in favour of consumers, carries out dissemination campaigns, pub-

lishes magazines and guides, offers scholarships and grants and collaborates with social organisations. The Foundation's Board of Trustees guarantees that the Action Plan established each year is carried out under the principles of impartiality, independence, transparency, efficiency and responsibility.

Among other strategic lines and programmes, the Foundation manages and promotes the Diet and Nutrition School programme and the publication CONSUMER EROSKI.



Financial performance

102-7; 201-1; 201-4; 203-1; 203-2; 413-1

2019 has been a remarkable year for EROSKI. As well as celebrating its 50th anniversary, it has closed a good refinancing agreement, achieved a high percentage of renovation of its commercial network to the "with you" model and made notable progress in projects related to health and sustainability. At the end of July 2019, EROSKI signed a restructuring agreement for its financial debt to banks. The agreement involved banking support for the project and for EROSKI's business plan, which gives it financial coverage until 2024. This will allow the group to meet the challenges defined in its business plan with the financial needs covered and without the obligation to make divestments.

The evolution of the business has been satisfactory in terms of activity, but especially notable in terms of operating profit, which, growing substantially with respect to the previous year, confirms the upward trend that has been evident in recent years. This trend allows EROSKI to consolidate and continue with its plans to improve the company's efficiency.



EROSKI Group Income Statement (in thousands of euros)

Direct economic value generated and distributed	2019	2018	2017
Ordinary income	4,835,650	4,959,925	5,035,577
Net sales from distribution	4,584,227	4,698,075	4,792,066
Other income without return from sale of fixed assets	251,423	261,850	243,511
Operating profit (before impairment, gains or losses on sale of fixed assets and non-current activities)	193,840	163,617	137,367
Impairment, disposal of fixed and non-current assets	-162,602	-42,883	-20,848
Profit before financial expenses and taxes	31,238	120,733	116,519
Financial income/loss	57,526	-114,513	-64,631
Profit/loss of investments accounted for using the equity method	1,436	1,712	3,677
Income tax	-45,028	-2,923	-32,106
Net profit of discontinued operations	0	0	9,754
Financial result for the fiscal year	45,173	1,586	33,213

We generate wealth in our environment

At EROSKI, not only do we distribute the profits generated through our business activity among the cooperative's Employee Partners and the rest of the Group's companies, but we also generate wealth directly for the different actors in our value chain:

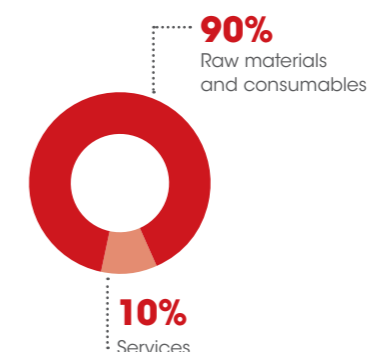
- for our clients, through personalised offers, campaigns and promotions;
- for our suppliers, through purchases made during our commercial relationship and by our purchasing and supply policy, which seeks to promote a sustainable agri-food sector;
- for our employees, through remuneration for their work and other contributions;
- for the State, through social contributions, taxes on profits and other taxes;
- for society, through the social activities of the Group and the EROSKI Foundation and the environmental protection actions we carry out.

Value creation in our environment

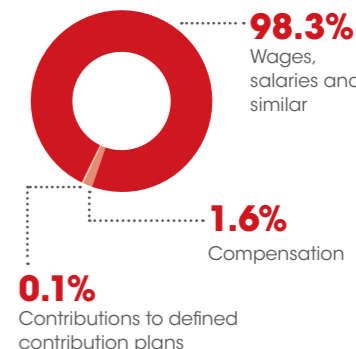
Clients
+ 308 million euros transferred through multiple commercial offers during the year



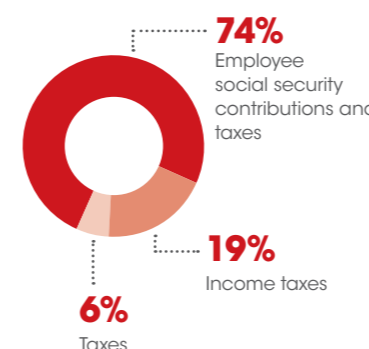
Supplier companies
3.747 million euros



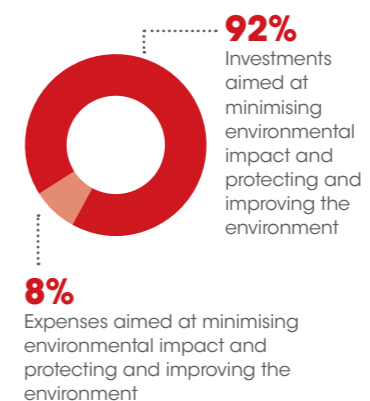
Employees
489 million euros



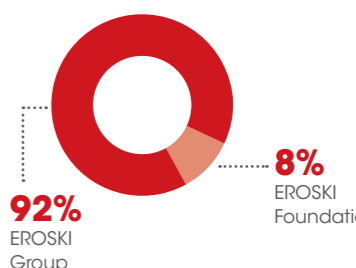
Status
233 million euros



Environment
15 million euros



Society
11 million euros for social purposes and to train and inform consumers



Governance 102-18; 102-30; 102-31; 102-33;

EROSKI Group management model


The Group's companies adhere to the corporate governance guidelines of the parent company EROSKI S. Coop. which, as a consumer cooperative, is of a unique nature, characterised by the fact that both consumers and employees participate in the organisation's management and decision-making. The only company that has a different management model for some matters – and even then, they are very similar and agreed upon with the Group – is VEGALSA-EROSKI, as EROSKI only has a 50% stake in it.

EROSKI is structured into two communities: 1,228,830 Consumer Partners (which represents a 4.96% increase over 2018, with 58,027 new Consumer Partners), individuals with a special awareness of their consumer habits and who decide to get involved in the cooperative; and 9,258 Employee Partners (8,019 at EROSKI S. Coop., 313 of whom joined in 2019), that provide both capital and work as part of their commitment to the organisation.

To manage both groups, we have created the corresponding articles of association and regulations, which govern the organisation of each group through its own structure.

The EROSKI S. Coop Governing Council is responsible for its corporate governance, management and representation. The Articles of Association establish the conflicts of interest of the members of the Governing Council and the Management, and can be consulted on the corporate website (<https://www.eroski.es/gobierno-corporativo>). In turn, the Appointments and Remuneration Committee ensures they meet the established suitability criteria, taking care to avoid conflicts of interest and take issues of gender diversity into consideration.

Governing Council

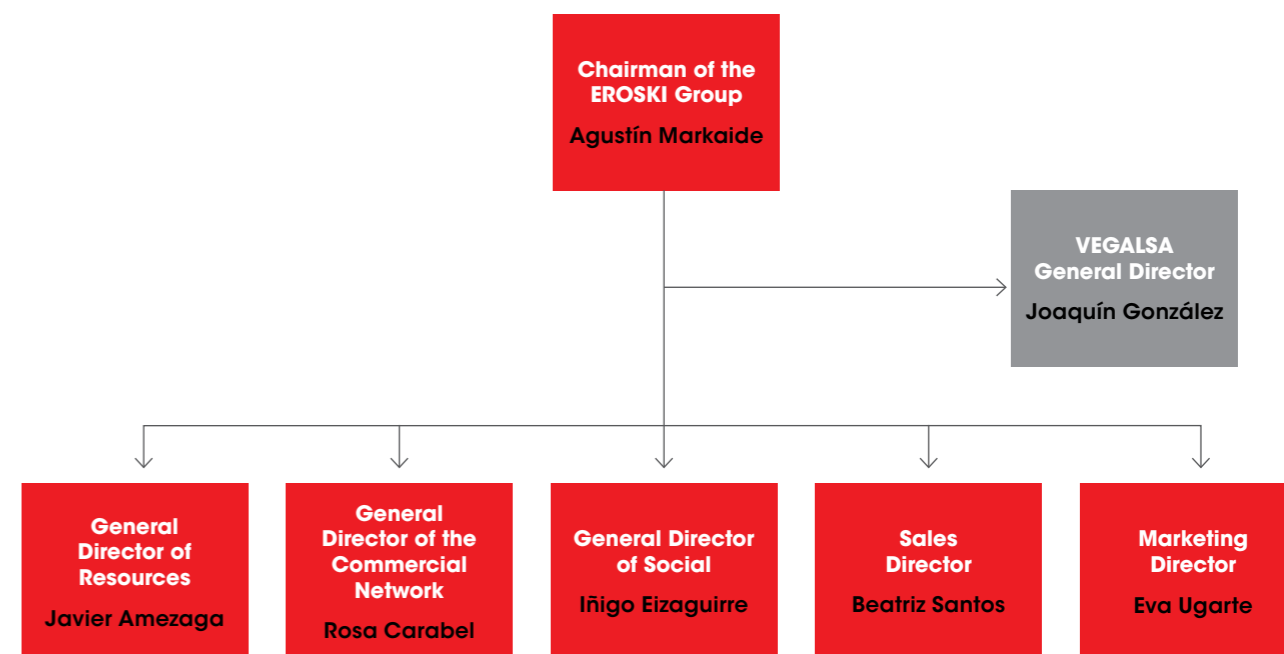


Members			
Leire Mugerza Gárate Consumer Partner (independent), Chairwoman	Oskar Goitia Zubizarreta Consumer partner (independent)	Lander Beloki Mendizabal Consumer partner (independent)	Iñigo Arias Ajarrista Employee Partner
Edorta Juaristi Altuna Employee Partner, Vicechairman	Nerea Esturo Altube Employee Partner	Gonzalo Loro Periañez Consumer partner (independent)	María Asunción Bastida Sagarazu Employee Partner
Sonia Ortubai Balanzategui Consumer Partner (independent), Secretary	Cristina Gainza Salinas Employee Partner	Ana Isabel Zariquiegui Asiaín Employee Partner	Eduardo Herce Susperregui Consumer Partner (independent)

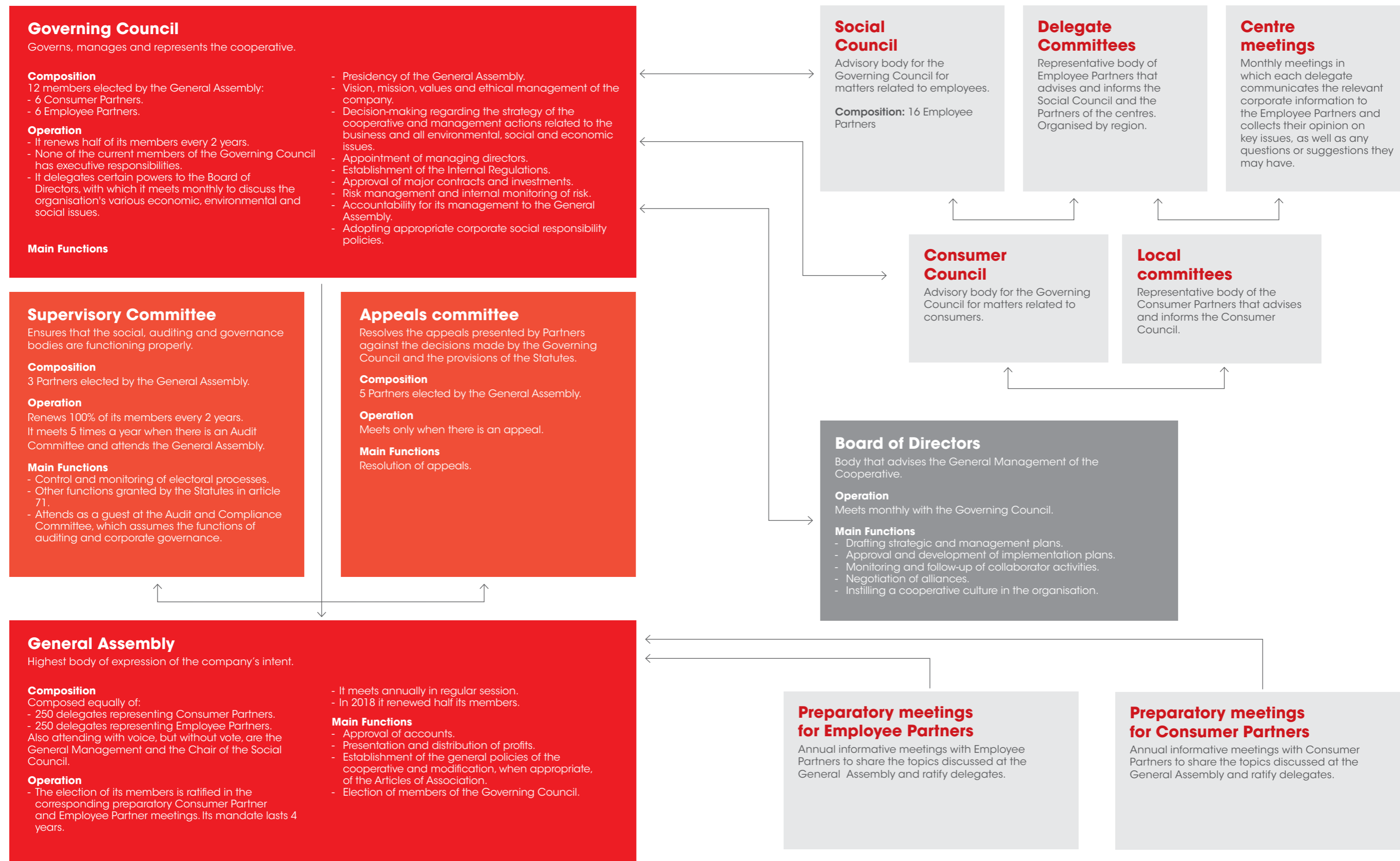
Board of Directors



Javier Amezaga Director of Resources	Eva Ugarte Marketing Director	Agustín Markaide Chairman	Rosa Carabel Network Director	Iñigo Eizaguirre Social Director	Beatriz Santos Sales Director
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EROSKI, S. Coop. Governance Structure.



Ethical and responsible management

To ensure that EROSKI's activities and relationships are conducted honestly and ethically, we have a Code of Conduct that we share with our employees, partners and suppliers and which is available to all stakeholders on our corporate website. As regards sanctions, we have the EROSKI S. Coop. Internal Regime Regulations, which applies to the entire Group.

To ensure the reputation and credibility of our organisation, we avoid activities that are not aligned with our interests, comply with the rules we have established, collaborate with the competent authorities, make good use of the organisation's assets and refuse undue payments, treatment and gifts.

EROSKI has confidential channels and processes to discuss or report any matter related to the Code of Conduct and its procedures. There is an email address, telephone number and a postal delivery form for such purposes. The head of the Compliance Office, through the Internal Supervisory Body, is the person appointed by the Audit and Compliance Committee of the Governing Council to receive, channel, track, report and document these notifications and consultations. The Audit Committee supervises the operation of the procedures established for receiving queries and notifications and validates the response given.

Fight against corruption and money laundering 205-1

Anticorruption and anti-money laundering activities are included in the implementation of the *Compliance* policy by the EROSKI Group. Since 2017, we have had a Criminal Risk Prevention Plan that establishes the design of the prevention policy and defines the internal supervisory measures that must be implemented. To this end, a Criminal Risk Prevention Manual has been drawn up. This includes:

- A list of the risk situations the Group may eventually face.
- The establishment of action protocols against operations that entail a potential criminal risk.
- The necessary recommendations to design an effective crime prevention policy, which also defines the delegation and supervision model of the Group for reporting incidents, implementing measures or improving those already established, and reporting criminal behaviour to the Board of Directors.

In order to fulfil *Compliance* obligations, an Internal Supervisory Body has been implemented. This body receives assistance from the *Compliance* Office, which is responsible for managing and implementing the Criminal Risk Prevention Plan.

In addition, in order to comply with the recommendations of SEPBLAC, the supervisory authority for the prevention

of money laundering, and the obligation to implement policies for the prevention of money laundering and the financing of terrorism, the following measures were taken in 2019:

1. An evaluation of the risk of money laundering determining the real risks due to the economic activity carried out by the EROSKI Group, the products it markets and the customers with whom it does business. The risks, and the measures and policies required to address them, have been reflected in a Self-Assessment Risk Report. The main risk areas identified in the Supermarkets, Hypermarkets and Viajes EROSKI business area are purchases made at points of sale by customers in short periods of time, on a regular and constant basis, and in which each purchase does not exceed 2,500 euros in cash for subsequent resale of the product; and in the Development business area the greatest risk is in real estate sales transactions with foreign customers.

2. The appointment of a representative to SEPBLAC.

3. Preparation of an internal manual on the prevention of money laundering and financing of terrorism which sets out, among other things, the appropriate policies and procedures to be implemented in the Group for the prevention of money laundering (due diligence, information, document retention, risk management, detection of suspicious transactions, establishment of a personal training plan on business risk, etc.).

Impact and risk management 102-15; 102-30; 02-31

The identification, assessment and management of economic, environmental and social impacts, risks and opportunities is mainly the responsibility of the Audit and Compliance Committee and the Internal Supervisory Body of EROSKI, S. Coop. who are responsible for timely reporting to the Governing Council, which is ultimately responsible for ensuring compliance with internal rules regarding the management of all risks that may threaten the organisation.

In addition, the company has a Criminal Risk Prevention Plan, which is reviewed annually and which identifies the crimes that are most likely to be committed within the activities carried out in the EROSKI Group. The scope of this plan is the EROSKI Group (Forum Sport and Viajes EROSKI have been included in 2019), with the exception of VEGALSA-EROSKI, which has its own.

This Plan indicates the departments or areas that would be most affected by its potential commission, the actions that would lead to a breach of the regulation and the prevention measures that should be implemented by the risk groups, as well as the monitoring processes that will be developed for their inspection or accreditation. In this regard, in relation to crimes against natural resources and the en-

Our Code of Ethics

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

Include

ethical management in the main management objectives.

Take on and contribute

to the continuous improvement of the levels of social responsibility set out in the legislation.

Verify

the ethical conduct of the organisation by monitoring indicators to define the areas of activity in need of improvement.

Set objectives

to improve ethical management and to develop and adopt plans to achieve it.

Train and inform

all persons involved in the application of the management system appropriately and promote the adoption of good practices of social responsibility.

Inform

suppliers and subcontractors adequately on the Code of Ethics adopted and create mechanisms for the transfer of knowledge about social responsibility.

Attend

to external stakeholders (consumers, neighbourhood communities, government, customers, suppliers, etc.) who inquire about our social behaviour.

Communicate

openly and effectively to society our Code of Ethics, its rules and the fulfilment of its objectives.

vironment, certain risk actions are foreseen that could be carried out by different departments of EROSKI, as well as the prevention measures to avoid them, and the specific controls implemented, which basically consist of reporting systems between the different bodies of the Group. We also have an environmental liability policy that has an annual aggregate limit for all coverage of 10 million euros and a limit per claim for all coverage of 5 million euros.

Within this context of prevention, the Governing Council performs an in-depth analysis of general corporate risks each year. The Annual Corporate Governance Report (section E), available on the EROSKI website, provides information on risks (scope of the risk management system, bodies responsible for the risk management system, risks arising during the financial year, etc.).

VEGALSA-EROSKI management model

As previously indicated, Vegonsa Agrupación Alimentaria, S.A. (VEGALSA), as a company in which EROSKI only has a 50% stake, has a different governance model in some matters, although it is very similar and is agreed with the Group.

The Chair of the Board of Directors of Vegonsa Agrupación Alimentaria, S.A. is Javier Amezaga, General Director of Resources at EROSKI. The Board of Directors, the highest decision-making body of VEGALSA-EROSKI, meets monthly in ordinary session. It authorises decisions regarding the opening, closing and transfer of commercial establishments, investments exceeding certain amounts (regulation), changes in the management team, etc., and annually sets the guidelines for developing the Management Plan (qualitative objectives) and the annual financial budgets.

The Board of Directors, in its memorandum of association, delegates to the General Directorate decisions appropriate to that body, in order to ensure the proper functioning of the company, except for those that cannot be delegated. In addition, the Board of Directors has granted powers of attorney to certain executives for the exercise of certain functions.

The general manager of VEGALSA-EROSKI is Joaquín González, who, together with the other managers, meets fortnightly in the Management Committee to deal with matters of importance to the company, whether these are planned or arise during the course of operations, to make decisions and to monitor their implementation.

The Internal Council is the body that decides which projects and matters the CEO presents to the Board of Directors, and the Investment Committee analyses the suitability of investments according to the business objectives and the profitability or efficiency Roadmaps.

Ethical and responsible management at VEGALSA-EROSKI

VEGALSA-EROSKI has its own Compliance Committee, which is responsible for monitoring compliance with the Code of Ethics, policies and procedures. It is composed of three members: the director of the Human Resources Department, the director of the Corporate Area and an external lawyer. It also receives functional assistance from the Compliance Section of the Legal Department.

We also have reporting channels (an e-mail address, telephone number and paper forms) to collect any reports from personnel that have proof or suspect that a crime has been committed or that the provisions of the Code of Ethics or Compliance Policies have been breached so that the information can be passed to the appropriate

internal body.

At VEGALSA-EROSKI, we have six Compliance Policies: privacy and confidentiality, anticorruption, conflict of interest, purchases and hiring, donations and sponsorships, hospitality and gifts. With respect to the latter, during 2019 the Procedure and Registry of Hospitality and Gifts has been approved and published.

Impact and risk management

Under the framework of the internal supervision of the company, VEGALSA-EROSKI has two risk management systems: the Corporate Risk Management System and the Criminal Risks/Infractions Prevention and Control Programme (*Compliance*). These systems function independently, but in parallel and with coordination. They have their own management and supervision structure, with appropriate bodies created for this purpose, although maximum responsibility and the final decision lies with the Board of Directors. These bodies are the Risk Analysis Committee, which is responsible for corporate risks, and the Compliance Committee, which manages criminal risks.

With the frequency established in each case, the Board of Directors assesses and brings up issues to be included in both the Corporate Risk Management System and the Compliance Plan, and offers judgement on how to minimise certain impacts and the frequency with which they must be reported. The Board of Directors has validated the creation and management of both systems. The Board of Directors has also approved due diligence regulations and processes. The Crime Prevention and Supervision Manual includes a decision-making protocol that must be taken into account by all the bodies with decision-making power and a role in shaping the company's intent.

The Risk Analysis Committee reports twice a year to the Board of Directors and once a year to the Compliance Committee, disclosing the risks and reporting on the issues of interest. The Compliance Section of the Legal Department provides a report twice yearly, prior to the Compliance Committee, in which it raises any anomalies detected.

Board of Directors of Vegonsa Agrupación Alimentaria, S.A.

- Javier Amezaga (chair)
- Rosa María Carabel (board member)
- Jorge González (board member)
- José Alonso (board member)



VEGALSA-EROSKI 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.

- | | |
|--|--|
| <p>1 Legality: Strict compliance with legislation and internal regulations.</p> | <p>2 Commitment to the health and safety of people.</p> |
| <p>3 Maximum respect, equality and dignity in the treatment of all employees, collaborators, partners, competitors and other third parties linked to the Company</p> | <p>4 Objective criteria in the selection and promotion of employees.</p> |
| <p>5 Transparency objectivity and professionalism when carrying out activities and interactions with stakeholders.</p> | <p>6 Rational and appropriate use of all resources, safeguarding the Company's assets.</p> |
| <p>7 Privacy, data protection and confidential information.</p> | <p>8 Commitment to the environment.</p> |



2

**“With you”
business
model and
network**

Committed to
our customers

Our business and brands 102-2; 102-4; 102-6; 102-7



EROSKI's desire to continue developing its multi-format business model has allowed the organisation to create a business network of 1,348 establishments linked to food, in addition to 289 diversified business establishments including travel agencies, petrol stations, sports stores, opticians and insurance agencies.

Of these, 1,088 stores are owned by the EROSKI Group and located in Spain, providing service to all types of customers, and are managed by 28,939 employees. We have 549 franchised stores, which are also

present in two territories outside Spain: Andorra and Gibraltar (part of the United Kingdom). We would also like to highlight our growth on the Internet over the past two decades, through eight different *online* stores. Chapter 8 on Transparency includes a list of the EROSKI Group companies and their businesses.

As a result of our search for greater quality and excellence in the products and services we offer, the EROSKI Group has several entities that specialise in specific geographical areas and lines of business. Key among these are:



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.



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 its division which 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 optician stores 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.

Number of stores belonging to the EROSKI Group and its franchises by business

Business	EROSKI Group	Franchises	Total
Hypermarkets	46	1	47
Supermarkets	760	522	1,282
Cash & Carry	19	-	19
Petrol stations	42	-	42
Opticians	11	-	11
Travel Agencies	141	25	166
FORUM SPORT sports equipment shops	69	1	70
Online stores	8	-	8

Total stores EROSKI Group
1,645

EROSKI-owned
1,096

Franchises
549

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

Number of EROSKI Group supermarkets and their franchises by brand

Supermarket brand	EROSKI-owned	Franchises	Total
EROSKI/City*	297	259	556
CAPRABO	226	71	297
EROSKI/center	162	2	164
ALIPROX	-	112	112
FAMILY	75	-	75
ONDA	-	57	57
RAPID	-	21	21

Total supermarkets EROSKI Group
1,282

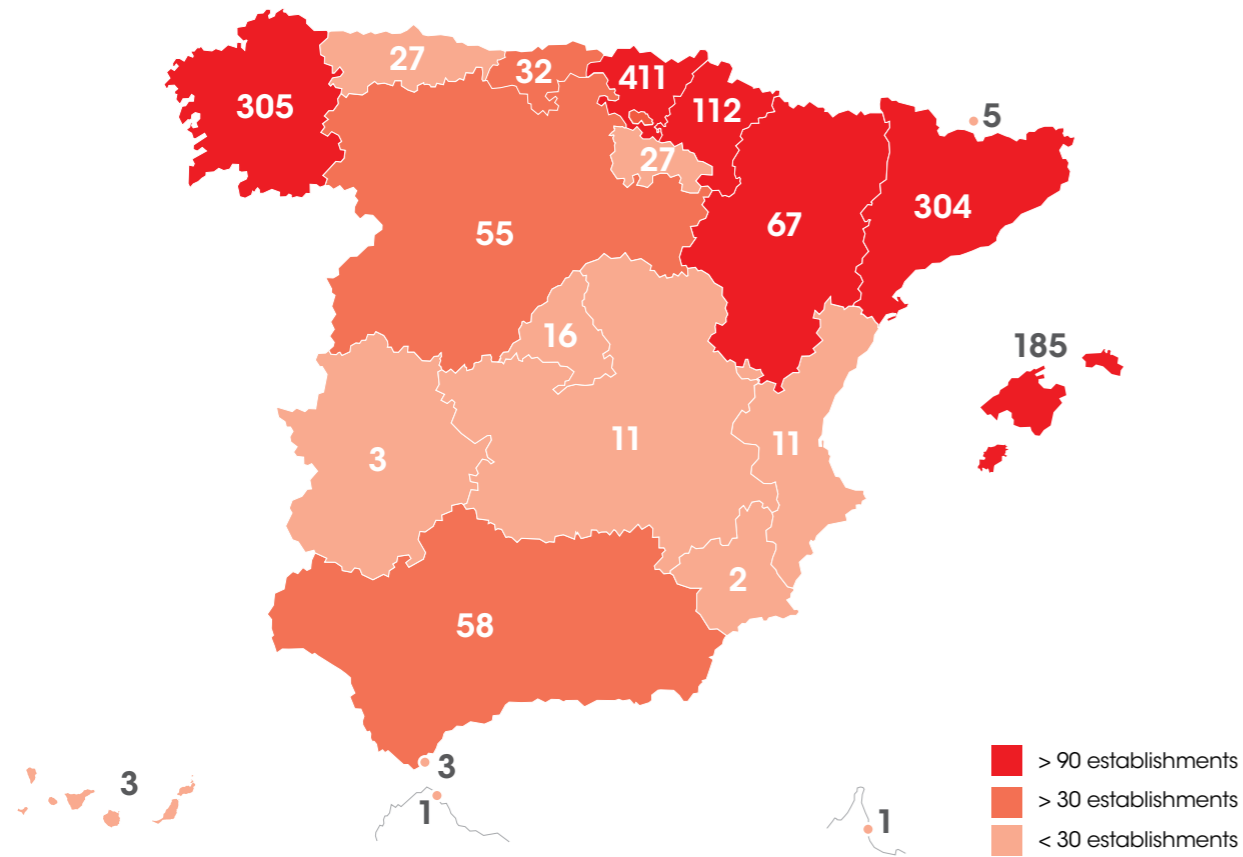
EROSKI-owned
760

Franchises
522

See Table 3 in the Annex of indicator tables for comparison with previous years.

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

Distribution of the establishments by autonomous community and business



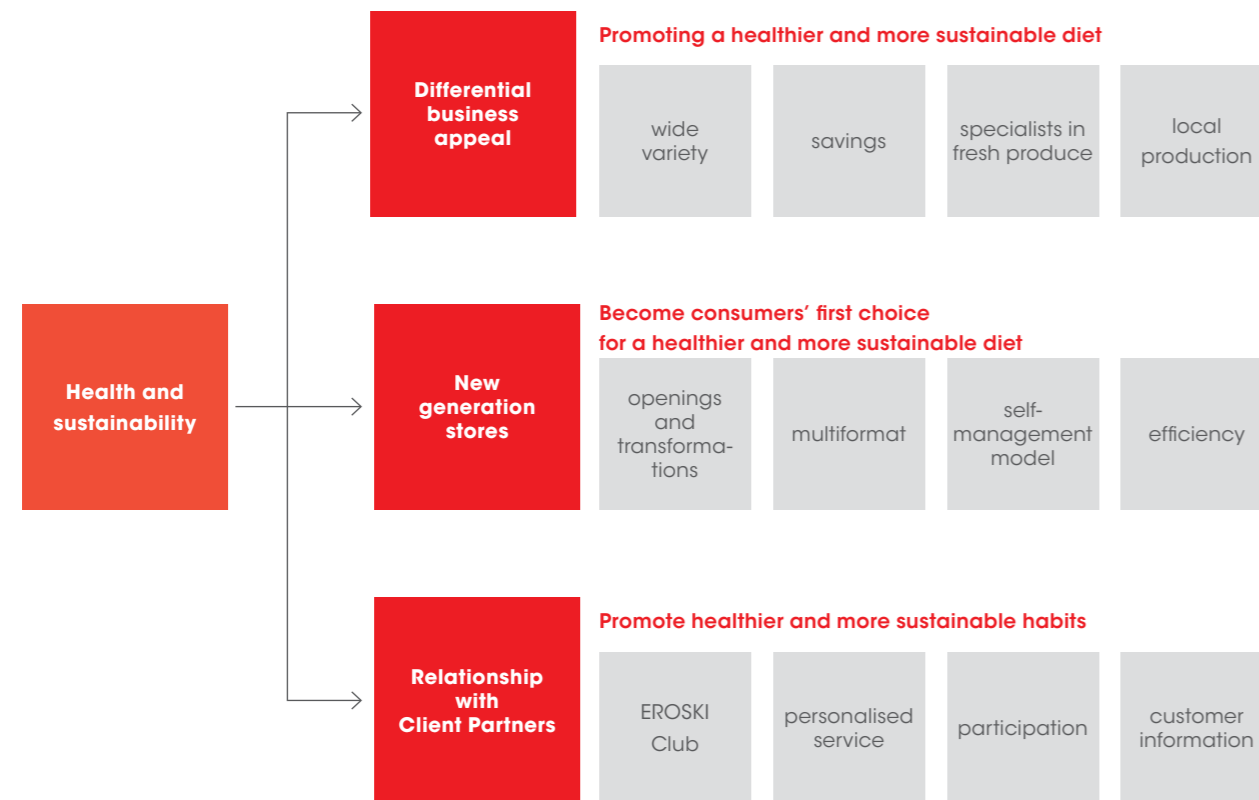
	EROSKI-owned establishments							Franchised establishments				Total		
	Food businesses		Diversified businesses					Food businesses		Diversified businesses				
	Hypermarkets	Supermarkets	Cash & Carry	Petrol stations	Opticians	Travel agents	Leisure and Sport*	Total own	Hypermarkets	Supermarkets	Travel Agencies	Leisure and Sport*	Total franchisees	
Andalusia	5			1	1	1		8	49	1			50	58
Andorra								0	5				5	5
Aragon		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
The Community of Valencia	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
The Balearic Islands	107			3				110	75				75	185
The 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

*Sport and Leisure includes FORUM SPORT and Doovers. See Table 4 in the annex for comparison with previous years.

Our "with you" business model

Our "with you" business model aims to always offer our customers an extra level of quality and service. This, together with the promotion of health and sustainability, are at the heart of our strategy, as stated in our commitments.

Strategic pillars of our "with you" model



Differential business appeal: quality and savings

The "with you" business model is characterised by specialising in fresh produce, a wide range of products with greater freedom of choice and a firm commitment to local products. In addition, we offer our customers a balanced diet, of the highest quality and with a focus on sustainability, always maintaining competitive

prices that mean savings for consumers. Proof of this are the savings campaigns (such as "The VAT is on us"), which have resulted in a total of more than 308 million euros in savings transferred to our customers during the past year.

New generation stores

News 102-10

In 2019 we continued to move forward in our transformation of supermarkets and hypermarkets to the "with you" business model. More than 830 EROSKI stores have now been transformed, and the most notable changes have been made in markets outside the North Central and Western areas, such as the Balearic Islands, where 70% of the network has already been transformed, and the start of store transformation in Catalonia.

In addition, we have complemented the transformations with the opening of more of our own stores and more franchises that strengthen our position. Thus, in 2019 we have continued to drive through an expansion plan of franchised stores with the opening of more than 50 new establishments, which have involved an investment of 8.7 million euros and have generated 346 jobs, and which are added to the 17 new EROSKI-owned stores, including petrol

stations, leisure and sports stores, supermarkets and travel agencies.

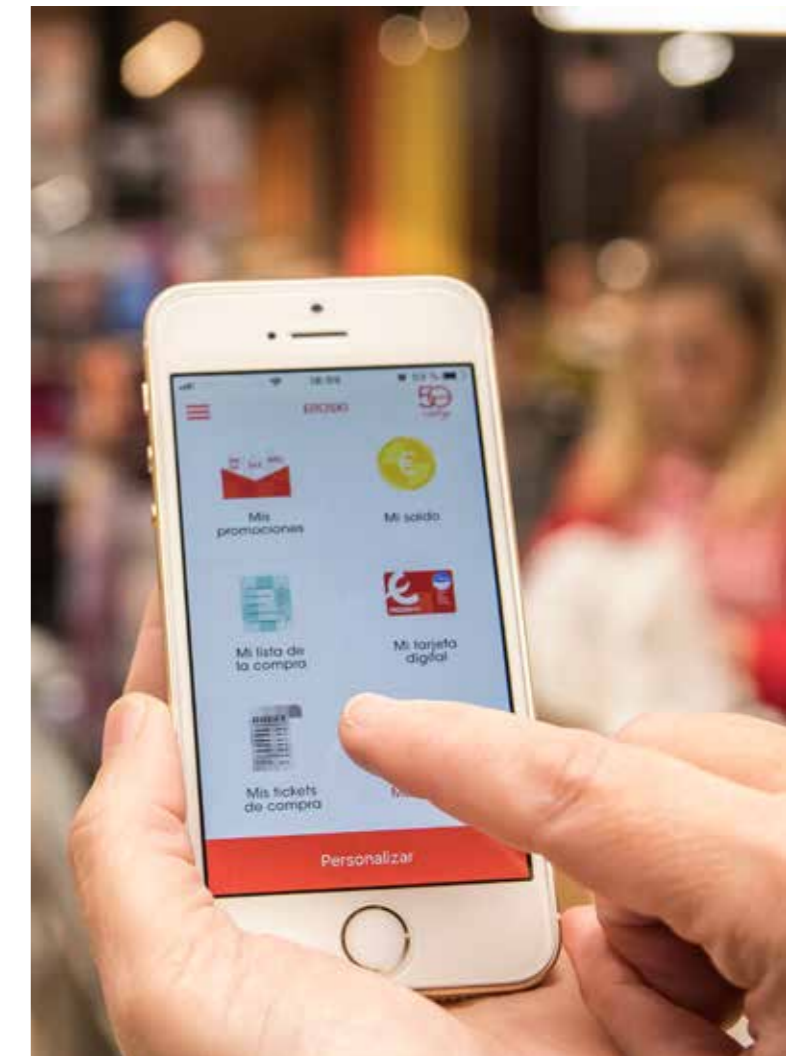
Among the improvements made in 2019, we should also mention the renovation of the textile and footwear section in 35 hypermarkets, accompanying the launch of our new fashion offering under the MO brand, aimed at the whole family.

We also continue to diversify our offer by seeking other lines of business. In 2019 we opened a new health specialist space, VITAE, in several hypermarkets. It includes specialized services in health and nutrition, eyecare and hearing. In addition, in 2019 Viajes EROSKI launched a new car rental business line together with ALD Automotive. This offers multi-channel access either in the offices or on the web www.eroskimovilidad.com.

Our omnichannel model is making progress

EROSKI is making progress in our omnichannel proposal, which seeks to serve clients where and when they wish through different store formats and different digital channels, providing tools that break down traditional barriers between the *online* and *offline* channels available to customers. To do this we have the EROSKI App. In 2019 this has added the notable innovation of incorporating the purchase receipt, a function that helps our customers and the environment. We have also continued to develop augmented reality functionality with the addition of Kenko a virtual mascot that, through play, teaches children how to eat more healthily.

Our *online* supermarket is another basic tool in our omnichannel and digitalisation strategy. In 2019 we developed new online supermarket features, including a new product rating model with verified reviews that allows our customers to easily identify their *favourite* products. We also offer various collection options such as Click & Drive and Click & Collect, which allow consumers to place orders at any time through our website or app and pick them up on the same day while driving or walking home. In 2019, we incorporated a new delivery method in one of our hypermarkets that is a pioneer in the Basque Country: the intelligent locker. This enables collection just four hours after the order is placed. As a result of our involvement, we have been recognised for the third consecutive year with the Premio Comercio award for "best *online* supermarket of the year".



Relationship with Client Partners

EROSKI Club

Through the EROSKI Club and its Gold card, we want to revitalise the status of the Cooperative's Consumer Partners, offering them increasingly personalised savings proposals based on their unique consumption habits. There are currently more than 6 million holders of the EROSKI, CAPRABO and FORUM SPORT cards, which generate on average more than 70% of sales.

The EROSKI Club Gold card was launched in 2018 and provides a fixed and universal saving of 4% on all purchases. There are now more than 136,000 Client Partners. In addition, 35 companies, encompassing 3,727 employees, are already "Company Gold Partners".

For its part, the EROSKI Club Mastercard credit card unifies all the advantages of the EROSKI Club programme, as well as offering a refund of 1% of the amount of purchases

paid outside EROSKI, with this money being paid into the associated EROSKI Club card. In 2019, the cooperative has transferred total savings of almost 2.3 million euros to its more than 278,000 cardholders. In 2019, it is also worth noting the digitalisation of this card, which has allowed 100% digital registration both in the store and *online*, as well as other features on the website for cardholders.

In 2019 an agreement was also reached so that our customers can benefit from the EROSKI Club card with a 4% saving when refuelling at Repsol, Campsa and Petronor.

In addition, in 2019, as part of the 50th anniversary celebration, a multitude of promotional activities were carried out, such as the Digital Scratch Card in the EROSKI app, in which more than 10,000 Client Partners participated.

Personalised, quality service

For EROSKI, our relationship with clients is a priority of the "with you" business model and of our 10 commitments. This relationship has become a hallmark of the model's unique identity. At EROSKI, we're committed to a more consumer-centred business model that prioritises the shopping experience and sets us apart thanks to our specialisation in fresh produce, with improved service in counter-assisted sales in such sections. Professional training and ongoing education are our pillars to strengthening our unique role as specialists in fresh produce. More than 33,304 hours of training in fresh produce were given in 2019.

Differentiated customer service

In 2019, our Customer Service Department attended to 360,404 people, with a 100% claim resolution rate, 93% of which were resolved on the first contact. We fulfilled our commitment to immediately respond to all queries, suggestions and claims and, if they required any sort of handling, to do so within 24 hours.

The EROSKI Customer Service Department attends consumers in Spanish, Basque, Catalan and Galician, and can be contacted by phone, email and on the website www.eroski.es. We also have other websites for Group businesses and companies, in addition to social networks.

For the eighth year in a row, the consumers who participated in the vote for the award presented by the consultancy firm Sotto Tempo Advertising recognised EROSKI as the Large Distribution Company with the Best Customer Service.

Actively listening to our clients

In order to take into account the concerns of different groups and maintain our commitment to transparency, we also maintain additional channels with all of them. Thus, in 2019 we completed dozens of active listening initiatives with the participation of more than 15,000 people, in which we gathered their opinions, suggestions and recommendations to improve our business offer and our stores.

Moreover, at EROSKI we have 21 Consumer Committees that structure the participation of their Client Partners, who debate, take a stance and define guidelines to improve the next-generation stores.

In 2019 we have generated more than 2.6 million exchanges with users and over 180.5 million impressions.



Twitter
56,613
followers



Facebook
221,634
followers



Instagram
26,330
followers



LinkedIn
24,464
followers





3

Healthy eating

Committed to consumers

Our contribution to healthy eating



Providing a healthy and balanced diet to all consumers is our primary goal as an organisation. To do this, we actively listen to customers' needs and also carry out a range of activities to ensure the quality of each and every one of our products. In addition, we educate consumers about how to prevent certain health problems linked to eating habits (e.g. obesity).

At EROSKI we are committed to a commercial offer based on products that can guarantee a balanced and safe diet, and that also cover the specific nutritional needs of groups such as people with coeliac disease.

In addition, to guarantee that our health and food products respond to the needs and priorities identified by the scientific community, we have an advisory body - the **EROSKI Foundation Scientific Committee**, made up of professionals specialising in health - which guides us in the definition of our medium- and long-term strategy for our commitment to healthy eating.



Food safety

The EROSKI Quality Management Model guarantees the highest standards of quality and safety in our products and services. It is structured as a set of rules, processes, procedures and tools which are linked to each other along the whole value chain and ensure that the products we sell comply with all food safety guarantees.

Point of sale and platform audits 416-1; 416-2

We guarantee quality and hygiene at all our points of sale and logistics platforms through an exhaustive protocol of quality audits. In the financial year 2019, 1,703 audits were carried out at our points of sale and platforms that included controls of:

If any type of incident is detected during the audits, we establish the necessary corrective actions and follow-up plans for its mitigation.



Maintenance of the cold chain and quality in the supply chain



Microbiological quality of products



Food Alert and Product Recall Management System



Hygiene and cleanliness of the facilities



Traceability systems for all products



Quality control systems and tools

Supplier audits

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

In 2019, we audited 294 production plants belonging to our own-brand suppliers. 88% of all our audited suppliers passed the evaluation satisfactorily. The rest applied the necessary corrective measures or were no longer approved as EROSKI suppliers. In addition, we audited 47 production plants of brand-name suppliers, with 62% satisfactory audits.

To ensure proper compliance with these standards and requirements, we conduct audits and implement the necessary action plans if non-conformities are detected. Once they have been corrected and have passed the corresponding audit, the supplier can be approved.

Analytical controls of products and services

We guarantee the quality of our products and services twice over thanks to the daily performance of exhaustive analytical controls in addition to those carried out by suppliers and manufacturers. In 2019, the EROSKI Group as a whole carried out 20,141 analyses, 95% of which gave satisfactory results. There are three types of analysis:

- **Chemical:** To guarantee the presence or absence of appropriate amounts of substances relevant to health and safety.
- **Microbiological:** To guarantee the absence of pathogens, the hygiene and freshness of products and the cleanliness of facilities.
- **Genetic:** To identify animal and plant species and detect genetically modified organisms (GMO).

In the case of non-compliance, corrective actions must be carried out by the supplier and monitoring will then ensure the deviation has been effectively eliminated. If there is a food safety risk, we apply the precautionary principle and withdraw the product from sale immediately.



Analyses performed in 2019, by programme

Analytic programmes	Analyses performed	Analytic programmes	Analyses performed
Oils	184	Handling	2,306
Trans fatty acids	25	Heavy metals	10
Acrylamide	156	Honey	10
Administration	8	Bivalve molluscs	17
Aflatoxins	42	Non-food	778
Water	44	Pathogens	22
Allergens	414	Pilot convenience stores	89
Campylobacter	25	Prepared meats	2,265
Fuel	138	IV range products	20
Control of listeria on surfaces	1,991	Fish chemistry	130
Control of surfaces in stores	1,682	Complaints	58
Fresh produce comparison	694	Residual antibiotics in meat	72
Control of surfaces	4,960	Emerging waste	14
Household goods and cosmetics	182	Phytopsanitary waste	253
Studies on product life	562	Fish waste	16
Sliced fruit	91	Salmonella	255
Natur fruit physical chemistry	104	Cooking section	74
Sliced fruit	92	Culinary solutions	7
Ice	195	Sulphites in thawed products	7
Histamine	10	Sushi stands	132
Eggs	33	Datasheet verification	655
Ham moisture	86	Juices	73
Species identification	55		
Milk	36	Total	20,141
Listeria	175	Total unsatisfactory analyses	1,082
High risk facilities	894	% analyses which were unsatisfactory	5%

Balanced diet and healthy eating 102-11; 417-1

Our unwavering commitment to health goes beyond ensuring the food safety of the products we sell. We work to offer more balanced and healthier options. To this end, we constantly review and improve the technical specifications of our products following the recommendations established by health experts.

Nutritional improvement of products

At EROSKI we work on the composition of all our products to permanently improve their nutritional profile. This search for more balanced products has led us to reduce the presence of those ingredients related to the most widespread pathologies in our society such as cardiovascular diseases and obesity. In 2019 we reformulated 60 products with this objective, with the result that more than 70% of our own-brand range has a Nutri-Score rating of A, B or C.

In addition, we have reformulated 44 own-brand products as part of our commitment to the "Collaboration Plan for the Improvement of Food and Beverage Composition and Other Measures 2020", within the framework of the Nutrition, Physical Activity and Obesity Prevention Strategy (NAOS) of the Spanish Food and Nutrition Agency (AESAN), whose objective is to reduce around 10% of the median added sugars, saturated fats and salt by 2020.

In 2019 we have also eliminated palm oil and coconut oil from 64 own-brand products, thus advancing our commitment to progressively eliminate 100% of these fats from our own-brand products by 2021.

In 2019, we had 264 low fat products, 65 low sugar, 29 low salt and 260 high fibre.

In addition to implementing these improvements, we strive to communicate them to our consumers by including relevant information on our product labels.

In 2007, we were the first distribution company in Spain to eliminate partially hydrogenated vegetable oils and fats (a source of trans fats) from its products.



Information on the nutritional content and balance of products 416-2; 417-2

At EROSKI we know that the information we offer to consumers is valued as an essential element in the defence and protection of their interests, as this is the only way they can make informed decisions in line with their needs. For this reason, we offer extensive, complete and truthful information on product content and on the importance of maintaining a healthy diet.

At all times, we comply with the existing legislation on labelling for each type of product and with the requirements of our own brand, including additional information with pictograms that facilitate the identification of allergens and nutritional information systems such as the nutritional traffic light and the Nutri-Score. In 2019 we reviewed the technical specification of 1,446 products to calculate the Nutri-Score and nutritional traffic light for each.

If the lack of information leads to a health risk, the product is immediately withdrawn from sale. These reviews and listening exercises allow us to optimise how the information is included on the label so that it is more easily understood by our customers.

Apart from labelling, we also work to improve the information contained in brochures, shop signs and websites. Thus, we have adapted our advertising on children's products to the "Code of co-regulation of food and beverage advertising aimed at minors, obesity prevention and health" (PAOS Code), included within the NAOS strategy of the Spanish Agency for Food Safety and Nutrition.

EROSKI's advanced nutritional information system: Nutri-Score and Nutritional Traffic Lights

In 2018, after listening to more than 10,000 people, we pioneered the inclusion of Nutri-Score labelling on our own-brand products and created a nutritional model that is unique in the market. This allows consumers to easily identify the global nutritional value of each product and thus be able to compare it with other similar products and make better choices, without losing the detailed information by nutrient that the nutritional traffic light currently provides.

In 2019 we have included the Nutri-Score on all our branded foods in the store, as well as in the packaging of 773 products and in all the recipes for healthy dishes proposed to our Client Partners.

The Nutri-Score label, which has been validated by the Ministry of Health, is a graphic or traffic light that classifies packaged foods 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 the lowest nutritional quality), passing through the C yellow in an intermediate position. The letter of each product is calculated by an algorithm, endorsed by extensive scientific literature, which gives a

negative weighting to its content in calories, sugars, saturated fats and salt, and a positive weighting to its amount of fibre, protein and fruit, vegetables, nuts and legumes, always per 100 g of product. Consumers can thus compare similar foods when shopping or compare the nutritional quality of different brands of the same product.

The Nutri-Score complements the nutritional traffic light that has been available on our own-brand products since 2007. This tool makes it easy to monitor the amount of calories, fats, sugars or salt in your diet for any health reasons (diabetes, hypertension, overweight, etc.). You can see how much a single portion of the food has of that particular ingredient, and easily interpret if that amount is low, moderate or high. Like the Nutri-Score, this colour system is always on the front of the pack, providing information about the number of calories and the four most relevant health-related ingredients per serving (fat, saturated fat, sugar and salt).



NAOS Award

EROSKI has been recognised for the second time with the NAOS Strategy Award for Business Initiative for its commitment to healthy eating, specifically for its EKILIBRA programme, which offers a personalised nutritional diagnosis to consumers, free of charge.

The award of these prizes is part of the NAOS Strategy from the Spanish Agency for Food Safety and Nutrition (AESAN) of the Ministry of Health, Consumption and Social Welfare. It aims to promote initiatives which, among their basic objectives, promote the prevention of obesity and other derived chronic diseases, through healthy eating and the regular practice of physical activity.

Nutrition report based on purchases

EROSKI Club has a pioneering health programme that offers all our Client Partners free personalised information and incentives to shop for a healthier and more balanced diet. In 2019, more than 28,000 people used our nutritional information service based on their purchases registered on the EROSKI Club card.

This report offers a detailed and personalised analysis of how the household purchases fit in with the recommendations of the Mediterranean diet. Its aim is to guide the customer about the foods, quantities and frequency of consumption that they and other members of the household need to maintain a balanced diet.

In addition, throughout 2019 EROSKI Club has regularly sent information and activities related to health to more than 250,000 members and more than 32,000 members have actively participated in challenges related to healthy eating.



Specific dietary requirements ⁴¹³⁻¹

We are particularly sensitive to specific dietary needs arising from diseases that affect some people such as coeliac disease, allergies or food intolerances. We work to ensure that our range of products for them is safe, sufficient for an ordinary purchase and always at an appropriate price level. To achieve this, we maintain fluid communication with different entities and groups that represent them, such as the Federation of Coeliac Associations of Spain (FACE) and the Spanish Federation of Diabetes (FEDE), to learn first-hand about their needs and concerns and to expand our range of foods to provide an appropriate response to their requests. In addition, we collaborate with these entities to give visibility and raise awareness of their disease through various awareness campaigns.

In 2019, we renewed the Collaboration Agreement with the Coeliac Association of the Basque Country and we have established a new Collaboration Agreement with the Coeliac Association of La Rioja. In total, during 2019 more than 1,630 members of these two Associations have

benefited from these Agreements which include, among other benefits, a **20% discount on the purchase of more than 200 products specifically made without gluten.**

Currently, and as a result of our commitment to the specific needs of this group, we continue to work to improve the range of gluten-free products both under our own brand and other manufacturers' brands. We currently have approximately **3,000 gluten-free products**, including around 2,400 from various brands and over 550 guaranteed gluten-free EROSKI-brand products.

Likewise, for more than a decade, in addition to complying with Royal Decree 2220/2004 on allergen declarations, we have been providing additional information by including the necessary warning texts on labels in visibly separate messages to indicate the potential presence of allergen traces. In 2019 we had more than 550 gluten-free own-brand products, 98 lactose-free products, 35 milk-free products and 5 egg-free products.



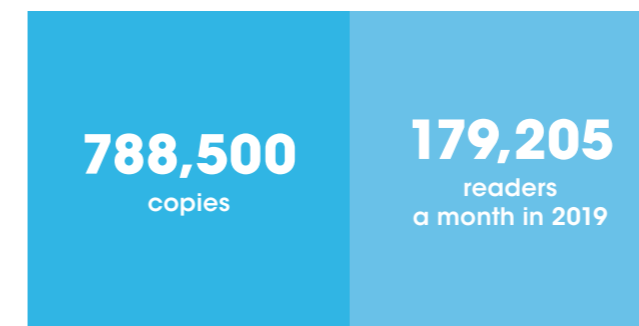
Information on health and sustainability ⁴¹³⁻¹

CONSUMER EROSKI is the EROSKI Group's information project, through which we aim to train and inform our consumers in order to facilitate a healthy and sustainable life, by means of truthful, independent, practical and enjoyable information products.

Through this publication, available in Spanish, Catalan, Basque and Galician, we address issues related to food, food safety and health, but also other topics of interest to

our consumers: the environment, charity, caring for babies, pets, or savings and the household economy. During 2019 we have continued with our desire to improve and serve our readers and consumers, incorporating new sections of interest to them. In addition to various professionals, several entities such as the Federation of Spanish Diabetics (FEDE), the Spanish Heart Foundation (FEC), the Azti-Tecnalia technology centre and the Spanish Association of Primary Care Paediatricians (AEPap) collaborate in it.

Print edition:



Digital Edition: www.consumer.es



Healthy eating and habits from childhood 413-1

Information and training are fundamental tools for making appropriate food choices. Therefore, we promote a diet that prevents childhood obesity and we offer entertaining educational tools to children so that they can make the best decisions about their diet in a conscious and entertaining way.

Diet and Nutrition School

This EROSKI Foundation initiative began in 2013 with the goal of promoting a balanced diet and healthy habits among citizens. It is a meeting point for health and education professionals, parents, schoolchildren and all other citizens committed to improving their diet and lifestyle.

It offers current high-quality information based on scientific knowledge and research, backed by health professionals. To implement all these initiatives, we have also collaborated with regional governments and various organisations related to health and responsible consumption.

www.escueladealimentacion.es



Educational Programmes through the EROSKI Group's Healthy Eating and Habits project

"Energy to grow", from the EROSKI FOUNDATION

The programme, set up by the EROSKI Foundation to tackle the high rates of child obesity, consists of 10 teaching units and 3 practical workshops held outside the classroom (visits to local producers, shops and the kitchen classroom), the contents of which have been drawn up by a Scientific Committee made up of professionals from the fields of medicine, nutrition and dietetics, educational psychology and teaching.

energiaparacrecer.escueladealimentacion.es

"Choose Well, Choose Healthy", by CAPRABO

This programme, which was launched in 2008 and is available in both face-to-face and online formats, aims to teach children, including those aged 2 and 3, how to eat healthily and encourages balanced eating habits, accompanied by a professional nutritionist. It also raises awareness of a range of topics including sustainable development, responsible consumption and zero hunger.

VEGALSA-EROSKI educational programmes

In Galicia, our educational programme is implemented through the programmes: "Visit your supermarket", to promote healthy living habits and responsible shopping; "Supermarket maths", which takes children to the store so that they can learn to make purchases; and "Eat Well, Live Healthy", a project that brings together various initiatives such as "Healthy Fiestas" in schools, part of the national project "Obesity Prevention. Lighten your Life", led by the Spanish Society for the Study of Obesity (SEEDO).

Key indicators for the EROSKI Group educational programmes for the 2018/19 academic year



8th Meeting of the EROSKI Foundation Diet and Nutrition School

Since 2009, the EROSKI Foundation has promoted meetings between health professionals and members of the public with health concerns and needs. The aim is always to provide a space for reflection on relevant and current issues related to the health of the population.

In 2019 under the title "Passion for Life. The secret to full and healthy maturity", experts in the fields of nutrition, psychology, health, sociology and physical activity have analysed the importance of healthy eating and lifestyles in later life. As part of the event, the EROSKI Foundation presented the book "Passion for Life. A practical guide to healthy lifestyles in maturity."

2019 Imagine Food Competition

For the third year running we have held the Imagine Food Competition, as part of the EROSKI Foundation's "Energy to Grow" educational programme. Through the creation of drawings for fun and healthy recipes, the competition aims to raise awareness among children and their families of the importance of eating a balanced and healthy diet. In this third year of the competition we have collaborated with DANONE as part of its "Feeding Change" programme. We received more than 2,800 drawings from 237 schools and 91 families, tripling the previous year's participation.




4

Employees

Committed to responsible and inclusive employment

 **EROSKI**
zurekin

 **EROSKI**
zurekin

 **EROSKI**
zurekin

Inclusive commitment model 413-1



The management of people in our organisation is characterised by the fact that we are owners as well as employees: 9,258 EROSKI staff members are Employee Partners (32% of the total staff), which makes them participants in the company's cooperative management.

And this translates into something that distinguishes the EROSKI Group from other distribution companies: a proactive attitude and strong commitment to the project, which is reflected in our performance at all levels of the organisation.

The employment we generate follows our management model and commitment to the workforce, our customers and society itself, and that is why we strive to create stable and high-quality employment. In this regard, it should be noted that 76% of the employment generated by EROSKI in 2019 was on the basis of permanent contracts. Likewise, we promote solidarity in remuneration, equality, work-life balance and the health and safety of our employees, as well as their professional development and participation in decision making as fundamental pillars of the quality of the employment we offer.

A socially responsible company

For EROSKI, social responsibility is a value shared by the whole organisation and for which our Chair takes direct responsibility. Our Articles of Association, the Internal Cooperative Regulations and the Ethical Management Manual set out our commitments in the field of employment, both for our own employees and for those of our subcontractors and suppliers. By including ethical management as one of the key management objectives, we achieve our commitments to:

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

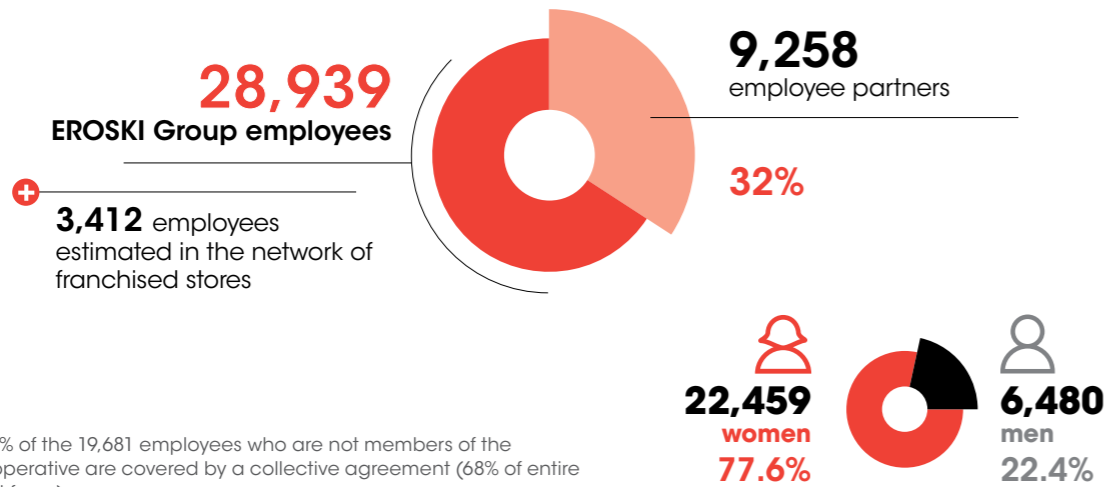
The 10 essential values of our work

- 1** We encourage **participation**.
- 2** We promote **personal and professional development** through the improvement of knowledge, skills and abilities.
- 3** **Sense of belonging:** we're proud to be part of EROSKI and we seek out areas for improvement.
- 4** We promote **two-way information and communication** within the organisation.
- 5** Thanks to our internal solidarity, we prioritise **the collective over the individual** and the long-term over the short-term.
- 6** **Dynamism** to adapt to changes and promote innovation.
- 7** **Customer-focused** to anticipate their needs and adapt.
- 8** We continuously improve working conditions to guarantee an **appropriate quality of life**.
- 9** **External solidarity** to give back to society.
- 10** Employees aspire to the **highest level of professionalism**.



Key indicators 102-8; 102-41; 401-1

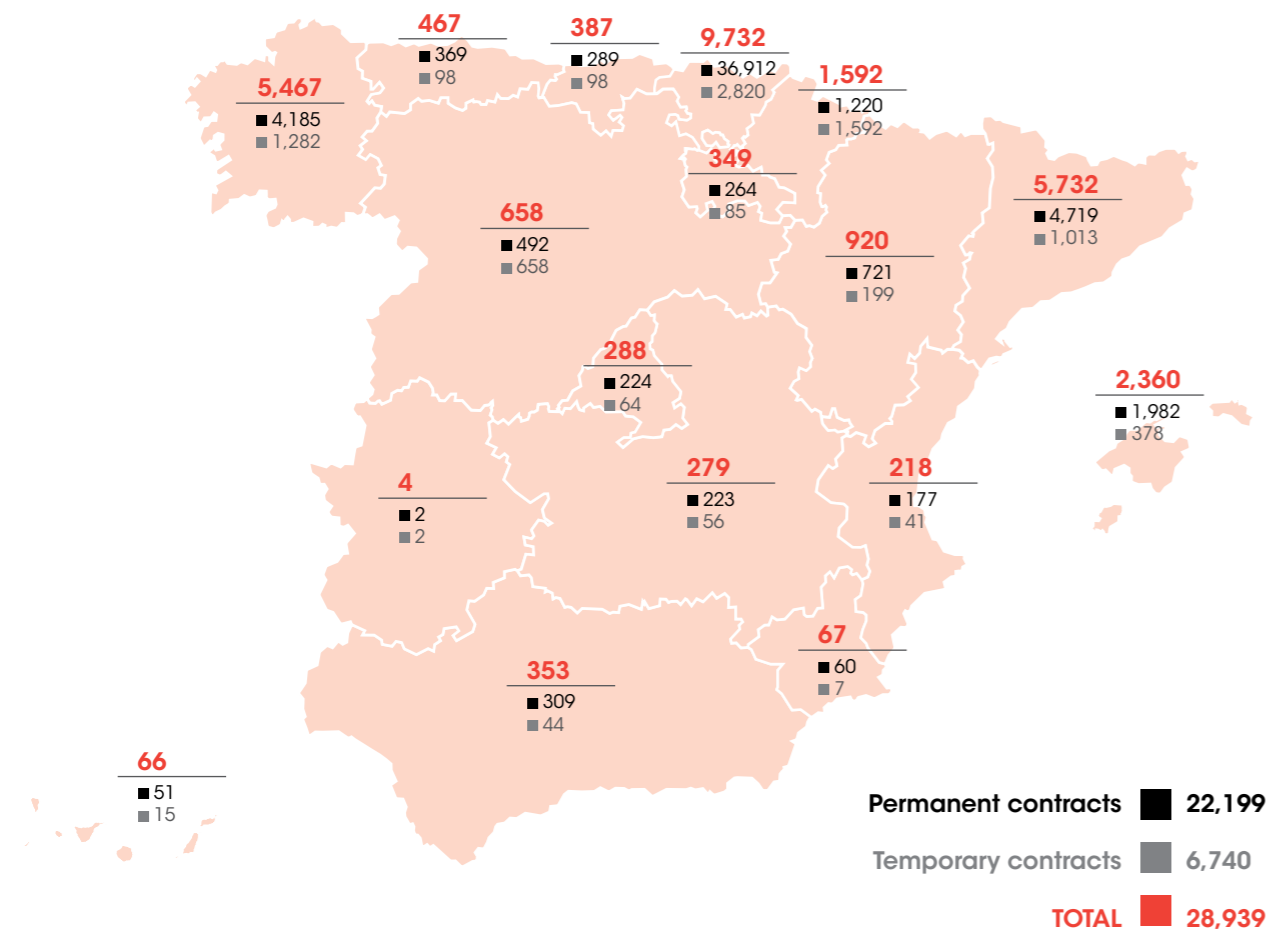
Total number of employees



100% of the 19,681 employees who are not members of the cooperative are covered by a collective agreement (68% of entire workforce)

See table 5 in the annex of indicator tables for comparison with previous years.

Number of employees by contract type in each autonomous community

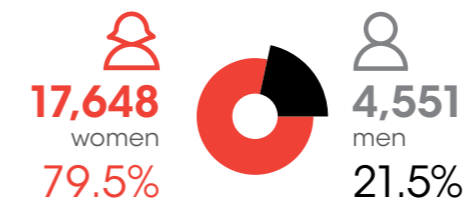


See Table 6 in the Annex of indicator tables for data on the number of employees by contract type in each autonomous community.

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



By gender



By age

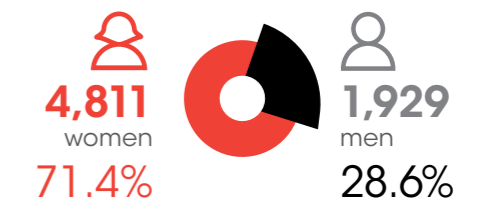
< 30	1,204	5.4%
30-50	14,954	67.4%
> 50	6,041	27.2%

By professional classification

Executive	35	0.2%
Manager	325	1.5%
Supervisor	1,496	6.7%
Professional	16,459	74.1%
Junior Manager	2,858	12.9%
Technician	1,026	4.6%

See table 7 in the annex of indicator tables for comparison with previous years.

By gender



By age

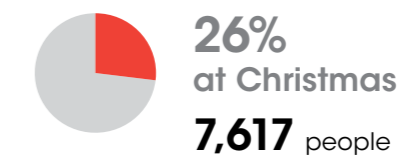
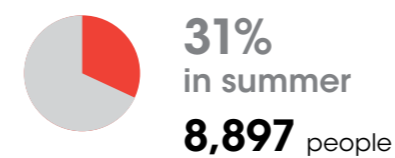
< 30	2,872	42.6%
30-50	3,117	46.2%
> 50	751	11.1%

By professional classification

Executive	0	0%
Manager	5	0.1%
Supervisor	37	0.6%
Professional	6,567	97.4%
Junior Manager	49	0.7%
Technician	82	1.2%

See table 8 in the annex of indicator tables for comparison with previous years.

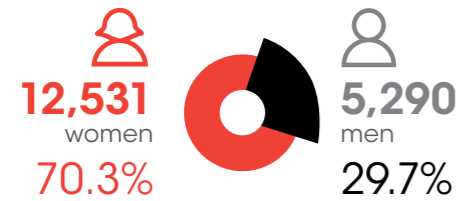
Seasonal workforce by substitutions



Number of employees by working pattern by gender, age group and professional category



By gender



By age

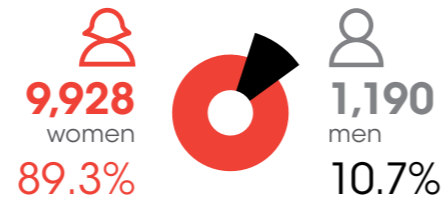
< 30	1,948	10.9%
30-50	10,874	61.0%
> 50	4,999	28.1%

By professional classification

Executive	35	0.2%
Manager	322	1.8%
Supervisor	1,416	7.9%
Professional	12,540	70.4%
Junior Manager	2,554	14.3%
Technician	954	5.4%

See table 9 in the annex of indicator tables for comparison with previous years.

By gender



By age

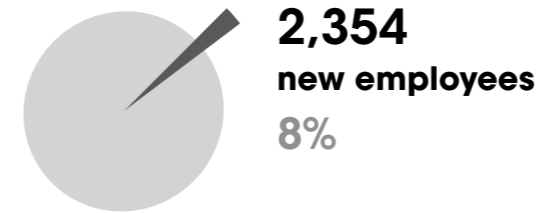
< 30	2,128	19.1%
30-50	7,197	64.7%
> 50	1,793	16.1%

By professional classification

Executive	0	0%
Manager	8	0.1%
Supervisor	117	1.1%
Professional	10,486	94.3%
Junior Manager	353	3.2%
Technician	154	1.4%

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

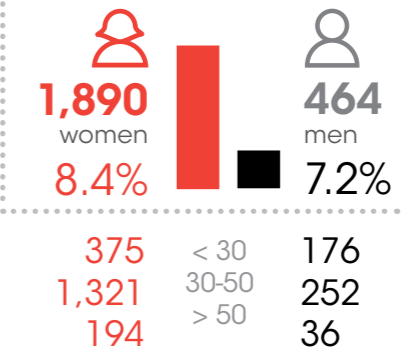
Number and rates of new hires by gender and age range



By age

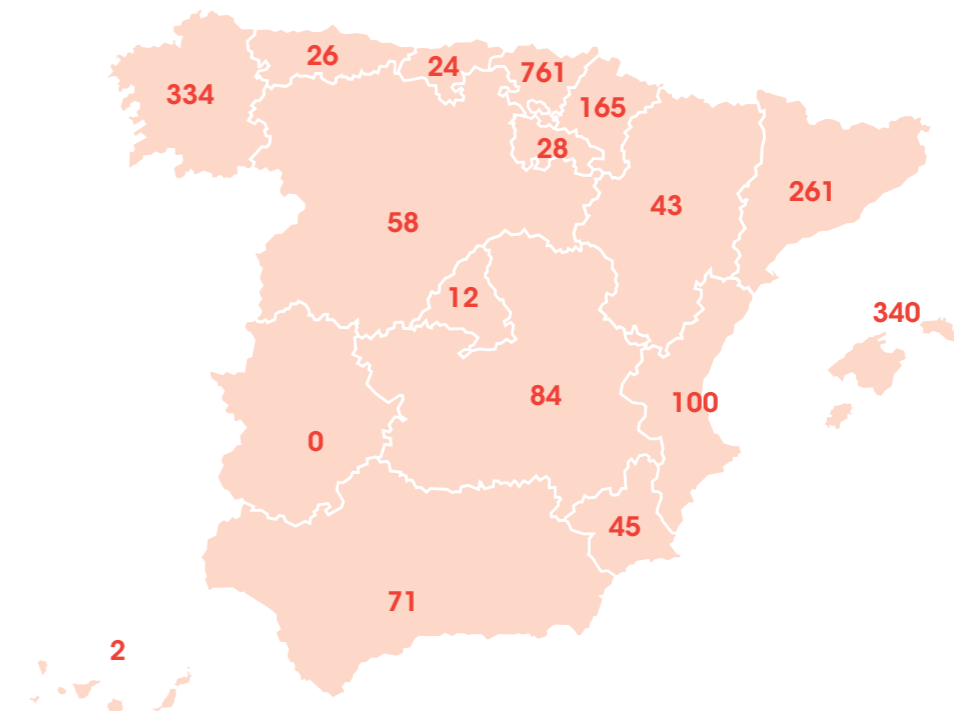
< 30	1.9%
30-50	5.4%
> 50	0.8%

By gender and age

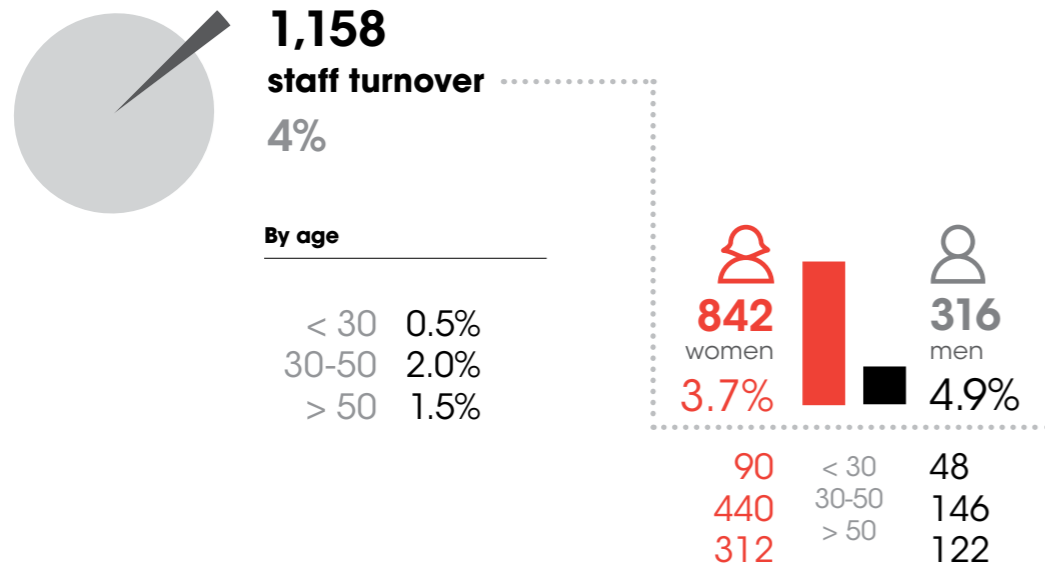


See table 11 in the annex of indicator tables for comparison with previous years.

Number of new hires by autonomous community

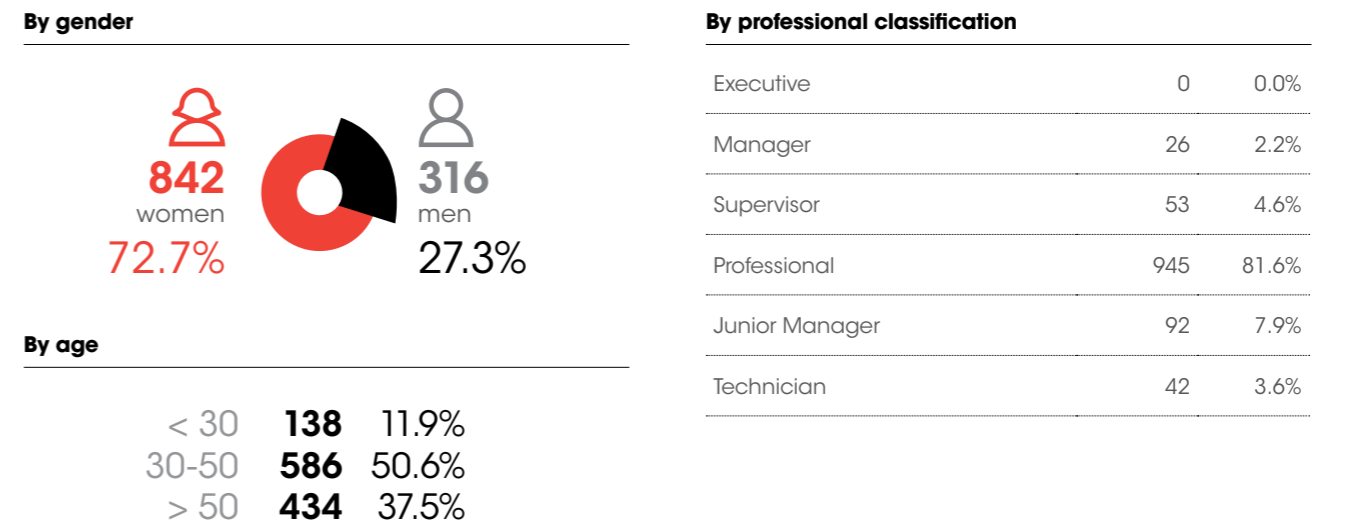


Number and rate of staff turnover (voluntary, dismissal, retirement or death) by gender and age range



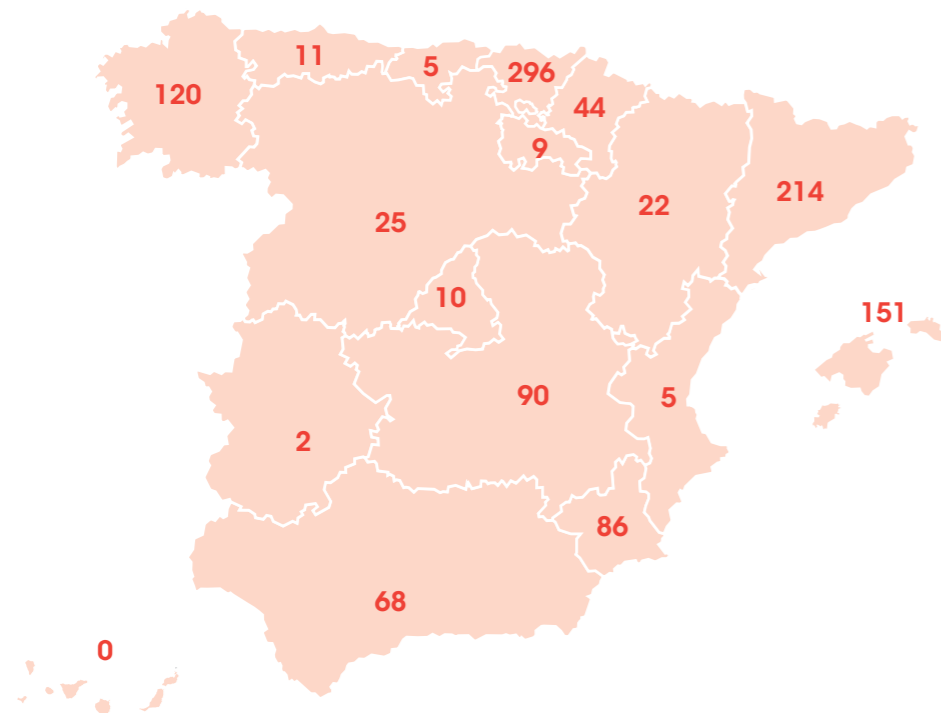
See table 12 in the annex of indicator tables for comparison with previous years.

Number of dismissals by gender, age group and professional category and percentage on 2019 data



See table 13 in the annex of indicator tables for comparison with previous years.

Staff turnover (number) by autonomous community



The pillars of responsible management of employees

102-34; 102-35; 102-36; 102-37; 102-38; 102-39; 202-1; 405-2

Wage solidarity

In line with its cooperative values, EROSKI S. Coop. applies the principle of wage solidarity throughout the entire organisation, which internally translates into a narrow pay gap between the posts with less responsibility and senior management. More concretely, the salary range in 2019 was 8.17. Thus, the ratio between the total amount received by the person with the highest compensation and the median compensation of all other staff in the cooperative is 7.54. This ratio is considerably different from IBEX 35 companies, where, according to 2018 data, the highest ranking executives received an average of 76 times higher remuneration than the average pay of the rest of the workforce.

The Evaluation Committee, appointed by the Board of Directors and the Social Council, is in charge of establishing remuneration in the cooperative, once the tasks, capacities and competences required for each job have been assessed. For its part, the Appointments and Remuneration Committee proposes the remuneration policy of senior management to the Governing Council.

Remuneration at EROSKI is public, equal between men and women and depends on the position and not on other factors such as seniority or individual negotiation. In addition, to attract and retain the necessary human resources, the principle of external competitiveness is applied, thus adapting remuneration to the most generalised levels across companies in the sector. Thus, in the case of the supermarket agreement, the minimum basic salary is 8.6% higher than the minimum interprofessional salary in Spain.

On the other hand, in the external sphere, wage solidarity implies that **the remuneration of the Board of Directors is on average 74% lower than the market value**. Thus, during 2019, total remuneration of the Chairman and the members of the Board of Directors was, in total, €685,866. This differs greatly from the reality of IBEX 35 companies, in which average remuneration per director is almost 7 times that which a member of the EROSKI Board of Directors receives on average. Likewise, the members of the Governing Council, our highest governing body, do not receive any fixed or variable remuneration for this work (except the costs of travelling to meetings of that body).

	EROSKI, S. COOP.	The other companies
Salary range	8.17	11.73
Ratio of total annual compensation of the highest paid person in the organisation to the median total annual compensation of the rest of the employees	7.54	9.71
Percentage increase between 2018 and 2019 of total annual compensation	From 1.64% to 2.56%	Between 1% and 2% increase in the basic salary in all companies
Ratio of average remuneration of members of the Board of Directors and Executives to the rest of the employees	3.71	4.61
Ratio of the basic salary to the minimum interprofessional salary	25.99%	8.60% * In 2019, the minimum interprofessional salary increased by more than 22%
Weighted wage gap according to the proportion of each professional category of the total number of workers	8.1%	5.9%

Average Remuneration of the Governing Council by gender



Average remuneration by gender and professional category

Professional category	EROSKI, S. COOP.			The other companies		
	Women (€)	Men (€)	Pay gap	Women (€)	Men (€)	Pay 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%

The reference remuneration by professional category in the cooperative is equal between men and women. The pay gap is due to the unequal distribution in number of people according to gender in the different levels of responsibility within the same professional category and to the historical

evolution of the remuneration indices. The gap is expected to gradually decrease with the natural renewal of the employees within the cooperative and the stronger presence of women in positions of greater responsibility within the same professional category.

Average remuneration by gender and age range

Age range	EROSKI, S. COOP.			The other companies		
	Women (€)	Men (€)	Pay gap	Women (€)	Men (€)	Pay gap
< 30	17.543	17.396	-0,8%	15.168	15.744	3,8%
30-49	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%

All remuneration data are calculated at full-time equivalent working hours.

Equality

At EROSKI, we consider equal opportunities between women and men a basic and strategic principle in the organisation's management. Ending inequality involves a process of change directly related to our cooperative and egalitarian culture. In this regard, EROSKI is governed by the principle of non-discrimination, as set forth in its founding articles of association, not just as regards gender, but also race, sexual orientation, religious beliefs, political opinions, nationality, social class, disability or any other characteristic that could cause it.

To this end, we have had a Commission for Equality since 2005 responsible for preparing and periodically updating the EROSKI Assessment and Plan for Gender Equality, and the Equality Observatory, a tool to ensure compliance with this principle throughout the organisation. Representatives of the cooperative's Employee Partners make up

this body, which has six areas of work: use of language, elimination of physical and health barriers, elimination of social barriers, personal and professional development and work-life balance.

In addition, we have a whistleblower channel and, since 2015, a confidential advisory service to avoid potential cases of workplace harassment and to channel any incident that may arise. We also have a protocol against gender violence, which has been chosen as a good practice to achieve SDG 5 on Gender Equality by the Spanish Network of the Global Compact.

In 2019, we have continued to carry out a periodic review of the Equality Plan and have also implemented actions to promote and collaborate on gender equality. Key activities include:

Celebration of International Women's Day

- Free breakfast to raise awareness and celebrate 8 March.
- Posters throughout the network of stores.
- Advertising of the event internally and externally through Nexo magazine and weekly newsletters.

Training to promote equality

We have continued the "Forklift School", an action aimed at promoting the employability of EROSKI women in roles traditionally considered as masculine. The training has extended to 10 women.

Partnerships

- Celebration of the day of equality "I am not invisible. Diversity enriches", which was used to talk about aspects including diversity and harassment, integration and equality and the role of observers in cases of bullying.
- Collaboration with the institutional campaign of the Provincial Council of Bizkaia in relation to non-sexist toys.
- Participation in the event organised by the Red Cross, "The most positive balance", with the aim of making companies aware of the importance of co-responsibility in the area of work-life balance.

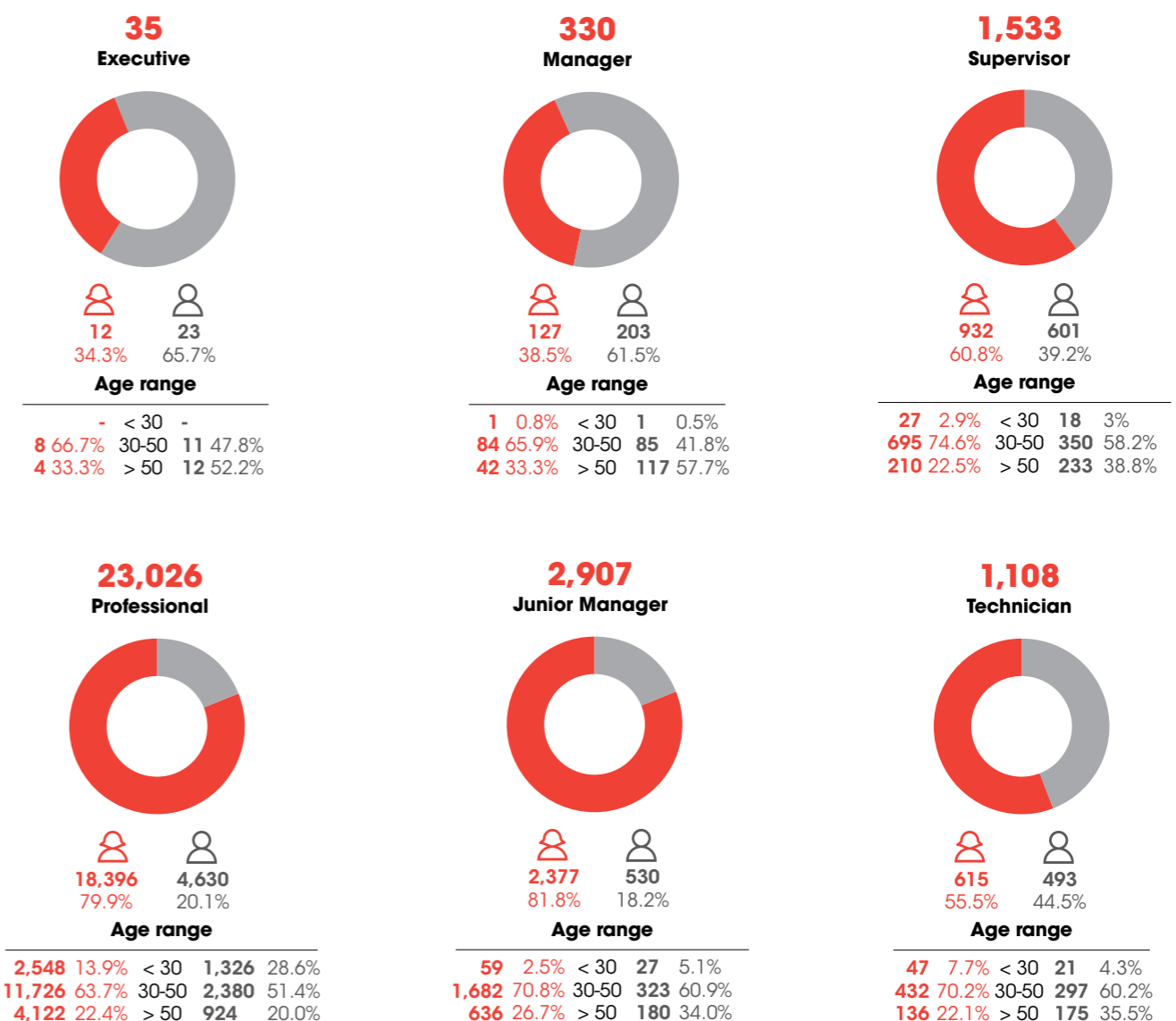


Equality indicators 405-1

As an example of our commitment to equality, women make up 78% of our workforce and occupied 72% of positions of responsibility in 2019, which is much higher than the industry average. Moreover, EROSKI S. Coop has had a Board of Directors with equal presence of women and men since the beginning of 2017.

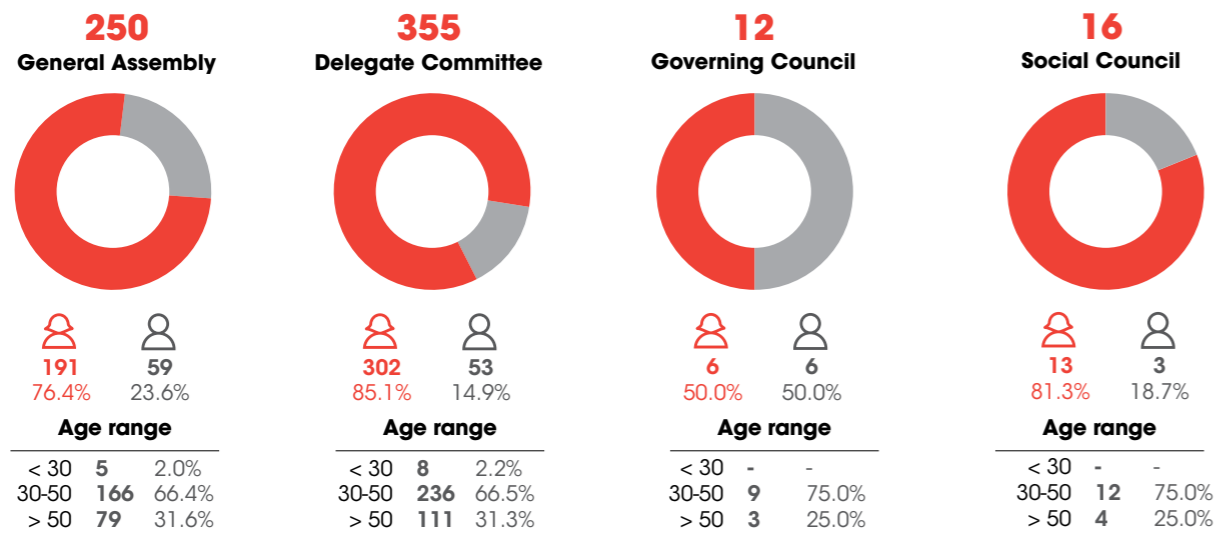
Likewise, women also make up the majority of members in corporate governance bodies. In 2018, equality was also reached in the highest governing body of EROSKI S. Coop, the Governing Council.

Distribution by gender and age group of employees by professional category



See table 14 in the annex of indicator tables for comparison with last financial year.

Distribution of the governance bodies by gender and age group



See table 15 in the annex of indicator tables for comparison with last financial year.

Work-life balance

One area our Equality Plan is focused on is work-life balance. In this regard, we have continued developing the following measures:

- Extending recovery leave for hospitalisation or surgery of relatives, without the need for said surgery to involve overnight stays.
- Extending leave due to death of second and third degree relatives.
- Adding paid leave to care for premature children or newborns who must remain hospitalised after birth that is better than the provisions of the Workers' Statute.

EROSKI was the first company to fully equalise the employment rights of de facto and de jure couples in 2004.



Work-life balance indicators 401-3

As regards work-life balance, EROSKI offers more leave than established by legislation and promotes environments and work schedules that allow for work-life balance. For example, in 2019, 13% of employees worked a reduced schedule or took a leave of absence due to legal guardianship or family care matters.

...ule once the reduction period has ended, or granting voluntary temporary leave of absence with job reservation for collaborative projects with NGOs or other personal development plans. Last year, 986 people benefited from reduced working hours or voluntary leave of absence.

Moreover, EROSKI also addresses the particularities of its employees' other personal projects, offering the possibility of reducing their work schedule without manifest cause and maintaining the right to recover their full work sched-

Distribution of parental leave by gender

	Women	Men	Total
Total no. of people who took parental leave in 2019	361	171	532
Total no. of people who returned to work in 2019 after completing parental leave	203	136	339
Rate of return to work (% of people who returned after completing leave in 2019)	74.9%	87.2%	79%
No. of people who continue at EROSKI 12 months after returning from parental leave in 2018	343	94	437
Retention rate (% of people who continue at EROSKI 12 months later)	92.2%	87.9%	91%

Distribution by gender of employees with reduced working hours by cause

	Women	Men	Total
No. of people with reduced working hours for legal guardianship	3,032 (97.7%)	71 (2.3%)	3,103
No. of people with reduced working hours for family care	217 (93.5%)	15 (6.5%)	232
No. of people with voluntary reduced working hours	54 (90.0%)	6 (10.0%)	60

Data as at 31 January 2020 for EROSKI Group

Distribution by gender of employees with leave of absence by cause

	Women	Men	Total
No. of people with leave of absence for legal guardianship	241 (96.0%)	10 (4.0%)	251
No. of people with leave of absence for family care	43 (8.06%)	7 (14.0%)	50
No. of people with voluntary leave of absence	659 (71.2%)	267 (29.0%)	926

Health and safety at work

Prevention of occupational risks 403-1; 416-2

At EROSKI, we are committed to protecting and improving the health of our workforce, carrying out proactive work in the area of health and safety.

We act in the fields of prevention, training and promotion of health; we continuously improve our occupational risk prevention systems and integrate them into the overall management of the company.

We have two of our own Occupational Risk Prevention Services with a joint nature, one for CAPRABO and the other for the remaining Group companies. They deal with the following specialities: safety at the workplace, industrial hygiene and ergonomics and applied psychosociology. Health surveillance is carried out by external prevention services.

Additionally, employees participate in identifying risks and improvements in working conditions by making proposals to the Health and Safety Committees (which operate in different areas, from the workplace itself to the entire organisation) and other bodies of company representation, in which all EROSKI employees are represented by their delegates and where all the topics related to occupational health and safety are covered.



Measures for prevention of occupational risks

Throughout 2019, actions have been carried out to prevent staff being exposed to occupational risks. Measures include:

Review and update of the prevention plans

of the different Group companies, as well as general risk assessments and ergonomic assessments of different positions or tasks.

Internal prevention audits and scheduled inspections.

The latter are conducted by the centre's inspection teams, which also carry out a follow-up of the proposed corrective actions to reduce and improve any abnormalities detected.

Emergency drills:

with and without evacuation, at the work centres.

Training: basic courses on prevention and specific training on occupational risks and emergency situations were provided.

Health surveillance 403-2

At EROSKI, we have specialist health surveillance through a third-party prevention service responsible for the following types of medical examinations: hospitalisation, periodic examinations depending on the risk of the position, following long absences, mandatory for specific positions, during pregnancies and medical assessments of sensitive staff.

As for professional contingency, we also review and coordinate all the cases considered occupational illnesses with the insurance companies.

Rate of occupational accidents by type

Minor accidents

33.1 minor accidents at work with sick leave per million hours worked



Causes:

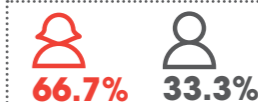
- 37.9%** Overexertion
- 12.2%** People falling on the same level or a different level
- 13.4%** Cuts
- 36.6%** Other causes

Material agent:

- 39.9%** Food, glass, plastics or packaging
- 10.2%** Metal products and tools
- 7.1%** Trolleys or similar
- 42.8%** Other

Serious accidents

0.1 serious accidents at work with sick leave per million hours worked



Accidents while travelling to or from work

5.4 accidents on the way to or from work with sick leave per million hours worked

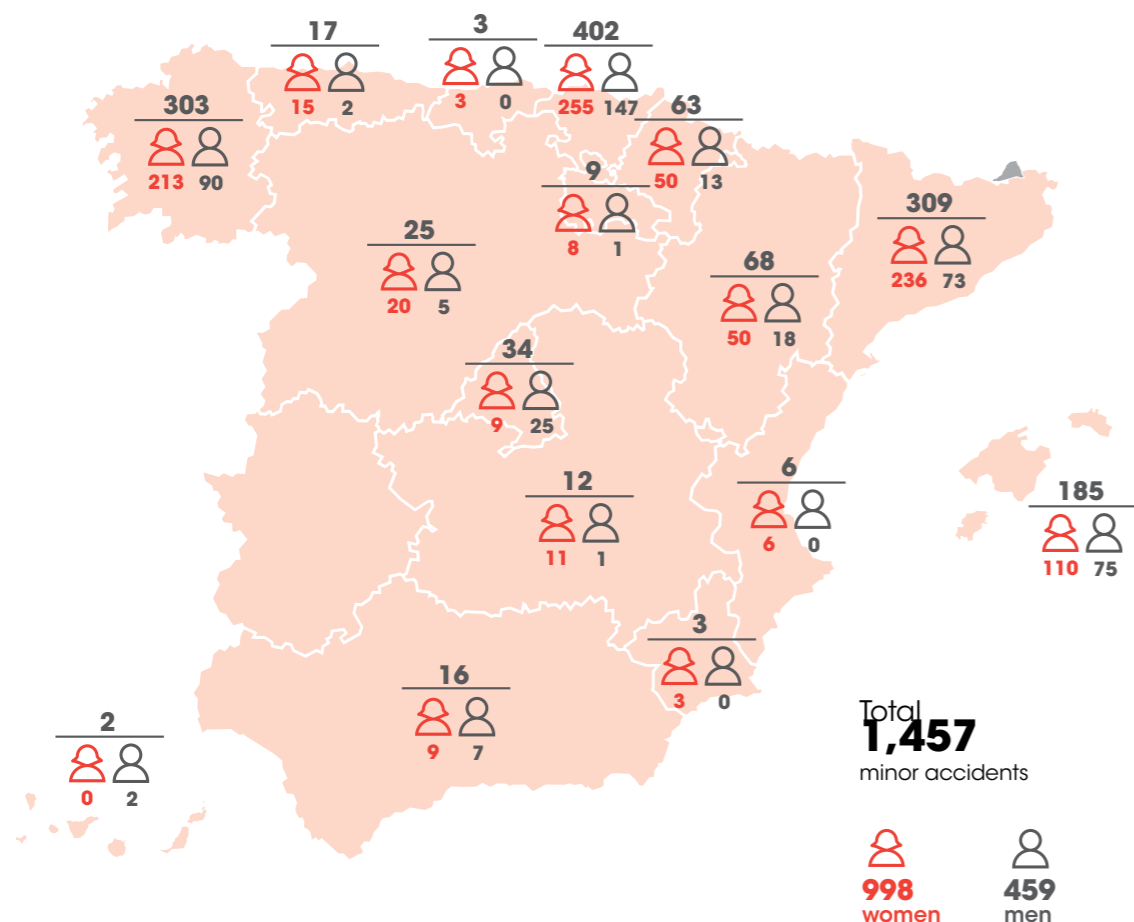


Deaths from occupational accidents or illnesses



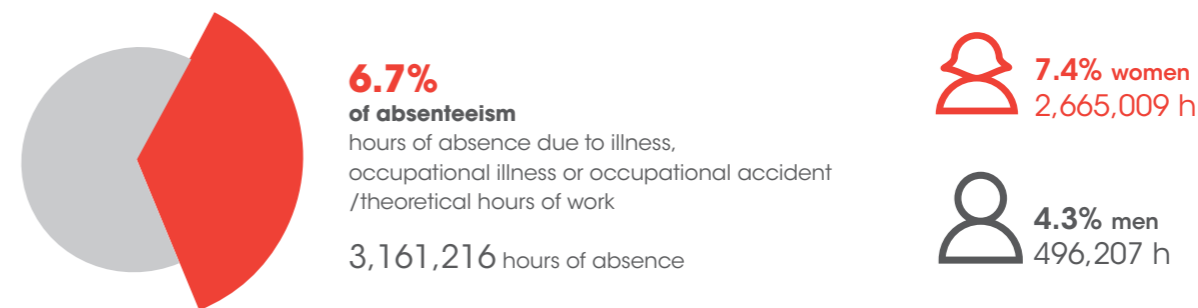
See table 16 in the annex of indicator tables for comparison with previous years.

Distribution of minor accidents with sick leave by autonomous community



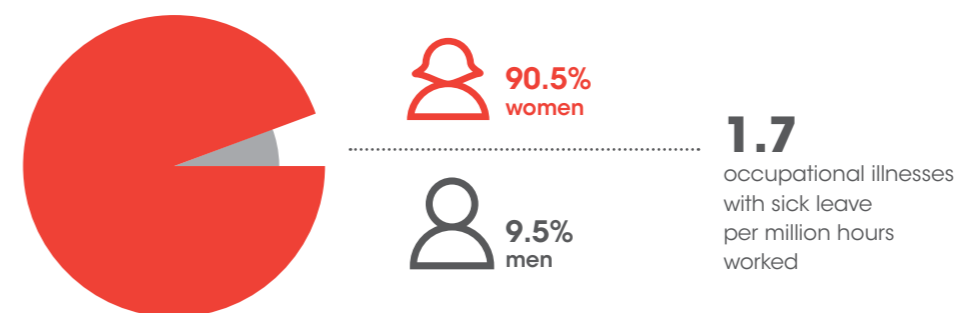
* The three serious accidents took place in the Basque Country (1 woman 1 man) and in Catalonia (1 woman).

Rate of absenteeism

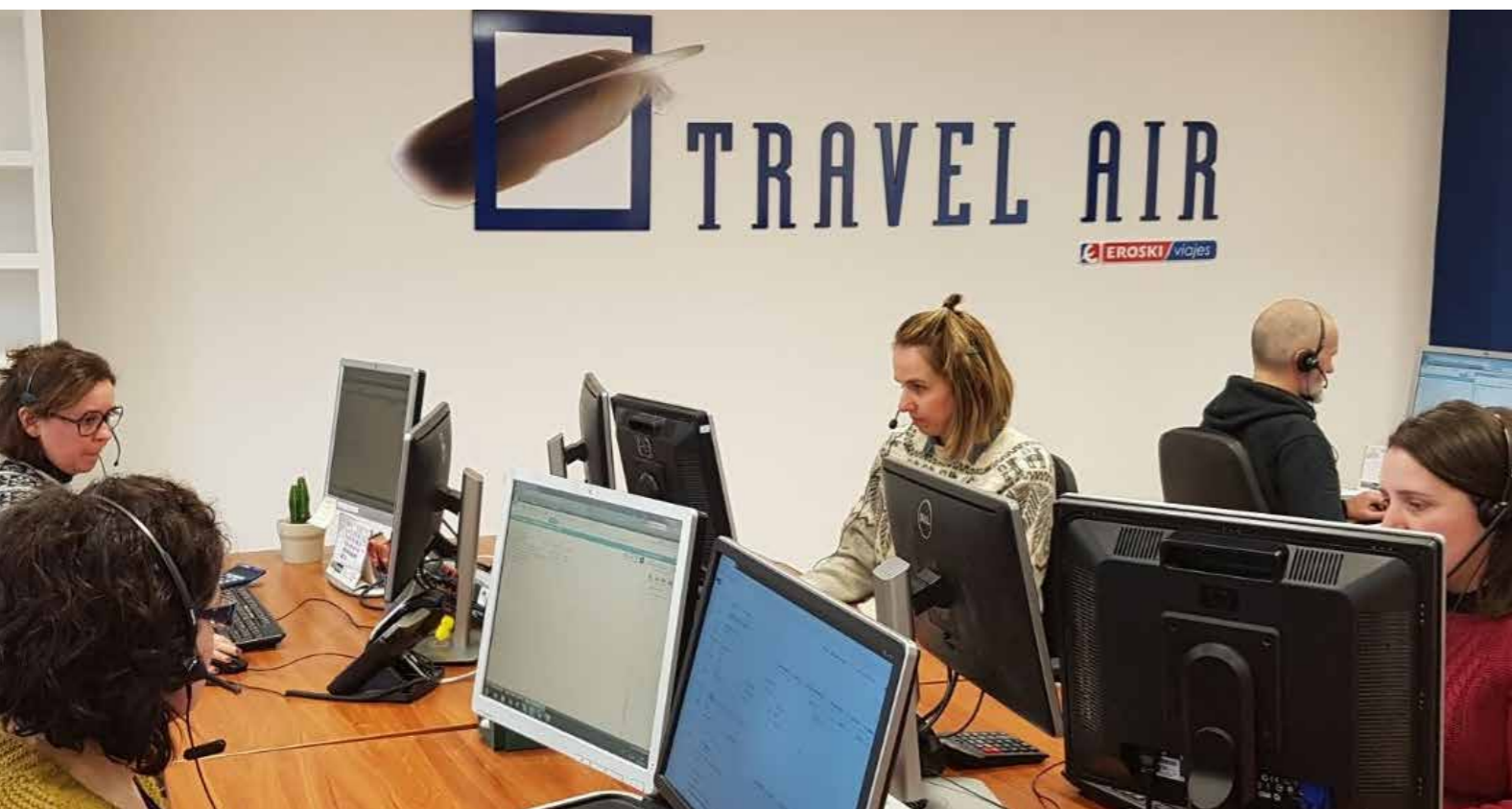


See table 17 in the annex of indicator tables for comparison with previous years.

Rate of occupational illnesses



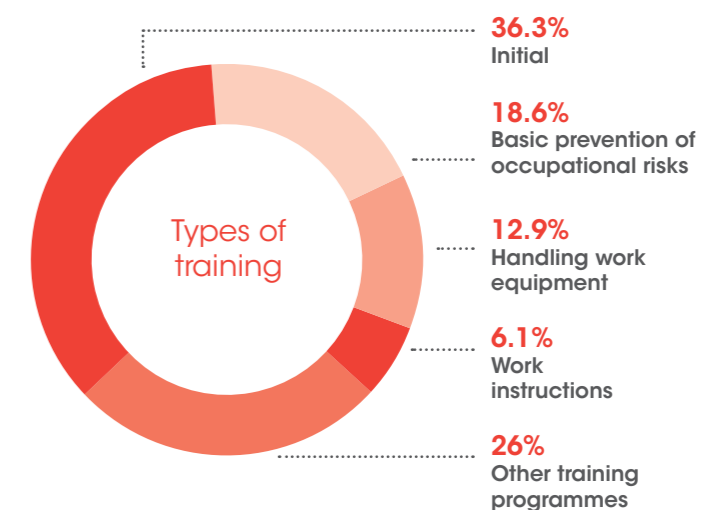
See table 18 in the annex of indicator tables for comparison with previous years.



Rate of training in prevention of occupational risks 403,404.1

44,388 hours of training in prevention of occupational risks

1.53 Average training hours for each employee



Professional Development 404-1; 404-2

Fostering the personal and professional development of the EROSKI team is one of the three pillars of the 2020 Strategic Plan, which establishes employee training as one of the keys to competitive improvement. By training our staff, we seek to create high performance work teams, encourage professional growth and foster a cooperative culture of self-management.

This year, 1.7 million euros have been allocated to training programmes, representing 191,938 total hours dedicated to training our employees, which is equivalent to an average of 6.6 hours per employee.

It is worth highlighting the strengthening of the training carried out for CAPRABO store personnel, where the number of training hours has practically doubled and, above all, the training of technicians has been enhanced.

Although the majority of training is still attendance-based, new online training courses have been added in 2019. These include training in criminal compliance and data protection and a digital game (called Atrivity) released to mark EROSKI's 50th anniversary, where employees have been able to learn important facts about the cooperative's history by playing a game.



Notable training programmes in 2019

Fresh produce school

Fresh meat, fish, deli, fruit and bakery schools continue to be prominent as point of sale training. 270 people have participated and a total of 33,304 hours of training have been provided.

Premium Fresh Schools

Two Premium Fresh schools have been set up in the delicatessen and butcher's, in which 84 people have been trained and 2,077 hours have been invested.

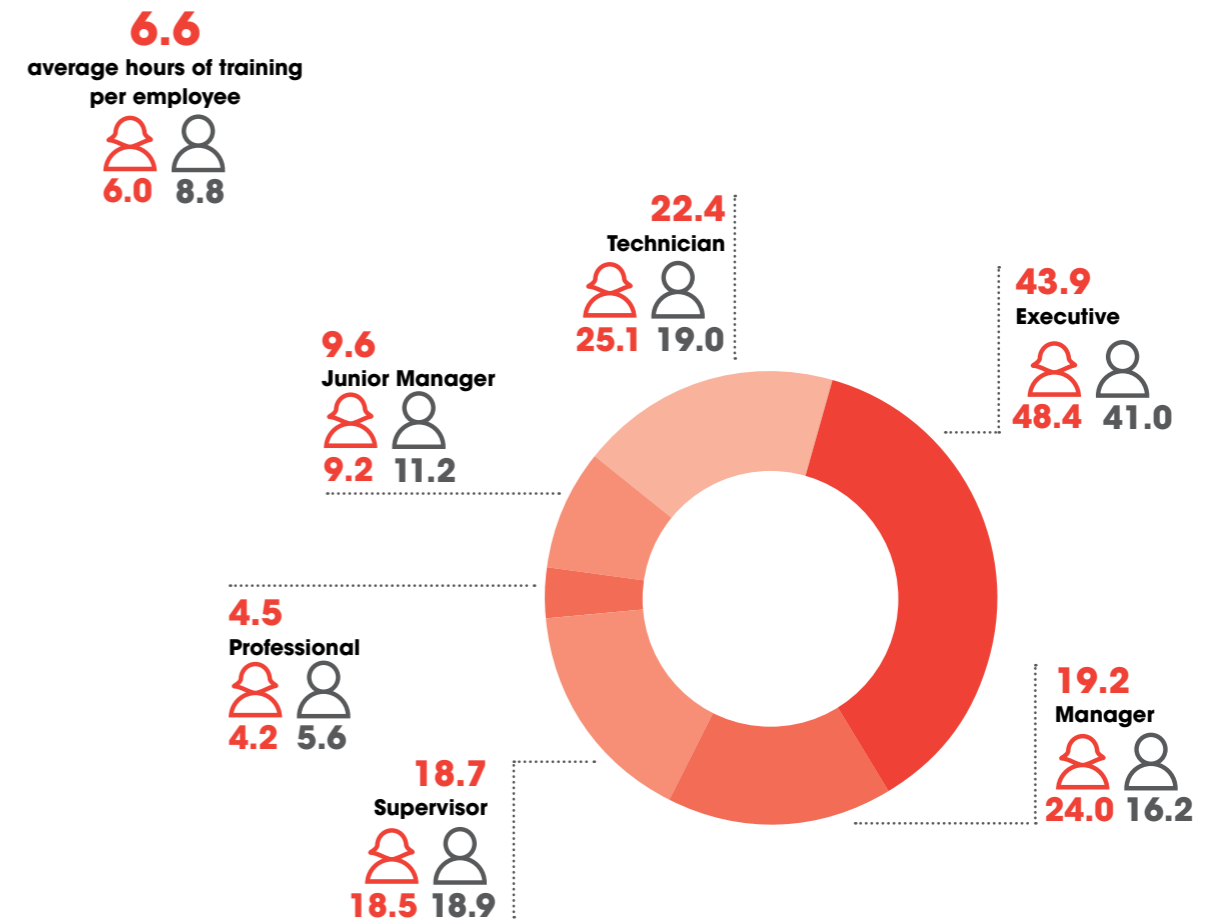
Innovation Academy: EKINN

In 2019 we launched a new innovation ecosystem: Ekinn. This is what we call the set of methodologies, tools and dynamics regarding innovation that we integrate in the organisation to promote the evolution of our differential positioning.

To give shape to Ekinn, in addition to the different tools and methods we implement, we have 8 EROSKI professionals who have been trained to guide these innovation processes. Our first Ekinners have been trained in techniques and tools of open innovation, which incorporates collective intelligence into innovation processes. We are supported by Mondragon Unibertsitatea, among other experts in the field, to design our future development.

In 2019, 1,748 hours have been dedicated to training 614 people in innovation, a fundamental pillar of EROSKI's strategy.

Average hours of training by gender and professional category



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

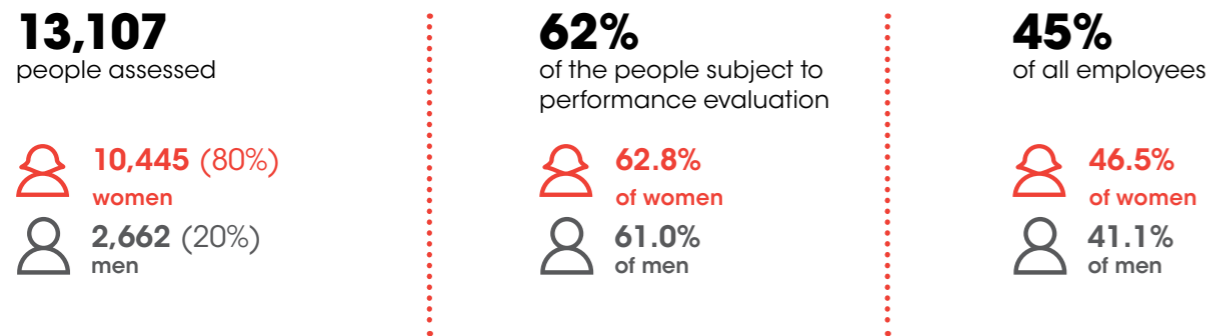
Number of hours of training for employees by gender and professional category

	Women	Men	Total
Executive	586	950	1,536
Manager	3,054	3,276	6,331
Supervisor	17,284	11,351	28,635
Professional	76,744	26,044	102,788
Junior Manager	21,892	5,934	27,826
Technician	15,465	9,358	24,823
Total	135,025	56,913	191,938

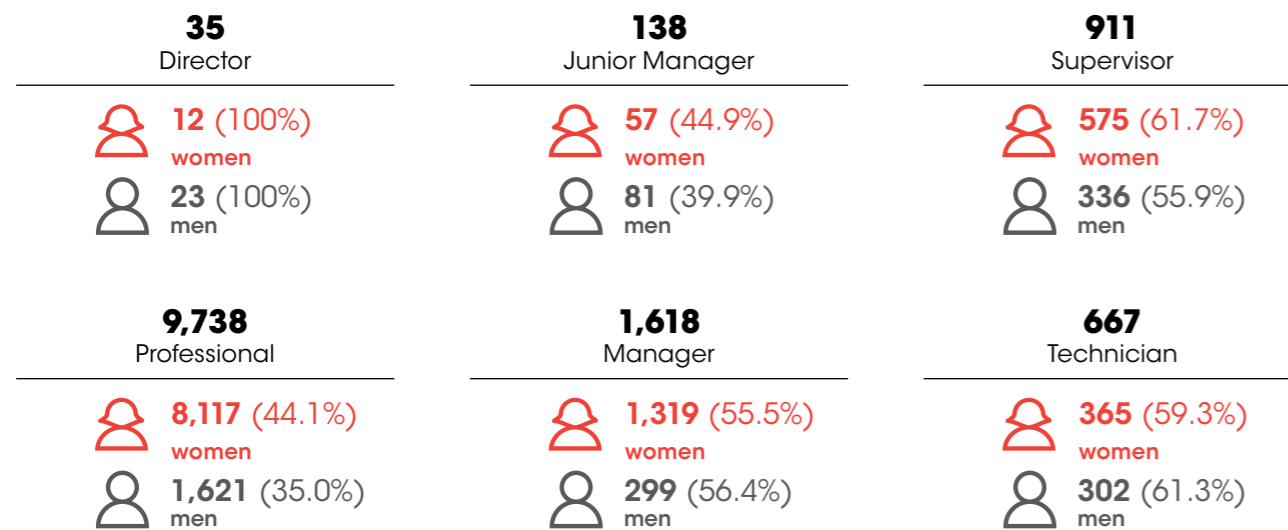
Career advancement 404-3

Together with training, another of the elements that defines the management of people at EROSKI is promotion, understood as a natural process in the professional life of our employees, and based on professional training and the quality of their performance. In this regard, 2.9% of our staff was promoted in 2019, corresponding to 283 people, 77% of whom were women.

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



Number of people evaluated and percentage of total number of employees by professional category and gender



See tables 20 and 21 in the annex of indicator tables for the number of employees subject to performance evaluation and table 19 for comparison with previous years.

Creating with you: cooperative culture of self-management

The sixth Krea Corporate Recognition Awards for internal innovation have been announced. The people who work in the EROSKI Group are a participative team, always willing to create innovative experiences in our stores every day. In each edition of the Krea Awards, the candidates presented have impressed us by being able to anticipate the needs of the customers and society, imagining the solutions that best reflect the team culture that defines us.

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.

The 2019 edition is also a very special celebration. The 50th anniversary of EROSKI S. Coop. and the 60th anniversary of Caprabo. To celebrate, two special mentions have been awarded by the jury in recognition of the best initiative launched to commemorate this important date for both EROSKI S. Coop. and Caprabo.

Franchisees

Those Employee Partners who wish to have their own business can take advantage of our "with you in franchising" programme, where we offer them specialised training, personalised advantages and services, and advanced tools for managing their stores, 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.



Workplace inclusion and social innovation 103-3, 405

EROSKI, as a consumer cooperative, is a collective project focused on consumers and society. We are therefore committed to the integration of people in disadvantaged situations and at risk of social exclusion. To this end, through occupational training agreements signed with the public employment services and with various organisations such as the Red Cross, we establish annual training programmes and internships for those groups which experience difficulty entering the labour market. This allows for their professional training and facilitates their subsequent incorporation into the workforce at our stores. In 2019, for example, we signed a new agreement with the Ministry of Labour, Trade and Industry of the Government of the Balearic Islands to facilitate access to the workplace for people over the age of 45.

More than 900 people were trained in 2019 (twice as many as in 2018). Of these, more than 310 were hired by EROSKI at the end of the training programmes.

Among the various initiatives for job placement carried out in 2019, it is worth mentioning the launch of "Specialisation in fresh produce" together with the Leioa School of Catering and the Government of the Basque Country. We are pioneers in introducing a qualification which is recognised throughout Spain. The training has seven students, who will finish in 2020.

Programa Inserta by the ONCE Foundation

EROSKI is one of the 64 leading companies in Spain that form part of the Programa y Foro Inserta run by the ONCE Foundation. As an Inserta company, we express our commitment to social responsibility, diversity and disability and our desire to comprehensively integrate this variable in our value chain and in our corporate social responsibility policies, thus improving our competitiveness. The ONCE Foundation collaborates with us in the development of

projects that promote the employment of people with disabilities and improve their quality of life, optimising all the opportunities for innovation, differentiation and value creation that these projects offer us.

In 2019, we also participated in the meeting organised by Expansión and the ONCE Foundation: Foro Inserta, "The union of talent, diversity and disability".

Inclusive Supermarkets

EROSKI continues to extend the employability model for people with disabilities that it began to develop in 2015 with Gureak and in 2017 with Ampans. This initiative seeks to provide new opportunities to include people with diverse abilities in the workforce.

In 2019, two inclusive franchise supermarkets have been opened, an EROSKI/City in the town of Puente Villarente (León) with Soltra, and a second CAPRABO supermarket with Ampans. This makes six inclusive supermarkets in our network.

We also promote social inclusion in our value chain. This is why we collaborate with suppliers such as Freshcut in Galicia (manufacturer of the Galifresh brand) and the Ampans Foundation in Catalonia (marketer of Muntanyola cheeses), which promote the inclusion into the workplace of people with intellectual disabilities or mental illnesses and those who are in situations of vulnerability. In 2019,

VEGALSA-EROSKI has also signed a collaboration agreement with the Mulleres Colleiteiras cooperative for the collection and management of used oil in its network of establishments in the province of A Coruña, in order to promote environmental protection and the inclusion in the workforce of women at risk of social exclusion.

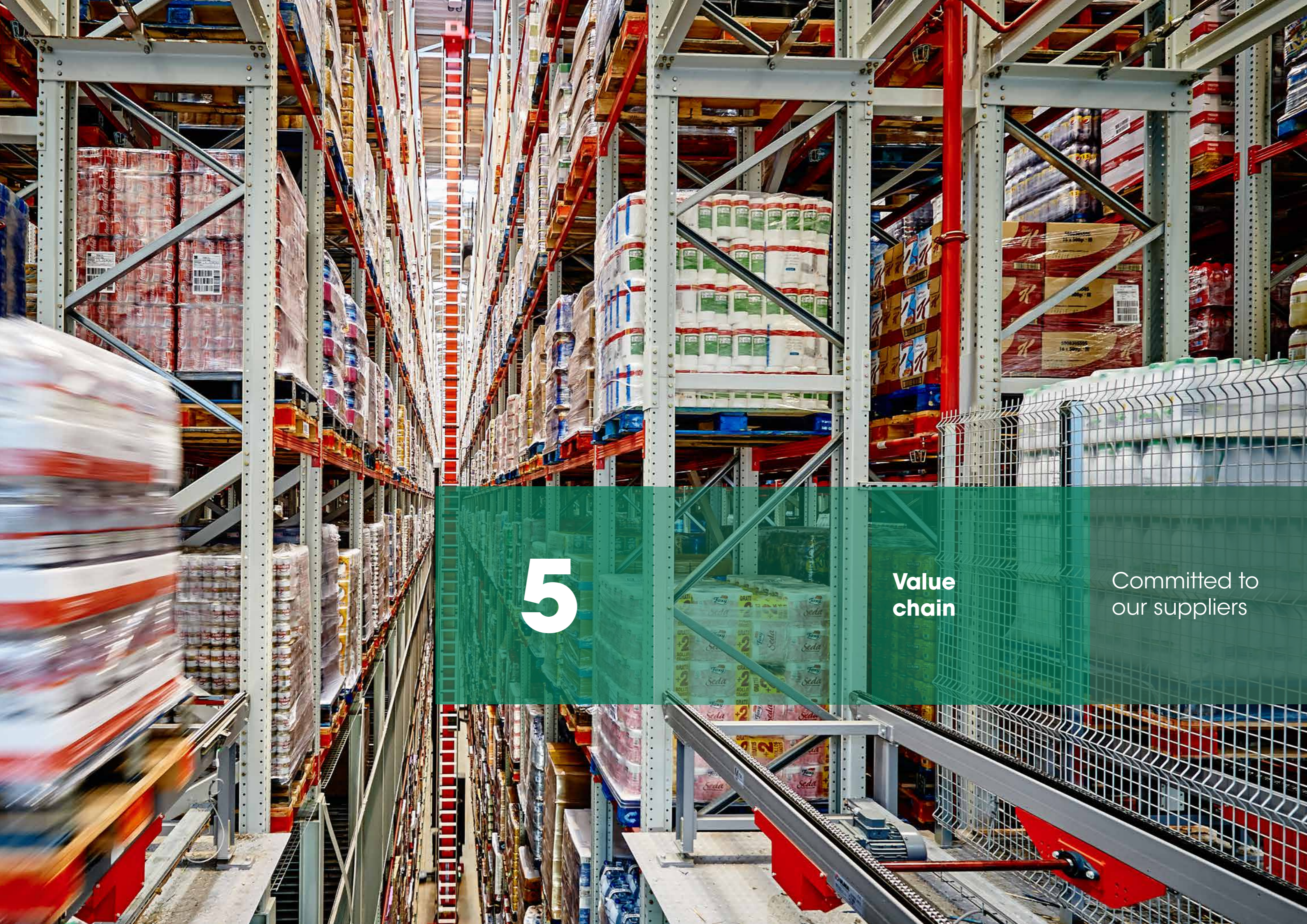
In addition, with respect to the accessibility of our supermarkets to customers, our establishments comply with current legislation in this area. All opening and reform projects are checked and approved by the competent authority. Our model also considers some improvements for people with reduced mobility: lower scales for weighing fruit, information points with lower counters and special trolleys. In addition, we have signed an agreement with the Government of Castilla-La Mancha to implement initiatives to facilitate shopping for people with disabilities in four centres in that community.

Distribution of employees with disabilities by gender and professional category

	Women	Men	Total	
Executive	0	1	1	0.3%
Manager	0	3	3	0.8%
Supervisor	4	7	11	2.9%
Professional	208	116	324	86.6%
Junior Manager	17	9	26	6.9%
Technician	4	3	7	1.9%
Total	233	141	374	

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





5

**Value
chain**

Committed to
our suppliers

Efficient and collaborative value chain



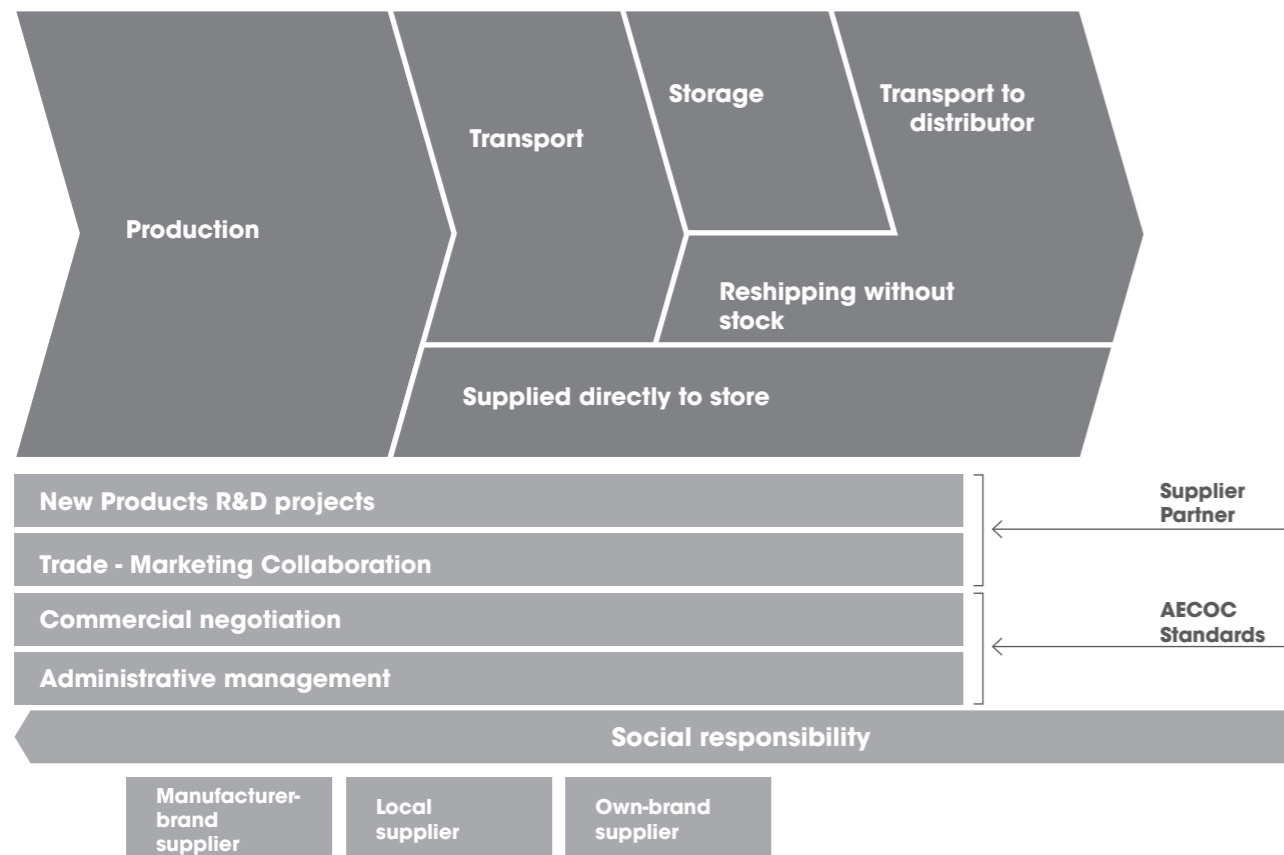
Our "with you" store model is not only a strategy that is reflected in our establishments and in a new way of relating to our customers, but it is also a commitment to the integral innovation and optimisation of the value chain. Our main collaborators, the supplier companies, must be imbued with this strategy and commercial approach, actively participating in it and helping us to implement it together day by day.

To achieve an increasingly broad range of more personalised products that offer greater savings, our value chain is open to manufacturers brands, our own brand and the enormous diversity of locally produced foods in the vicinity of each of our stores. In addition, we continue to maintain our commercial alliances to improve our proposal to consumers in terms of value for money, and to strengthen the diversity of the agri-food production fabric in order to achieve a sustainable local sector through a shared commitment by EROSKI and our customers.

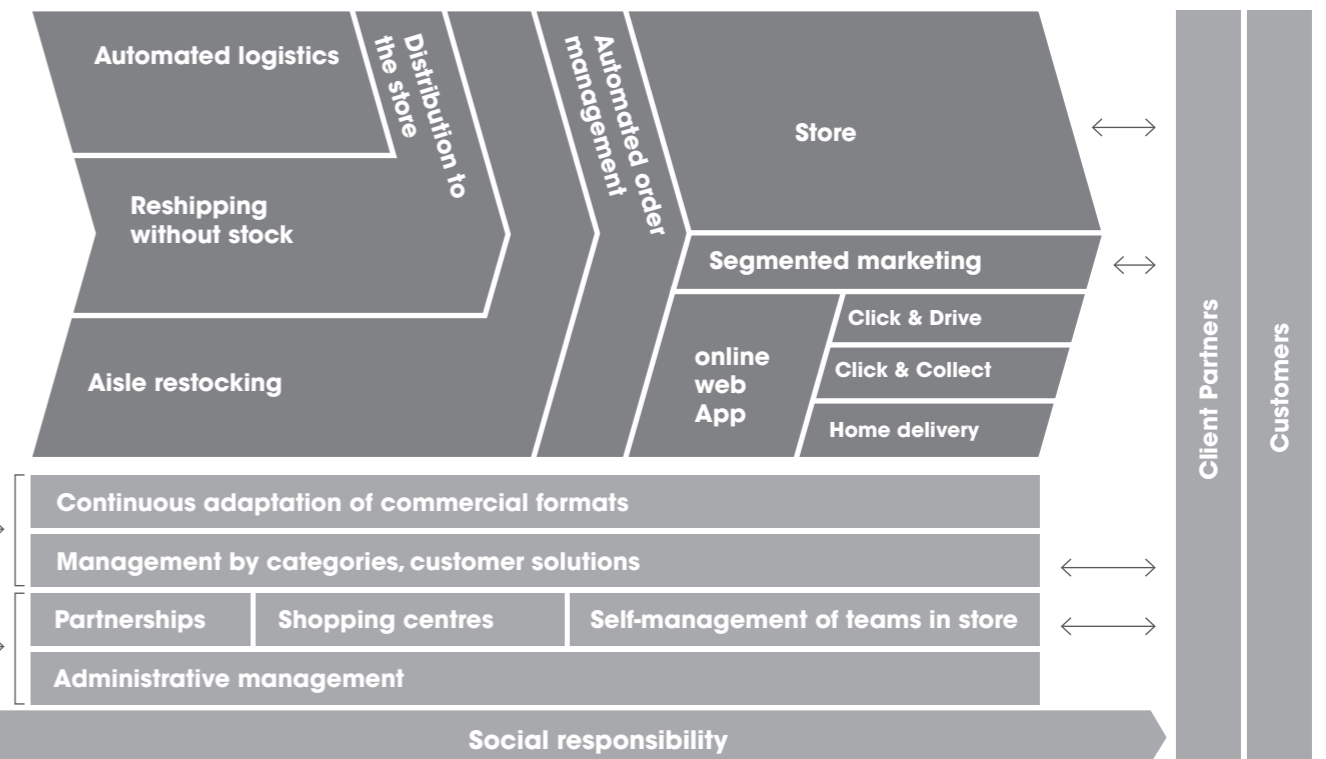
<p>The keys to improving our business competitiveness</p>	<p>Optimisation of sales and supply processes to achieve greater efficiency throughout the value chain.</p>	<p>Social and environmental responsibility as criteria for the selection of suppliers.</p>
<p>Innovation in collaborations with suppliers and leading food organisations.</p>	<p>Prices which are more appropriate and competitive thanks to commercial alliances and the management of multiple promotions and personalised offers.</p>	<p>Diversity of our agri-food productive fabric to promote small local producers.</p>

The EROSKI value chain

Supplier



EROSKI



Our brands

Since their inception, EROSKI-brand products have grown to become one of our greatest advocates, both in terms of quality and in terms of price and savings. We are therefore continuing to work on expanding this range: 587 new products from our own-brand range were launched in 2019, bringing the total number of products to over 6,500.

In 1977, we were the first distribution company to launch own-brand ranges. The white colour of that first packaging popularised the expression "white label".



Number of products in these own-brand ranges

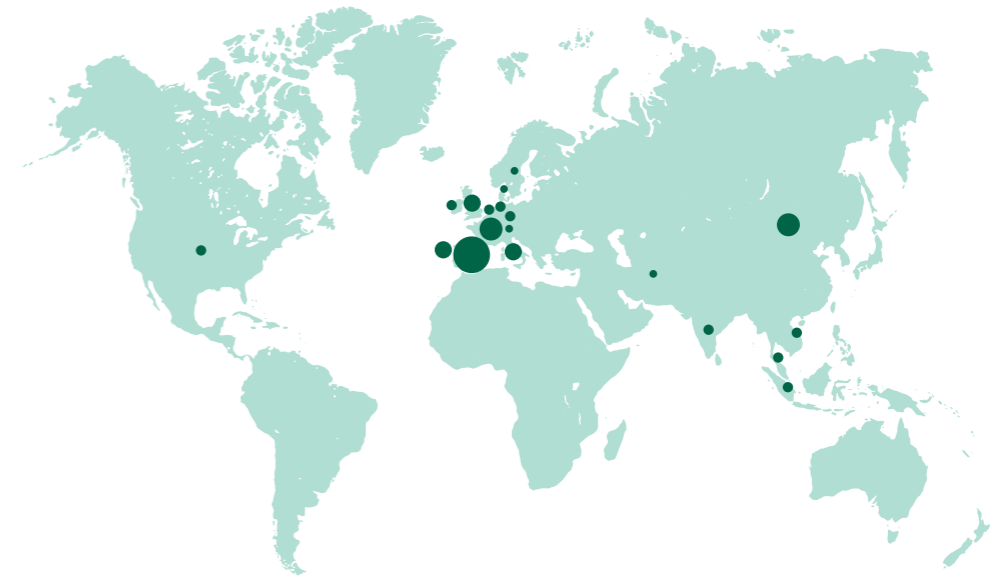
BRAND	2019	2018	Description
EROSKI SeleQtia	359	199	The best of the best. Products tested by the Basque Culinary Center.
EROSKI	2,724	2,798	Wide range of products, everything you need with the best value for money guaranteed.
EROSKI Natur	490	398	Fresh produce with full flavour, total traceability and controlled quality, from the best sources at the best time.
belle	464	449	Dermatologically tested cosmetics, hygiene and personal care products without parabens or triclosan at the best price.
EROSKI basic	315	362	Ordinary, everyday consumer products with all EROSKI's quality guarantees at the best price.
Visto Bueno	1,747	2,126	In-house design clothing and footwear with the best value for money.
Romester	316	408	In-house design sports clothing and equipment with the best value for money.
ecron	53	403	Electronic devices and appliances with different levels of functionality and the best value for money.

Our suppliers

At EROSKI, we work with more than 10,000 commercial and service suppliers, which generated more than €4,600 billion in economic transactions in 2019. This translates into the sale of more than 143,000 different items during the financial year. Our commitment to the national production system is clear since 98% of spending on suppliers is with companies located within Spain. In addition, we work to promote local consumption by collaborating with local and regional suppliers, which accounts for more than 58% of our commercial supply chain in Spain.

As part of our 2017-2020 Strategic Plan, we are developing a General Supplier Collaboration Plan that covers all areas of our organisation and is fully aligned with our 10 commitments to Health and Sustainability. This plan is based on 3 pillars: Clients (putting emphasis on the needs of our consumers); Health (one of our main levers in the strategic plan) and Efficiency (we have a clear commitment to logistics).

Number of commercial and service providers by country in 2019



Spain	10,406	Bangladesh	6	Turkey	2
France	66	Pakistan	5	Argentina	1
China	62	Switzerland	5	Canada	1
Portugal	50	Norway	4	Cyprus	1
United Kingdom	29	Vietnam	4	South Korea	1
Germany	23	Andorra	3	Croatia	1
The Netherlands	17	Greece	2	Indonesia	1
Italy	16	India	2	Israel	1
Ireland	13	Luxembourg	2	Singapore	1
Belgium	13	Poland	2	Sweden	1
USA	11	Thailand	2		
Denmark	7	Taiwan	2		

Total supplier companies: 10,764

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

AGECORE, the biggest European trading centre

The AGECORE trading centre constitutes the largest European purchasing alliance, formed by EROSKI, the ITM Group (France), EDEKA (Germany), COLRUYT (Belgium), CONAD (Italy) and COOP (Switzerland). In addition to being independent companies, they share a long-term strategic vision. Its objective is to offer European consumers a wider range of products for greater freedom of choice and better prices. AGECORE also expands

business opportunities for our suppliers and provides us with opportunities to meet with other distributors to seek synergies and exchange knowledge.

AGECORE's global turnover is €140 billion and it conducts business in 8 European countries (Germany, Belgium, Spain, France, Italy, Switzerland, Poland and Portugal).

Social responsibility of our suppliers 102-9; 414-1; 414-2; 308-2

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

The fundamental labour and human rights principles that we demand are based on the requirements of the International Labour Organisation and the principles of the United Nations Global Compact, to which we have belonged since 2002. They are:

- 1** **We reject** and do not practice child labour.
- 2** **We reject and do not practice** forced or compulsory labour.
- 3** **We provide** a safe and healthy work environment.
- 4** **We respect** freedom of association and the right to collective bargaining.
- 5** **We reject** and do not practice discrimination of any type.
- 6** **We reject** and do not practice bodily, mental or physical punishment or coercion or verbal abuse of our employees.
- 7** **We ensure** compliance with legislation on working hours and holidays.
- 8** **We pay** employees in accordance with legal regulations for each sector, ensuring that in addition to meeting their basic needs, they have the capacity for discretionary spending.
- 9** **We implement** a management system that ensures compliance with, and internal communication of, the regulation principles.

100% of our supplier companies are subject to these requirements and we make our business relationship with them conditional on their compliance with human and labour rights. We especially monitor those supplier companies with the highest risk, which are those belonging to the textile and non-food sector located in Asia. We also have internal regulations that promote measures to prevent any type of corrupt activity in the management of suppliers and contractors.

Fair trade
 EROSKI was the first distribution company in Spain to include fair trade products in its commercial offer and we are recognised by Fairtrade International as a legitimate operator for the import and distribution of Fair-trade-branded products. The range of fair trade products that we sell consists of coffee, cocoa, tea and sugar, as well as various certified textile products. This stamp guarantees compliance with the social, economic and environmental criteria of fair trade.

Efficient logistics

Our logistics network is made up of 20 of our own platforms. However, to supply to all the Group's establishments our trucks transit through some 40 logistics platforms, including others belonging to external companies. In total, they account for more than 360,000 m² of warehouse space, from which we distribute up to one million boxes daily. As a fundamental part of our commercial proposal of the "with you" model, the offer of fresh, quality, local products is key. We want to be recognised by the consumer as the benchmark food chain in the supply of this type of product and, to do this, it is necessary to work on both the logistical networks and the supply flows, hand in hand with the producers in the local area.

customers (openings, growth of the range, unit service, e-commerce, more local products, etc.). One of the cornerstones of the transformation of CAPRABO's logistics network is the construction of a new fresh produce distribution platform in El Prat de Llobregat (Barcelona). With a surface area of nearly 24,000 m² and an estimated investment of 20 million euros, the project, which began in 2018, will be fully operational by 2020. In addition, we have started the project to construct a fresh produce platform in Vitoria-Gasteiz.

We work and innovate at all levels of the supply chain and logistics management system in order to implement the logistics innovation necessary for the continuous implementation of the "with you" model. For example, thanks to our advanced platforms we are able to automate a large part of the distribution.

In 2019 we continued to restructure the platform map, creating new modern and efficient facilities which will allow us to meet the anticipated future demands of our

List of the main logistics platforms used by the EROSKI Group



Collaboration project with suppliers

We are continuing with the philosophy and basis of the collaboration project with supplier companies, as we are convinced of the strengths and benefits demonstrated since its inception in 2014. During the 2017-2020 Strategic Plan, we are focusing projects on one of these three areas: efficiency, collaborative demand and collaboration. Some of the advances in the collaboration plan during 2019 have been:

- Measurement of availability on the shelf, to have the right product in the right place at the right time. This initiative enables sales to be maximised and positions the brand appropriately against the competition.

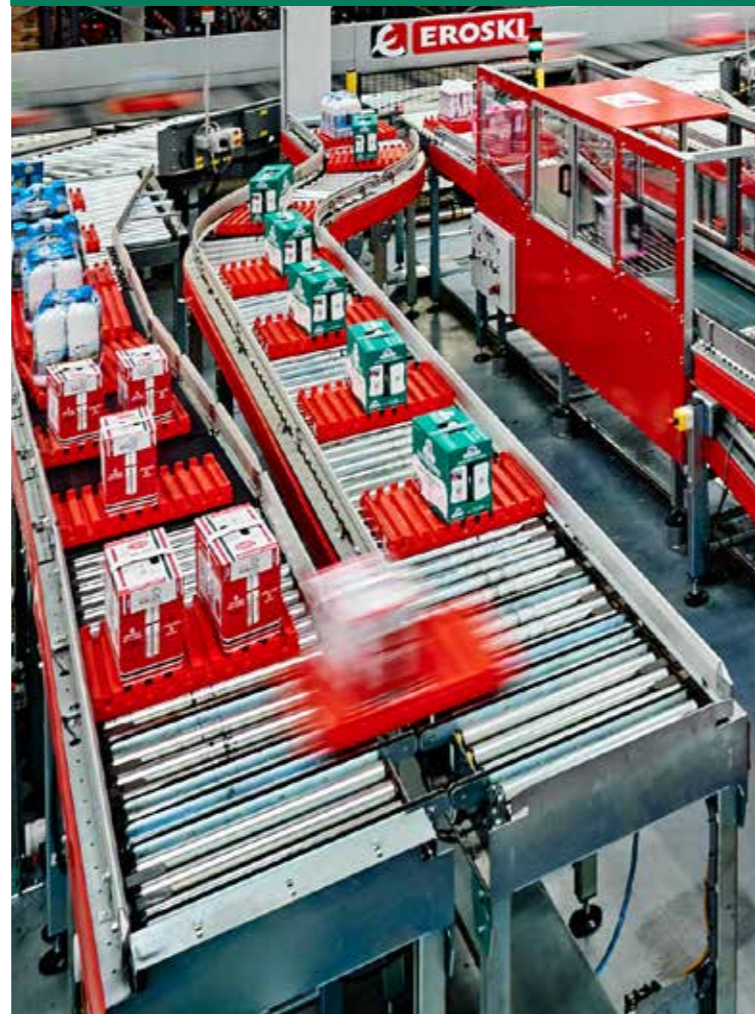
Implementation of GS1 standards, a common language that allows for the unique identification of products, logistics units, locations and assets throughout the supply chain, with the aim of improving efficiency.

In addition, as a further lever within the axis of collaboration, we continue to hold forums with our supplier companies where we share the evolution of the key indicators, the status of joint projects and new projects to be undertaken. Therefore, in 2019 the Suppliers Department met with EROSKI's Food Processes Team to visit GREFUSA, the company specialising in the production of nuts, dried fruit and cereal snacks in Valencia.

We have also met with transport agencies, which has allowed us to witness the loading of goods together and to learn about new methods of product delivery that allow a great improvement in the productivity of the reception and preparation of orders.

During 2019 and as part of improving logistical efficiency:

- We have continued to develop the Lean methodology, allowing for significant progress in the supply chain, which in turn translates into improved competitiveness. At EROSKI, we have been implementing this methodology for some time now, both in industrial processes, such as our Elorrio automated platform, and in more organisational management and process areas.
- A system has been implemented that seeks the efficiency of a flow without targeted stock in a certain percentage of references.
- Action plans have been defined to improve those areas with the lowest scores in the AECOC 2018 Retailers Benchmarking published in 2019, which indicates that EROSKI has consolidated the strength of its supply chain, improving the results obtained in 2017 and being placed third.



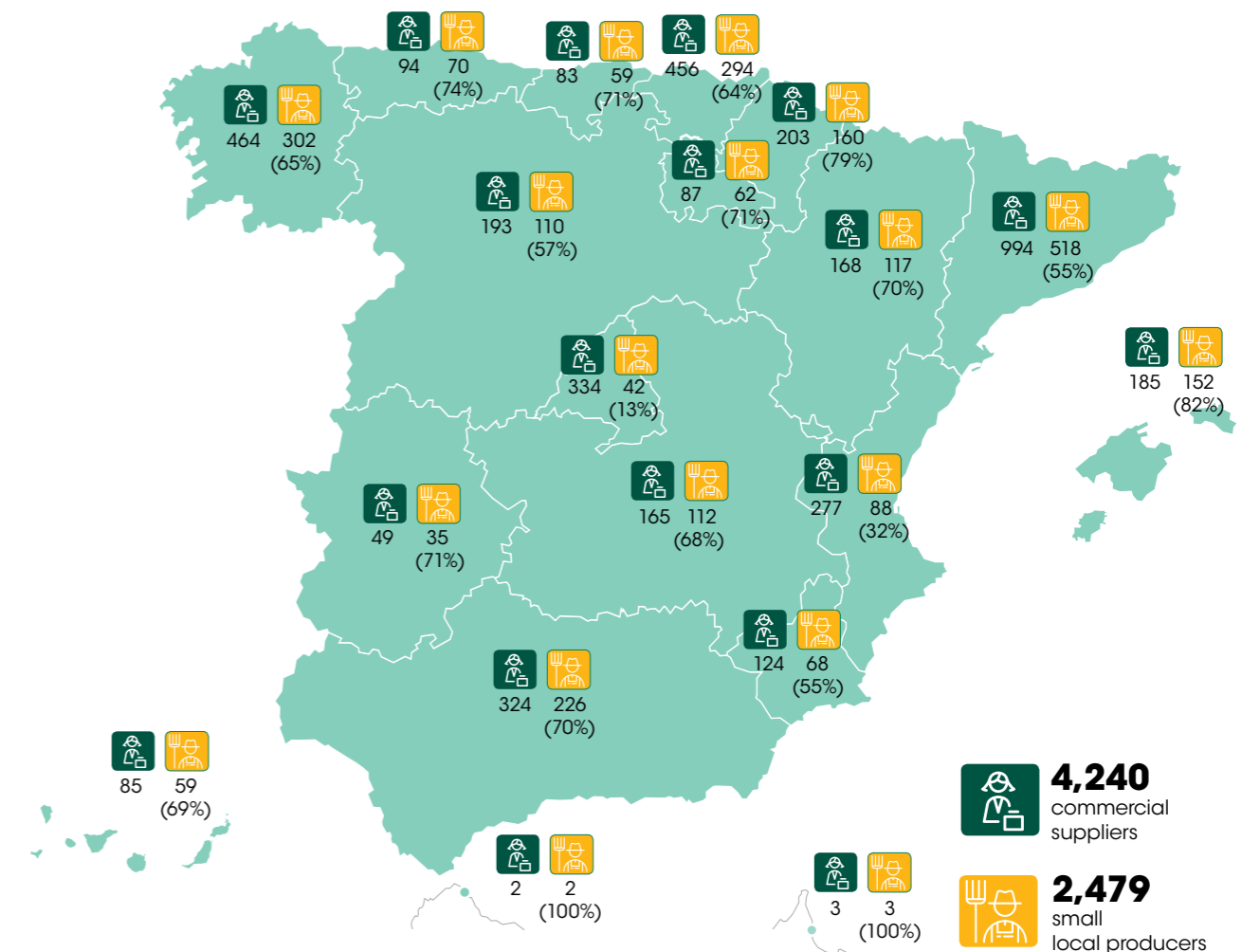
Committed to offering more local products

203-2; 204-1; 413-1

The most relevant factors in our relationship with the local agri-food sector are the availability of a diverse production sector which is focused on sustainable development and delivered through primary sector SMEs. Committing to this diversity, creating collaborative environments and working with a large number of suppliers is in our "cooperative genes". Our trade policy maximises local economies, creating wealth in the environment and contributing to agri-food, economic and social development. More than half of EROSKI's 4,200 commercial suppliers in Spain are small local production companies.

This strategy offers several benefits. On the one hand, small production companies have the EROSKI sales channel to distribute their goods, which has a high impact in terms of employment, rural development and maintenance of natural landscapes. On the other hand, consumers find fresher, more sustainable, healthier and higher-quality products at EROSKI.

Number of commercial suppliers and local producers by autonomous community in 2019



See table 24 in the annex of indicator tables for comparison with previous years.

Collaboration with local agri-food producers

EROSKI coordinates this collaboration with its suppliers on the basis of the three main commitments to action with local agri-food SMEs:

- 1 Make the products of small production companies available to consumers.
- 2 Develop commercial management adapted to micro-enterprises, SMEs and cooperatives.
- 3 Collaborate on plans for their professionalisation and business growth.

In 2019 we had 1,774 new local-regional product registrations, of which 930 correspond to fresh produce sections and 844 to food. These new additions have generated sales of more than 23 million euros.

In addition, we continue to renew and generate new collaboration agreements with sectoral organisations for the promotion of local foods, designation of origin (DO) and protected geographical indications (PGI). Currently, we have more than 2,000 products with PDO or PGI: more than 1,600 wines with PDO, more than 140 cheeses with PDO, more than 100 canned vegetable products, oils, vegetables and rice with PDO, more than 300 meat products with PGI and more than 100 fruits and vegetables with PDO and PGI. Our commitment to this type of product in our own brand is shown by the addition in 2019 of 6 new cheeses with DO (three of them Idiazabal), 23 wines with DO, three ciders with DO, a reference of ham with DO and a reference of potato with PGI.

Dialogue with local agri-food production companies is a fundamental part of this collaboration model, which is why we hold regular meetings with them to continue promoting and innovating in the common strategy that both EROSKI and small producers have to encourage diversity in the primary sector.

Promotion of local products

EROSKI'S objective of promoting local products also extends to our efforts to disseminate and promote the cultural, culinary and gastronomic values inherent to them. While our offer of local products has steadily increased in recent years, at EROSKI we are also involved in promoting the consumption of these local foods as a way of maintaining our culinary culture, economy and landscapes.

This commercial dynamism is, in large part, focused on fresh, seasonal products that are especially important to consumers. For this, we have carried out local campaigns in different Spanish regions and autonomous communities, as well as specific regional campaigns. In addition, we have organised and participated in various fairs of local products, including the following:

- The 3 fairs, held in Bilbao, Zaragoza and Pamplona respectively, to celebrate the 50th anniversary of EROSKI
- 4th CAPRABO Local Product Fair, Barcelona
- 2nd Gastronomic Workshop with Products from Agricultural Cooperatives of Catalonia

Diverhortaliza Project

This is an opportunity to address the diversification of local variety production through cooperation and research in regions with complex environments and climatic conditions such as the Basque Country.

Signing of 5 agreements with DO in the Balearic Islands

We have signed collaboration agreements that will allow the promotion of products of certified origin from the Balearic Islands, specifically in relation to cheese, wine, olives, oil and sobrasada products.

Agreement with the Unión Agroganadera de Álava (UAGA)

This agreement signed in November encourages the promotion and development of Álava's agricultural products.





6

Environment

Committed to environmental sustainability

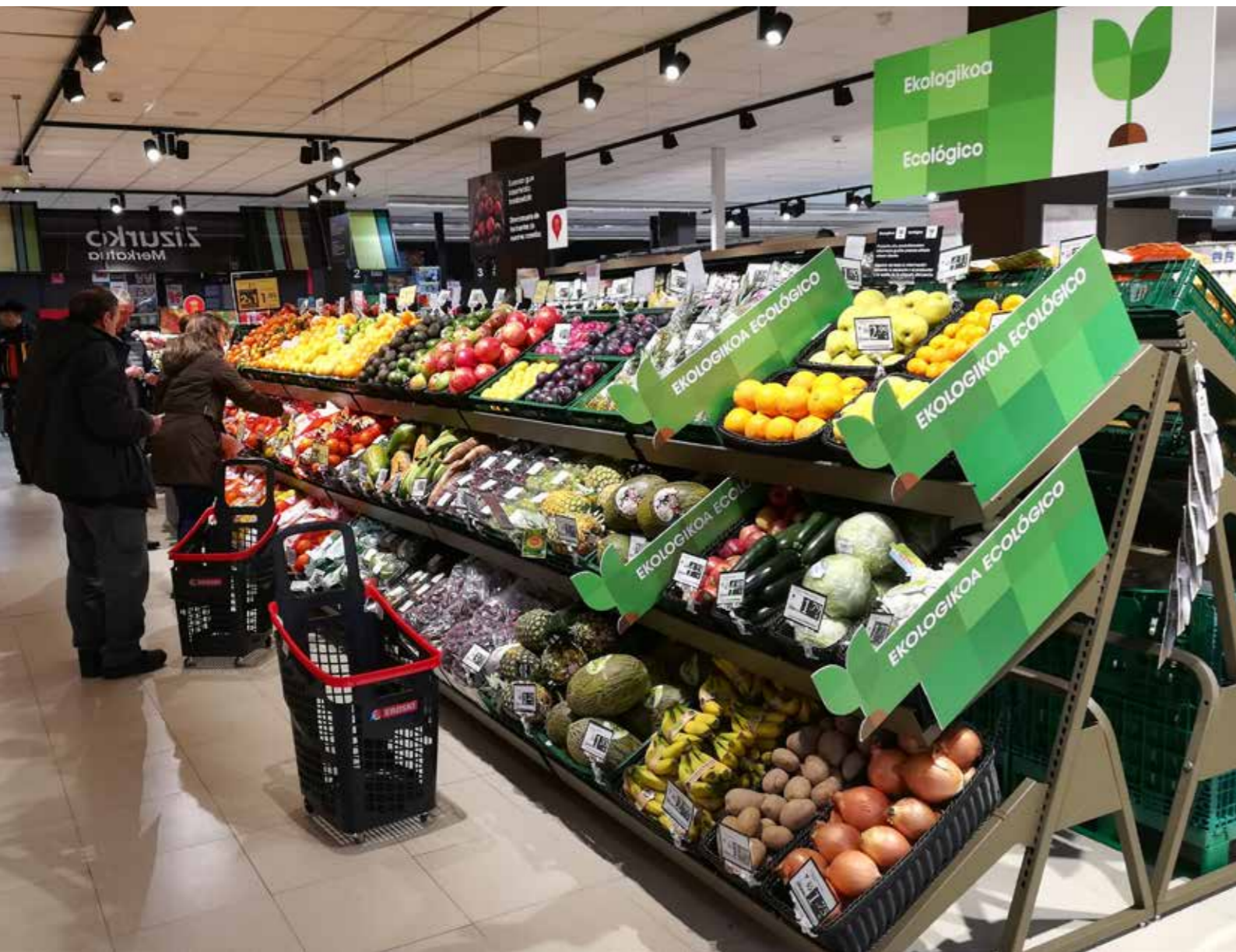
Commitment to environmental sustainability 307



At EROSKI we work to guarantee compliance with the applicable legislation in all our areas of activity. But we also make a continuous effort to improve the way we identify, characterise and minimise the main negative impacts, as well as how we optimise the positive impacts that our activity has on the environment.

For this, we consider all the phases in which we might affect the environment in our activity as distributors. That is,

from manufacturing products with suppliers to managing the final waste generated in homes and in our own facilities. This global vision of our effects on the environment seeks to act without transferring the impacts from one phase to another and also to transmit this commitment to environmental protection to all our stakeholders. This model of behaviour in relation to our environment is, in turn, one of the principles of our organisation's code of conduct.







Environmental policy

This commitment is comprehensively integrated throughout the organisation through an environmental policy that aligns respect for the environment and social well-being with our strategic objectives. The policy is aimed at minimising our impact on climate change, protecting natural resources and using them in a sustainable manner, implementing circular economy models for waste management and preserving biodiversity. The basic principles of our policy are:

- 1 Maintain a proactive attitude that, in addition to guaranteeing compliance with current environmental regulations, leads us to make increasingly more demanding commitments.
- 2 Prevent pollution by putting into place environmental management systems, so that we can control, measure, and avoid or reduce the environmental impact associated with our activity.
- 3 Base the environmental management system on the continuous improvement of the aspects which are most relevant for the organisation. To do this, we set quantifiable objectives and allocate the necessary resources to achieve them.
- 4 Include the environment as a variable in the research and development of the products and services we offer, seeking out the profitability of the environmental actions we implement and identifying new business opportunities.
- 5 Encourage attitudes of collaboration and participation in everyone to achieve sustainable development. For this, it is essential to train and educate people at all levels of the organisation.
- 6 Establish fluid communication channels with authorities, local communities, industry 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

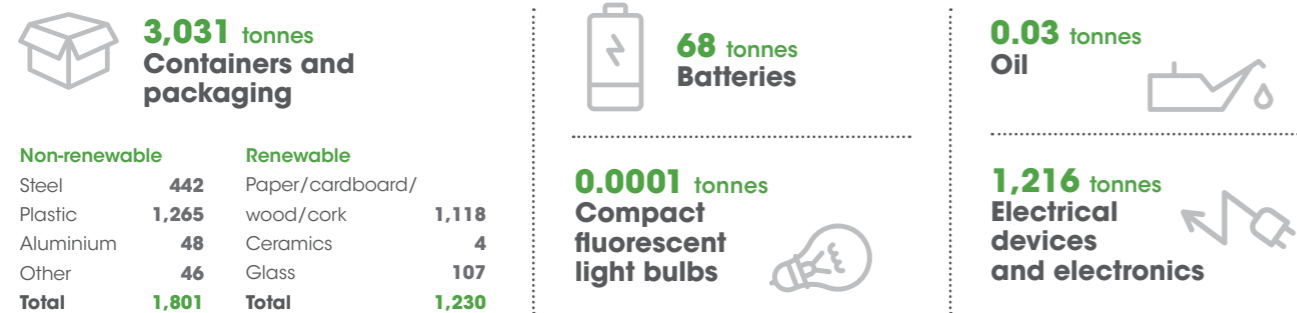
In 2018, as part of our commitments to Health and Sustainability, we set ourselves environmental improvement objectives for the coming years and deployed several lines of work to achieve them. We have continued to develop these in 2019 and explain them in this chapter. The key objectives are:

-  **Reduce our CO₂ emissions** by 25% by 2025 to minimise our impact on climate change. For this, we are improving the efficiency of our equipment and processes and increasing the use of renewable energy.
-  **Reduce the weight of plastic packaging used by 20%** by 2025, with the aim of reducing our potential contribution to the contamination of the marine and terrestrial environment with this material. For this, we are encouraging the sale of non-packaged products, the use of reusable bags and packaging and the use of alternative materials from renewable sources.
-  Orienting our processes towards **zero waste** and the principles of the **circular economy** with the aim of ensuring that no food is wasted, thus avoiding the environmental and social impact that would otherwise be generated. To this end, we are also ecodesigning our containers and packaging to be **100% recyclable by 2025**.
-  To promote products which are produced in a more environmentally-friendly way and take animal welfare into account, we require **environmental certifications on 100% of our EROSKI Natur products** and are expanding the range of organic products, with animal welfare stamps, etc. In addition, we collaborate with our suppliers on different projects which encourage them to incorporate environmental improvement criteria in their processes.

Key indicators 413-2

Materials 301-1

Materials used in own-brand products and packaging as reported to collective systems of extended producer responsibility



See table 25 in the annex of indicator tables for comparison with previous years.

Paper



Renewable	
Advertising brochures	4,559
Magazines	388
Till receipts	285
Headquarters	10

Advertising:
All paper is PEFC 70% certified (Programme for the Endorsement of Forest Certification schemes) which guarantees that it comes from sustainably managed forests.

CONSUMER EROSKI and EROSKI Club magazines

All paper is FSC® (Forest Stewardship Council) or PEFC certified which guarantees responsible forest management.

Elorrio Headquarters:

We use eco-efficient paper with a lower grammage and the FSC® and EU Ecolabel.

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

Reused logistics packaging 301-3

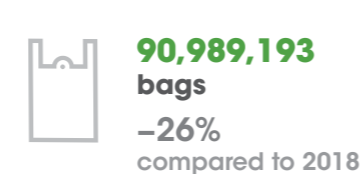


The percentage of breakage varies between 0.3% and 30% depending on the type of logistics packaging. All breakages together account for only 10% of logistics packaging.

Reusing this logistics packaging allows the reduction of more than 3,100 tonnes of CO₂ eq. per year and prevents further logging of 2,500 trees.

See table 27 in the annex of indicator tables for comparison with previous years.

Sale of carrier bags



2,387,601 reusable plastic bags certified by AENOR*
1,433,958 raffia bags, with 70% recycled plastic, reusable

229,965 reusable charity bags
37,328,955 bags with more than 55% recycled plastic

1,111,466 paper bags

7,069,530 compostable bags

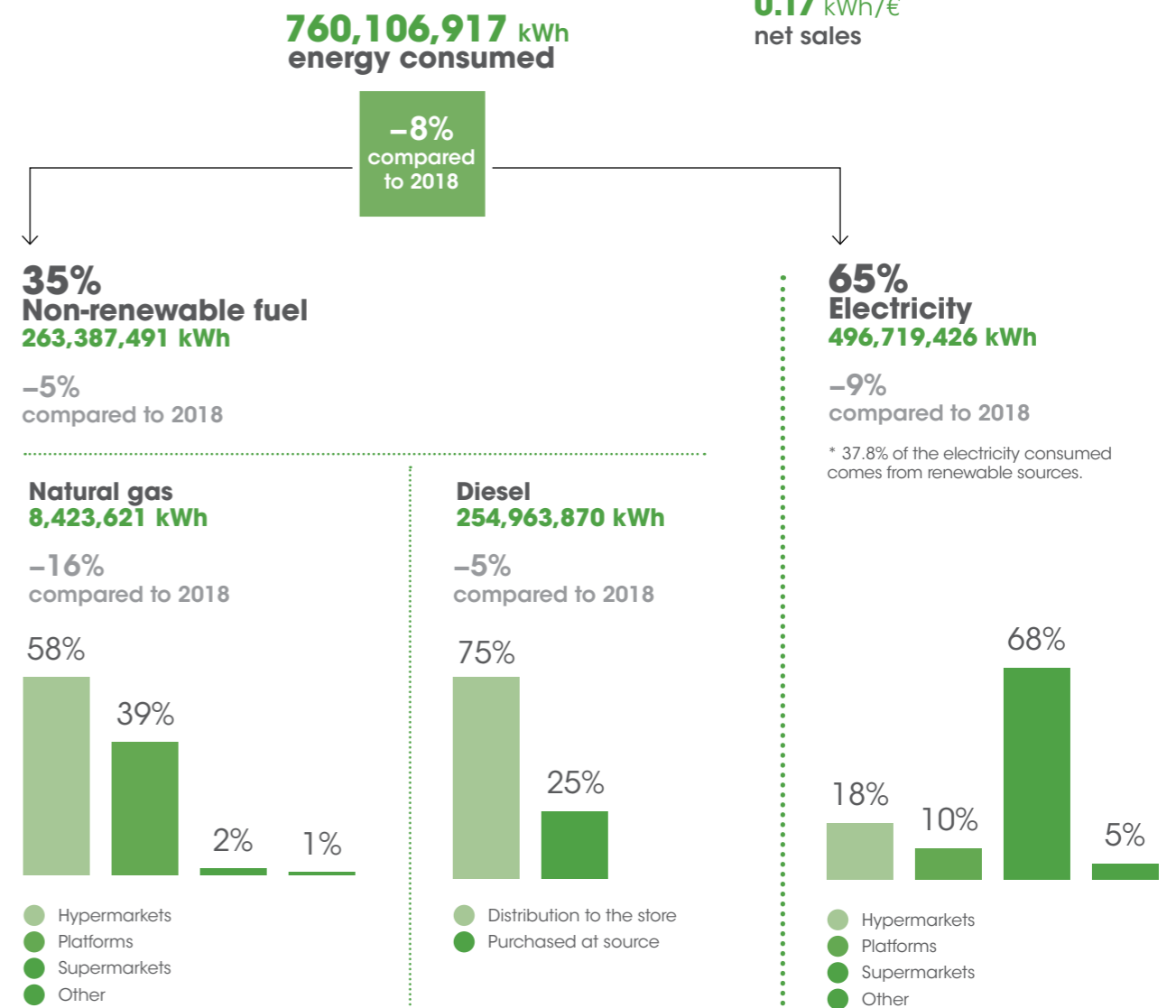
41,401,119 single-use plastic bags*

26,598 other bags

* The changeover to new carrier bags has not taken place in 100% of the network in 2019; during 2020, 100% of conventional-plastic single-use bags will be eliminated in all stores.

Energy 302-1; 302-2; 302-3; 302-4

Energy consumption inside the organisation



Energy consumption outside the organisation 302-2

Consumption of kerosene due to work trips by aeroplane, diesel due to work trips by road and train, and electricity due to train travel:

17,103,436 kWh

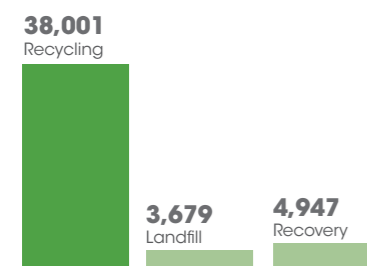
See tables 28, 29 and 30 in the annex of indicator tables for comparison with previous years and values in Gigajoules.

Waste 306-2

At EROSKI we implement reverse logistics processes, from our stores to our platforms, with the aim of ensuring the correct management of the waste that our activity generates and minimising the environmental impact of the waste transport phase carried out by the authorised manager. However, in some cases the man-

ager collects the waste directly from our establishments. The data presented in this report corresponds to the waste generated in our businesses collected through reverse logistics or an external manager.

Non-hazardous waste 46,627 tonnes

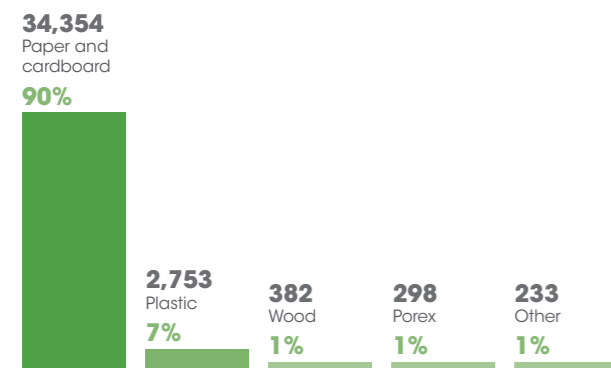


Hazardous waste 18 tonnes



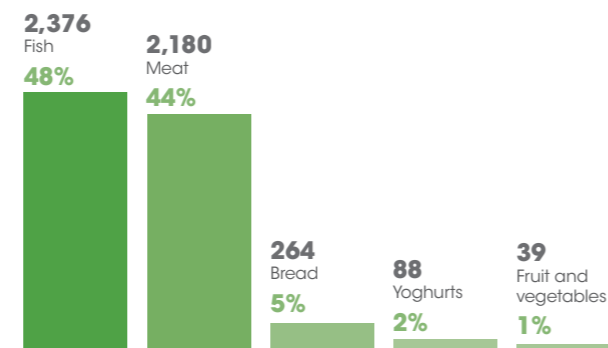
Total waste generated 46,645 tonnes

Recycled waste 38,019 tonnes



See table 31 in the annex of indicator tables for comparison with previous years.

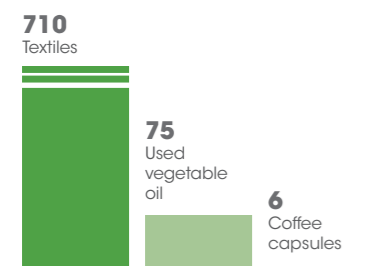
Recovered organic waste 4,947 tonnes



Production of animal meal and oil and animal feed.

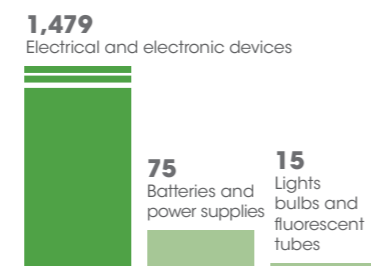
Waste collected from customers for recycling

Non-hazardous waste 791 tonnes



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

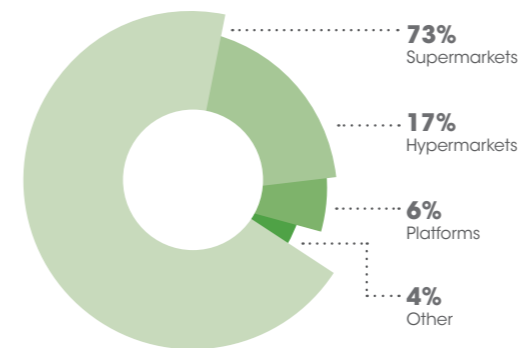
Hazardous waste 1,569 tonnes



Water consumption 303-1

The water consumed at our stores, platforms and headquarters is drawn from municipal drinking water supply networks, which directly manage the collection and purification of the distributed water.

1,028,495 m³ of water used

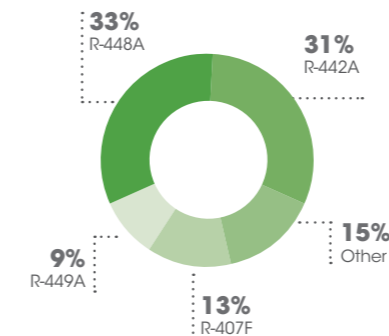


See table 33 in the annex of indicator tables for comparison with previous years.

Refrigerants consumed to compensate for leaks 305-1

All refrigerants consumed by EROSKI in 2019 to compensate for leaks have an ozone depletion potential of zero (substances not listed in Annexes A, B, C and E of the Montreal Protocol).

58.31 tonnes of refrigerants consumed



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

Spillages and leaks 301-2; 303-4; 306-1; 306-3

1,018,210 m³ of wastewater generated

The wastewater we generate is treated in the wastewater treatment plants of the municipalities where we operate. The volume of wastewater generated in 2019 is estimated to be 1,018,210 m³. EROSKI complies with current legislation on the prevention and control of uncontrolled spills and discharges, and no significant incidents have been detected in 2019.

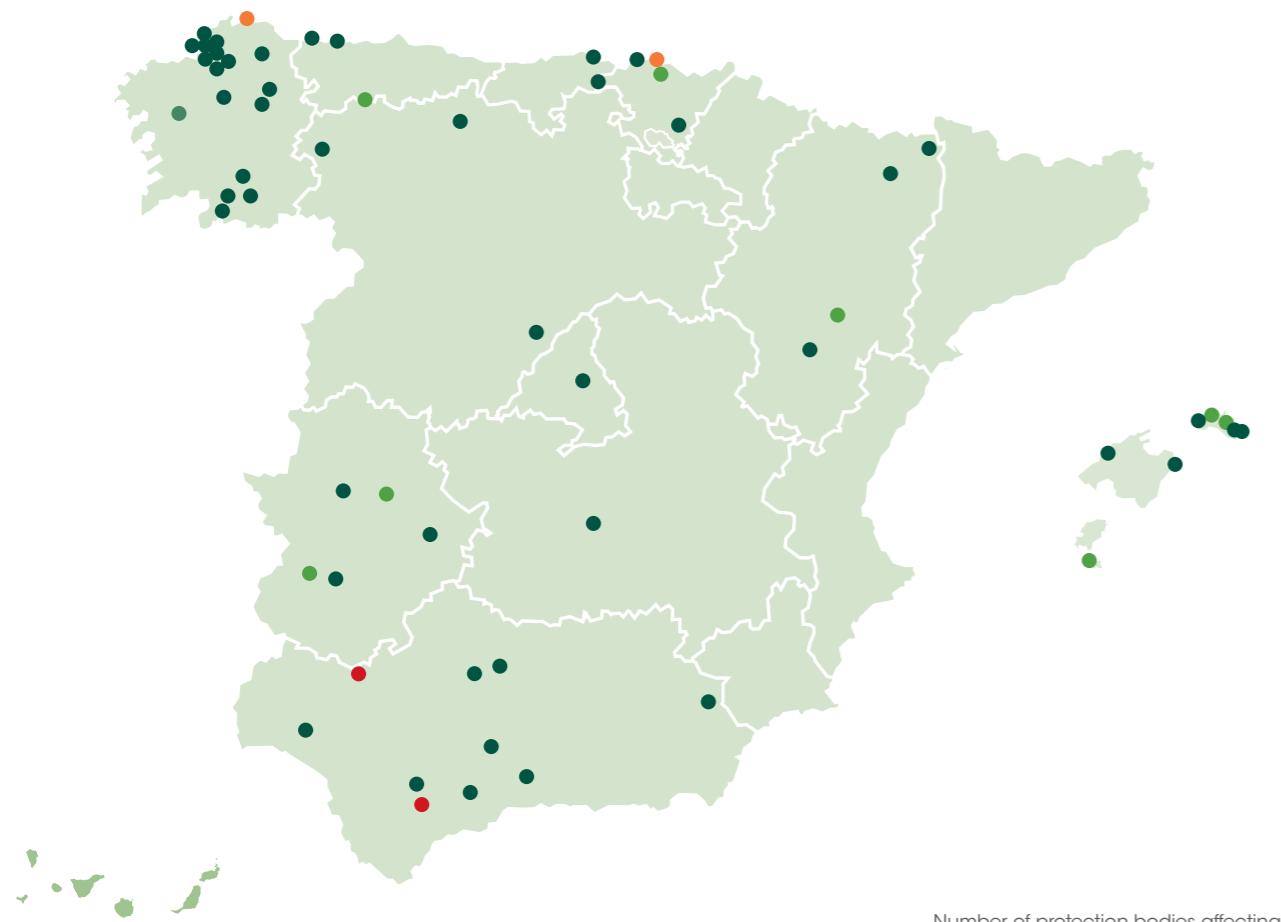
Two cases of affected soil or groundwater have been detected (Abadiño and Usurbil) after samples were taken from piezometers, from spills in past years, the volume of which is unknown; the leaks into the subsoil and water could have been caused by the negligence of a customer during refuelling (accidental spillage), by an accidental spillage during the tank loading process by the supply company, or by other causes. The entire EROSKI petrol station network has a leakage detection system, and no leaks have been recorded by this equipment. The network has signed a preventive maintenance contract with a petrol station maintenance company that ensures the proper functioning of the entire facility. In addition, all leak tests on tanks and pipes have been satisfactory. For these two detected cases, remediation plans have already been submitted to the competent authorities and will be initiated shortly. In addition, two other remediation plans are underway for two cases of contamination detected in previous years (Vélez-Málaga and Jaca). The plan initiated in 2017 in Albacete has been satisfactorily completed, so in 2019 we initiated the control and monitoring plan following remediation with positive results. This will end in 2020.

Centres located in areas of high biodiversity value 304-1

All our centres are located in urban areas; 90 are located within areas monitored by the following protection bodies:

- ENP (Protected Conservation Areas)
- IBAS (Important Areas for the Conservation of Birds and Biodiversity in Spain)
- Red Natura 2000 (LIC, ZEC and ZEPA)
- Biosphere Reserves
- IEZH (Spanish Inventory of Wetlands)

It should be noted that there are provinces and autonomous communities where a significant part of their territory is considered to be an area of great value for biodiversity, such as Galicia or the Balearic Islands. EROSKI always complies with environmental and biodiversity legislation when locating and building its centres. It also works to minimise environmental impact and promote measures that preserve biodiversity through actions such as sustainable fishing or collaboration with entities such as WWF (World Wide Fund for Nature) since 2007, as a world expert in environmental conservation. Our joint actions include updating our sustainability policy on fish products and promoting more responsible consumption through our Food and Nutrition School.



Number of protection bodies affecting the location of a single centre:

- 1
- 2
- 3
- 4

Products with environmental certifications

We incorporate the objective of preserving terrestrial and marine biodiversity in our commercial offer.

- 2,140 **eco-friendly** products.
- 342 fish counters and 8 logistics platforms certified by **MSC**.
- 100% of our canned tuna complies with the principles of the **ISSF**.
- 490 **EROSKI NATUR** products include certifications such as Global G.A.P., for integrated production or animal welfare.
- 74 products with seals from **FSC**®, **PEFC** or **FSI**.



Greenhouse gas (GHG) emissions – EROSKI's carbon footprint




305-1; 305-2; 305-3; 305-4; 305-5; 305-6

Type of GHG emissions and sources included in this report:



Greenhouse gases considered

CO₂ CH₄ N₂O HFC

Direct emissions	Indirect emissions	
<p>Scope 1</p> <ul style="list-style-type: none"> Fuel consumption due to transport of goods by road Refrigerant leaks in cooling systems. Natural gas combustion in own facilities. 	<p>Scope 2</p> <ul style="list-style-type: none"> Generation of energy for own use. 	<p>Scope 3</p> <ul style="list-style-type: none"> Fuel consumption due to work trips by road, train and aeroplane. Production of diesel consumed in road transport for logistics and work trips. Consumption of drinking water; consumption of paper at headquarters, advertising, magazines and till receipts. 

Total emissions
291,205
 tonnes CO₂ eq. -18% compared to 2018

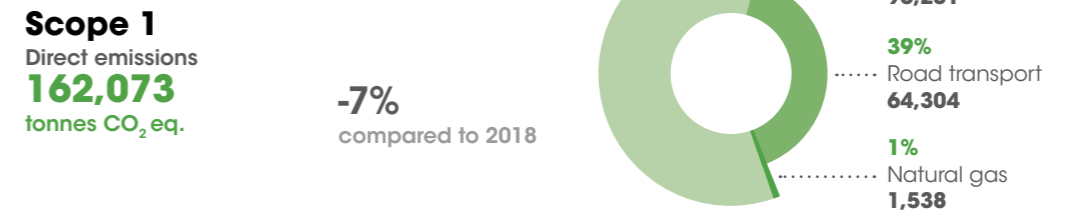
Intensity of greenhouse gas emissions

	kg CO ₂ eq./m ² commercial surface area	g CO ₂ eq./€ net sales
Scope 1	131.6	35.4
Scope 2*	80.7	21.7
Scope 3	24.2	6.5
Total	236.5	63.5

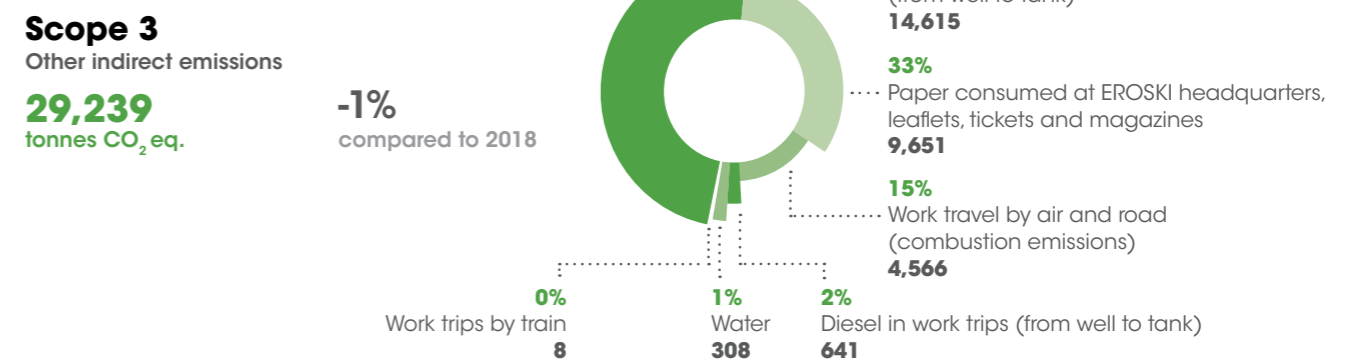
The reduction is mainly due to lower energy consumption and the lower CO₂ emission factor of the electricity consumed, as we have bought from suppliers with a greater proportion of renewable energies.

See tables 35 and 36 in the annex of indicator tables for comparison with previous years.

Greenhouse gas emissions by scope



*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 34 of the Annex, together with the comparison with previous years.



* Scope 3 indirect emissions are a consequence of EROSKI's activities, but come from sources that it does not own or control. In total, there are 15 categories (goods and services purchased, waste generated, use of products sold, etc.), but only some of these are included in this report due to data availability. In 2019, employees' train travel and the paper for the tickets have been added. We plan to further expand the activities included in Scope 3 of EROSKI's carbon footprint in coming years.

Environmental improvement actions

In accordance with our environmental policy and the environmental aspects most closely associated with our activity, at EROSKI we have lines of work based on continuous improvement which are aligned with our strategic objectives. A large part of these are contained in commitment 5 to promote more responsible consumption, commitment 6 to offer more local products and commitment 10 to facilitate a healthier and more sustainable lifestyle. These

improvement actions affect different stages of our productive process, so we also involve actors outside our organisation wherever they can contribute to the reduction of our environmental footprint. These actions can be grouped into four areas: the products we offer; our logistics activities; our stores and their management; and consumers.

Products

At EROSKI we believe it is essential to collaborate with responsible suppliers that share our commitment to sustainable development in order to incorporate the environmental factor in our offer. We ensure that all processes, from the origin of production to store operations, including all processing and handling, reduce their environmental impact. This includes eradicating post-harvest phytosanitary treatments, certifying our fish counters with sustainability seals, controlling use of antibiotics, incorpo-

rating practices that guarantee animal welfare and promoting eco-friendly ranges

To ensure that our customers enjoy more environmentally-friendly products, we work in three main areas: ensuring the sustainable origin of products, promoting local products and local consumption, and ecodesign of our own-brand packaging and products.

Certified sustainable origin

We have been working for decades to offer our consumers healthier and more sustainable alternatives. Some milestones in this 50-year history have been the elimination, in 1989, of CFC aerosols, which are harmful to the ozone layer, and the guarantee, since 2004, that no own-brand products contain genetically-modified ingredients.

Along the same line, for years we have had various certifications, labels and brands that ensure the sustainable origin of our products. Our Belle Natural and EROSKI Natur brands are particularly notable, as they require external certifications for all their products to ensure that they have been produced in a more natural and environmentally friendly way. For example, the cosmetics products of these brands are certified COSMOS Natural by ECOCERT and the fresh products are certified by Global G.A.P., MSC or integrated production, among others.

Ecological products

We strive to offer food from eco-friendly agriculture and livestock farming, as it is a production model that guarantees the best environmental practices. This model avoids the use of synthetic chemicals and artificial additives, and promotes the preservation of biodiversity and natural resources and respect for animal welfare. In 2019, our offer included **2,140 ecological products** accredited with a range of certification labels, notably the European logo. In addition, in 2019 we have worked to launch our own brand

of ecological products, with the first examples available in our stores from the beginning of 2020.

Committed to animal welfare

- The volume of barn eggs we sell in our stores already makes up 45% of our sales. At EROSKI we are committed to ensuring that by 2024 this percentage reaches 100% of the eggs sold in the entire store network.
- We have incorporated a new certification in Animal Welfare, Welfair™, to our EROSKI Natur pork, chicken and Aragon beef range, with strict standards in Animal Welfare principles such as feeding, housing, health and natural behaviour. In addition, our EROSKI Natur chicken meets all the requirements of the European Chicken Commitment, which includes requirements covering species, housing and slaughter.
- We have the Global G.A.P. aquaculture certification for EROSKI Natur farmed fish, which contains specific and demanding requirements with regard to the welfare of the fish during their rearing, transport and slaughter.

In 2006 we marketed the first product with FSC sustainability certification.






Sustainable fish at EROSKI

With the aim of continuing to work to conserve biodiversity in the seas and oceans through the rational use of marine resources, in 2016 we agreed on EROSKI's sustainable fishing policy. In response to the commitments made in this area, in 2019 we have continued to work towards sustainable fishing in conjunction with key international organisations. Once again, this year we successfully passed the Marine Stewardship Council (MSC) audit for the chain of custody certification for fish from sustainable fishing, making us the only large retailer in Spain with certified fish counters. We have also maintained our Global G.A.P. aquaculture certification for farmed fish. Throughout 2019, we have worked to extend the scope of certification to CAPRABO stores. This means that in 2020 we will significantly increase the current 342 fish counters and eight certified platforms.

In 2019, we reached 3,144 tonnes of certified sustainable fish purchases. Of the total, more than 1,880 tonnes correspond to fish certified by the Marine Stewardship Council (MSC), which guarantees their origin from sustainable fishing grounds, and 820 tonnes are aquaculture fish with the GGN (Global G.A.P. Number) seal. Also of note are the 392 tonnes of line-caught tuna and another 51 tons of tuna with AENOR certification for responsible fishing (APR) in purchases of canned fish.

In our commitment to more sustainable fishing, we also have an agreement with our canned tuna suppliers, whereby they commit to source fish according to the sustainability principles of the International Seafood Sustainability Foundation (ISSF). The progress in the increase of the volume of tuna caught only with the most responsible fishing methods (rod fishing, APR, without FAD, MSC and Fishery Improvement Project) means that 30% of the total purchases of canned tuna come from sustainable and responsible fishing. At EROSKI we only work with suppliers who have signed up to our sustainable fishing policy, which does not accept tuna from countries that have been given a yellow card by the EU for not complying with the measures adopted by the regional fishing organisations or for not establishing measures to put an end to illegal fishing.

Our sustainable fishing policy is based on eleven principles that encompass both the good practices we are already implementing and the challenges we are setting ourselves for the future.

Principles and commitments of EROSKI's sustainable fishing policy

Sustainable fishing equipment and fish in our commercial offer

- 1** Including the sustainability of fishing resources in our commercial offer.
- 2** Sale of products which originate only from authorised fisheries and fishing grounds.
- 3** Respect for minimum sizes and proactive work to establish minimum sizes above those established.
- 4** Promotion of the use of sustainable fishing techniques among supplier companies.
- 5** Promotion of sustainable products certified by the MSC (Marine Stewardship Council) for extractive fishing.

Sustainability in the value chain

- 6** Empowering the guilds and local suppliers closest to our stores.
- 7** Reduction of the environmental impact of fish distribution activities.
- 8** Selection of supplier companies that comply with and respect the fundamental rights of workers according to ILO Convention 188 on work in the fishing industry.

Transparency and governance

- 9** Transparent labelling and communication with consumers.
- 10** Listening and collaborating with the fishing sector and other interest groups.
- 11** Information and training for consumers in the field of sustainable fishing.
- 12** Governance system, with efficient control and auditing measures that reinforce the practice of this sustainable fishing policy in EROSKI.



Ecodesign of containers and packaging

At EROSKI we are sensitive to society's growing concern about the plastic pollution affecting our planet, and in fact for years we have been carrying out actions to try and minimise it. Since the creation of our own brand, we have been working to improve the packaging of our products and in 2013 we joined the Basque Ecodesign Center, where private companies and Ithobe - the Basque Public Society for Environmental Management - collaborate to design and implement innovative ecodesign projects, together with the University of the Basque Country (UPV-EHU) and leading international knowledge centres.

In 2018 we set our goal to ecodesign all our packaging by 2025 to make it 100% recyclable, eliminate over-packaging and encourage the use of recycled and renewable materials. To achieve this, we have implemented various measures, including actions to encourage reuse among our customers. Thus, we allow the customer to use their own reusable packaging, such as plastic food storage containers, in the meat and fish sections. In addition, in 2019 we introduced a new reusable mesh bag as an alternative to the single-use plastic bag for buying loose fruit and vegetables.

All this is accompanied by a commitment to the sale of loose, non-packaged fresh produce. Thus, in 2019 we have eliminated packaging from the EROSKI Natur line of mandarins, lemons, red peaches, yellow peaches, nectarines, Saturn peaches, Eusko label peppers and Euskal Baserri chillies. This means we already have approximately 60% of our fruit and vegetables loose and without packaging. In other sections, the percentage of non-packaged products is even higher, for example in fish it exceeds 85%.

In addition, we are committed to replacing plastic with other materials which have less environmental impact. For example, we have replaced the plastic trays in almost 20 types of fruit and vegetables by FSC® certified cardboard, which guarantees that it comes from responsible sources. All these improvements in the fruit and vegetable section have meant a reduction of more than 60 tonnes of conventional plastic per year.

In addition, we work to eliminate elements of packaging that may not be essential for usability or food safety and we encourage the use of recycled materials in line with our commitment to the model of a circular economy. Thus, we use meat and fish trays made using more than 80% recycled plastic, which allows us to avoid 45 tonnes of single-use plastic per year; we have replaced the polystyrene trays used for in-store packing of bakery products by 100% recycled PET, which we estimate will allow us to avoid the consumption of more than 250 tonnes of virgin plastic per year; and we have replaced the 15-use fossil-origin plastic bag with a bag made using more than 55% recycled plastic, among other actions.

In 1997 we started offering the first reusable bags and in 2010 we started charging for bags, reducing their consumption by 62% in the first year.



With regard to carrier bags, in early 2019 we introduced a wide range of sustainable solutions to replace the conventional plastic carrier bag. Thus, in addition to the bag that contains more than 55% recycled material, we introduced a new paper bag with the FSC® seal that is 100% recyclable, and another compostable bag, made with renewable materials of plant origin, that can be reused as a food waste caddy liner. In addition to these new sustainable solutions, EROSKI continues to offer the alternative of using its reusable bag, which is made from 70% recycled material, and its fabric reusable charity bag, which can easily be folded to be carried in a pocket, bag or glove compartment and which combines respect for the environment with support for charity, as all the profits from its sale are dedicated to charitable causes.



In this line, CAPRABO participated in #proyectoCERES, a pioneering initiative by the Ellen MacArthur Foundation to replace single-use plastic bags, both carrier bags and produce-selection bags, by compostable bags. In January 2020 we began this change to completely eliminate conventional single-use plastic bags from the stores of the entire Navarra network. Progressively, throughout 2020, this type of bag will be eliminated from the rest of the network. We have also participated in the ReWINE innovation project of the European LIFE programme to facilitate the reuse of wine bottles.

All these actions are steps on our roadmap to reduce the weight of single-use plastic in packaging by at least 20% by 2025 and reduce the weight of conventional plastic in our fresh store-packed products by 21% by 2021.

"Ugly Fruits and Vegetables" against food waste

According to the UN Food and Agriculture Organization (FAO), one third of the food produced worldwide is lost or wasted. At EROSKI, as part of our commitment to the sustainability of the agricultural sector and against food waste, we have decided to sell varieties of fruit and vegetables considered "ugly" due to their appearance or size. In 2019, 566 tonnes of "ugly" fruit and vegetables were sold throughout the network.

Pioneers in publishing environmental statements for own-label food

EROSKI has become the first mass market distribution chain to publish environmental statements for its 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 statements have been developed in collaboration with the Basque Country's free-range egg producer, Euskaber, the Basque Country's milk producer, SAT Valle de Karrantza, and the food packaging company Lácteos de Santander, together with the Basque Ecodesign Center. EROSKI Basque Country milk has the sustainable dairy product seal from the Ministry of Agriculture, Fisheries and Food, and EROSKI Natur fresh eggs come from free-range hens raised on farms where they can move freely and with access to the open air. This project helps producers gain detailed knowledge about the environmental impacts of their products, enables them to identify ways to reduce the impact, and provides consumers with transparent, comparable and verified information on the environmental profile of these foods. The publication of these environmental product statements is part of EROSKI's commitment to transparency and to educating consumers so that they can consume in a more sustainable way.

At EROSKI we are going to continue to calculate these environmental profiles for our products. To do so, we collaborate with agents who specialise in the field and suppliers who help us to make progress in environmental communication with our customers. Thus, in March 2019 we completed the ELIKA-PEF project and began its continuation, the EUSKO-PEF project, with the participation of AZTI and local SMEs in the Basque Country. In this project an advanced system has been developed for calculating, informing and verifying the environmental footprint of food products in the Basque Country. These projects are financed by the European Regional Development Fund (ERDF) and Ithobe as part of their support for eco-innovation projects in 2017 and 2018, respectively. The projects will enable the Basque food sector, especially small and medium-sized enterprises, to move towards a more sustainable production model and more transparent environmental communication.

Collaboration in cleaning the Urdaibai coast

When the workers of EROSKI's fish section won a KREA Award for their sustainable fishing project, they donated their prize-money to the Izaro Sub Club for water-based activities in Bermeo, to collaborate with the Urdaibai Coastal Cleanup Day held on 8 June to mark World Oceans Day and raise awareness of the amount of rubbish and plastics that end up in the sea, contaminating marine ecosystems.

Logistics

EROSKI has been awarded the LEAN & GREEN project prize by the Association of Manufacturers and Distributors (AECOC) thanks to its action plan to reduce its CO₂ emissions by at least 20% in 5 years. LEAN & GREEN is the largest European collaborative platform specifically aimed at reducing emissions associated with the supply chain.

In the last four years, EROSKI has managed to reduce transport emissions by 14.8%, which means avoiding more than 15,000 tonnes of CO₂ equivalent emissions thanks to actions taken within its new transport model focused on efficiency and sustainability:



1

More efficient procurement

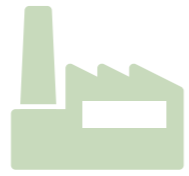
- Reorganising the platforms by commercial restructuring and to optimise the management of the routes.
- Optimising loading processes for fresh food.
- Changing the loading criteria for ex-work activity.
- Increasing truck-fill levels.
- Optimising routes and insulating goods.



2

Cleaner vehicles and driving

- Renewal of the vehicles in the fleet, progressively eliminating the trucks up to EURO 3.
- Incorporating the citytrailer and 25 x 25 m trucks, which can maximise filling and reduce the impact per tonne transported.
- Incorporating vehicles with alternative fuels such as liquefied natural gas (LNG) and compressed natural gas (CNG).
- Training in ecological driving techniques for the drivers of the road transport network.



3

More sustainable platforms

- Buying green energy.
- Using LED lighting, presence detectors, temperature robots and use of natural light to improve the energy efficiency of the platforms.
- Installing solar panels for electricity supply with less environmental impact.
- Reducing the amount of packaging materials used.



4

Reverse logistics

- Managing and recovering the waste generated in stores, using the same trucks that return to the platform, thus reducing their transport impact. This measure is also part of our goal of zero waste, since it allows the collection and treatment of all organic and inorganic by-products for appropriate recycling.



5

Optimising urban logistics

- Optimising night-time unloading processes, as well as the use of multipurpose lanes or dynamic reservation of unloading spaces to minimise the impact on the urban environment.
- With regard to noise pollution, the night-time distribution model includes the centralised supply of products to stores at night. The sound emission levels during the night are more restrictive than during the day. To ensure these levels are adhered to during loading and unloading operations, the distribution model provides for a series of measures adopted in different areas. On the one hand, there is a plan to adapt premises to

the proposed operation; locking systems, sectorised alarms, sound insulation, etc. The necessary equipment is also taken into account, such as forklifts, silent pallet racks and curb ramps. In addition, the personnel involved in the operation are trained and informed of the silent work protocols that have been designed, differentiating the protocols for each work station; daytime store personnel, night-time auxiliary personnel and delivery staff. Finally, in order to correct deviations, internal audit processes are incorporated to detect them and check compliance with the working protocols established at the operational points of sale. Many of these measures are developed in collaboration with the Town Councils to ensure their suitability.

Eco-efficient shops

The renewal and extension 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 stores from the outset. 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 (Bizkaia). Our aspiration is to have supermarkets that are self-sufficient in renewable energy and that achieve a CO₂ neutral balance. To achieve this, we carry out R+D+i projects at our stores. The zero emissions

store of Oñati (Gipuzkoa), which renewed its ISO 50001 energy certification in 2019, is a significant example of this. The good practices learned in these stores are being implemented in other establishments across our commercial network.

Our renewed model improves energy efficiency through new efficient refrigeration, air conditioning and lighting systems and equipment. Energy efficiency is combined with zero waste management, making the "EROSKI with you" store a leader in sustainability and environmental policy. We are extending this new energy model to all supermarkets and hypermarkets being opened and renovated.

Sustainable construction and equipment

We are committed to designs and equipment that consume less energy and have a lower environmental impact. This has enabled us to reduce natural gas consumption by 16% and electricity consumption by 9% throughout EROSKI. Some examples of measures implemented are:

Optimising LED lighting

All the light fittings are state-of-the-art LEDs, which can be recycled and do not contain polluting materials such as mercury, lead or tungsten. The lights are also controlled by an automated mechanism that optimises their use and mi-

nimises light pollution at night. In addition, in order to optimise the switching on and off of the exterior and perimeter lighting equipment, photocells or twilight detectors are being installed to regulate the switching on of this equipment to meet the real need, thus avoiding unnecessary switching on.

Likewise, those centres fitted with skylights take advantage of the natural light available during the day by means of probes that capture the light level and, through a proportional regulation loop, regulate the intensity of the lights in the sales rooms. These light fittings are based on LED technology and are equipped with regulation systems that allow this lighting optimisation.

More efficient refrigeration systems with less-polluting gases

The environmental measures applied to new refrigeration equipment are mainly based on the installation of a negative CO₂ refrigeration unit and a positive R134, which represent important energy savings and run on environmentally friendly gases. This installation also incorporates a floating condensation system that reduces electricity consumption.

In general, we use refrigerant gases that combine zero ozone depletion potential, low global warming potential and high energy efficiency. Additionally, the Intelligent Detection system to detect leaks has been installed at 27 centres in order to minimise emissions of these gases.

The refrigeration equipment is made up of state-of-the-art units with glass 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 comfort for customers.

Climate control

For optimal climate control, the energy model includes the installation of a roof top system with acoustic insulation specific to homes and a heat recovery system for the sales room, in addition to acoustic screens for the cooling unit. The climate control 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 facility has network analysers for controlling consumption integrated into its own analysis software, developed by the EROSKI Energy team. This generates operational alarms when electricity consumption deviates from the forecast.



Circular economy

We handle 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.

Minimising waste

We work to minimise the waste derived from our activity by applying ecodesign to our own brand products, promoting fresh articles close to their expiry date and donating foodstuffs that are fit for consumption but have been discarded, for sale to people at risk of social exclusion through the "Zero Waste" programme.

We also encourage our customers to reuse shopping bags, use reusable nets in fruit packaging and reusable containers at butchers and fish counters to reduce the consumption of single-use plastics in the stores.

In addition, we have incorporated digital receipts so that our customers can have their purchase information directly on the App, thus avoiding paper consumption. **In 2019 the paper used in till receipts was reduced by 14% and 45 tonnes of paper were saved.**

Waste management and recovery

At EROSKI we take responsibility for ensuring that the waste generated at our facilities and stores is correctly managed and recovered, promoting recycling and reuse as priority processes. From a circular economy perspective, we promote reverse logistics processes, from the stores to the platforms and supplier companies, which allow correct reuse and recycling of the organic and inorganic waste generated. This implies not only minimising the amount of waste, but also avoiding the consumption of raw materials in other productive processes.

Organic waste

Through reverse logistics or authorised managers, we collect the organic waste generated in our stores for use as raw material in the manufacture of animal meal and oil and animal feed.

Inorganic waste

As producers of our own brand, we report the packaging, electrical devices, batteries, oils and light fittings of our products each year to the collective systems of extended producer responsibility, such as ECOEMBES or ECOVIDRIO. These entities guarantee the correct recovery and management of the waste generated from the use of our products. Thanks to the recycling of the packaging we report to ECOEMBES, we have avoided more than 1,546 tonnes of CO₂ equivalent emissions in a year of recycling materials as a result of concrete actions and the dissemination of information campaigns.

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 the appropriate integrated management systems authorised to process them.

We reuse logistics packaging in our distribution operations.

We make it easy for consumers to recycle their waste. To do so, we provide recycling points in our stores for the collection of batteries, electrical appliances, lamps, clothing, household oil and printer ink, among other used products.

Recycling coffee capsules

We continue to make progress in our commitment to enabling consumers to adopt more sustainable consumption patterns. As part of this, we have extended the collection of coffee capsules for recycling to our entire network of EROSKI stores. This is a pioneering initiative in large-scale distribution in Spain. In 2019 we collected over 6 tonnes of coffee capsules.

Innovation for the circular management of waste food

During 2019 we have continued with the LIFE CITRUSPACK project that began in July 2017 and will end in June 2020. The project seeks recovery strategies within the circular economy for the use of citrus waste in green packaging and eco-friendly cosmetics.

We have also continued together with Ausolan, Gaiker, BCC and ISEA in the project "NUTRACEUTICAL OMNIUM", financed as part of the HAZITEK 2019 programme, whose objective is the production of nutraceuticals from food waste and which is expected to end in 2020.

Consumers

At EROSKI we are aware that each person can contribute to protecting the environment by choosing a sustainable and responsible consumption model. We direct our efforts at training consumers and raising awareness, by running awareness campaigns and publishing educational content on our web platforms and other information resources. In line with this objective, we also promote and carry out collaborative initiatives with customers, employees and institutions.

"Earth Hour"

For the eighth consecutive year EROSKI joined the "Earth Hour" campaign promoted by WWF with the support of the United Nations. It is a symbolic blackout and part of the largest global initiative to protect the environment. The theme this year was "Connect and turn off the light".

"Step by step" environmental programme

VEGALSA-EROSKI has participated again this year in "Camiño a Camiño", a programme of environmental routes designed by the Council of Vigo. The project seeks to bring people closer to the flora and fauna of the region, and to promote healthy and sustainable lifestyles.

European Week for Waste Reduction 2019 at CAPRABO

From CAPRABO we have joined the European Week for Waste Reduction 2019 initiative, through various awareness actions to promote the reuse and recycling of clothes and shoes, with the aim of minimising the waste they generate in landfills.

The responsible consumption guide from CONSUMER EROSKI

In 2019, we worked as part of the EUSKOPEF innovation project to prepare a sustainable consumption guide for consumers, which is now available on the web compra.sostenible.consumer.es. In addition, we have a channel which specialises in the environment at www.consumer.es to train people in sustainable consumption habits. We provide content on nature, the urban environment, natural parks, energy and science, among other topics.

"Unha árbore, unha historia"

At VEGALSA-EROSKI we continue to promote the value of environmental sustainability among Galician schoolchildren through our project "Unha árbore, unha historia" ("A tree, a story"), which, in addition to a short story competition, has included the replanting of 70 oak and chestnut trees in the vicinity of Sigüeiro in 2019.

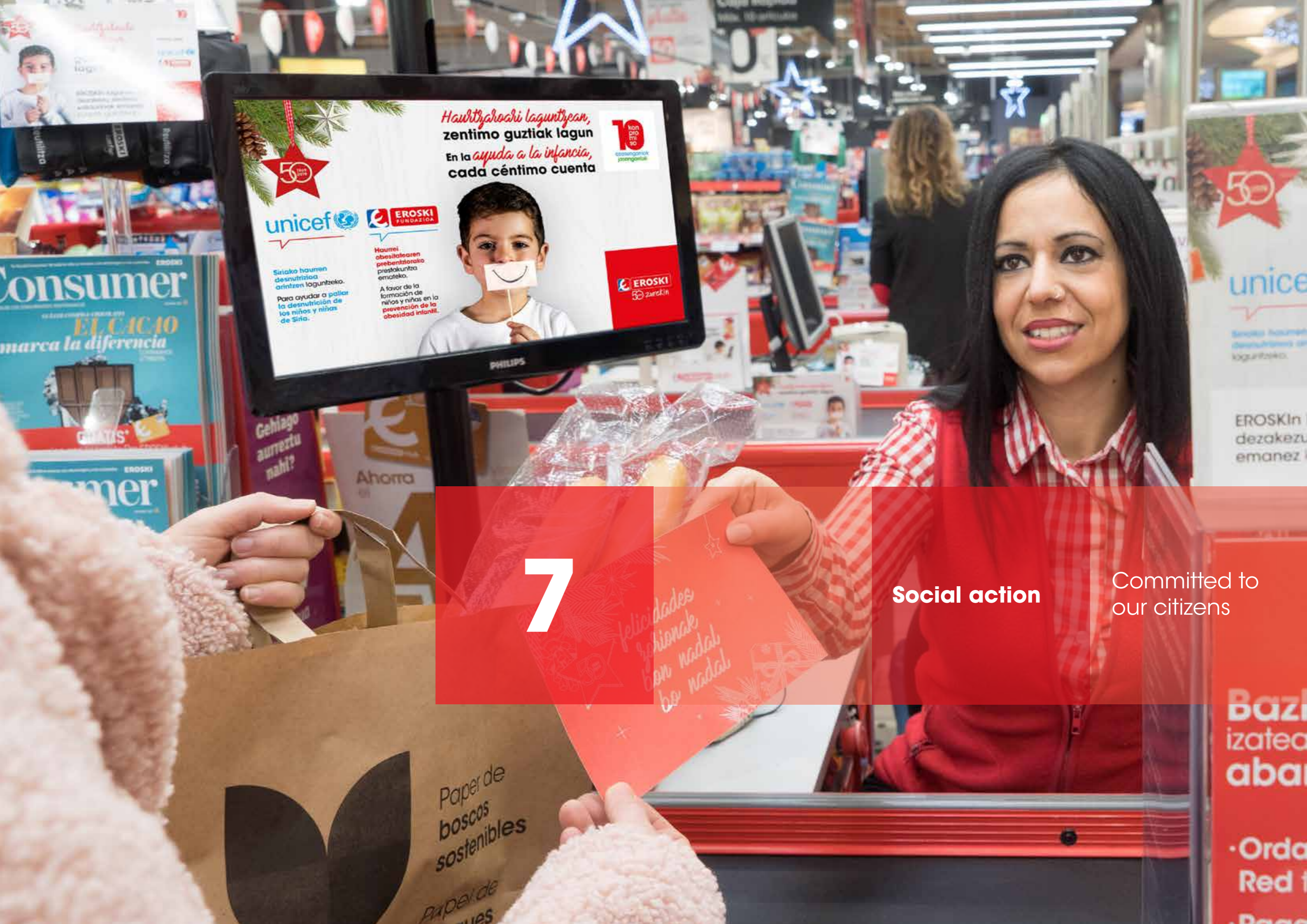


EROSKI Diet and Nutrition School

We have a specific module on sustainability in the Food and Healthy Habits Educational Programme of the EROSKI Diet and Nutrition School, in which WWF also participates by contributing content. Thanks to this educational module, we have trained 442,677 schoolchildren in sustainability, sustainable food production and sustainable nutrition in the 2018-2019 school year. In addition, our website www.es-cueladealimentacion.es includes content on how to avoid food waste.

Get Active+ Programme

We participated in the initiative "Get Active+" by the Provincial Council of Biscay, based on the international programme Global Action Plan (GAP), which seeks to promote citizen participation to support environmental sustainability through the development of good consumption habits. Our customers and employees can register on the website www.reactivatemas.eus using the EROSKI code: 64007.



Haurtzaharri laguntzean, zentimo guztiak lagun
 En la *ayuda a la infancia*, cada céntimo cuenta

50 años UNICEF

unicef

EROSKI FUNDAZIOA

Siriako haumen desnutritzioa arintzen laguntzeko. Para ayudar a paliar la desnutrición de los niños y niñas de Siria.

Haurrei obesitatearen prebentziorako prestakuntza emateko. A favor de la formación de niños y niñas en la prevención de la obesidad infantil.

EROSKI 50 zerekin

7

Social action

Committed to our citizens

Paper de boscos sostenibles

Bazkizateko abar...

• Ordo Red t...

• Paq...

Our contribution to the community 203-2; 413-1



From the start, EROSKI have carried out a range of social actions to effectively contribute to building a fairer and more supportive society. To this end, we involve employees and encourage the participation of our customers in proposing and implementing local and national social campaigns and initiatives. This is how we focus social action on the different needs and social concerns of our stakeholders.

We consider charity to be a fundamental principle guiding our activity and, for this reason, we dedicate 10% of EROSKI's profits each year to the EROSKI Foundation for implementation of social activities. 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. In addition, EROSKI makes economic contributions for social purposes, which in 2019 amounted to more than 9 million euros.

For the people who make up EROSKI, it is a source of pride to have had numerous agreements and collaboration agreements with associations, NGOs and social entities in 2019, as well as more than 15 campaigns in which we promote the leading role and involvement of consumers.

The economic contributions in 2019 amounted to a total of € 10,250,560 distributed across the following fields of social action:



Charity initiatives 413-1

International cooperation

At EROSKI we believe that charity must cross borders and, therefore, our campaigns also focus on responding to the urgent needs of those who are further away.

Christmas charity campaign for children

In 2019 we carried out a charity campaign at Christmas in support of children, as this was the cause chosen by our consumers. Customers who made a donation at the checkout received a Christmas card as a gift. The 59,000 euros raised have been used to feed children in Syria through UNICEF and for the prevention of child obesity through the EROSKI Foundation.

Product delivery programme

This year we have continued donating non-food consumer items (toys, shoes, clothing, school supplies and optical products, among others) to children in Latin America through the Children of the World Federation, an organisation that works for sustainable human development and international cooperation. In 2019, donations reached a value of 99,900 euros.

Charity bag campaign in support of UNHCR

In October 2019, we carried out a charity bag campaign to support the actions of the UNHCR to assist Syrian refugees and displaced persons during the winter. Thanks to our customers, 3,000 euros were collected and used for this purpose. During the year we also collaborated with other entities such as Doctors Without Borders, Cáritas and AECC thanks to the sale of charity bags.

Local charity campaigns

Our food charity programmes that help people at risk of social exclusion in our immediate environment are also complemented by local charity campaigns. These actions seek to respond to emergency situations in locations where we are present, to sup-

port other vulnerable groups and to promote inclusion through consumption habits that favour the preservation of natural resources.

Emergency campaign for the floods in Tafalla

The charity campaign we organised in Navarre after the terrible floods that affected the town of Tafalla and its surrounding area raised 21,000 euros thanks to the generosity of EROSKI and its customers. The money has been channelled through the authorities in Navarra so that it can be spent entirely on the families affected by the floods.

Campaign with Proyecto Hombre in the Balearic Islands

In 2019 we implemented the campaign "With you, life takes on colour" in the Balearic Islands, in which we offered supermarket customers an original object in exchange for one euro to support the Proyecto Hombre foundation. 40,000 euros was raised, which will be used to support programmes to help drug addicts on the island where the organisation is based.

Charitable and sustainable textile waste management

As every year, the clothes and shoes that customers have brought to our stores for reuse or recycling have been managed by entities such as Kooperera, Humana, Fundación Pueblo para Pueblo and INS3RTEGA, among others, and the profits have been allocated to social projects. For example, in Barcelona, the funds have been used in the "Hort al terra!" initiative in which 120 people with disabilities are participating.

Food charity

In line with our objective of making consumers aware of the urgency of alleviating problems in covering basic needs in our society, we have organised campaigns that have allowed our customers to become involved in food charity actions.

Charity campaigns with consumer involvement

2019 marks the completion of 23 years of collaboration with the Spanish Federation of Food Banks (FESBAL), to which we donate the food collected in two large charity campaigns organised annually in our stores: "Operation Kilo" in June and the "Great Food Collection" in November. This food goes to those people in each community affected by economic difficulties and at risk of social exclusion. This year we have continued with the two existing methods of offering support: the traditional physical delivery of products, and collection via vouchers, which enables food banks to receive the products that they consider most necessary at any time. The "Zampakilos solidario" campaign has also been run again in VEGALSA-EROSKI.

1,457 tonnes of products have been donated in 2019 thanks to these actions.

In addition, CAPRABO and the Red Cross have collaborated, for the sixth consecutive year, in the campaign "No child without food", which helps to feed children. The charity initiative collects funds to pay food grants to children at risk of social exclusion. In 2019, they allocated 76 food grants.

In 1996 we carried out the first "Operation kilo" in support of the Food Bank.



Charity card

EROSKI have offered our charity card to social organisations and public administrations as a tool to help them meet the basic food and hygiene needs of people at risk of social exclusion. It is a personal card that is given to each individual, pre-loaded with an initial balance. The card can be recharged automatically with periodic personalised payments to the card, as authorised by the appropriate entity. Its appearance, similar to EROSKI's gift or loyalty cards, allows standardised access to basic needs in an integrated manner which is not merely focused on assistance.

With this charity card, in 2019 we have helped more than 20 social entities channel aid to more than 1,000 beneficiaries in different provinces.

"Zero waste" programme

At EROSKI we continue our fight against food waste by following an action protocol that guarantees food safety in the donation of all fresh and food products that, being in perfect condition for consumption, we remove from our shelves to meet our commitment to customers for maximum freshness and packaging appearance. We make sure that the donated products keep their cold chain at the entity receiving them, ensuring the same guarantees in their transportation and facilities until the food is consumed.

The allocation criteria and the final delivery of these products to the recipient is carried out through more than a hundred social entities throughout the country, with whom we have signed collaboration agreements.

The programme also aims to promote responsible consumption, so in parallel to food donations we implement various consumer awareness campaigns to inform and train customers. To this end, EROSKI, through CONSUMER EROSKI, provides customers with knowledge, resources and practical tools to rationalise purchases, make the most of them and minimise food waste at home, with the consequent savings that this brings to society and to the family economy.

For the "Zero Waste" programme, EROSKI collaborates with many social organisations, such as the Food Bank, Cáritas, etc. During 2019, EROSKI has donated more than **6,748 tonnes of food** to the most disadvantaged groups. The figure is equivalent to **donations to feed 8,788 people for a year**. In addition, in 2019 we again participated in the AECOC Food Waste Week, where we shared good practices with consumers.

EROSKI, S. Coop. has been recognised with the **Espiga de Oro Award** This is the highest award given by the Spanish Federation of Food Banks to those organisations that are notable for their collaboration in the charity-based redistribution of high-quality foodstuffs.

+6,478 tonnes
of food donated
through the zero waste
programme

8,788 people fed
for a year
through donations



Collaboration with people with disabilities or illnesses

At EROSKI, aware of the daily challenges faced by people with different abilities or special needs arising from illness, we maintain close collaboration with the organisations that represent them and work to improve their wellbeing and quality of life.



FORUM SPORT with inclusive sport

Thanks to the participation of over 3,600 people in the fourteenth Kosta Trail, FORUM SPORT, Salomon and Labor Kutxa have donated 11,000 euros to the GaituzSport Fundazioa, which works to build an inclusive society that respects diversity and promotes the practice of physical activity and sport among people with and without disabilities, under equal conditions, improving their quality of life.

CAPRABO fights against Alzheimer's

CAPRABO is taking part in the PENSA project which is investigating whether it is possible to halt cognitive decline in the stages prior to the onset of dementia. The project combines a lifestyle intervention programme and a controlled diet. This is a joint initiative by the Hospital del Mar Medical Research Institute (IMIM) and the Barcelonaβeta Brain Research Center (BBRC), a research centre which is part of the Pasqual Maragall Foundation, with which CAPRABO has been collaborating for 6 years.

Fight against cancer

Once again this year, EROSKI has taken part in various Women's Races organised in Spain by the Spanish Association Against Cancer (AECC) and has been present in cities such as A Coruña, with a stand to raise awareness of the disease and raise funds to help in the fight against breast cancer. In addition, as every year, we have collaborated with the AECC to raise awareness of skin cancer, and they were also present at the local product fair organised in Bilbao to celebrate our 50th anniversary. In 2019 we also collaborated with the local associations for the fight against breast and gynaecological cancer in the celebration of the cooperative's Members' Day in Bilbao and San Sebastian.

VEGALSA-EROSKI has also organised a fundraising campaign among our clients which, together with the contribution from VEGALSA-EROSKI, has allowed us to donate more than 20,000 euros to CRIS Contra el Cáncer to develop new therapies against medulloblastoma.

Some of the associations we collaborate with:



ACAMBI – Asociación de Cáncer de Mama de Bilbao



ADEMGI – Asociación de Esclerosis Múltiple de Gipuzkoa



AECC – Asociación Española Contra el Cáncer



ASONEVUS – Asociación Española de Nevus Gigante Congénito



ASPANAFHOA – Asociación de Padres de Niños con Cáncer de Álava



ASPANOI – Asociación de Padres de Niños Oncológicos de Gipuzkoa



ASVIDIA – Asociación de Diabéticos de Bizkaia



BENE – Asociación de Afectados y Familiares por Enfermedades Neurológicas de Bizkaia



COCEMFE – Confederación Española de Personas con Discapacidad Física y Orgánica



CRIS Contra el Cáncer



EM Euskadi – Fundación Vasca Esclerosis Múltiple Eugenia Epalza



EUSKAL GORRAK – Federación Vasca de Asociación de Personas Sordas



FEDE – Federación Española de Diabetes



FEKOOR – Federación Coordinadora de Personas con Discapacidad Física y Orgánica de Bizkaia



FEDEREC – Federación Gallega de Enfermedades Raras y Crónicas



Fundación Síndrome de West



ONCE EUSKADI – Non-profit organisation whose mission is to improve the quality of life of blind and visually impaired people



WOP - Walk On Project

Support for families

EROSKI has collaboration agreements with organisations such as Fanoc and Familia XL, among others, to support large families. Furthermore, aware of the particular needs of this type of family, we offer special advantages through our loyalty cards. During 2019, more than **20,000 large families benefited from 1.3 million euros in savings.**

This initiative is in addition to the existing programme to help families known as "Welcome, Baby". Thanks to this programme, last year we delivered 12,063 layettes, as well as discounts and promotions on products designed for the baby's first year of life. The programme is complemented by the online tool "Welcome, Midwife", where parents can find the answers to the questions that concern them most during pregnancy, birth and throughout the first years of the baby's life. This initiative has the support

of organisations such as FAME (Federation of Midwifery Associations of Spain), AEM (Spanish Association of Midwives) and the paediatrician Dr J. Mateu Sancho. 97,142 people visited the website in 2019 and there were more than 123,000 visits.

Since 2016, VEGALSA-EROSKI have also been helping families by being part of the "Tarxeta Benvida" programme which is run by the Regional Government of Galicia. Thanks to this, people who present their card when making a purchase in our Family and EROSKI Hypermarket network of establishments in Galicia benefit from a direct discount of 2.5%. In 2019, 26,602 euros have been transferred to families through this initiative.

Promotion of culture, leisure and the local environment

Promoting EROSKI's most local initiatives aims to benefit the wellbeing of the people close to our commercial network and to highlight their local culture and traditions.

Promotion and dissemination of local languages

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

Regarding the Basque language, a highlight has been the initiative that we have carried out with Elhuyar Fundazioa to develop a search engine in this language. This R&D project, in which the University of the Basque Country (UPV/EHU) is also participating, is developing a much more advanced Basque-language search engine than those currently available. By integrating it into our online platform, we have managed to simplify and improve navigation through the documents of the CONSUMER EROSKI magazine. With regard to the Basque language, it is also worth mentioning our annual participation in the major events in language, with established sponsorship in the Basque Book and Record Fair in Durango (Duran-

goko Azoka), the most important event in the calendar in this field. At the same time, we celebrate the main Basque language festivals, such as Herri Urrats, Ibilaldia, Araba Euskaraz, Kilometroak, Nafarroa Oinez and the Basque Public School festival, in which 12,236 people took part in the events organised by the EROSKI Foundation's Food and Nutrition School.

We also value the culture and language of Galicia and join all the initiatives that are closely linked to Galician society. For example, as in previous years, in 2019 we continued to support the celebration of Galician Literature Day.

These actions join the continuous effort we make to ensure that the magazine CONSUMER EROSKI can be read in Spanish, Basque, Galician and Catalan.

Leisure and culture

We also work to bring culture closer to consumers through various sponsorships, such as the Musikaire cultural festival, which takes place annually in Elorrio, where our headquarters are located.

VEGALSA-EROSKI has also participated again this year in the Emalcsa Foundation's "Accessible and inclusive culture" programme which aims to achieve equal opportunities of access to cultural activities in the city of A Coruña, and eliminate the obstacles to full participation by all citizens, with special attention to people with disabilities.

On another front, aware of the importance of sport in today's society and to promote healthy lifestyles, we also support organised sports activities in our immediate

environment. Also, **through the CAPRABOSport programme, in 2019 we contributed 199,281 euros which was distributed among 118 amateur clubs** with the aim of promoting healthy habits such as taking part in sports.

In the Basque Country, we collaborated with popular races such as the Herri Krosa and the Santurtzi Regatta. At FORUM SPORT we organised the Kosta Trail in Bizkaia, as we do every year. This is a mountain race with a charity aspect that includes routes for the whole family and for those who love cross-country running.





Delegatuen Batzar Nagusia
Asamblea General de Delegados



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2019

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19 de junio de 2019



8

Transparency

Committed to clarity and truthfulness

Our stakeholders 102-40; 102-42; 102-43; 102-44



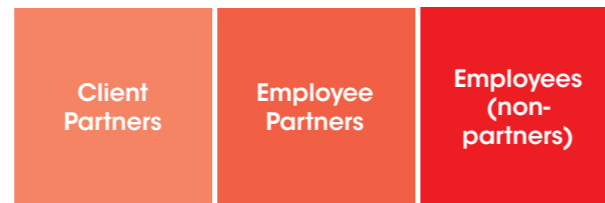
Our activity generates impacts on a variety of stakeholders and vice versa. These people, groups, collectives and organisations are very important to us, as there is a mutual interaction and co-operation, strengthened and developed over the years. Therefore, understanding them and involving them in our activities and decisions is fundamental to the development of our social responsibility and to controlling our impacts. The current complexity and dynamism of the social and business context has made it essential to develop a solid commitment with them in order to understand their expectations and challenges. Thus, this year we have carried out a review of 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 interested in our activity.

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



Internal stakeholders



External stakeholders



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

Stakeholder	Communication mechanisms (specific)	Key issues and concerns
Clients and Client Partners	<ul style="list-style-type: none"> • Customer service (in store, phone and web) • EROSKI Club Magazine • Sabor Magazine by CAPRABO • Customer satisfaction studies • Customer feedback programmes • Promotional brochures • EROSKI Club App • Newsletters 	<ul style="list-style-type: none"> • Marketing and labelling • Competitiveness in the Health market • Safety at work • Anti-Corruption • Materials • Effluents and waste • Food waste • Employment
Consumers	<ul style="list-style-type: none"> • CONSUMER EROSKI magazine and www.consumer.es • Escuela de Alimentación (Food and Nutrition School) www.escueladedalimentacion.es • Nutritional Survey of the Spanish Population (Encuesta Nutricional de la Población Española - ENPE) • Awareness campaigns (health, charity and environment) • Public institutions and organisations that look after the interests of consumers (Kontsumobide, Council of Consumers and Users, AECOSAN, etc.) • Press releases and press conferences 	<ul style="list-style-type: none"> • Marketing and labelling Health • Safety at work • Energy • Local communities • Customer safety • Product traceability • Accessibility • Market presence
Employees	<ul style="list-style-type: none"> • Publications: <i>Nexo</i>, <i>Néctar</i>, <i>La Parrapla</i>, intranet (Prisma, ForumNet), minutes, in-house communications • Evaluation interviews • Work Culture Surveys • Audits (Code of Ethics) • Reporting channel 	<ul style="list-style-type: none"> • Health and safety at work • Customer safety • Employment • Work-life balance • Anti-Corruption • Effluents and waste
Employee Partners	<ul style="list-style-type: none"> • Shareholder participation groups • Welcome manual • Employee mechanisms 	<ul style="list-style-type: none"> • Financial management • Governance and ethical management • Restructuring of the commercial network • Matters inherent to workers and consumers
Consumer Partners	<ul style="list-style-type: none"> • Shareholder participation groups • Newsletters • Client Partner and Consumer mechanisms 	<ul style="list-style-type: none"> • Matters inherent to consumers and Client Partners
Businesses suppliers	<ul style="list-style-type: none"> • Supplier Support Service • Publications: <i>Nexo Logística</i> EROSKI Agreements with SMEs • Collaboration agreements • Industry round tables • Promotional campaigns for local products • Audits (Quality control,...) • Permanent and occasional forums 	<ul style="list-style-type: none"> • Anti-Corruption • Regulatory compliance • Customer safety • Product traceability • Economic performance
Financial bodies/ Investors	<ul style="list-style-type: none"> • Corporate Governance Report • Report on the Consolidated Annual Accounts • Press releases and press conferences • Website of the CNMV and EROSKI 	<ul style="list-style-type: none"> • Anti-Corruption • Regulatory compliance • Economic performance • Protection of personal data • Innovation
Franchised businesses	<ul style="list-style-type: none"> • The "with you in franchising" programme • Direct communications with the staff of the Franchise Department of the General Management of the Network 	<ul style="list-style-type: none"> • Customer safety • Accessibility • Anti-Corruption • Regulatory compliance • Health and safety at work • Procurement practices
Governments	<ul style="list-style-type: none"> • Collaboration agreements • Meetings with government representatives • Business and consumer cooperative associations (ACES, ANGED, AECOC, etc.) 	<ul style="list-style-type: none"> • Accessibility • Anti-Corruption • Product traceability • Materials • Unfair competition
Third sector and other social agents	<ul style="list-style-type: none"> • Meetings with representatives of the various organisations • FUNDACIÓN EROSKI Scientific Committee • Universities: agreements, scholarships • NGOs: collaboration agreements, sponsorships, conferences, stands 	<ul style="list-style-type: none"> • Anti-Corruption • Effluents and waste • Regulatory compliance • Emissions • Food waste • Customer safety

Principles of reporting 102-45; 102-46; 102-48; 103-1

At EROSKI we are working to improve and broaden the performance information we present to our stakeholders every year as part of our commitment to transparency both inside and outside the organisation. For this reason, we have prepared this report based on the standards of the Global Reporting Initiative (GRI), an independent institution founded in 1997 that is the most widely used reference framework in sustainability reporting worldwide and which we have supported for

more than a decade as members of its GOLD Community. In 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 in line with the expectations of our stakeholders, as well as to enable the comparison of the different indicators to our results in subsequent years and reports presented by other organisations.

Scope of the report

The companies for which data is reported in this report are those affected by Law 11/2018 on Non-Financial Information and Diversity. These are the 28 companies included in the fully consolidated financial statements, although not all of them have an impact on

all the non-financial aspects reported in the report. The following table presents the breakdown of companies in the consolidated financial statements by group of material aspects reported:

Company	Financial aspects and data protection	Environmental aspects	Social/ employment/ product-client aspects
EROSKI, S.COOP.			
CECOSA HIPERMERCADOS, S.L.			
EQUIPAMIENTO FAMILIAR Y SERVICIOS, S.A.			
CECOSA SUPERMERCADOS, S.L.			
GRUPO EROSKI DISTRIBUCIÓN, S.A.			
GESTION DE HIPERMERCADOS CAPRABO EISA, S.L.U.			
SUPERMERCADOS PICABO, S.L.U.			
CAPRABO, S.A.			
SOCIEDAD FRANQUICIAS EROSKI CONTIGO, S.L.			
EROSKI HIPERMERCADOS, S.COOP.			
VEGONSA AGRUPACIÓN ALIMENTARIA, S.A.			
VEGO SUPERMERCADOS, S.A.			
MERCASH SAR, S.L.			
NEWCOBECO S.A.			
PENINSULACO S.L.			
DESARROLLOS COMERCIALES DE OCIO E INMOBILIARIOS DE ORENSE, S.A.			
JACTUS SPAIN, S.L.			
INMOBILIARIA RECARÉ, S.A.U.			
CECOSA DIVERSIFICACIÓN, S.L.			
CENTRAL DE SERVEIS CIENCIES, S.L.			
CECOSA INSTITUCIONAL, S.L.			
CECOSA XESTIÓN, S.A.			
SOCIEDADE DE AFILIADOS EROSKI CONTIGO, S.L.			
APORTACIONES FINANCIERAS EROSKI, S.A.			
CECOGOICO S.A.			
FORUM SPORT, S.A.			
VIAJES EROSKI, S.A.			
GESPA FORUM, S.C.P.			

The absence of environmental or social information in some of these organisations is due to the fact that they do not have employees or direct activity with consumers, so they have no impact on these non-financial aspects. In addition, information is included on the actions of the EROSKI Foundation in relation to the GRI-413 standard for local communities.

Of these companies, the ones that own establishments for the different businesses that we present in Chapter 2 ("with you" commercial network and business model) are:

Company	Hypermarkets	Supermarkets	Petrol stations	Leisure and Sport	Travel Agencies	Opticians	On-line shops
EROSKI, S.COOP.							
CECOSA HIPERMERCADOS, S.L.							
EQUIPAMIENTO FAMILIAR Y SERVICIOS, S.A.							
CECOSA SUPERMERCADOS, S.L.							
GESTION DE HIPERMERCADOS CAPRABO EISA, S.L.U.							
SUPERMERCADOS PICABO, S.L.U.							
FORUM SPORT, S.A.							
VIAJES EROSKI, S.A.							
CAPRABO, S.A.							
VEGO SUPERMERCADOS, S.A.							



Materiality analysis 102-49

For the 2019 edition of the Sustainability Report we have carried out an update of the 2018 materiality analysis. The aim of the analysis is to determine which issues are relevant in reflecting the economic, environmental and social impacts of EROSKI, influence stakeholder decisions, or generate an impact on the economy, the environment and/or society. Those that are

considered material (relevant) are those that are reflected in the materiality matrix.

In order to identify those issues which are potentially material, the following have been taken into account:

Bibliographic sources, these include reference standards developed by GRI (such as the GRI standards), the sector supplements by Governance & Accountability, the principles of the United Nations Global Compact, and Law 11/2018 on Non-Financial Information and Diversity.

Information from the market, mainly publications produced by companies in the sector and/or the EROSKI supply chain.

Internal and external information about the organisation and its stakeholders as a result of focus groups with the workforce and surveys conducted with staff, consumers, Partners, suppliers, the third sector, Public Administration, financial services, investors, and communications media.

The issues have been prioritised below, resulting in a list of those that are most relevant to EROSKI and our stakeholders. For this exercise, internal (relevance to EROSKI) and external (relevance to stakeholders) analyses were carried out to ascertain the degree of importance of the issues identified.

The main consultation method used was an *online* survey for stakeholders (external perspective) and for people with decision-making responsibilities in EROSKI (internal perspective). These groups include the Board of Directors, staff, franchisees, Client Partners, Consumer Partners, the third sector, suppliers, the Public Administration, financial services and the media.

The results obtained have been reviewed and validated to ensure that the materiality reflects EROSKI's sustainability performance in a reasonable and balanced manner, both in terms of its positive and negative impacts. Therefore, also considered relevant are "local communities", in order to reflect all EROSKI's social actions; "emissions", due to its relevant impact on the environmental footprint; and "financial performance", in order to incorporate financial management and results.

This has resulted in the materiality matrix, which identifies the material issues for EROSKI:



Materiality matrix

Material issues 102-47; 102-49

Relevance to stakeholders	high	<ul style="list-style-type: none"> Ethical and responsible business behaviour 	<ul style="list-style-type: none"> Buying from local suppliers Responsible marketing and labelling Health and safety at work Stable high-quality jobs 	
	medium	<ul style="list-style-type: none"> Customer management 	<ul style="list-style-type: none"> Diversity and equal opportunities and non-discrimination Sustainability in the supply chain Safe and healthy products Ecodesign of packaging and use of more sustainable materials 	
	low	<ul style="list-style-type: none"> Competitive prices Innovation Support for social action initiatives* Training for consumers Energy efficiency and use of renewable energy Carbon footprint* Food waste 	<ul style="list-style-type: none"> Financial performance* Reduce, reuse and recycle waste 	
		low	medium	high
Relevance for EROSKI				
		<ul style="list-style-type: none"> Environmental Management Responsible commitments, policies and management 	<ul style="list-style-type: none"> Employment and labour relations Customers, consumers and product responsibility 	

Material issue

In addition, the topics identified by the symbol * have been incorporated due to their relationship with, and importance to, EROSKI's activity.

List of material issues and their boundaries 102-46; 103-1

Material issue	Where the impact occurs	Involvement of EROSKI	Why is it a material issue?
Financial performance (GRI 201)	Inside and outside the organisation	Direct and indirect	The financial management of the organisation has a significant impact on its various stakeholders. It affects the number of jobs generated, products and services purchased, the commercial network, business strategy, debt management and distribution of profits, among other aspects.
Buy from local suppliers (GRI 204)	Outside the organisation	Direct	The volume of purchases and the number of suppliers we have has a significant impact on the development of local suppliers.
Ethical and responsible business behaviour (GRI 205)	Inside and outside the organisation	Direct	Ethical and responsible business behaviour is a priority for our stakeholders, taking measures to fight corruption and bribery.
Ecodesign of packaging and use of more sustainable materials (GRI 301)	Inside and outside the organisation	Direct and indirect	The manufacture, use and disposal of packaging can have a significant impact on the environment. Therefore, optimising the use of materials and ensuring the integration of sustainability criteria is essential for our customers and society in general.
Carbon footprint (GRI 305)	Outside the organisation	Direct and indirect	The impact of greenhouse gas emissions on human health and the climate is one of the major environmental problems of today and of greatest relevance to our various stakeholders.
Sustainability in the supply chain (GRI 308-414)	Outside the organisation	Direct and indirect	Responsible management of the supply chain, introducing social, environmental and ethical criteria, favouring the implementation of responsibility policies throughout the value chain.
Stable high-quality jobs (GRI 401)	Inside and outside the organisation	Direct	Stability and quality of employment are key in an organisation like EROSKI, where many of the people who work for the organisation are also owners of the cooperative and where there are more than 30,000 direct employees.
Health and safety at work (GRI 403)	Inside the organisation	Direct	The people who work in our organisation make up one of our priority interest groups, therefore, preventing occupational hazards and promoting the health and safety of employees is a fundamental issue for the organisation.
Diversity, equal opportunities and non-discrimination (GRI 405-406)	Inside and outside the organisation	Direct	Having non-discrimination policies and promoting an inclusive work environment based on diversity, multiculturalism and equal opportunities for women and men is a fundamental commitment of our organisation.
Support for social action initiatives (GRI 413)	Outside 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.
Healthier products (GRI 416)	Inside and outside the organisation	Direct and indirect	As a food distribution company, working together with our suppliers to ensure the quality and safety of all products is critical for the organisation. Having healthier products adapted to special diets is key to meeting the needs of our customers.
Responsible marketing and labelling (GRI 417)	Inside and outside the organisation	Direct and indirect	Applying criteria of ethics and responsibility in marketing and labelling communications, differential attention and individualised marketing is of great importance to our clients.

Additional information on the calculation of the indicators presented in the report

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 2019 fiscal year (January 2020). The percentages by type of contract, working day, age, gender and professional category correspond to the data at 31 January 2020 (end of the financial year). These percentages have been applied to the total number of employees reported (28,939). The number and rate of turnover corresponds to employees who have left the organisation voluntarily, been dismissed, retired or died.
Remuneration Information (GRI 102-34, 102-35, 102-36, 102-37, 102-38, 102-39, 202-1, 405-2)	EROSKI Group	Data from EROSKI S.Coop. and the other Group companies are reported, separated by differences in remuneration. The data provided corresponds to the calendar year 2019 and corresponds only to Partners and permanent employees. The data used is the Gross Expected Consumption for EROSKI S.Coop. and the data on gross annual remuneration for the other companies. Gross expected consumption is the sum of net remuneration and Personal Income Tax withholdings (not including Social Security contributions). The data used for the comparison with IBEX 35 companies is taken from the El País article "Los jefes del Ibex ganan 79 veces más que sus empleados" ("Ibex bosses earn 79 times more than their employees") published on 15 April 2019.
Information on accident rate and occupational risk prevention training (GRI 403-2, 404-1)	EROSKI Group	Data for the calendar year 2019.
No. of products for each own brand (102-2)	EROSKI Group	The data for the Ecron, VistaBueno and Romester brands corresponds to the period from March 2019 to January 2020.
Materials (301-3)	EROSKI Group	SCRAPS declaration data corresponds to calendar year 2019.
Reused logistics packaging (GRI 301-3)	EROSKI Group (food area)	Data on pallets and plastic crates used during the 2019 financial year on the EROSKI, CAPRABO and VEGALSA-EROSKI platforms. The emission and tree reduction data has been provided by CHEP and has been calculated based on an independent Life Cycle Analysis (LCA) of the CHEP EURO pallet compared to the white-wood equivalent according to ISO 14044.
Energy consumption within the organisation (GRI 302-1)	EROSKI Group	No data is available on electricity consumption broken down by use. Conversion factors used in the calculation: • Kilowatt-hour conversion to Megajoule: 1 kWh = 3.6 MJ. • Fuel consumption in transport operations (Source: EROSKI's own estimates according to its fleet). • Conversion of litres of diesel to Gigajoules (Source: "Emission factors. Carbon footprint registration, offsetting and carbon dioxide absorption projects". MITECO, 2019): - Diesel density: 832.5 kg/m ³ - Calorific value of diesel: 43 GJ/t.
Energy intensity (GRI 302-3) GHG emission intensity (GRI 305-4)	EROSKI Group	Indicators used to calculate the relative energy consumption in the organisation: • Commercial area: 1,231,300 m ² (as at 31 January 2020) • Net sales: 4,584 million euros
Reduction of energy consumption (GRI 302-4)	EROSKI Group	2017 has been selected as the baseline year for presenting the reductions in fuel consumption in transport and energy as it corresponds to the year that we first prepared a GRI sustainability report.
Water withdrawal by source (GRI 303-1)	EROSKI Group	Consumption for the 2019 financial year has been calculated on the basis of the recorded expenditure on drinking water. There is no record of all the sources from which the different municipalities supplying EROSKI draw their water.
Biodiversity (GRI 304-1)	EROSKI Group	Source of information: Ministry for Ecological Transition. Franchised shops have not been taken into account.
Water discharge	EROSKI Group	It has been estimated that the water discharged corresponds to 99% of the drinking water consumed.

Indicator	Scope	Calculation Methodology/Comments
Waste deposited by customers	EROSKI Group	The data for batteries, light bulbs and electrical and electronic equipment are for the calendar year 2019.
Energy use outside the organisation (GRI 302-2) Direct GHG emissions (Scope 1) (GRI 305-1) Indirect GHG emissions from power generation (Scope 2) (GRI 305-2) Other indirect GHG emissions (Scope 3) (GRI 305-3)	EROSKI Group	See table "Emission factors for the calculation of the carbon footprint"



Emission factors for the calculation of the carbon footprint

Scope 1	Diesel logistic transport	2.467 kg CO ₂ /l B7	Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects 2019. MITECO, April 2020 IPCC 2013 for CH ₄ and N ₂ O factors.
	Natural gas 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 2019. MITECO, April 2020 IPCC 2013 for CH ₄ and N ₂ O factors.
	Refrigerants		IPCC 2013, as reported in CML, version August 2016. For mixtures, calculated according to the proportion of each gas in the refrigerant
Scope 2	Electricity	National mix: 0.31 kg CO ₂ / kWh EROSKI mix of businesses: 0.27 kg CO ₂ /kWh	Agreement on electricity labelling for energy produced in 2019, CNMC, published 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
	Emissions work trips by aeroplane	0.143 kgCO ₂ /km	Ecoinvent: Transport, passenger, aircraft {RER} Intracontinental Cut-off, U
	Fuel work trips by aeroplane	0.0552l of kerosene/km	Ecoinvent: Transport, passenger, aircraft {RER} Intracontinental Cut-off, U
	Emissions work trips by car	0.176 kgCO ₂ /km	Ecoinvent: Transport, passenger car, medium size, diesel, EURO 5 {RER} Cut-off, U
	Fuel work trips by car	0.06684 l/km	Ecoinvent: Transport, passenger car, medium size, diesel, EURO 5 {RER} Cut-off, U
	Emissions work trips by van	1.25 kgCO ₂ /kg	Ecoinvent: Transport, freight, light commercial vehicle, Europe without Switzerland} processing Cut-off, U
	Fuel work trips by van	0.38452 l/km	Ecoinvent: Transport, freight, light commercial vehicle, Europe without Switzerland} processing Cut-off, U
	Emissions work trips by train	0.00718 kgCO ₂ /km	Ecoinvent: Transport, passenger train {FR} processing Cut-off, U
	Energy work trips by train	Diesel: 0.00269 l/km Electricity: 0.05726 kWh/km	Ecoinvent: Transport, passenger train {FR} processing Cut-off, U
	Water	0.295 kgCO ₂ /m ³	Ecoinvent: Tap water {Europe without Switzerland} tap water production, conventional treatment Cut-off, U
	Office paper	1.10 kgCO ₂ /kg	Ecoinvent: Paper, woodfree, uncoated {RER} market for Cut-off, S
	Other types of paper	Lightweight coated paper: 1.11 kgCO ₂ /kg Glossy paper: 1.11 kgCO ₂ /kg Recycled lightweight coated paper: 1.63 kgCO ₂ /kg Coated Paper volume: 1.11 kgCO ₂ /kg Chemical pulp paper: 1.77 kgCO ₂ /kg Printing only: 0.692 kgCO ₂ /kg	Different factors are used depending on the type of paper. Ecoinvent: Paper, woodfree, coated {RER} market for Cut-off, S Ecoinvent: Paper, woodfree, coated {RER} market for Cut-off, S Ecoinvent: Paper, woodcontaining, lightweight coated {RER} market for Cut-off, S Ecoinvent: Paper, woodfree, coated {RER} market for Cut-off, S 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

Formal complaint and claim mechanisms ¹⁰³⁻²

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

Customers

Customers can contact the EROSKI customer service telephone number 944 943 444, from Monday to Saturday from 9 am to 10 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 hours, or by visiting the website: www.miclubCAPRABO.com/atencion-cliente.

FORUM SPORT has the phone number 944 286 618 available during the same hours and the e-mail address forum-sport@forumsport.es. In any of these channels the complaint/claim is registered and dealt with by the appropriate responsible persons 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 should be sent to the corresponding centre or area, or directly to the EROSKI Legal Department. In the latter case, depending on the subject matter, the Legal Department will refer the letter to the corresponding management area for a response. Based on this, the response will be drafted in accordance with the Law on Administrative Procedure. In addition, if appropriate, they would begin implementation of actions aimed at remedying the non-compliance that gave rise to the claim.

Employees

For complaints or claims related to administrative or job-related procedures, employees can contact the Social Department through their manager or regional Personnel Department or by contacting the head of Personnel Administration. For complaints related to breaches of the Corporate Code of Conduct or the 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 that can be delivered physically. The head of the Compliance Office will report to the Governing Council's Audit and Compliance Committee on any complaints received through the complaint channel and the Social Area. The Audit Committee will supervise the operation of

the procedures established for receiving queries and notifications and will validate the response given. In addition, we have a specific protocol for the treatment of sexual and gender-based harassment in the workplace. This protocol is activated by the request for intervention made by the alleged victim through their line manager or regional Personnel Manager, or one of the members of the Social Council. In such a case, an investigative committee is set up which opens the corresponding confidential investigation file. Once the investigation has been completed, the committee will issue a report giving its conclusions, which is sent to Personnel Management to adopt the proposed measures as it considers appropriate.

Supplier companies

The Support Service for Supplier Companies provides suppliers with support in accounting and financial matters. That is, invoice status, due dates, payments or charges issued by EROSKI. If suppliers use this channel to raise questions or problems in relation to other subjects, they will be redirected to the appropriate individuals and/or departments. This service also answers questions for commercial managers who may have an issue to resolve with a supplier or may require information about the state of the account. Suppliers can contact the SIP either by telephone (from 8.30 am to 1.30 pm and from 3.00 pm to 4.00 pm) or by email, which is reviewed and managed, with a delay of no more than 2 days, depending on the time of year (days prior to payments etc.). In addition, suppliers can register free of charge on the website available to them where they can see the status of invoices, charges, etc. During 2019, several improvements have been carried out on the portal. Key among these is the ability to view movements up to 5 years old.

To evaluate the efficiency of the service, statistics are compiled on the number of calls received per period and time slot, as well as calls answered, not answered and received at unattended times. In addition, the number of emails received and the dates on which they are sent by the supplier companies are monitored so as not to incur delays.

GRI and Law 11/2018 content index ¹⁰²⁻⁵⁵

Universal standards

GRI 102: General Contents 2016

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
1. Organisation profile			
102-1	Name of the organisation	- Business environment	14
102-2	Activities, brands, products and services	- Business environment	14, 34-37, 84
102-3	Location of headquarters	- Business environment	Barrio San Agustín, s/n. 48230. Elorrio, Vizcaya
102-4	Location of Operations	- Business environment	37, 87
102-5	Ownership and legal form	- Organisation and structure	14-15
102-6	Markets served	- Principal markets of operation	34-37
102-7	Size of the organisation	- Business environment	14-15, 22-23, 34-37, 58, 85
102-8	Information on employees and other workers	- Total number and distribution of employees by gender, age, country and professional classification - Total number and distribution of type of employment contract - Annual average number of permanent, temporary and part-time contracts by gender, age and professional classification	58-63
102-9	Supply chain	- Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	85-86
102-10	Significant changes in the organisation and its supply chain	- Key factors and trends that may affect its evolution	39, 85 There have been no significant changes in the supply chain.
102-11	Precautionary principle or approach	- Commercial activities - Products or services that may have negative effects - Risk management - Information on impacts detected, and time horizon - Detailed information on current and foreseeable effects of the company's activities on the environment. Environmental assessment or certification procedures, application of the precautionary principle.	47, 94-95

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
102-12	External initiatives		17-20
102-13	Membership of Associations	- Association or sponsorship actions	166
2. Strategy			
102-14	Statement of senior executives responsible for decision-making	- Objectives and strategies	4-5
102-15	Key impacts, risks and opportunities	- Objectives and strategies - Key factors and trends that may affect its evolution - Procedures for the identification, evaluation, prevention and mitigation of significant risks and impacts. - Commercial activities - Products or services that may have negative effects - Risk management - Information on impacts detected, and time horizon	28-30 Confidential information. The risk and impact map has been reviewed throughout 2019.
3. Ethics and integrity			
102-16	Values, principles, standards and rules of conduct		16
4. Governance			
102-18	Governance structure		24-27
102-29	Identification and management of financial, environmental and social impacts	- Procedures for the identification, evaluation, prevention and mitigation of significant risks and impacts. - Commercial activities - Products or services that may have negative effects - Risk management - Information on impacts detected, and time horizon	24-27
102-30	Effectiveness of risk management processes	- Procedures for the identification, evaluation, prevention and mitigation of significant risks and impacts. - Commercial activities - Products or services that may have negative effects - Risk management - Information on impacts detected, and time horizon	28-30

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
102-31	Evaluation of financial, environmental and social issues	- Procedures for the identification, evaluation, prevention and mitigation of significant risks and impacts. - Commercial activities - Products or services that may have negative effects - Risk management - Information on impacts detected, and time horizon	24-27
102-35	Remuneration policies	- Average remuneration of directors and executives, including variable remuneration, compensation, payment to long-term savings schemes and any other payment broken down by gender	64-65
102-36	Process for determining remuneration	- Average remuneration of directors and executives, including variable remuneration, compensation, payment to long-term savings schemes and any other payment broken down by gender	64-65
102-37	Stakeholder involvement in remuneration	- Average remuneration of directors and executives, including variable remuneration, compensation, payment to long-term savings schemes and any other payment broken down by gender	64-65
5. Stakeholder engagement			
102-40	List of stakeholders		128
102-41	Collective bargaining agreements	- Percentage of employees covered by collective agreements by country	66
102-42	Identification and selection of stakeholders		128
102-43	Approach to stakeholder engagement		128
102-44	Key issues and concerns raised		128-129
6. Reporting practices			
102-45	Entities included in consolidated financial statements	- Organisation and structure	130-131
102-46	Definition of the contents of the reports and issue boundaries		130-131, 134
102-47	List of the material issues		133-134

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
102-48	Restatement of information		130 The values of the number of training hours and the average training hours per employee for the financial year 2018 have been corrected; the Scope 1 and 3 emissions of the 2018 carbon footprint have been corrected; the number of carrier bags and the e-mail address of the complaint channel have been corrected.
102-49	Changes in reporting		132-133 To define the relevant issues when updating the materiality for this financial year, the aspects of greatest relevance have been considered to be those identified in the latest stakeholder consultations. In financial terms, in 2019, the themes of market presence (GRI 202) and innovation (non-GRI) are no longer material. However, the topics of financial performance (GRI 201), procurement practices (GRI 204) and anti-corruption (GRI 205) remain material. In environmental matters, the issues of energy (GRI 302), effluents and waste (GRI 306-1 and 306-2), food waste (GRI 306) and environmental compliance (GRI 307) are no longer material. The issues of materials (GRI 301), emissions (GRI 305) and environmental assessment of suppliers (GRI 308) are still material. In social issues, the topics of human rights assessment (GRI 412), customer health (non-GRI), personal data protection (GRI 418), product traceability (GRI 416), accessibility (non-GRI) and socio-economic compliance (GRI 419) are no longer material. The issues of employment (GRI 401), occupational health and safety (GRI 403), diversity and equal opportunities and non-discrimination (GRI 405 and 406), local communities (GRI 413), social assessment of suppliers (GRI 414), health and safety of customers (GRI 416) and marketing and labelling (GRI 417) are still material.
102-50	Reporting period		Fiscal year 2019: 1 February 2019 to 31 January 2020
102-51	Date of last report		21 May 2019, corresponding to the financial year 2018
102-52	Reporting Cycle		Annual
102-53	Contact point for questions about the report		sostenibilidad@eroski.es

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
102-54	Declaration of reporting in accordance with GRI standards		This report has been prepared in accordance with GRI standards: Essential option
102-55	GRI Table of Contents		139
102-56	External verification		184

Standards topics

GRI 200: Economic issues

GRI 201: Financial Performance 2016. Material issue

103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Contributions to foundations and non-profit organisations	22-23, 138
103-3	Evaluation of the management approach	- Contributions to foundations and non-profit organisations	22-23
201-1	Direct economic value generated and distributed	- Contributions to foundations and non-profit organisations - Benefits obtained by country - Taxes on benefits paid	22
201-2	Financial implications and other risks and opportunities arising from climate change	- Measures taken to adapt to the consequences of climate change	No information is available on this subject.
201-3	Obligations arising from the benefit plan and other retirement plans	- Average remuneration of directors and executives, including variable remuneration, compensation, payment to long-term savings schemes and any other payment broken down by gender	Some EROSKI S. Coop. Employee Partners make contributions to a Lagun Aro social welfare plan based on their anticipated gross consumption. The percentage contributed is variable. In addition, workers at CECOSA Supermarkets and PICABO contribute 300,000 euros per year to defined contribution plans.
201-4	Financial assistance received from the government	- Public subsidies received	22

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
GRI 202: Market presence 2016			
103-2	The management approach and its components	- Impact of the organisation's activity on local populations and the territory	64-65, 138
202-1	Ratio of standard entry level wage by gender to local minimum wage	- Remuneration of equal or average jobs in society	64-65
202-2	Proportion of senior executives recruited from the local community	- Impact of the organisation's activity on local populations and the territory	Information not available. The place of residence of the employees before they are hired by EROSKI is not recorded, only the place of residence during the time of the contract.
GRI 203: Indirect financial impacts 2016			
103-2	The management approach and its components	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory	22-23, 89-90, 138
203-1	Investments in infrastructure and services provided		22-23, 88
203-2	Significant indirect financial impacts	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory	22-23, 89-90, 119
GRI 204: Procurement Practices 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory - Inclusion of social issues, gender equality and environmental issues in the purchasing policy	85, 89-90, 138
103-3	Evaluation of the management approach	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory - Inclusion of social issues, gender equality and environmental issues in the purchasing policy	85, 89-90

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
204-1	Proportion of spending on local suppliers	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory	85 At EROSKI, we consider local suppliers to be those with management in that Autonomous Community and who have provided regional or local product references in 2019. These references include those marketed only in that region (local consumption). The locations with significant operations are those where there are EROSKI Group stores. That is to say, where we carry out our commercial activity.
GRI 205: Anti-corruption 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Measures to prevent corruption and bribery - Measures to combat money laundering	28-31, 138 The Criminal Risk Prevention Plan covers the EROSKI Group, except for VEGALSA, which has its own plan.
103-3	Evaluation of the management approach	- Measures to prevent corruption and bribery - Measures to combat money laundering	28-31
205-1	Operations evaluated for risks related to corruption	- Measures to prevent corruption and bribery - Measures to combat money laundering	28-31 All the EROSKI Group's operations have been analysed when drawing up the Criminal Risk Plan, except for VEGALSA which has its own plan. The corruption risks identified are related to the processes of selecting and contracting suppliers, contractors, business partners or external collaborators; business relations involving suppliers and competitors in defence of free competition in the markets in which the EROSKI GROUP is present; the delivery, receipt or promise of payments, gifts or improper benefits to any person or entity, public or private, with the intention of obtaining or maintaining business or other benefits or advantages.

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
205-2	Communication and training on anti-corruption policies and procedures	<ul style="list-style-type: none"> - Measures to prevent corruption and bribery - Measures to combat money laundering 	<p>All employees, except for the diversified businesses, have been informed of the approval of the Criminal Risk Prevention Plan and the Compliance Plan, the creation of the Internal Control Body and compliance office, the existence of the reporting 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. Likewise, contracts with suppliers include a clause that gives information about these issues and the Corporate Code of Conduct, the Summary of the Internal Supervisory Body Regulations and the Summary of the Whistleblower Channel Regulations are available on the website www.eroski.es, which can be accessed by anyone.</p> <p>Training has been given to all headquarters staff of EROSKI, CAPRABO, and to some VEGALSA staff and franchisees; training is pending for the rest of the employees and the Consumer Partners of the Governing Council and the Audit and Compliance Committee.</p>
205-3	Confirmed cases of corruption and measures taken	<ul style="list-style-type: none"> - Measures to prevent corruption and bribery - Measures to combat money laundering 	No cases of staff corruption have been identified in 2019 nor has the compliance office received any complaints in this regard.

GRI 300: Environment issues

GRI 301: Materials 2016. Material issue

103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	<ul style="list-style-type: none"> - Consumption of raw materials and measures taken to improve efficiency in their use - Measures for prevention, recycling, reuse, recovery and disposal of waste. 	96, 99, 138
103-3	Evaluation of the management approach	<ul style="list-style-type: none"> - Consumption of raw materials and measures taken to improve efficiency in their use - Measures for prevention, recycling, reuse, recovery and disposal of waste. 	96, 99

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
301-1	Materials used by weight or volume	- Consumption of raw materials and measures taken to improve efficiency in their use	96, 99 The data on packaging and product materials included in the report only correspond to the materials declared to the Collective Systems of Extended Producer Responsibility (ECOEMBES, ECOTIC, ECOPILAS, SIGAUS and AMBILAMP). No centralised information is available on the quantity and type of materials used in the more than 100,000 different items sold which also include manufacturer brands. However, work is underway to collect details of own-label packaging materials in our systems and provide such information in future reports.
301-2	Recycled input materials	<ul style="list-style-type: none"> - Consumption of raw materials and measures taken to improve efficiency in their use - Measures for prevention, recycling, reuse, recovery and disposal of waste. 	Some of our EROSKI brand product packaging contains recycled materials (meat and fish trays, egg cartons, etc.). No centralised information is available on the quantity and type of materials used in the more than 100,000 different items sold which also include manufacturer brands. However, work is underway to collect details of own-label packaging materials in our systems and provide such information in future reports.
301-3	Reused products and packaging materials	<ul style="list-style-type: none"> - Consumption of raw materials and measures taken to improve efficiency in their use - Measures for prevention, recycling, reuse, recovery and disposal of waste. 	96

GRI 302: Energy 2016

103-1	Explanation of the material issue and its boundaries	<ul style="list-style-type: none"> - Direct and indirect energy use - Use of renewable energies 	97, 138
302-1	Energy consumption within the organisation	- Direct and indirect energy use	97
302-2	Energy consumption outside the organisation	- Direct and indirect energy use	97
302-3	Energy intensity	- Direct and indirect energy use	97
302-4	Reduction of energy consumption	<ul style="list-style-type: none"> - Measures to prevent, reduce or mitigate carbon emissions - Direct and indirect energy use - Use of renewable energies 	97
302-5	Reduction of energy requirements for products and services	- Direct and indirect energy use	No specific information is available for the entire EROSKI product line.

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
GRI 303: Water and effluents 2018			
103-2	The management approach and its components	- Water consumption and supply	99, 138
303-1	Interaction with water as a shared resource	- Water consumption and supply	99
303-2	Management of impacts related to water discharges	- Water consumption and supply	99
303-3	Water withdrawal	- Water consumption and supply	No water has been withdrawn.
303-4	Water discharge	- Water consumption and supply	99
303-5	Water consumption	- Water consumption and supply	99
GRI 304: Biodiversity 2016			
103-2	The management approach and its components	- Measures taken to preserve or restore biodiversity - Impacts caused by activities or operations in protected areas	100, 138
304-1	Owned, leased or managed operations centres located within or adjacent to protected areas or areas of high biodiversity value outside protected areas	- Measures taken to preserve or restore biodiversity - Impacts caused by activities or operations in protected areas	100
304-2	Significant impacts of activities, products and services on biodiversity	- Impacts caused by activities or operations in protected areas	This information is only available for products with an environmental sustainability label.
GRI 305: Emissions 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Significant elements in GHG emissions - Measures to prevent, reduce or mitigate carbon emissions - Medium- and long-term GHG reduction targets and methods	99, 102-103, 138
103-3	Evaluation of the management approach	- Significant elements in GHG emissions - Measures to prevent, reduce or mitigate carbon emissions - Medium- and long-term GHG reduction targets and methods	99, 102-103

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
305-1	Direct GHG emissions (Scope 1)	- Significant elements in GHG emissions	99, 102-103
305-2	Indirect GHG emissions from power generation (Scope 2)	- Significant elements in GHG emissions	102-103
305-3	Other indirect GHG emissions (Scope 3)	- Significant elements in GHG emissions	102-103
305-4	Intensity of GHG emissions		103
305-5	Reducing GHG emissions	- Measures to prevent, reduce or mitigate carbon emissions - Medium- and long-term GHG reduction targets and methods	103
305-6	Emissions of ozone-depleting substances (ODS)		99, 102-103
GRI 306: Effluents and waste 2016			
103-2	The management approach and its components	- Measures for prevention, recycling, reuse, recovery and disposal of waste.	98-99, 138
306-2	Waste by type and disposal method	- Measures for prevention, recycling, reuse, recovery and disposal of waste.	98
306-3	Significant spills	- Measures to prevent, reduce or mitigate carbon emissions	99
306-4	Transport of hazardous waste		EROSKI subcontracts the transport of hazardous waste to authorised waste managers for its correct treatment in accordance with current legislation.
305-5	Water bodies affected by water discharge and/or runoff		99
GRI 307: Environmental Compliance 2016			
103-2	The management approach and its components		94-95, 138
307-1	Non-compliance with environmental legislation and regulations		There is no record of significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations in 2019. Sanctions are considered significant if classified as "very serious" by the Administration issuing the sanction.
GRI 308: Environmental assessment of suppliers 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
103-2	The management approach and its components	- Inclusion of social issues, gender equality and environmental issues in the purchasing policy - Supervision systems and audits, and their results	104, 138
103-3	Evaluation of the management approach	- Inclusion of social issues, gender equality and environmental issues in the purchasing policy - Supervision systems and audits, and their results	104
308-1	New suppliers that have passed evaluation and selection filters according to the environmental criteria	- Inclusion of social issues, gender equality and environmental issues in the purchasing policy - Supervision systems and audits, and their results	104 There are 98 suppliers of EROSKI Natur, belle Natural, ecological or FSC, PEFC, SFI certified products that have had to meet environmental criteria to be selected. They account for 2% of all commercial suppliers.

GRI 400: Social Issues

GRI 401: Employment 2016. Material issue

103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Work-life balance measures	58-63, 68-69, 138
103-3	Evaluation of the management approach	- Work-life balance measures	58-63, 68-69
401-1	New employee hires and staff turnover	- Total number and distribution of employees by gender, age, country and professional classification - Total number and distribution of type of employment contract - Annual average number of permanent, temporary and part-time contracts by gender, age and professional classification - Number of dismissals by gender, age and professional classification	61-63
401-2	Benefits for full-time employees that are not given to part-time or temporary employees	- Work-life balance measures	There is no difference in the benefits offered to employees depending on their type of working pattern.
401-3	Parental leave	- Work-life balance measures	69

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
GRI 402: Worker-Employer relations 2016			
103-2	The management approach and its components	- Organisation of social dialogue, including procedures for informing, consulting and negotiating with staff	56-57, 138
402-1	Minimum notice periods for operational changes	- Organisation of social dialogue, including procedures for informing, consulting and negotiating with staff	The process of social dialogue with non-partner employees is set out in the Employees' Statute for negotiating collective agreements, collective dismissal programmes, etc. In the case of Employee Partners, the communication model is established in the Articles of Association and the Internal Regulations, as presented 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 taking place. But in general the notice period is reasonable and sufficient.

GRI 403: Health and safety at work 2016. Material issue

103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Health and safety conditions at work - Evaluation of collective agreements, particularly in the field of health and safety at work	70-71, 138
103-3	Evaluation of the management approach	- Health and safety conditions at work - Evaluation of collective agreements, particularly in the field of health and safety at work	70-71
403-1	Occupational health and safety management system	- Health and safety conditions at work - Organisation of social dialogue, including procedures for informing, consulting and negotiating with staff - Evaluation of collective agreements, particularly in the field of health and safety at work	70
403-2	Hazard identification, risk assessment and incident investigation	- Number of hours of absence - Workplace accidents, in particular their frequency and severity	70
403-4	Employees' participation, consultation and communication on health and safety at work	- Health and safety conditions at work	70

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
403-5	Training of workers on health and safety at work		73
403-6	Promoting employee health		71
403-7	Prevention and mitigation of impacts on the health and safety of employees directly linked to business relationships		70-71, 73
403-8	Coverage of the occupational health and safety management system		70
403-9	Injuries due to workplace accidents		71-72 Days lost: Omission. Information not available. It is not possible to calculate the rate of days lost because the hours of absence due to common illness and occupational illness are not counted separately.
403-10	Occupational illnesses and ailments	- Occupational illnesses; disaggregated by gender	73
GRI 404: Training and education 2016			
103-2	The management approach and its components	- Policies implemented in the field of training	74, 138
404-1	Average hours of training per year per employee	- Total number of training hours by professional category	73-75
404-2	Employee skill enhancement and transition assistance programmes	- Policies implemented in the field of training	74
404-3	Percentage of employees receiving regular performance and career development reviews		76
GRI 405: Diversity and equal opportunities 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
103-2	The management approach and its components	- Measures taken to promote equal treatment and opportunities for women and men - Equality plans - Measures taken to promote employment - Protocols for preventing and addressing sexual and gender-based harassment - Integration and universal accessibility for people with disabilities	64-68, 138
103-3	Evaluation of the management approach	- Measures taken to promote equal treatment and opportunities for women and men - Equality plans - Measures taken to promote employment - Protocols for preventing and addressing sexual and gender-based harassment - Integration and universal accessibility for people with disabilities	64-68
405-1	Diversity in governance bodies and employees	- Total number and distribution of employees by gender, age, country and professional classification - Employees with disabilities - Measures taken to promote equal treatment and opportunities for women and men - Equality plans - Measures taken to promote employment - Protocols for preventing and addressing sexual and gender-based harassment - Integration and universal accessibility for people with disabilities	67-68 We do not have people with different capacities or functional diversity on the Governing Council (the highest governing body) or on the Board of Directors.
405-2	Ratio of basic salary and remuneration of women to men	- Pay Gap	64
GRI 406: Non-discrimination 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Policy against all forms of discrimination and, where appropriate, diversity management - Elimination of discrimination in employment and occupation	57, 66, 138
103-3	Evaluation of the management approach	- Policy against all forms of discrimination and, where appropriate, diversity management - Elimination of discrimination in employment and occupation	57, 66

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
406-1	Cases of discrimination and corrective action taken	<ul style="list-style-type: none"> - Policy against all forms of discrimination and, where appropriate, diversity management - Elimination of discrimination in employment and occupation 	<p>No cases of discrimination have been recorded in 2019.</p> <p>We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.</p>

GRI 407: Freedom of association and collective bargaining 2016

103-2	The management approach and its components	<ul style="list-style-type: none"> - Promotion of and compliance with the provisions of the International Labour Organization's fundamental conventions concerning respect for freedom of association and the right to collective bargaining - Inclusion of social issues, gender equality and environmental issues in the purchasing policy 	57, 86, 138
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407-1	Operations and suppliers whose right to freedom of association and collective bargaining may be at risk	<ul style="list-style-type: none"> - Percentage of employees covered by collective agreements by country - Promotion of and compliance with the provisions of the International Labour Organization's fundamental conventions concerning respect for freedom of association and the right to collective bargaining - Inclusion of social issues, gender equality and environmental issues in the purchasing policy 	<p>No cases of violation of the right to freedom of association and collective bargaining have been recorded in 2019.</p> <p>We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.</p>
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GRI 408: Child Labour 2016

103-2	The management approach and its components	<ul style="list-style-type: none"> - Effective abolition of child labour 	57, 86, 138
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Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
408-1	Operations and suppliers with significant risk of child labour cases	<ul style="list-style-type: none"> - Effective abolition of child labour 	<p>No cases of child labour have been reported in 2019.</p> <p>We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.</p>

GRI 409: Forced or compulsory labour 2016

103-2	The management approach and its components	<ul style="list-style-type: none"> - Elimination of forced or compulsory labour - Inclusion of social issues, gender equality and environmental issues in the purchasing policy 	57, 86, 138
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409-1	Operations and suppliers with significant risk of forced or compulsory labour	<ul style="list-style-type: none"> - Elimination of forced or compulsory labour - Inclusion of social issues, gender equality and environmental issues in the purchasing policy 	<p>No cases of forced or compulsory labour have been recorded in 2019.</p> <p>We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.</p>
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GRI 410: Security Practices 2016

103-2	The management approach and its components	<ul style="list-style-type: none"> - Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses 	56, 64, 138
410-1	Security personnel trained in human rights policies or procedures	<ul style="list-style-type: none"> - Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses 	The security service is outsourced. The human rights training received by security personnel is not known.

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
GRI 411: Rights of indigenous peoples 2016			
103-2	The management approach and its components		86, 138
411-1	Cases of violations of the rights of indigenous peoples	- Allegations of human rights violations	There have been no recorded cases of violations of the rights of indigenous peoples in 2019. We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.
GRI 412: Human Rights Assessment 2016			
103-2	The management approach and its components	- Human rights due diligence procedures - Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses	86, 138
412-1	Operations subject to human rights reviews or impact assessments	- Human rights due diligence procedures - Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses	We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
412-2	Training of employees in human rights policies and procedures	- Human rights due diligence procedures - Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses	No human rights training has been provided to employees in general.
412-3	Significant investment agreements and contracts with human rights clauses or subject to human rights assessment	- Human rights due diligence procedures - Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses	100% of our suppliers have to accept the requirements of the International Labour Organisation in order to maintain a business relationship with EROSKI.
GRI 413: Local communities 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory - Relations with local community actors and the types of dialogue with them	22-23, 50, 50-53, 89-90, 119-125, 138
103-3	Evaluation of the management approach	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory - Relations with local community actors and the types of dialogue with them	22-23, 50-53, 89-90, 119-125
413-1	Operations with local community participation, impact assessments and development programmes	- Impact of the organisation's activity on employment and local development - Impact of the organisation's activity on local populations and the territory - Relations with local community actors and the types of dialogue with them	22-23, 50-53, 89-90, 119-125
413-2	Operations with significant negative impacts - actual or potential - on local communities	- Relations with local community actors and the types of dialogue with them	96-103 The restructuring of the commercial network with the closure of centres in some regions and the opening in others may have an impact on local employment in the areas where closures take place. EROSKI has established measures to facilitate the employment transition of these people. Likewise, the organisation's own activity can generate negative environmental impacts associated with the consumption of resources, generation of emissions, etc. All our activities are governed by the legislation in force on these matters and we have action plans to minimise them.

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
GRI 414: Social evaluation of suppliers 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Inclusion of social issues, gender equality and environmental issues in the purchasing policy - Supervision systems and audits, and their results	86, 138
103-3	Evaluation of the management approach	- Inclusion of social issues, gender equality and environmental issues in the purchasing policy - Supervision systems and audits, and their results	86
414-1	New suppliers that have passed selection filters according to the social criteria	- Inclusion of social issues, gender equality and environmental issues in the purchasing policy - Supervision systems and audits, and their results	86 100% of our suppliers have to accept the requirements of the International Labour Organisation in order to maintain a business relationship with EROSKI. We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
414-2	Negative social impacts on the supply chain and measures taken	- Consideration in relations with suppliers and subcontractors of their social and environmental responsibility - Supervision systems and audits, and their results	86 We carry out control audits of our suppliers through our purchasing centres in Asia. BSCI have carried out 26 audits in China, 2 audits in Pakistan and 4 in Bangladesh; SA8000 have carried out 1 audit in China and SEDEX have carried out 2 in China. The results of the 35 audits of import suppliers carried out in 2019 do not show significant human or labour rights violations. Improvements have been required and will be implemented and tested in 2020 with respect to worker health and safety (3), the social management model (26), wages (1) and the recording of working hours (28). No non-conformity has been critical, so all audited companies have passed.
GRI 415: Public Policy 2016			
103-2	The management approach and its components	- Contributions to foundations and non-profit organisations	24, 138
415-1	Contribution to political parties and/or representatives	- Contributions to foundations and non-profit organisations	No financial contribution to a political party in 2019 has been recorded.
GRI 416: Customer health and safety 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Measures for the health and safety of consumers - Complaints systems, complaints received and their resolution	45-46, 138
103-3	Evaluation of the management approach	- Measures for the health and safety of consumers - Complaints systems, complaints received and their resolution	45-46
416-1	Assessment of health and safety impacts of product or service categories	Measures for the health and safety of consumers	45-46
416-2	Cases of non-compliance relating to the health and safety impacts of product and service categories	- Complaints systems, complaints received and their resolution	45-46 In 2019 there is no record of significant fines in relation to the health and safety of products and services. A significant fine is considered to be that qualified as "very serious" by the Administration that generates the sanction.

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
GRI 417: Marketing and labelling 2016. Material issue			
103-1	Explanation of the material issue and its boundaries		134
103-2	The management approach and its components	- Complaints systems, complaints received and their resolution	47-49, 138
103-3	Evaluation of the management approach	- Complaints systems, complaints received and their resolution	47-49
417-1	Requirements for information and labelling of products and services		47-49 EROSKI includes the labelling information required by existing legislation on all its products. For example, in foods it includes the list of ingredients, allergens, nutritional information, "best before" date or expiry date, batch, special requirements for storage and use (if applicable) etc. In addition, it includes additional information on its own-brand products, such as the Nutri-Score.
417-2	Cases of non-compliance related to product and service information and labelling	- Complaints systems, complaints received and their resolution	In 2019, there were 3,149 complaints about incorrect labelling (confusing information/incorrect prices, others). 28 requests have been received from the Administration for correction of errors in labelling, which have been implemented. There have been no significant fines or non-monetary sanctions for non-compliance with consumer laws or regulations in 2019. A significant fine is considered to be that qualified as "very serious" by the Administration that generates the sanction.
417-3	Cases of non-compliance related to marketing communications	- Complaints systems, complaints received and their resolution	In 2019 there were 2,173 complaints about marketing communications (offers, promotions).
GRI 418: Customer Privacy 2016			
103-2	The management approach and its components	- Complaints systems, complaints received and their resolution	138

Standard	GRI Content	Content of Law 11/2018	Page/Direct Response
418-1	Substantiated claims regarding violations of customer privacy and loss of customer data	- Complaints systems, complaints received and their resolution	EROSKI is a consumer cooperative and as such takes special care of its customers' rights, and one of these is undoubtedly data protection. At EROSKI we comply with all the regulations and standards applicable to customer data protection. The management is carried out through the Data Protection Officer (DPO) and their working group, executed within the Organisation with the collaboration and cooperation of the management, heads of department and/or areas, system administration, system users, consultants and external advisors. Claims in 2019 from official bodies: 2 Customer data leaks: 1
GRI 419: Socioeconomic compliance 2016			
103-2	The management approach and its components		57, 138
419-1	Non-compliance with laws and regulations in the social and financial fields	- Allegations of human rights violations	There have been no significant sanctions or fines in this area during 2019.

Table of contents of Global Compact and SDG

The table below shows the GRI indicators in this report that provide the most relevant information on compliance with the 10 Principles of the Global Compact, as well as the United Nations' Sustainable Development Goals (SDGs). By following the index in the table, you can evaluate the degree of progress made by EROSKI with respect to the previously mentioned principles.

	Principles of the Global Compact	SDG	Most relevant GRI standard
Human rights	1. Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence	1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 16, 17	22-23, 50-53, 89-90, 96-103, 118-125
	2. Businesses should ensure that they are not complicit in human rights abuses	1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 16, 17	86
	3. Businesses should support freedom of association and the effective recognition of the right to collective bargaining	1, 3, 5, 8, 9, 10, 16, 17	66
Labour standards	4. Businesses should support the elimination of all forms of forced and compulsory labour	1, 3, 5, 8, 9, 10, 16, 17	409-1
	5. Businesses should support the elimination of child labour	1, 3, 5, 8, 9, 10, 16, 17	408-1
	6. Businesses should support the abolition of discriminatory practices in employment and occupation	1, 3, 5, 8, 9, 10, 16, 17	58-65, 67-69, 73-75, 76
The environment	7. Companies should maintain a preventive approach that favours the environment	2, 6, 7, 9, 11, 12, 13, 14, 15, 17	96-99, 101-103
	8. Businesses should encourage initiatives that promote greater environmental responsibility	2, 6, 7, 9, 11, 12, 13, 14, 15, 17	96-99, 101-103-104
	9. Businesses should encourage the development and diffusion of environmentally-friendly technologies	2, 6, 7, 9, 11, 12, 13, 14, 15, 17	97-103
Anti-corruption	10. Businesses should work against corruption in all its forms, including extortion and bribery	3, 10, 16, 17	16, 28-31



Annex

List of associations to which the EROSKI Group belongs

As a cooperative and consumer association

- Grupo cooperativo MONDRAGON
- Basque Economic and Social Council (CESV)
- Federation of Work Cooperatives of the Basque Country (KONFEKOOP) As members of ERKIDE we also belong to:
 - Elkar-lan S.Coop. – Society for the promotion of cooperatives
 - Basque Confederation of Cooperatives (KONFEKOOP)
 - Basque Institute of Consumption (Kontsumobide)
 - Higher Council of Cooperatives of the Basque Country (CSCE-EKGK)
- Work Lan (non-profit association for the promotion of social economy enterprises)
- Spanish Confederation of Consumer and User Cooperatives (HISPACOOOP). As members of HISPACOOOP we also belong to:
 - Spanish Social Economy Business Confederation (CEPES), where we are also represented as part of the Mondragon Group.
 - Economic and Social Council of Spain (CES)
 - The Council of Consumers and Users
 - The Advisory Council of the Spanish Agency for Food Safety and Nutrition (AESAN)
 - The European Community of Consumer Cooperatives (Euro Coop)

Business environment

- The Spanish Association of Large Distribution Companies (ANGED)
- Association of Spanish Supermarket Chains (ACES)
- Spanish Association of Commercial Coding (AECOC)
- Business Association of l'Hospitalet and Baix Llobregat (AEBALL)
- Sociedad Económica Barcelonesa de Amigos del País (SEBAP)
- Foment del Treball Nacional
- Menorca business association of shopkeepers (AS-COME)
- The Balearic Islands Trade Association (ABACO)
- Association of food businesses of the Balearic Islands (ACAIB)
- The Balearic Islands Confederation of Commerce (CBC)
- The Federation of Employers of Commerce of the Balearic Islands (AFEDECO)
- Confederation of Business Associations of the Balearic Islands (CAEB)
- Employers' Confederation of Galicia (CEG)
- Coruña Business Owners' Confederation (CEC)
- Association of Business Owners AGRELA
- Association of Business Owners of Sabón Industrial Estate - Arteixo
- Confederation of Business Owners of Orense (CEO)
- Confederation of Business Owners of Ferrolterra, Eume and Ortegal
- Asturian Federation of Business Owners (FADE)
- A Coruña Hotel and Catering Business Association
- Polígono de o Ceao Association (Lugo)
- Club financiero de Vigo (Galician Business Circle)
- Financial Club of A Coruña (Club Financiero Atlántico)
- Álava Chamber of Commerce
- Bilbao Chamber of Commerce
- Confederation of Business Owners of Navarre (CEN)
- Chamber of Commerce of Barcelona
- Chamber of Commerce of Mallorca
- Barcelona Economic Circle
- Spanish Global Compact Network
- Retail Forum for Sustainability
- Association of Basque Businesses for Sustainability (IZAITE)
- Basque Ecodesign Center
- AZTI Foundation
- Basque Culinary Centre Foundation
- 5 a day
- ECOEMBES
- ESADE (Ramon Llull University)
- IESE (University of Navarra)
- Escodi (University of Barcelona)
- Association of Communication Directors / DirCom
- ADP
- Pasqual Maragall Foundation
- Abadía de Montserrat Foundation
- Impulsa Balears Foundation
- Sport Cultura Barcelona

Indicator tables. Comparison with previous years

Table 1. Wealth distributed by EROSKI to our stakeholders

Values in millions of euros	2019	2018	2017
EROSKI employees	489	490	493
Wages, salaries and similar	98.3%	99.1%	98.7%
Compensation	1.6%	0.9%	1.3%
Contributions to defined contribution plans	0.1%	0.1%	0.1%
Status	233	191	224
Social security charges and taxes on employees	74%	90%	78%
Income taxes	19%	1%	14%
Taxes	6%	9%	8%
Environment (aimed at minimising environmental impact and protecting and improving the environment)	15	14	9
Expenses	8%	7%	9%
Investments	92%	93%	91%
Supplier companies	3,747	4,013	4,102
Commercial Suppliers	90%	85%	87%
Service Providers	10%	13%	13%
Customers (millions of euros transferred through the multiple commercial offers carried out during the year)	308	302	260
Society (intended for social purposes and for to train and inform consumers)	11	10	12
EROSKI Group	92%	87%	78%
EROSKI Foundation	8%	13%	22%

Table 2. Number of EROSKI Group stores and their franchises by business 102-4

	2019			2018			2017		
	Total	Franchises	Eroski	Total	Franchises	Eroski	Total	Franchises	Eroski
Hypermarkets	47	1	46	56	2	54	61	3	58
Supermarkets	1,282	522	760	1,278	495	783	1,279	489	790
Cash&Carry	19	0	19	19	0	19	19	0	19
Petrol stations	42	0	42	50	1	49	50	0	50
Opticians	11	0	11	13	0	13	16	0	16
Travel Agencies	166	25	141	162	16	146	159	19	140
FORUM SPORT sports equipment shops	70	1	69	66	1	65	59	1	58
Online shops	8	0	8	8	0	8	8	0	8
Total	1,645	549	1,096	1,652	516	1,137	1,651	512	1,139

Table 3.
Number of EROSKI Group supermarkets and their franchises by brand

	2019			2018			2017		
	Total	Own	Franchises	Total	Own	Franchises	Total	Own	Franchises
EROSKI/city*	556	297	259	523	287	236	500	285	215
CAPRABO	297	226	71	318	256	62	320	268	52
EROSKI/center	164	162	2	164	162	2	161	159	2
Aliprox	122	0	122	122	0	122	140	0	140
Family	75	75	0	78	78	0	78	78	0
Onda	57	0	57	64	0	64	73	0	73
Rapid	21	0	21	9	0	9	7	0	7
Total	1,282	760	522	1,278	783	495	1,279	790	489

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

Table 4.
Distribution of the establishments by autonomous community and business in 2018

	Own establishments							Franchised establishments					Total		
	food			diversified				Total	food			diversified		Total	
	Hypermarkets	Supermarkets	Cash&Carry	Petrol Stations	Opticians	Travel Agencies	FORUM SPORT		Hypermarkets	Supermarkets	Travel Agencies	Petrol Stations			FORUM SPORT
Andalusia	9			5	1	1	16		54	1			55	71	
Andorra									7				7	7	
Aragon		36		2		5	2	45	21				21	66	
Asturias	1	10	1	2		5	7	26	1				1	27	
Cantabria	1	8		1		5	4	19	9	3			12	31	
Castilla y León	1	21		1		9	12	44	5	1		1	8	52	
Castilla-La Mancha		5		4	2	2		13	4				4	17	
Catalonia	1	239		1		3	1	245	59				59	304	
Ceuta									1				1	1	
Comunidad Valenciana		3		1		1	2	7	1			1	2	9	
Extremadura						1		1	2				2	3	
Galicia	5	149	18	3		5	2	182	122	2			124	306	
Gibraltar									2				2	2	
Balearic Islands		109		2				111	74				74	185	
Canary Islands	1							1					1	1	
La Rioja	1	10		1		7	3	22	4				4	26	
Madrid						4		4	9				9	13	
Melilla									1				1	1	
Murcia	3			2			1	6		1			1	7	
Navarre	2	54		3	1	14	6	82	27	2			29	111	
Basque Country	21	147		19	9	78	25	299	93	12			105	404	
Total	54	783	19	49	13	140	65	1,123	2	495	22	1	521	1,644	

Table 5.
Number of employees by gender 102-8

	2019	2018	2017
Women	22,459 (78%)	23,360 (78%)	23,790 (78%)
Men	6,480 (22%)	6,688 (22%)	6,711 (22%)
Total	28,939	30,048	30,501
Estimated no. of jobs in franchises	3,412	3,301	3,315
Employee Partners	9,258	9,796	10,017

Table 6.
Number of employees by autonomous community 102-8

	2019	2018	2017
Andalusia	353	518	671
Aragon	920	927	925
Asturias	467	486	473
Cantabria	387	386	414
Castilla La Mancha	279	429	422
Castilla y León	658	653	663
Catalonia	5,732	6,213	6,355
The Community of Valencia	218	164	247
Extremadura	4	4	95
Galicia	5,467	5,427	5,317
The Balearic Islands	2,360	2,461	2,439
The Canary Islands	66	72	77
La Rioja	349	353	368
Madrid	288	299	278
Murcia	67	210	216
Navarre	1,592	1,643	1,633
Basque Country	9,732	9,804	9,908
Total	28,939	30,048	30,501

Table 7.
Number of employees with permanent contracts by gender, age group and professional category 102-8

	2019	2018	2017
Permanent contracts	22,199	22,802	23,273
By gender			
Women	17,648	18,127	18,484
Men	4,551	4,675	4,789
By age			
<30 years old	1,204	1,179	
30-50 years old	14,954	15,963	
>50 years old	6,041	5,660	
By professional classification			
Executive	35	36	
Manager	325	492	
Junior Manager	2,858	3,010	
Technician	1,026	1,039	
Professional	16,459	16,719	
Supervisor	1,496	1,506	

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

	2019	2018	2017
Temporary contracts	6,740	7,246	7,228
By gender			
Women	4,811	5,233	5,306
Men	1,929	2,013	1,922
By age			
<30 years old	2,872	3,073	
30-50 years old	3,117	3,409	
>50 years old	751	764	
By professional classification			
Executive	0	0	
Manager	5	77	
Junior Manager	49	120	
Technician	82	72	
Professional	6,567	6,933	
Supervisor	37	44	

Table 9.
Number of employees with full-time contracts by gender, age group and professional category 102-8

	2019	2018	2017
Full-time contracts	17,821	18,155	17,933
By gender			
Women	12,531	12,680	12,514
Men	5,290	5,475	5,419
By age			
<30 years old	1,948	2,048	
30-50 years old	10,874	11,417	
>50 years old	4,999	4,690	
By professional classification			
Executive	35	36	
Manager	322	455	
Junior Manager	2,554	2,741	
Technician	954	952	
Professional	12,540	12,541	
Supervisor	1,416	1,430	

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

	2019	2018	2017
Part-time contracts	11,118	11,893	12,568
By gender			
Women	9,928	10,680	11,276
Men	1,190	1,213	1,292
By age group			
<30 years old	2,128	2,204	
30-50 years old	7,197	7,954	
>50 years old	1,793	1,735	
By professional classification			
Executive	0	0	
Manager	8	114	
Junior Manager	353	390	
Technician	154	159	
Professional	10,486	11,111	
Supervisor	117	119	

Table 11.
Number and rate of new hires 401-1

	2019			2018			2017		
	Women	Men	Rate	Women	Men	Rate	Women	Men	Rate
<30 years old	375	176	1.9%	375	174	1.8%	302	117	1.4%
30-50 years old	1,321	252	5.4%	1,377	275	5.6%	532	171	2.4%
>50 years old	194	36	0.8%	198	54	0.9%	51	10	0.2%
Total by gender	1,890	464		1,950	503		885	298	
Rate by gender	8.4%	7.2%		8.4%	7.6%		3.7%	4.5%	
Total	2,354	8.1%		2,453	8.2%		1,183	3.9%	

Table 12.
Number and rate of staff turnover 2017 and 2016 (employees leaving) 401-1

	2019			2018			2017		
	Women	Men	Rate	Women	Men	Rate	Women	Men	Rate
<30 years old	90	48	0.5%	70	40	0.4%	80	48	0.4%
30-50 years old	440	146	2.0%	415	148	1.9%	627	150	2.5%
>50 years old	312	122	1.5%	228	78	1.0%	151	60	0.7%
Total by gender	842	316		713	266		885	298	
Rate by gender	3.7%	4.9%		3.1%	4.0%		3.6%	3.8%	
Total	1,158	4.0%		979	4.0%		1,116	3.7%	

Table 13.
Number of redundancies by gender, age group and professional category (% on data for each financial year)

Number of redundancies	2019	%	2018	%
By gender				
Women	842	73%	380	73%
Men	316	27%	138	27%
By age				
<30 years old	138	12%	35	7%
30-50 years old	586	51%	367	71%
>50 years old	434	37%	116	22%
By professional classification				
Executive	0	0%	1	0%
Manager	26	2%	10	2%
Junior Manager	53	5%	52	10%
Technician	945	82%	5	1%
Professional	92	8%	418	81%
Supervisor	42	4%	32	6%

Table 14.
Distribution of employees by gender, age group and professional category in 2018

	Executive		Manager		Junior Manager		Technician		Professional		Supervisor	
	W	M	W	M	W	M	W	M	W	M	W	M
<30 years old	0	0	16	16	73	42	37	17	2,683	1,327	22	19
30-50 years old	9	14	221	116	1,783	453	455	312	12,521	2,378	721	388
>50 years old	3	10	76	124	572	208	122	168	3,860	883	186	213
Total	12	24	313	256	2,428	703	614	497	19,064	4,588	929	620

	Executive		Manager		Junior Manager		Technician		Professional		Supervisor	
	W	M	W	M	W	M	W	M	W	M	W	M
<30 years old	0%	0%	5%	6%	3%	6%	6%	3%	14%	29%	2%	3%
30-50 years old	75%	58%	71%	45%	73%	64%	74%	63%	66%	52%	78%	63%
>50 years old	25%	42%	24%	48%	24%	30%	20%	34%	20%	19%	20%	34%
Total	33%	67%	55%	45%	78%	22%	55%	45%	81%	19%	60%	40%

W = Women M = Men

Table 15.
Distribution of the governance bodies by gender and age group

Governing bodies	2019	2018
General assembly	250	249
<30 years old	5 (2%)	2 (1%)
30-50 years old	166 (66%)	183 (73%)
>50 years old	79 (32%)	64 (26%)
Delegate Committee	355	354
<30 years old	8 (2%)	3 (1%)
30-50 years old	236 (67%)	251 (71%)
>50 years old	111 (31%)	28 (26%)
Governing Council	12	12
<30 years old	-	-
30-50 years old	9 (75%)	9 (75%)
>50 years old	3 (25%)	3 (25%)
Social council	16	16
<30 years old	-	-
30-50 years old	12 (75%)	11 (69%)
>50 years old	4 (25%)	5 (31%)

Governing bodies	2019	2018
General assembly	250	249
Women	191 (76%)	188 (76%)
Men	59 (24%)	61 (24%)
Delegate Committee	355	354
Women	302 (85%)	302 (85%)
Men	53 (15%)	52 (15%)
Governing Council	12	12
Women	6 (50%)	6 (50%)
Men	6 (50%)	6 (50%)
Social council	16	16
Women	13 (81%)	12 (75%)
Men	3 (19%)	4 (25%)

Table 16.
Rate of industrial accidents 403-2

	2019	2018	2017
Causes of industrial accidents			
Overexertion	37.9%	42.7%	47.3%
People falling on the same or different levels	12.2%	11.2%	11.7%
Cuts	13.4%	10.9%	10.2%
Other causes	36.6%	35.2%	30.8%
Material agent			
Food, glass, plastics or packaging	39.9%	41.2%	42.6%*
Metal products and tools	10.2%	9.0%	7.2%
Trolleys or similar	7.1%	7.3%	6.9%
Other material agents	42.8%	42.4%	43.3%
Rate of minor accidents at work with sick leave **	33.1	33.9	32.2
Women	69%	70%	70%
Men	31%	30%	30%
Rate of serious accidents at work with sick leave	0.1%	0.04%	
Women	60%	50%	
Men	40%	50%	
Rate of occupational accidents on the way to or from work with sick leave	5.4	5.0	5.4
Women	77%	70%	
Men	23%	30%	
Deaths from occupational accidents or illnesses	0	1	0
Women	0	0	0
Men	0	1***	0

*In 2017 it was called "boxes and objects"

**Accident rate refers to the number of accidents per million hours worked

***Cardiac arrest

Table 17.
Rate of employee absenteeism

	2019	2018	2017
Rate of employee absenteeism	6.69%	6.2%	5.8%
Women	7.4	6.8%	6.4%
Men	4.3	4.2%	3.8%
Hours of absence	3,161,216	2,983,380	49,961,259
Women	2,665,009	2,497,682	2,577,696
Men	496,207	485,698	297,396

Table 18.
Professional illnesses 403-2

	2019	2018	2017
Frequency of occupational illness	1.7	1.3	1.2
Women	91%	93%	96%
Men	9%	7%	4%

Table 19.
Average hours of training for workers by gender and professional category 404-1

	2019			2018			2017		
	Total	Women	Men	Total	Women	Men	Total	Women	Men
Average training hours	6.6	6.0	8.8	6.5	6.3	7.0	6.8	6.8	6.6
Executive	43.9	48.4	41.0	58.9	61.0	57.8	54.3	76.6	44.8
Manager	19.2	24.0	16.2	10.4	8.9	12.2	19.8	19.5	19.9
Supervisor	18.7	18.5	18.9	16.3	16.5	16.0	17.4	19.7	14.3
Professional	4.5	4.2	5.6	4.9	5.0	4.5	4.9	5.1	4.0
Junior Manager	9.6	9.2	11.2	8.8	9.6	5.8	12.0	12.9	8.8
Technician	22.4	25.1	19.0	15.6	15.7	15.5	13.8	15.4	11.8

Table 20.
Employees with regular performance evaluation and professional development by gender and professional category

Professional Category	2019			2018			2017		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Executive	12	23	35	3	6	9	4	24	28
Manager	57	81	138	35	61	96	70	123	193
Supervisor	575	336	911	386	260	646	670	452	1,122
Professional	8,117	1,621	9,738	5,766	1,181	6,947	9,478	1,942	11,420
Junior Manager	1,319	299	1,618	523	463	986	1,429	369	1,798
Technician	365	302	667	330	88	418	429	340	769
Total	10,445	2,662	13,107	7,043	2,059	9,102	12,080	3,250	15,330

Table 21.
Percentage of employees who have regular performance evaluation and professional development by gender and professional category

Professional Category	2019		2018		2017	
	Women	Men	Women	Men	Women	Men
Executive	100%	100%	25%	25%	36%	92%
Manager	45%	40%	11%	24%	51%	56%
Supervisor	62%	56%	42%	42%	75%	69%
Professional	44%	35%	30%	26%	48%	41%
Junior Manager	55%	56%	22%	66%	58%	58%
Technician	59%	61%	54%	18%	79%	79%
Total	47%	41%	30%	31%	51%	48%

Table 22. Number of employees with disabilities by professional category

	2019				2018				2017			
	Total	W	M	% Total	Total	W	M	% Total	Total	W	M	% Total
Executive	1	0	1	0.3%	1	0	1	0.3%	0	0	0	0.0%
Manager	3	0	3	0.8%	4	1	3	1.0%	2	0	2	0.5%
Junior Manager	26	17	9	6.9%	22	14	8	5.7%	25	16	9	6.3%
Technician	7	4	3	1.9%	7	5	2	1.8%	9	7	2	2.3%
Professional	324	208	116	86.6%	339	210	129	87.1%	343	216	127	86.2%
Supervisor	11	4	7	2.9%	16	5	11	4.1%	19	7	12	4.8%
Total	374	233	141		389	235	154		398	246	152	

*In 2017, no age range distribution was included.

Table 23. Number of commercial and service providers by country 102-9

	2019	2018	2017		2019	2018	2017
Spain	10,406	11,029	10,079	Greece	2	2	2
China	62	70	83	South Korea	1	1	1
France	66	63	66	Poland	2	2	1
Portugal	50	51	42	Taiwan	2	2	1
United Kingdom	29	33	33	India	2	1	1
Germany	23	20	15	Indonesia	1	1	1
The Netherlands	17	20	17	Cyprus	1	1	0
Italy	16	16	14	Israel	1	1	0
USA	11	13	7	Singapore	1	1	0
Ireland	13	12	5	Sweden	2	1	0
Belgium	13	12	16	Canada	1	0	1
Bangladesh	6	11	13	Slovakia	0	0	1
Denmark	7	10	10	Tunisia	0	0	1
Norway	4	9	7	Turkey	2	0	0
Andorra	3	6	5	Argentina	1	0	0
Vietnam	4	5	5	Croatia	1	0	0
Pakistan	5	4	6	Total	10,764	11,405	10,441
Switzerland	5	4	4				
Thailand	2	2	3				
Luxembourg	2	2	1				

In 2018 and 2019, data from VEGALSA-EROSKI service providers is also included.

Table 24. Number of commercial suppliers and local producers by Autonomous Community

	2019			2018			2017		
	Commercial Suppliers	Local producers	%*	Commercial Suppliers	Local producers	%*	Commercial Suppliers	Local producers	%*
Andalusia	324	226	70%	347	237	68%	361	244	68%
Aragon	168	117	70%	155	99	64%	155	93	60%
Asturias	94	70	74%	94	72	77%	96	75	78%
Balearic Islands	185	152	82%	189	155	82%	194	155	80%
Canary Islands	85	59	69%	86	60	70%	91	63	69%
Cantabria	83	59	71%	84	63	75%	94	71	76%
Castilla y León	193	110	57%	186	101	54%	210	129	61%
Castilla-La Mancha	165	112	68%	179	130	73%	203	151	74%
Catalonia	944	518	55%	948	503	53%	975	530	54%
Ceuta	2	2	100%	2	2	100%	5	5	100%
The Community of Valencia	277	88	32%	276	91	33%	288	114	40%
Extremadura	49	65	71%	76	63	83%	78	64	82%
Galicia	464	302	65%	440	295	67%	444	298	67%
La Rioja	87	62	71%	85	62	73%	89	65	73%
Madrid	334	42	13%	346	45	13%	354	52	15%
Melilla	3	3	100%	6	6	100%	5	5	100%
Murcia	124	68	55%	133	77	58%	136	81	60%
Navarre	203	160	79%	196	154	79%	202	154	76%
Basque Country	456	294	64%	444	278	63%	453	293	65%
Total	4,240	2,479		4,272	2,493		4,433	2,642	

*Percentage of all suppliers which are local suppliers.

Table 25. Materials used in own-brand products and packaging declared to the Extended Producer Responsibility Collective Systems 301-1

Materials (tonnes)	2019	2018	2017
Containers and packaging	3,031	2,457	2,868
Non-Renewable	1,801	1,235	1,210
Steel	442	312	239
Aluminium	48	49	45
Other	46	55	26
Plastic	1,265	818	900
Renewable	1,230	1,222	1,658
Ceramics	4	5	5
Paper/Cardboard/Wood/Cork	1,118	1,107	1,570
Glass	107	110	83
Batteries	68	101	69
Compact fluorescent light bulbs	0.0001	0.011	0.0005
Oil	0.03	0.113	0.5
Electrical and electronic devices	1,216	1,280	1,341

Table 26.
Paper consumed in advertising, magazines, till receipts and the headquarters of EROSKI 301-1

Consumption of raw materials/materials (tonnes)	2019	2018	2017	Variation 2018-2019 (%)
Advertising brochures	4,559	4,809	4,707	-5%
Magazines	388	318	290	22%
Headquarters	10	11	11	-9%
Till receipts	285	339		-87%
Total	5,242	5,477	5,008	-9%

Table 27.
Reused logistics packaging 301-3

Containers (units)	2019	2018	2017	Variation 2018-2019 (%)
Reused pallets	5,400,714	4,944,741	5,490,795	9%
Reused plastic boxes	41,418,189	41,862,959	41,823,759	-1%
Reused logistics packaging (units)	46,818,903	46,807,700	47,314,554	0.02%

Table 28.
Energy use within the organisation 301-1

	2019	2018	2017	Variation 2018-2019 (%)	Variation 2017-2019 (%)
Non-renewable fuel (kWh)	263,387,491	278,116,806	279,835,108	-5%	-6%
Natural gas (kWh)	8,423,621	9,976,723	8,707,115	-16%	-3%
Hypermarkets	4,848,191	6,303,455	5,320,657	-23%	-9%
Supermarkets	200,912	146,106	243,781	38%	-18%
Platforms	3,315,237	3,475,140	3,107,443	-5%	7%
Other	59,281	52,023	35,234	14%	68%
Diesel (kWh)	254,963,870	268,140,083	271,127,993	-5%	-6%
Purchased at source	63,436,943	68,158,438	70,864,197	-7%	-10%
Distribution to the store	191,526,927	199,981,645	200,263,796	-4%	-4%
Electricity (kWh)	496,719,426	545,436,683	577,596,444	-9%	-14%
Hypermarkets	87,772,575	106,664,813	126,809,642	-18%	-31%
Supermarkets	335,861,055	360,707,898	366,678,551	-7%	-8%
Platforms	49,532,640	51,531,373	50,879,535	-4%	-3%
Other	23,553,155	26,532,600	33,228,716	-11%	-29%
Total energy use (kWh)	760,106,917	823,553,489	857,431,552	-8%	-11%
Non-renewable fuel (GJ)	948,195	1,001,220	1,007,407	-5%	-6%
Natural gas (GJ)	30,325	35,916	31,346	-16%	-3%
Diesel (GJ)	917,870	965,304	976,061	-5%	-6%
Electricity (GJ)	1,788,190	1,963,572	2,079,347	-9%	-14%
Total energy use (GJ)	2,736,385	2,964,793	3,086,754	-8%	-11%

Table 29.
Distribution (in percentage) of energy consumption by use

	2019	2018	2017
Natural gas			
Hypermarkets	58%	63%	61%
Supermarkets	2%	1%	3%
Platforms	39%	35%	36%
Other	1%	1%	0%
Diesel			
Purchased at source	25%	25%	38%
Distribution to the store	75%	75%	62%
Electricity			
Hypermarkets	18%	20%	22%
Supermarkets	68%	66%	63%
Platforms	10%	9%	9%
Other	5%	5%	6%

Table 30.
Energy Intensity Ratio at EROSKI 302-3

	2019	2018	2017
kWh/m ² commercial area	617.32	634.34	575.00
kWh/€ net sales	0.17	0.18	0.16

Table 31.
Waste by type and disposal method 306-2

	2019 (tonnes)	2018 (tonnes)	2017 (tonnes)	Variation 2018-2019 (%)
Non-hazardous waste	46,627	47,181	40,749	-1%
Recycling	38,001	38,460	32,638	-1%
Landfill	3,679	3,920	3,614	-6%
Recovery	4,947	4,801	4,498	3%
Hazardous waste	18	37	58	-51%
Recycling	18	37	58	-51%
Total waste generated	46,645	47,218	40,807	-1%

	2019		2018		2017		Variation 2018-2019 (%)
Recycled waste	38,019	%	38,497	%	32,696	%	-1%
Paper and cardboard	34,354	90%	35,234	92%	29,898	91%	-2%
Plastic	2,753	7%	2,424	6%	2,052	6%	14%
Wood	382	1%	370	1%	273	1%	3%
POREX	298	1%	291	1%	263	1%	2%
Other	233	1%	178	0%	210	1%	31%
Recovered organic waste	4,947	%	4,801	%	4,497	%	3%
Meat	2,180	44%	2,110	44%	1,900	42%	3%
Fish	2,376	48%	2,328	48%	2,278	51%	2%
Bread	264	5%	244	5%	233	5%	8%
Yoghurts	88	2%	80	2%	54	1%	10%
Fruit and vegetables	39	1%	38	1%	32	1%	3%

Table 32.
Waste collected from customers for recycling by type 306-2

	2019	2018	2017	Variation 2018-2019 (%)
Non-hazardous waste	791	608	625	30%
Textiles	710	604	625	18%
Coffee capsules	6	4		50%
Used oil	75	72	69	4%
Hazardous waste	1,569	1,676	1,736	-6%
Electrical and electronic devices	1,479	1,490	1,559	-1%
Batteries and power supplies	75	92	95	-18%
Lights bulbs and fluorescent tubes	15	22	13	-32%
Total	2,360	2,284	2,361	30%

Table 33.
Water withdrawal by source 303-1

	2019	2018	2017	Variation 2018-2019 (%)
Municipal water supplies (m³)	1,028,495	951,375	1,065,815	8%
Location				
Supermarkets	73%	69%	67%	6%
Hypermarkets	17%	20%	21%	-15%
Platforms	6%	6%	6%	0%
Other businesses	4%	5%	6%	-20%

*In 2018 and 2019, water consumption by FORUM SPORT is also included. Not included in previous years.

Table 34.
Refrigerants consumed to compensate for leaks 305-1

Consumption of refrigerants	2019	2018	2017	Variation 2018-2019 (%)
Total (tonnes)	58.31	50.63	63.79	15%
R-407A	0.02%	11%		-100%
R-407F	13%	0.10%	19%	12,900%
R-442A	31%	46%	43%	-33%
R-449A	9%	3%	18%	200%
R-448A	33%	23%	5%	43%
Other	14.98%	15.9%	15%	-6%

Table 35.
Greenhouse gas (GHG) emissions - carbon footprint of EROSKI 305-1; 305-2; 305-3

GHG emissions (tCO ₂ eq)	2019	%	2018	2017	Variation 2018-2019 (%)	Variation 2017-2019 (%)
Direct emissions (Scope 1)	162,073		173,388	191,364	-7%	-15%
Natural gas	1,538	2.3%	1,834	1,601	-16%	-4%
Road transport	64,304	97.4%	69,569	68,711	-8%	-6%
Refrigerants	96,231	0.3%	101,985	121,052	-6%	-21%
Indirect emissions through electricity consumption (Scope 2) Average emission factor Spain	153,983		223,629	248,366	-31%	-38%
Hypermarkets	27,209	17.7%	43,733	54,528	-38%	-50%
Supermarkets	104,117	67.6%	147,890	157,672	-30%	-34%
Platforms	15,355	10.0%	21,128	21,878	-27%	-30%
Other businesses	7,301	4.7%	10,878	14,288	-33%	-49%
Indirect emissions through electricity consumption (Scope 2) Mix of businesses	99,344		152,722	218,166	-35%	-54%
Hypermarkets	17,555	17.7%	29,866	47,897	-41%	-63%
Supermarkets	67,172	67.6%	100,998	138,500	-33%	-52%
Platforms	9,907	10.0%	14,429	19,218	-31%	-48%
Other businesses	4,711	4.7%	7,429	12,551	-37%	-62%
Other indirect emissions (Scope 3)	29,788		30,131	29,591	-1%	1%
Work trips (combustion emissions)	4,566	15.3%	3,412	3,412	34%	34%
Diesel transport (from well to tank)	14,615	49.1%	15,370	15,542	-5%	-6%
Diesel work trips (from well to tank)	641	2.2%	614	613.84	4%	4%
Work trips by train	8	0.0%				
Water	308	1.0%	281	411	10%	-25%
Paper consumed at EROSKI headquarters, brochures, magazines and tickets	9,651	32.4%	10,454	9,612	-8%	0%
Total emissions (with business mix for electricity)	291,205		356,241	439,121	-18%	-34%

*The 2018 and 2017 emissions have been corrected due to an error in the Scope 3 units when the data was presented in the 2018 annual report.

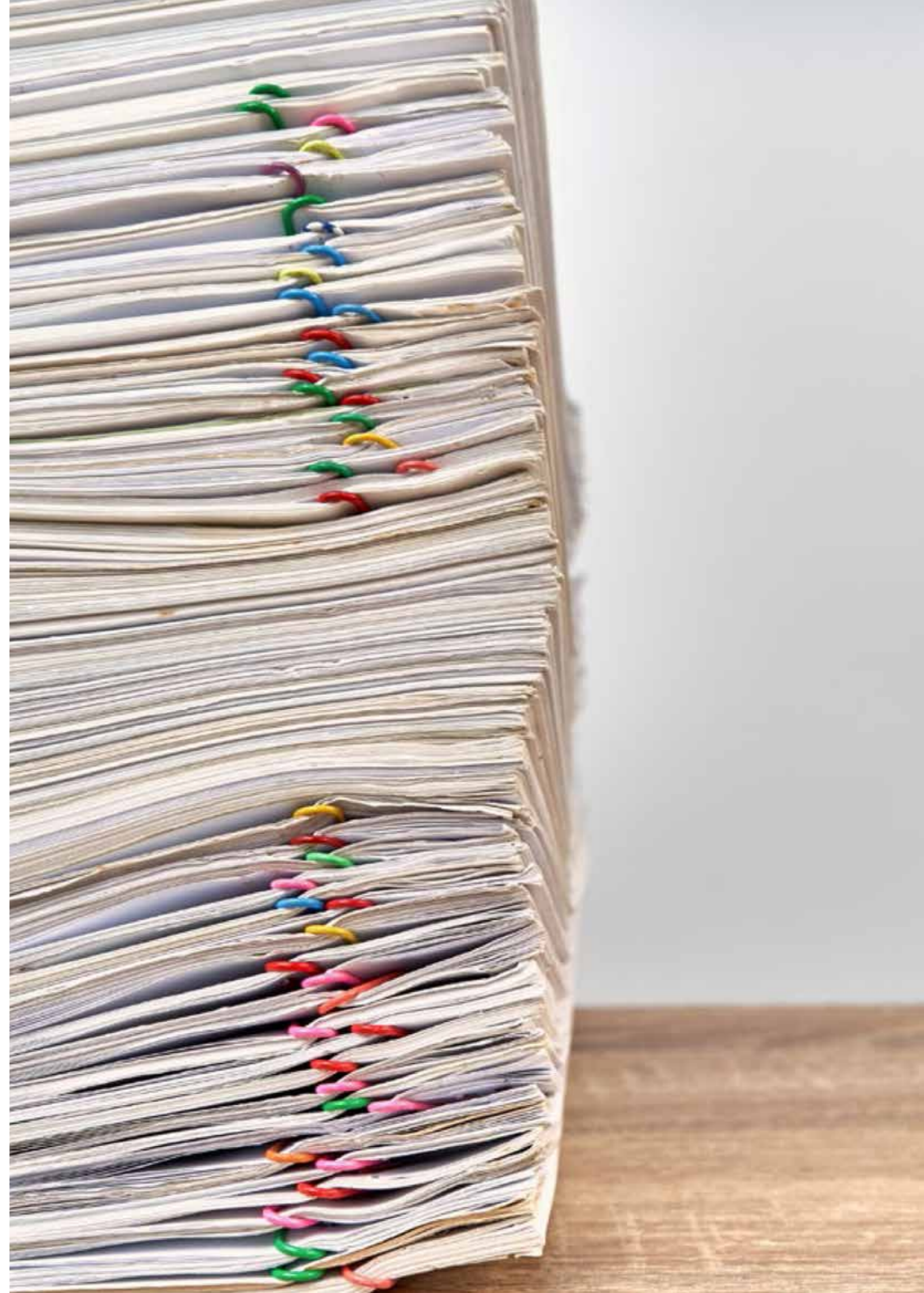
In 2018 and 2017, no data was available on business trips by train. In 2017, no emissions are included from paper purchase receipts.

Table 36.
Intensity and reduction of GHG emissions 305-4; 305-5

Intensity of GHG emissions	2019	2018	2017	Variation 2018-2019 (%)	Variation 2017-2019 (%)
Total					
g CO ₂ eq/€ net sales	63.5	75.8	91.6	-16%	-31%
kg CO ₂ eq/m ² commercial surface area	236.5	274.4	323.7	-14%	-27%
Scope 1					
g CO ₂ eq/€ net sales	35.4	36.9	39.9	-4%	-11%
kg CO ₂ eq/m ² commercial surface area	131.6	133.6	141.1	-1%	-7%
Scope 2 (mix of businesses)					
g CO ₂ eq/€ net sales	21.7	32.5	45.0	-33%	-52%
kg CO ₂ eq/m ² commercial surface area	80.7	117.6	160.8	-31%	-50%
Scope 3					
g CO ₂ eq/€ net sales	6.5	6.4	6.2	1%	5%
kg CO ₂ eq/m ² commercial surface area	24.2	23.2	21.8	4%	11%
Scope 1+2					
g CO ₂ eq/€ net sales	57.0	69.4	84.9	-18%	-33%
kg CO ₂ eq/m ² commercial surface area	212.3	251.2	301.9	-15%	-30%

Reducing GHG emissions	Variation 2018-2019 (%)	Variation 2017-2019 (%)
Direct emissions (Scope 1)	-7%	-15%
Indirect emissions through electricity consumption (Scope 2, mix of businesses)	-35%	-54%
Other indirect emissions (Scope 3)	-1%	1%
Scope 1 + Scope 2	-20%	-36%
Total	-18%	-34%

*The 2018 and 2017 emissions intensities have been corrected due to an error in the Scope 3 units when the data was presented in the 2018 annual report.



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 2019 EROSKI. Estado de información no financiera

conforme a la ley 11/2018

correspondiente al ejercicio anual finalizado el 31 de Enero de 2020

En Madrid 10 de junio de 2020



Rafael García Meiro
Director General

1995/0227-VNOF 2020

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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, D^a LEIRE MUGERZA GARATE, mayor de edad, con DNI n^o 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 2019 EROSKI. ESTADO DE INFORMACIÓN NO FINANCIERA y para el ejercicio anual finalizado el 31 de enero de 2020, 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
VERIFICACIÓN DE LA MEMORIA DE SOSTENIBILIDAD

VMS-2020/0014
AENOR ha verificado la Memoria de la organización

EROSKI, S.COOP

TITULADA: MEMORIA 2019 GRUPO EROSKI - ESTADO DE INFORMACIÓN NO FINANCIERA

Conforme con: Estándares GRI
Opción GRI aplicada: Esencial
Proceso de Verificación: Para conceder este Documento de Verificación, AENOR ha comprobado la adecuación de la memoria a lo requerido por GRI y ha trazado los datos e información contenidos en dicha memoria.
Fecha de emisión: 2020-05-14


Rafael GARCÍA MEIRO
Director General

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Génova, 6. 28004 Madrid. España
Tel. 91 432 60 00 - www.aenor.com

Original Electrónico

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

