



2021

Non-Financial
Information
Statement

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Letter from the Chairman

102-14



A new stage begins for the reinforcement and advance in the EROSKI project

2021 was, like 2020, a year in which our plans were not a useful action guide. And everything seems to indicate that this trend will continue in 2022. The expertise of managers and professionals allowed us to address the succession of changes (in many cases, opposite changes from the ones that had taken place twelve months before) and I must say that the result obtained by EROSKI was very positive both in terms of its own achievements and in the contribution to society.

Effectively, EROSKI has reached the end of an era and is entering a new one. The economic situation has consolidated and 2021 saw one of the best gross results in the last decade. Furthermore, the financial situation also evolved favourably and the ending balance of the year reflects bank borrowings below €1,000 million. We will embark on a new stage with a fresh outlook and more possibilities of action. A stage in which we intend to strengthen the basis of our activity and make steady progress in its development.

2021: towards post-pandemic normality

For the food business, 2021 moved towards a normality that is socially yearned for and ambitioned. Still under the effects of the pandemic, we improved our sales by more than one point compared to 2019. In 2021, retail food distribution companies returned part of the share we had

borrowed in 2020 to other sectors and, therefore, have confirmed a reduction in the market. Even so, we consolidated some practices and trends that we had observed, such, as an increase in the on-line channel or the commitment to local products.

But with an uncertain near future

The tragedy of the start of a war in Ukraine, in Europe, will directly affect millions of people and we must be ready to provide the necessary assistance and social support. In addition, the inflationary trends, which already existed prior to the armed conflict, will become more acute and affect all the components of the food value chain and, ultimately, the general population. We must try to buffer the effects of inflation on consumers by improving the efficiency of our internal processes. But we also have a responsibility towards companies and farms, which are also subject to these inflationary trends and must be capable of translating them to selling prices in order to sustain their activity. The new balance that we all achieve in the value chain must meet all the needs at stake, including those of consumers, whose purchasing power will be threatened and will react to those who do not do things properly.

Expansion requires rhythm

The rhythm of expansion of new shops begins to be more active: we opened or expanded fifteen own shops, while refurbishments amounted to 141 shops. All in northern Spain, which we define as the priority action area and

which encompasses a wide area from Galicia to the Balearic Islands. And all of it, applying high sustainability standards.

Additionally, we must add the 65 new franchises in which the ultraproximity format, *Rapid*, has undergone major growth.

The incorporation of EP Corporate Group as a member of SUPRATUC allows us to reinforce the future of the project in the Balearic Islands and Catalonia, which, in the forthcoming months, will be reflected in the commercial action.

Towards a healthier and more sustainable nutrition

Health, the environment and social commitment are three axis without which it would be very difficult to understand the way we do business at EROSKI.

We first set our new roadmap towards a healthier and more sustainable environment through our *10 Commitments* in 2018. In these last twelve months, we have evidenced that our customers' purchasing habits have improved since the introduction of the Nutri-Score nutritional label. The nutritional improvement of our products is essential for promoting healthier eating habits. That is why we eliminated the palm oil all our own-brand products in what was an excellent example of collaboration with our food suppliers.

As you know, health protection has been the main issue over the last two years, but this reality has not obscured other social challenges that are now gaining momentum. For example, decarbonisation, to which EROSKI has committed itself, confirming carbon-neutrality by 2050.

The social debate and construction, in which EROSKI participates, explicitly contributing to the achievement of the Sustainable Development Goals through our affiliation to the Global Compact, are goals we share with our Client Partners. Only in this way can the response offered in the preparation of our 2022 Solidarity Plan be understood. More than 12,400 customers have helped us choose the social causes in which we will be active this year. Thanks to the contributions made by our customers and EROSKI, we have allocated more than €13 million to different social causes to combat inequality, help those most in need and prevent food waste.

The enormous commitment of EROSKI's employees

We, EROSKI's employees, have lived through a difficult and demanding time. At EROSKI we responded to society with quality and warmth. Our customers' gratitude was heartfelt and we are proud to form part of this magnificent team.

We have strengthened our cooperative project over the years with the incorporation of new members, who will total 2,000 in the next five years. They will share the same spirit at the service of the needs of the society of the future.

New era. New leaderships

We are embarking on a new era with new leaderships. Rosa Carabel, Managing Director of Eroski, will be responsible for leading the new stage with the intention of reinforcing the fundamentals and advancing in the project's goal. I have no doubt that, under her leadership, the soul of the organisation will continue to work in the service of the mission and strategy of this cooperative business project that seeks to improve consumers' health and the sustainability of our actions and of the entire value chain.

Agustín Markaide
Chairman of the EROSKI Group

Letter from the Chairwoman of the Governing Council

102-14



We made it. A sentence that carries many meanings in these uncertain times. This uncertainty is not rooted in internal elements, but rather in external circumstances: a pandemic, inflation, a war in Europe... It is an uncertainty that makes us rethink our priorities. Companies are not oblivious to the concern and suffering of society. We must be an active part of the solution.

Mondragón Corporation and its co-operatives share the same motto: *Humanity at work*. Never has it been better applied than in the last two years. We, the people who make up EROSKI, have done our best to accompany society during this period. With tension, but with soul. We made it. Or we are making it, because we will continue to monitor the course of the war in Ukraine and will act to mitigate its effects from a humanitarian perspective.

We made it to thousands of needy people

In 2021, we made it to many people through thousands of small donations. It is almost magical to achieve such a level of social capillarity: EROSKI and its customers have given support to more than 435,000 people through 260 social welfare organisations.

This magic is possible, among other things, thanks to the programme *Solidarity Cents*, with which we achieved to make more than 14 million donations. Not only that: 12,400 customers helped us choose the social causes to

which we will dedicate our resources through the active listening carried out in the last quarter of 2021.

But we also continued contributing through other programmes such as Zero Waste, aimed at reducing food waste, and continued collaborating with hundreds of organisations such as Food Banks in building a more equitable and sustainable society.

We made it to better informed consumers

Consumers are our *raison d'être* as a consumer cooperative. We are convinced that better educated and informed consumers will make better decisions that will positively affect their health. With this in mind, in 2019 we became the first company in the Spanish distribution system to introduce the Nutri-Score front-of-pack label, complementing the Nutritional Traffic Light that we had incorporated over a decade ago. The data of the analysis published in the July issue of the *Consumer* magazine clearly show that consumers are positively influenced by the information we give them. Here, we also made it.

Thanks to a shared effort

Also in 2021, EROSKI embarked on a new stage. An unthinkable project without the participation of all the social collective and, above all, their sacrifice, work and dedication. The decisions we made then have allowed us to transform the Group today. Thanks to them, we made it.

And we must now move forward to strengthen this new stage

We know that the strength of cooperativism is based on the solidarity of the group, but it is nourished by the effort, tenacity and knowledge of individuals. Excellent individualities which, combined, multiply our strength. We have experienced it. What makes a difference in a project such as EROSKI is not only having a good leader, but also having a good cooperative leader, and we have also shared this. Thank you, Agustín Markaide, for sharing a

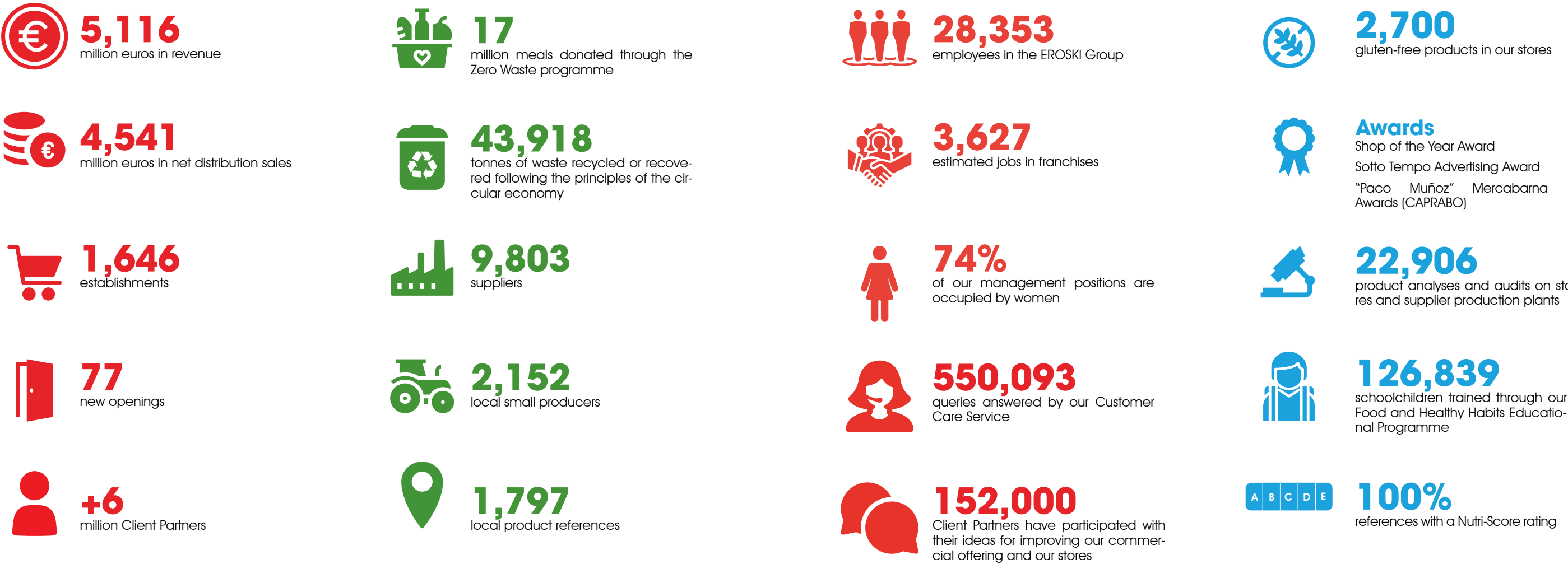
way of building a company, a distribution company, but permanently adapting the business purpose.

We will embark on the new stage with a renewed vision, with Rosa Carabel, maintaining the Mission of this cooperative project. We will continue to make progress in consumer health and the sustainability of our local communities in our "EROSKI, with you" project.

Leire Mugerza
Chairwoman of the Governing Council of EROSKI



Key data 2021. We move forward with you





Ahorrando el 4%
Ahorrando el 1%
Etia Sustopen gehiago!
(Y Más promociones!)

Eroski etxeak zertifikatuak
Servicio a domicilio
Contactless ordainketa
Pago contactless
Eroski Club Mastercard
Online erosketa
Compra online
Entrega en tu casa



1
EROSKI



We are EROSKI

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

EROSKI arose from the merger of seven small consumer co-operatives more than 50 years ago with a common goal: to offer quality products at affordable prices and to defend consumers’ rights.

We have grown steadfastly in that purpose until we became the first cooperative retail distribution group of mass consumer goods and services in Spain. We are a benchmark operator in Galicia, the Basque Country, Navarre, Catalonia and the Balearic Islands. We currently have a commercial network of more than 1,600 establishments, more than 6 million Client Partners and more than 28,000 employees.

Our social objective and business characteristics oblige us to prioritise quality and provide the best service to our customers in our company model. We work to promote local products, foster healthy eating at affordable prices and move forward in our commitment to social responsibility and the sustainable development of the communities where we are present.

With the aim of further progressing towards this goal, in 2021 we initiated a new stage with our 2021-2024 Strategic Plan, which envisages the incorporation of around 2,000 new members to the cooperative and the opening of 300 new shops. We grow to continue to be at the disposal of our members and, in general, of all society with the aim of meeting their constantly changing needs and facilitating adaptation to a new, more volatile environment.

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

- Distribution company.
- Consumer organization.
- Cooperative project.

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

199
million
checkouts

5,116
million in
revenue

4,541
million in net
distribution
sales

Consumer Partners

1,329,562

Consumers who decide to become involved in the cooperative

18,586

new compared to 2020

Employee Partners

9,058

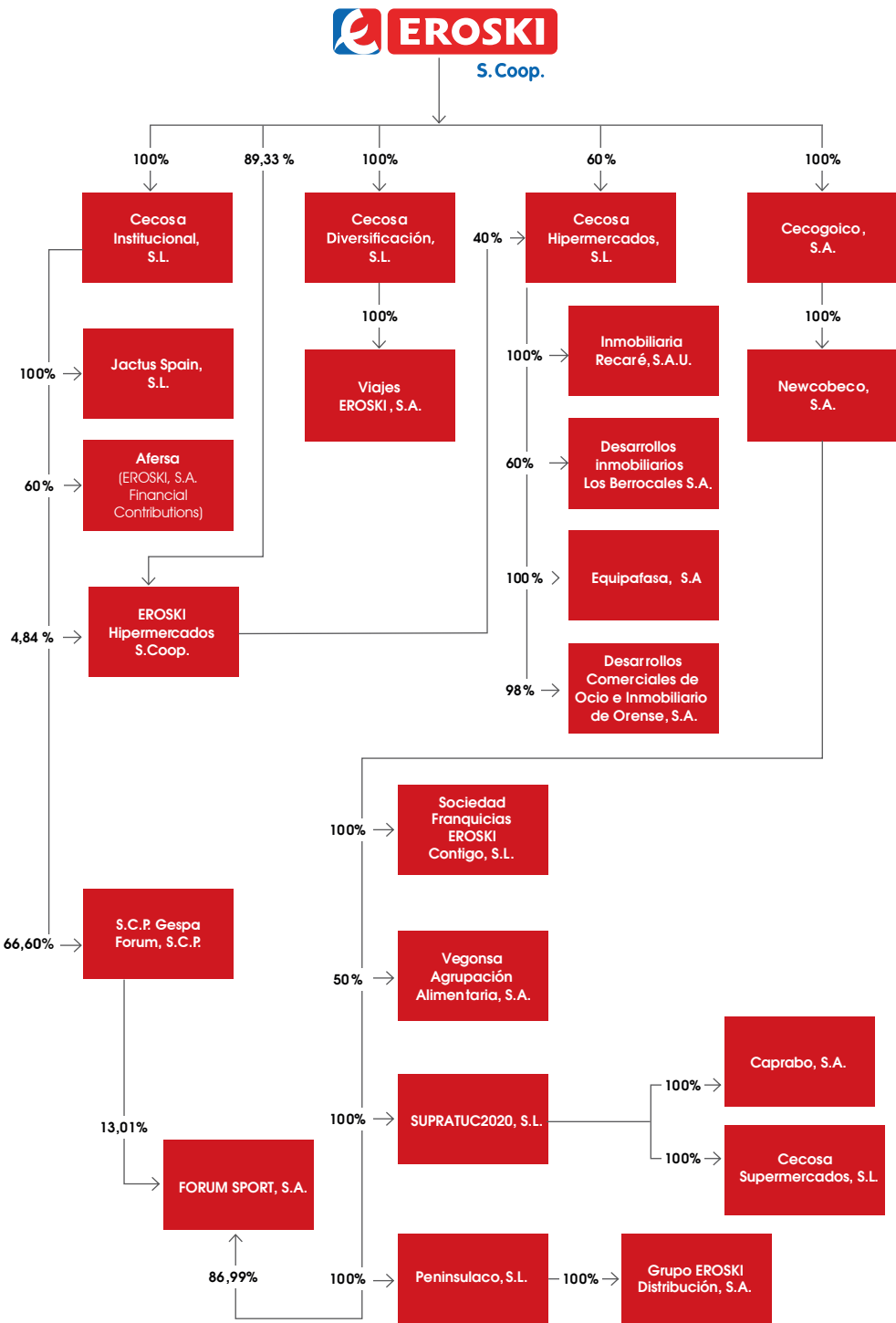
People who contribute capital and work as a commitment to the organisation

629

new compared to 2020

Our governance and decision-making model implies that the commercial network is managed through the cooperative and the 22 subsidiaries that make up the EROSKI Group and which are included in the scope of consolidation in the financial statements. In 2021, we completed the process of searching for a partner for our business in Catalonia and the Balearic Islands. The agreement entered into with the investor holding EP Corporate Group, which was incorporated as a joint shareholder in the company SUPRATUC 2020, S.L. through the company EP Bidco, allowed us to meet the debt repayment commitment set for this year. The agreement kicks off with a management and development plan, agreed upon by both parties, which will enable the EROSKI Group to consolidate its positioning in the Catalan and Balearic markets, reinforce its commercial position and improve profitability.

Organisation chart of the 22 EROSKI Group companies and ownership interest of EROSKI S. Coop. therein at the end of 2021.



EROSKI culture

102-16

EROSKI's culture guides our actions, always based on responsibility and honesty to meet the expectations of all the interested parties.

Mission

We are a cooperative distribution group of mass consumer products and services and want to be distinguished by:

- The integration of customers, listening to them and satisfying them impeccably.
- The high degree of commitment and involvement of the people who compose it.
- Friendly, healthy shops updated through permanent innovation.
- Obtaining profit that will allow us to generate more wealth and distribute it on a solidarity basis.
- The integration of a firm commitment to consumer health and well-being and to the sustainable development of society in the strategy.

Vision

To be the consumers' preferred shop.

Values

- **Cooperation:** owners and protagonists.
- **Participation:** committed management.
- **Innovation:** permanent renewal.
- **Social and environmental responsibility:** distribution of wealth on a solidarity basis and involvement in the local community
- **Commitment:** committed client partners and customers

A culture of commitment to address new challenges

102-12

Our culture leads us to move forward in our firm commitment to accompany society to address the major challenges we face as a community. We continue to make progress on our 10 Health and Sustainability Commitments and work to adapt to the new requirements of the local community.

In this regard, 2021 continued to be marked by the consequences of the health and socio-economic crisis that fo-

llowed the outbreak of the COVID-19 pandemic. This new context drives trends that are gradually gaining momentum, such as, for example, the digitalisation of services and the concern for health, which has, in turn, led to the consumption of more fresh and local produce. These trends evidence the need to continue to address sustainable development through commitment and a proactive approach.

Contribution and commitment to sustainable development

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

In a context in which the impacts of our activity acquire both a local and global dimension, we align our commitments as a company with the international goals and initiatives that promote sustainable development.

International initiatives to which we are adhered

1. EU Code of Conduct on Responsible Food Business and Marketing Practices

In 2021, we adhered to this Code of Conduct on responsible food business and marketing practices, approved within the EU strategy "From Farm to Fork". This Code is the result of the EU's efforts to increase the availability and affordability of healthy and sustainable food options.

2. Sustainable Development Goals (SDG)

We align our strategy with the 17 goals approved by the United Nations in 2015 with the aim of working jointly with other economic, social and environmental agents to achieve the sustainable development goals.

3. Global Compact

EROSKI was one of the founding members of the Global Compact, an international initiative proposed by the United Nations in 2002 and through which we reaffirm our commitment annually, which advocates for the implementation of ten universally accepted principles for promoting corporate social responsibility in the areas of human resources and enterprise, labour standards, the environment and the fight against corruption.

Common aspirations of the EU Code of Conduct

1. Healthy, balanced and sustainable diets for all European consumers.
2. Prevention and reduction of food loss and waste.
3. Climatically neutral food chain in Europe by 2050.
4. Optimised, circular and efficient food chain with resources in Europe.
5. Constant, inclusive and sustainable growth, employment and decent work for all.
6. Cooperation for the creation of sustainable value in the food supply chain.
7. Sustainable procurement within the food supply chain.

Moving forward our 10 Commitments for Health and Sustainability

In this same spirit, consistently with our foundational purpose, we fully incorporated these sustainable development principles in our organisation, aligning our strategic and management plans with the aim of reducing and mitigating negative impacts and promoting positive impacts.

Therefore, in 2018 we prepared, in collaboration with more than 8,000 people, EROSKI's 10 Commitments to Health and Sustainability, which are our guiding principles and road map for adequately meeting the demands and expectations of consumers and society, to which CAPRABO also adhered in 2019.

I We keep developing our 10 Commitments for Health and Sustainability

Commitments to Health and Sustainability	2021 Breakthroughs	Sustainable Development Goals (SDG)	Aspirations EU Code of Ethics
1 We are committed to food safety We are committed to food safety through a preventive quality plan, product traceability control and maintenance of the cold chain for fresh produce.	22,906 analytical controls of products and services. 343 audits on suppliers. 938 audits on points-of-sale.	  	1. Healthy diets 4. Efficient and circular value chain
2 We promote a balanced diet We promote the consumption of the food we need to keep a balanced diet, reduce nutrients whose excessive consumption is harmful to health in our own-brand products and improve the quality of their saturated fats.	308 own-brand products reformulated to improve their nutritional profile. 100% own-brand products reformulated to eliminate palm or coconut oil from their ingredients, which we will complete for the entire own-brand range in 2021.	   	1. Healthy diets 4. Efficient and circular value chain 7. Sustainable supply
3 We prevent child obesity We work to prevent child obesity, promoting and providing a balanced diet for children, prioritising the nutritional quality of our children's products and teaching two million children and their families healthy lifestyle habits by 2025.	126,839 schoolchildren trained in 2021 through our Food and Healthy Eating Habits Educational Programme (PEAHS).	 	1. Healthy diets 6. Cooperation
4 We meet specific nutritional needs We work so that people with specific needs find everything they need for their nutrition at our stores, broadening the diversity of our offering and offering alternatives such as our order service or our online store.	2,700 gluten-free products at our stores, more than 550 of our brands. - More than 2,200 members of the Coeliac Associations of the Basque Country, Navarre, Catalonia and La Rioja benefited from a 20% discount in 200 specific gluten-free products.	 	1. Healthy diets 6. Cooperation
5 We encourage responsible consumption We facilitate sustainable nutrition, reducing the environmental impact of our processes, stores and products. Also, we promote eco-friendly products and those resulting from more sustainable production processes, in addition to the reduction of artificial additives and animal welfare.	18% reduction in CO₂ in 2021 compared to the previous year. 73 eco-designed containers and packaging. - More than 17 million meals donated to social entities as part of our Zero Waste programme.	           	1. Healthy diets 2. Food waste prevention 3. Climate neutrality of the value chain 4. Efficient and circular value chain 6. Cooperation 7. Sustainable supply

Commitments to Health and Sustainability	2021 Breakthroughs	Sustainable Development Goals (SDG)	Aspirations EU Code of Ethics
6 We offer more local products We contribute to the development of the social and economic environment of our stores and promote local culture and development in the community through gastronomic events, visits to the production facilities and by collaborating in the most deeply rooted and traditional festivals.	1,797 local products offered in collaboration with 2,404 small local producers. - More than EUR 13 million allocated to social actions in the environments where we operate. - New Solidarity Cents Programme, with more than EUR 2 million raised.	   	3. Climate neutrality of the value chain 4. Efficient and circular value chain 5. Economic growth 6. Cooperation 7. Sustainable supply
7 We facilitate affordable healthy eating We lower the prices in products required to keep a balanced and responsible diet, and develop personalised savings proposals for our Client Partners.	More than EUR 347 million in savings transferred to our customers through offers, promotions and other campaigns.	   	1. Healthy diets
8 We act by listening, with clarity and transparency We act in a clear and transparent manner, always with the participation of Partners, employees and customers, in addition to other stakeholders. We also seek maximum clarity and transparency in the information offered on our packaging.	152,000 Client Partners participated in listening exercises. 100% of own-brand products with Nutri-Score advanced nutritional labelling at stores, more than 1,700 on the packaging itself. - Solidarity Plan 2022 elected with answering to 12,400 people and 289 social entities.		1. Healthy diets 6. Cooperation
9 We care about our employees We promote training in health, well-being and responsible consumption with the aim of improving their quality of life, offering training, assessment, activities, programmes and tools for our employees and their families.	457 EROSKI employees participated in the 2,826 training hours on balanced diet and health delivered. 176,297 total employee training hours.	    	5. Economic growth
10 We promote a healthier lifestyle We promote quality information on health and sustainability through channels such as the CONSUMER EROSKI magazine and www.consumer.es. We also have a personalized assessment programme for EROSKI Club Members.	50 million visits in www.consumer.es. - More than 38,000 Client Partners actively participated in healthy eating challenges. - More than 29,000 Client Partners received monthly Eklíbria reports.	   	1. Healthy diets 6. Cooperation

Corporate governance

102-16

At EROSKI, decision-making corresponds to the Governing Council and Board of Directors, which deals with matters delegated by the former. Our governance model is characterised by a structure that is perfectly defined and separated as regards decision-making, guaranteeing effective management due to the coordination between all the parties.

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

Governing Council

Members					
	Leire Mugerza Gárate Consumer Partner (Independent), chairwoman		Oskar Goitia Zubizarreta Consumer partner (Independent)		Nerea Esturo Altube Employee Partner
	Iñigo Arias Ajarrista Employee Partner, Vicechairman		Lander Beloki Mendizabal Consumer partner (Independent)		Mª Carmen Iñurria Landeras Consumer partner (Independent)
	Sonia Ortubai Balanzategui Consumer Partner (Independent), Secretary		Edorta Juaristi Altuna Consumer partner		Mª Asunción Bastida Sagarzazu Employee Partner
			Eduardo Herce Susperregui Consumer Partner (Independent)		

The Articles of Association, which were updated and approved in July 2020, reflect the incompatibilities of the members of the Governing Council and the Senior Management, among other matters, and may be consulted on the corporate website (<https://www.eroski.es/gobierno-corporativo>). In 2020, the Governing Council was also renewed and the new Board of Directors was appointed, which remained effective in 2021.

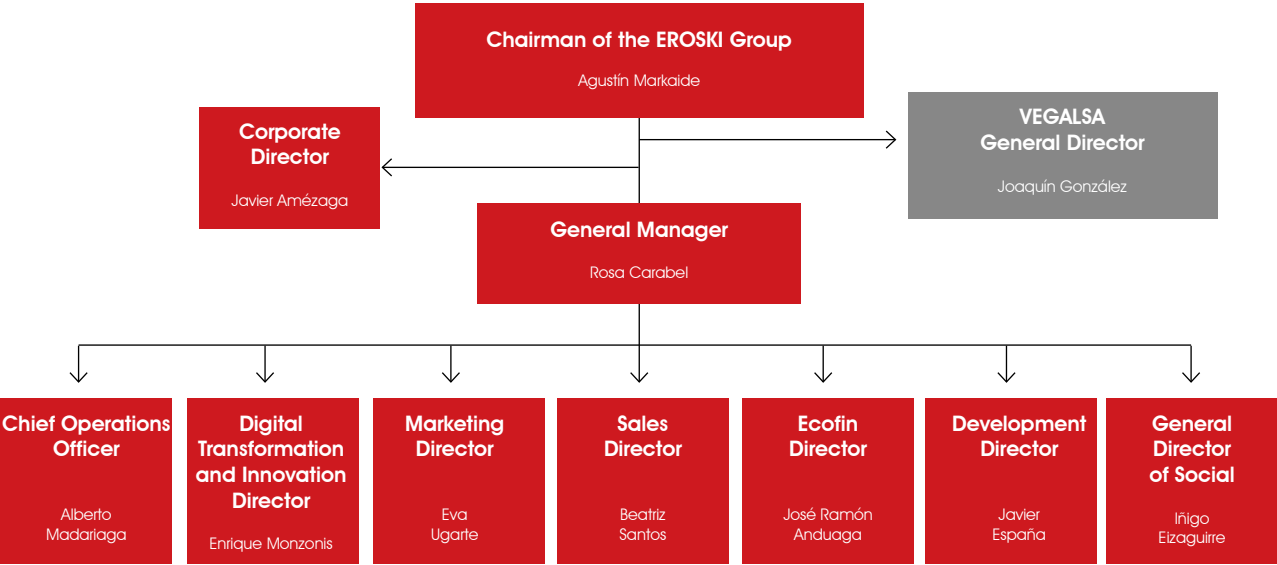
Board of Directors

	Iñigo Eizaguirre General Director of Social		José Ramón Anduaga Director Ecofin		Enrique Monzonis Digital Transformation and Innovation Director		Beatriz Santos Sales Director		Javier Amezaga Director of Resources
	Rosa Carabel Network Director		Eva Ugarte Marketing Director		Agustín Markaide Chairman		Javier España Development Director		Alberto Madariaga Chief Operations Officer

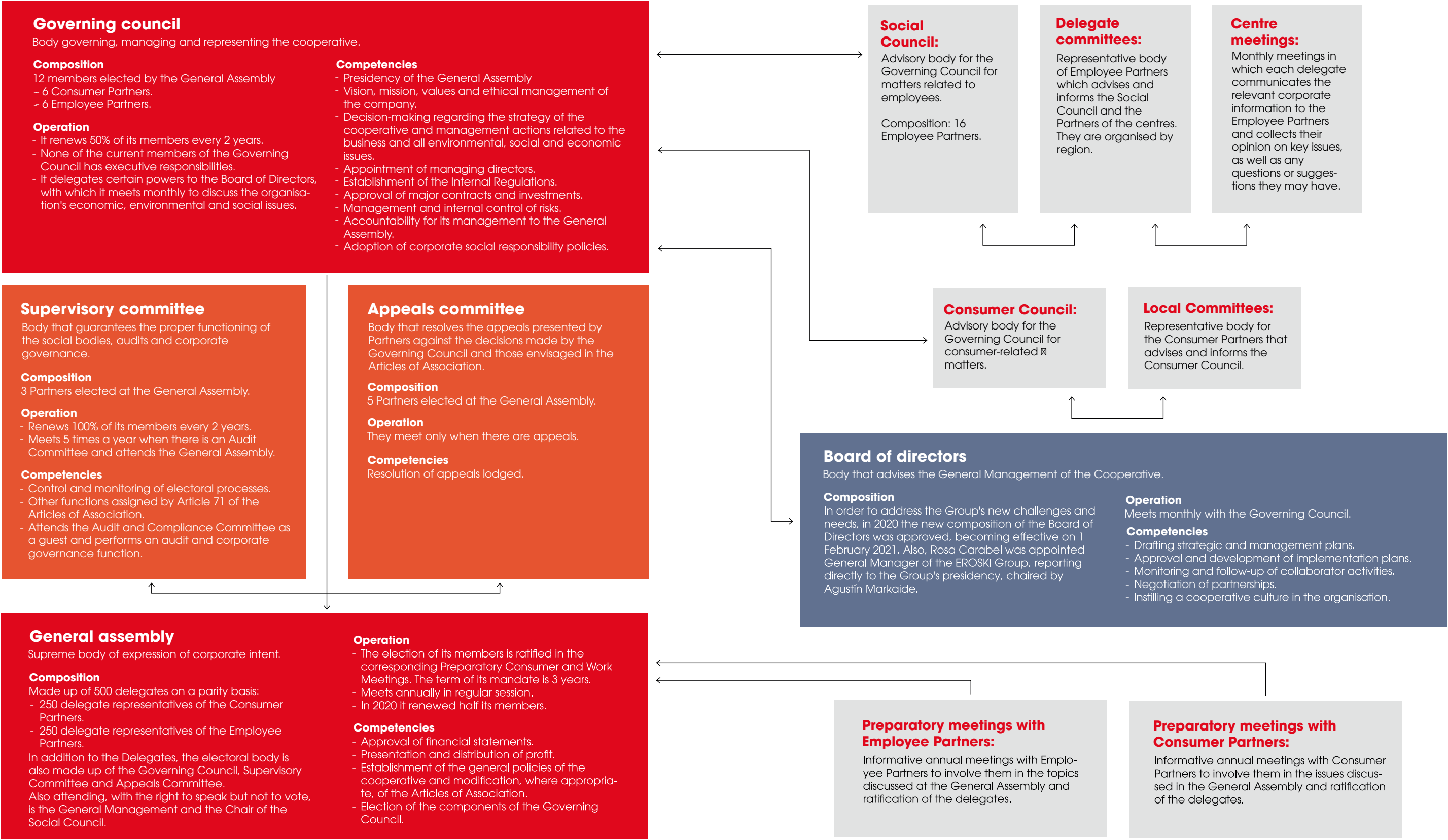
Group management model

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

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



EROSKI, S. Coop. Governance Structure



Governance structure of VEGALSA-EROSKI

Vegonsa Agrupación Alimentaria, S.A. (VEGALSA) is a company 50% owned by the Ventura González family and EROSKI, and, therefore, has a different governance model in some aspects. It is part of the EROSKI Group since 1998 and a benchmark for commercial distribution in Galicia. It also currently carries on its activity in the neighbouring communities of Asturias and Castilla y Leon, where it has a strong presence and different brands in addition to EROSKI, such as FAMILIA and ONDA.

VEGALSA-EROSKI implements the EROSKI Group’s good governance model, which it reconciles with its own responsibilities and powers agreed upon with the Group and exercised through its own management bodies:

Board of directors Highest decision-making body of VEGALSA-EROSKI Composition 4 members - Javier Amezaga. Chairman - Rosa Carabel. Director - Jorge González. Director - José Alonso. Director Operation It meets monthly in ordinary session. Competencies - Authorisation of decisions relative to openings, closures and relocations of commercial establishments. - Authorisation of relevant investments. - Approval of changes in the management team. - Establishment of the Management Plan guidelines. - Annual economic budgets.	Executive committee The body responsible for the management of VEGALSA-EROSKI Composition 16 members Function It meets on a fortnightly basis in ordinary session. Competencies - Issues delegated by the Board of Directors. - Drafting of strategic and management plans. - Approval and development of execution plans. - Monitoring and control of activities. - Promotion of the corporate culture in the organisation.
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Governance structure of SUPRATUC2020, S.L.

SUPRATUC2020, S.L. is a company 50% owned by the EROSKI Group company NEWCOBECO S.L.U. and EP BidCo, A.S. Therefore, it also has a different corporate governance model in some issues. Grupo Corporativo EP, Global Commerce EP and Equity Investment EP (capital investment) consist of an extensive, diversified investment portfolio with a commercial value of approximately €17 billion.

SUPRATUC2020, S.L. wholly owns the companies CECOSA Supermercados, S.L., whose scope of action is the Balearic Islands, and CAPRABO, S.A., whose scope of action is limited mainly to Catalonia. SUPRATUC2020, S.L. implements the EROSKI Group’s good governance model, which it reconciles with its own responsibilities and powers, which are agreed upon with the Group and exercised through its own management bodies:

Board of directors The highest decision-making body of SUPRATUC2020, S.L. Composition 4 members - Javier Amezaga. Chairman - Rosa Carabel. Director - Marco Arcelli. Secretary - Roman Silha. Director Function It meets monthly in ordinary session. Competencies - Authorisation of decisions relative to openings, closures and transfers of commercial establishments. - Authorisation of relevant investments. - Approval of changes in the management team. - Establishment of the Management Plan guidelines. - Annual economic budgets.
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The General Management is that of the EROSKI Group, in coordination with the General Managers of CAPRABO, S.A. and CECOSA Supermercados, S.L. Furthermore, SUPRATUC2020, S.L. has a specific Financial Division.

At 2021 year-end, SUPRATUC2020, S.L. was still in the process of defining its code of ethics, which will be available in 2022.

Ethical and responsible

102-11 102-16

We are committed to the ethical and responsible management of our activities. To this end, our regulatory and compliance framework establishes the necessary due diligence mechanisms to guarantee that our activities are carried out pursuant to Law and in compliance with ethical and social responsibility principles.

Responsible action framework and management mechanisms

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

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

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

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

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

Code of Ethics

Consistently with our values, in May 2003 we defined our Code of Ethics, which we reviewed in February 2021, through which we undertake to:

Our culture allows us to establish a strategic alignment at all levels among our behavioural principles, set out in our key policies, and our responsible actions.

- Comply with the legislation and labour and co-operative regulations in force, in addition to all the commitments acquired by the Group.
- Implement and maintain an effective Ethical Management System that will become an integrating and dynamising element of the organisation's management.
- Continuously improve the organisation's ethical behaviour.
- Develop a culture of Social Responsibility among all the people who form part of the EROSKI Group's project and in the local community.
- Support and respect the protection of internationally proclaimed human rights.

These are the pillars of our day-to-day management, which in practice corresponds to the following lines of action:

- To include ethical management in the main management objectives.
- To take on and contribute the ethical conduct of the organisation by monitoring indicators to define the areas of activity in need of improvement.
- To verify the ethical conduct of the organisation through indicators in order to define those areas of activity that require improvement
- To set objectives to improve ethical management and to develop and adopt plans to achieve it.
- To train and inform all persons involved in the application of the management system appropriately and promote the adoption of good practices of social responsibility.
- To inform suppliers and subcontractors adequately on the Code of Ethics adopted and create mechanisms for the transfer of knowledge about social responsibility.
- To attend to external stakeholders (consumers, neighbourhood communities, government, customers, suppliers, etc.) who inquire about our social behaviour.
- To communicate openly and effectively to society our Code of Ethics, its rules and the fulfilment of its objectives.

Fight against corruption and conflicts of interest

205-1

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

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

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

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

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

Additionally, the following anti-money laundering and terrorist financing actions were carried out in 2021:

1. Development of a new version of the Manual, which will be approved in 2022.
2. Monitoring of the anti-money laundering policy in diversification businesses.
3. Update of the whistleblowing channel regulation in relation to the whistleblowing directive. The updated whistleblowing channel will be implemented in 2022.
4. Maintenance of audits in the franchise business.

5. Draft of the anti-money laundering protocol in Fundación Eran Fundazioa, which will be approved in 2022.

6. Preparation of the 2021 Annual Report, which will be approved in 2022.

7. Maintenance of the implementation of the different media relating to the proper management of the beneficial ownership in the matter (title deed), the identification of business relationships, information on the customer business, monitoring of the customer business, excluded transactions, suspicious transactions examination form, list of alerts and customer risk form.

8. Anti-money laundering audit on VEGALSA-EROSKI.

Risk management

102-15; 102-29; 102-30; 102-31

Risk management is essential for the EROSKI Group to achieve the objectives set in all levels of the business, identifying the factors that may affect non-compliance and establishing, where applicable, the adequate mechanisms for minimising adverse impacts.

Our methodology is based on the COSO report, a method published by the Committee of Sponsoring Organisations of the Treadway Commission and widely accepted at the global level, which establishes a general framework for comprehensive risk management.

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

The identification, evaluation and management of the impacts, risks and opportunities of an economic, environmental and social nature correspond mainly to our Audit and Compliance Committee and, in the case of criminal risks, to the Internal Control Body (ICB) until July 2021 and, after that date, to the Regulatory Compliance Committee (RCC). In addition to criminal compliance competences, this new compliance body assumes competences related to anti-money laundering, data protection, harassment and equality, and the whistleblowing channel. It is a Committee created for the comprehensive compliance of protocols and other compliance programmes that could be developed in the future. They report in a timely manner to the Governing Board, which is ultimately responsible for ensuring compliance with internal rules on the management of all risks that may threaten the organization. The Governing Council is the executive body ultimately responsible for risk management.

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

The Regulatory Compliance Committee (RCC), which reports to the Audit and Compliance Committee, is responsible for fulfilling criminal compliance obligations. The RCC is in charge of preparing, implementing, applying and monitoring the criminal risk prevention and control measures. Also, the Compliance Office is in charge of managing and implementing the Criminal Risk Prevention Plan.

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

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

The system established at EROSKI includes preparing and regularly updating our Risk Map. In 2020, a report related to the potential impact of the COVID-19 pandemic could have had on our criminal risk management system was included in the analysis. The analysis considered both the situations triggered by the direct effect of the pandemic and those arising from the generation of new regulations.

Furthermore, given that climate change is a non-diversifiable risk which is already having global impacts that are likely to worsen in the future, in 2022 we will delve deeper into the identification of risks associated with climate change arising from exposure to our activity, including the risks of transition towards a low-carbon economy that could affect the Company, and we will focus on the evaluation of the financial impact of these risks and of the measures adopted to address them. This analysis will be made in accordance with the recommendations of the Task Force on Climate-Related Financial Disclosures in order to meet the requirements of the Climate Change and Energy Transition Law.

EROSKI's risk map is confidential. However, the following table summarises the types of general risks faced by sector companies and EROSKI's mechanisms for addressing them.

Response to COVID-19

This year continued to be marked by the situation caused by the COVID-19 pandemic, which we continue to manage in order to guarantee safe access to our products and services.

As part of the mass-consumption goods and services retail distribution sector, EROSKI played a vital role in the development of solutions and responses to the crisis, both from a business perspective and organisational adaptation, and from the viewpoint of social contribution and aid to society.

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

Proof of this is the reinforcement in our shops with more than 650 people from the head offices in December and January 2022, during the worst moments of the sixth wave.

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

Sectoral risks and EROSKI's risk management mechanisms

Risk	Description	Management mechanisms
Economic and market performance	Evolution of macroeconomic indicators: unemployment, consumption, CPI, interest rates, exchange rate, etc., and their possible impact on private consumption and the company's sales. Increasing importance of price as a decisive factor among consumers.	"With you" model that strengthens customer loyalty through the EROSKI Club. (Page 41-42) Offer campaigns and special discounts with the Gold Card and holders of the EROSKI charge card. (Page 41) Analysis of consumer evolution through our 3C EROSKI platform. (Page 52-53)
Food quality, safety and health	Risk that the consumption of an own-brand or third-party product, especially fresh produce, could pose to consumers' health or safety.	Robust Quality Management Model. We carry out 22,900 analytical controls, more than 900 audits on points-of-sale and 300 audits on suppliers per year. (Page 87-89)
Regulatory compliance and changes	Legislative changes and new regulatory requirements in terms of sustainability, transparency, data protection and measures for fighting money laundering, fraud, corruption, etc.	Money Laundering Prevention Manual, Criminal Risk Plan, Anti-Corruption Policy (Page 24-25). Environmental policy (Page 85). Creation of quality jobs (Pages 58-65). Eco-design of packaging (Page 109-111). Circular waste management (page. 117-120). Commitment to transparency within our 10 Commitments to Health and Sustainability (Pages 14-17)
Impact of climate change on the value chain	Natural disasters, disasters or increased temperatures leading to possible shortages of raw materials, difficulties in accessing fresh produce and/or restricting the supply or opening of one or more stores temporarily, thereby increasing costs.	Net Zero Commitment (page 99). Environmental policy (Page 98-99) and 10 Commitments to Health and Sustainability. (Page 16-17) Commercial strategy that boosts proximity consumption and products with environmental certifications. (Page 106-109) Adaptation of processes and facilities for greater eco-efficiency and use of renewable energies. (Page 47-49 and 101-107)
Responsible management of people and working conditions	Need to guarantee adequate working conditions, with special attention to equal opportunities and fighting discrimination.	Code of Ethics (Page 24) Code of Conduct (Page 24) Whistle-blowing channel (Page 58-65) Equal opportunities plan (Page 69) Creation of quality jobs (Pages 58-65)
Employee health and safety	Potential risk of accidents in the course of work in stores, platforms and head offices.	ORP training plans (Page 75) Occupational risk prevention services and plans (Page 73) Internal audits (Page 73) Emergency drills (Page 73)
Digitalisation	Rapid growth in customer demand through digital channels and need for adaptation.	Omnichannel strategy and proposal. (Page 40-42) Innovation projects to advance in digitalisation. (Page 52-53)
Human rights in the value chain	Risk of supplier non-compliance with human and labour rights.	Obligation for all our suppliers to assume our Code of Ethics. (Page 48) Monitoring of higher-risk supplies through external audits: textile and non-food sector in Asian countries. (Page 46)
Monitoring the consequences and impact of COVID-19	Temporary restrictions on the restocking or opening of stores due to risks to people's health or safety, as well as restrictions on mobility due to administrative decisions to control the health crisis. Adaptation of the safety measures in accordance with the evolution of the pandemic.	New safety protocols in stores and work centres. (Page 34). Omnichannel strategy and proposal. (Page 40-42). Support to local producers (Page 126-128). Reinforcement of local solidarity actions. (Page 127 and 129-134)

Responsible management of VEGALSA-EROSKI

At VEGALSA-EROSKI, the Compliance Committee is in charge of controlling the regulatory and behavioural compliance established in the Code of Ethics, policies and procedures, a body belonging to VEGALSA-EROSKI.

Furthermore, we also have a whistleblowing channel, through which any user can inform of actions against the internal ethical and regulatory framework or actions against current legislation. Since December 2021, anonymous complaints can be made through the whistleblowing channel.

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

Code of Ethics

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

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

Risk management

The Board of Directors of VEGALSA-EROSKI is ultimately responsible for risk management. We have two differentiated management systems, which operate in an independent but coordinated manner.

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

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

Also, the Board of Directors approved the standards and methodology to be followed by due diligence processes. The Crime Prevention and Control Manual includes a decision-making protocol that must be taken into account by all bodies with decision-making power and corporate intent-forming functions. The Risk Analysis Committee reports to the Board of Directors and Compliance Committee twice a year, where it informs of risks and relevant issues. The Compliance Section of the Legal Department issues two annual reports, prior to issuing the report for the Compliance Committee, which it informs of any anomaly detected.



Formal complaint and claim mechanisms

202-1

As part of our commitment to ethical and responsible management, we have established different whistleblowing or claims channels which allow us to identify and manage potential environmental, social or governance impacts. Specifically:

Customers

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

Employees

For complaints or claims related to administrative or job-related matters, employees can contact the Social Department through their superior or regional Head of Personnel or by contacting the Human Resources Manager. For complaints related to non-compliance with the Corporate Code of Conduct or Criminal Risk Plan, we have a contact telephone number [94 621 12 34], an electronic mailbox [canaldedenuncia@eroski.es; canaldedenunciavegalsa@gmail.com] and a form for physical delivery. The head of the Compliance Office will report the complaints received through the whistle-blowing channel and Social Area to the Audit and Compliance Committee of the Governing Council. The Audit Committee will monitor the functioning of the procedures established for the receipt of enquiries and notifications and will validate the reply given therein. In addition, we have a specific protocol for dealing with cases of sexual and gender-based harassment in the workplace. This protocol is triggered by a request for intervention from the alleged victim through her/his superior or regional Head of Personnel, or from one of the members of the Social Council. In such case, an Investigating Committee will be set up, which will open the corresponding confidential investigation file. Once completed, it will issue a conclusions report, which will be sent to the Human Resources Department to adopt the proposed measures it deems appropriate.

Contractual or legal compliance

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

Suppliers

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

In order to assess the effectiveness of the service, statistics are kept on the number of calls received per period and time slot, answered calls, unanswered calls and calls received in non-call slots. Additionally, the number of emails received and the dates on which they are sent by suppliers are monitored so as not to incur delays.



2

A business
model
committed
to you



Business model

102-2; 102-4; 102-6

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

For this reason, we have diversified and efficient commercial network, composed of 1,646 physical establishments distributed across a surface area of 1,18 million m², aimed at facilitating purchasing processes and meeting the needs of all those

I Food businesses:

CASH&CARRY

VEGALSA-EROSKI has 18 *Cash&Carry* under the Cash Record store format. This business offers food, drug store, household and wine cellar products with formats adapted to the HORECA and food retail sector, in addition to a non-food section. Also in 2021, the first online shop was inaugurated.

SUPERMARKETS

The EROSKI Group has 1,336 supermarkets, of which 759 are proprietary and 577 are franchised. There are different supermarket formats depending on the commercial model and the region. Thus, we have 599 EROSKI City, 296 CAPRABO, 166 EROSKI Center, 106 ALIPROX, 75 FAMILIA, 48 ONDA and 46 RAPID.

HYPERMARKETS

EROSKI has a network of 36 hypermarkets of different sizes in northern Spain, concentrated especially in the Basque Country. These shops offer both food and non-food products (textile, bazaar, electronics, domestic appliances, books, etc.).

who place their trust in us. Moreover, we continue to strengthen our positioning in online sales, to which end we have nine different *online* stores.

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

I Diversified businesses

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.

OPTICIANS

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

PETROL STATIONS

In 2019, EROSKI has 38 petrol stations, strategically located next to its hypermarkets and supermarkets. EROSKI petrol stations maintain the cooperative’s policy of offering its customers the best prices, easy payment options and discounts.

VIAJES EROSKI

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



1,390
establishments linked to food



247
diversified business establishments between travel agencies, gas stations, sports shops and opticians

Number of EROSKI Group stores and their franchises by business

1,646
stores

1,044
EROSKI-owned stores

602
franchised stores

Business	EROSKI-owned	Franchised	Total
Hypermarkets	36	0	36
Supermarkets	759	577	1,336
Cash&Carry	18	0	18
Petrol stations	38	0	38
Opticians	11	0	11
Travel agencies	106	24	130
FORUM SPORT Sports equipment stores	67	1	68
Online stores	9	–	9
Total	1,044	602	1,646

EROSKI Group supermarkets and their franchises by store format

1,336
stores

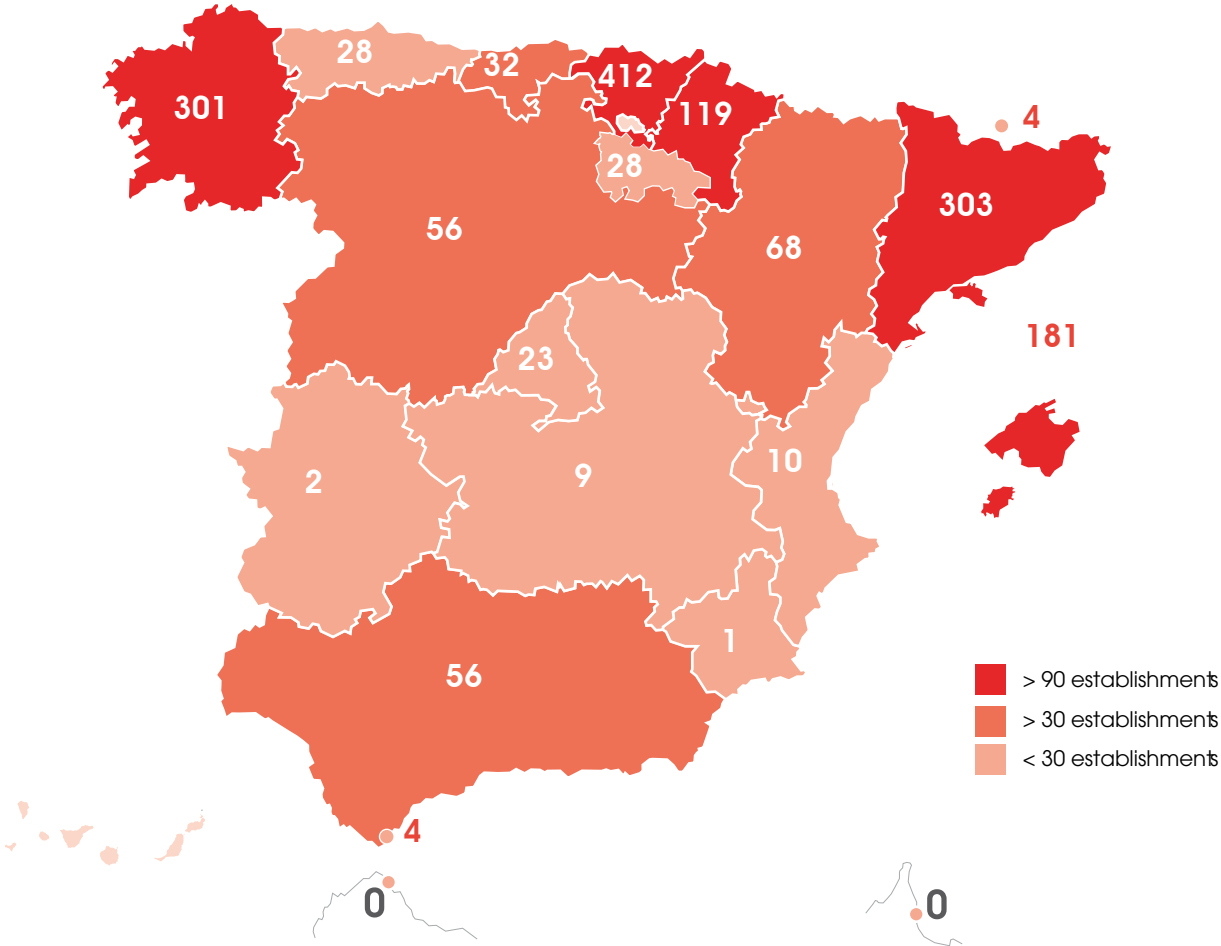
759
EROSKI-owned stores

577
franchised stores

Business	EROSKI-owned	Franchised	Total
EROSKI City ¹	309	290	599
CAPRABO	210	86	296
EROSKI Center	164	2	166
ALIPROX	0	106	106
FAMILIA	75	0	75
ONDA	0	48	48
RAPID	1	45	46
Total	759	577	1,336

¹The figure for EROSKI/City includes MERCA establishments, presented separately in previous years.

I Distribution of physical establishments by autonomous community and business



Certified safe shops

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

EROSKI has maintained the Bureau Veritas Clean Site certification for its supermarkets and hypermarkets CAPRABO and EROSKI (except VEGALSA-EROSKI shops), which guarantees that cleaning

and disinfection protocols and the adequate safety measures against COVID-19 are properly implemented in its establishments, both for employees and customers. The evaluation carried out by Bureau Veritas analyses aspects relating to disinfection, safety and hygiene pursuant to the legislation currently in force arising from the pandemic and the different prevention recommendations made by the authorised health authorities.

	EROSKI-owned stores							Franchised establishments					
	Food businesses			Diversified businesses				Total EROSKI-owned	Food businesses		Diversified businesses		Total
	Hypermarkets	Supermarkets	Cash & Carry	Petrol stations	Opticians	Travel agencies	Leisure-Sport*		Supermarkets	Travel agencies	Leisure-Sport*	Total Franchised	
Andalusia	2			1	1			4	51	1		52	56
Andorra								0	4			4	4
Aragon		36		1		3	2	42	26			26	68
Asturias	1	11	1	2		4	7	26	2			2	28
Cantabria	1	8		1		5	5	20	9	3		12	32
Castilla y León	1	21		1		7	11	41	13	1	1	15	56
Castilla-La Mancha						2	0	2	7			7	9
Catalonia		210		2		1	1	214	88	1		89	303
Ceuta								0				0	0
Valencian Community							2	2	8			8	10
Extremadura						1		1	1			1	2
Galicia	6	144	17	3		4	2	176	121	4		125	301
Gibraltar								0	4			4	4
Balearic Islands		107		3				110	71			71	181
La Rioja	1	10		1		5	3	20	8			8	28
Madrid						2	1	3	20			20	23
Murcia							1	1				0	1
Navarre	2	53		4	1	13	6	79	36	4		39	119
Basque Country	22	159		19	9	59	26	294	108	10		119	412
Total	36	759	18	38	11	106	67	1,035	577	24	1	602	1,637

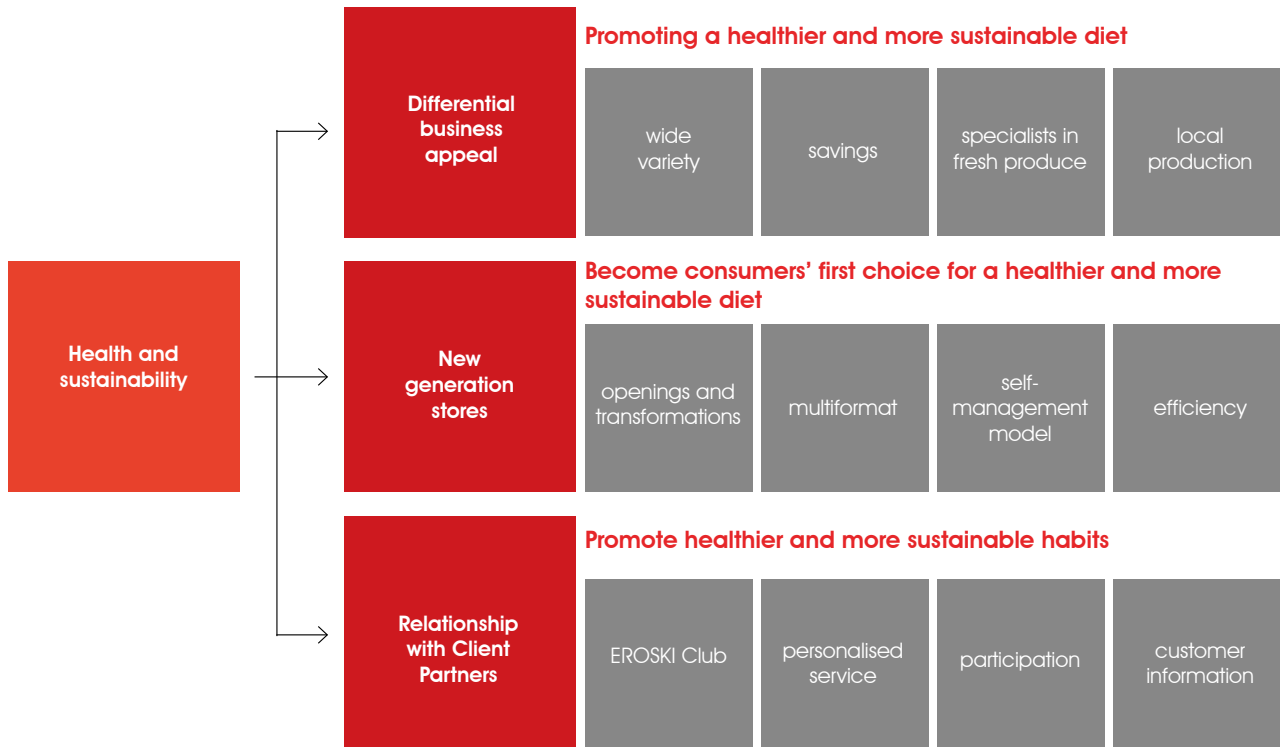
"With you" commercial model

102-2

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

To this end, we focus on fulfilling our Commitments to Health and Sustainability. These models allow us to incorporate said commitments to the development of the business units, in addition to the relationship established with our customers and other stakeholders.

I Strategic pillars of our "With you" model.



Differential commercial attractive

At EROSKI, through our "With you" business model we work to offer our customers a wide range of products, specializing in fresh produce and showcasing local products. We aim to offer our customers differential value and an inclusive offering through quality, healthy eating, meeting a diversity of specific needs and greater freedom of choice with the aforementioned characteristics. To this end, in 2021 we continued work on a project to expand our product range, which will allow us to increase it by 15% with around 800 additional in-store references. This increases our capacity to better meet different needs in smaller shops.

Moreover, we aim to be the best option, establishing competitive prices which allow us to achieve a better positioning in relation to the quality and price of our products, thereby creating savings opportunities for our consumers. In this regard, we

launch campaigns that enable direct savings in our customers' purchases such as, for example, "The VAT is on u".

In the travel agency business, in 2021 we moved forward on our commitment to a diversified offering thanks to the commercial partnership with the Autocaravanas Norte Group, which will allow us to improve our price ranges and the coverage of this service through our network of travel agencies: EROSKI, EROSKI Club and Club CAPRABO in Catalonia.



Generating value through our brands

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

In order to continue offering quality products while satisfying our customers' demands, we have included new products in our own-brand range and continue working to consolidate our organic food brands EROSKI Bio and EROSKI Natur Bio, and drug store brand EROSKI Eco.

In 2021, we included a total of 263 new own-brand references, exceeding 4,800. The highlight of the year was the fulfilment of our commitment to eliminate palm oil from all our own-brand products.



"Salute to Excellence Awards"

In 2021 we received three PLMA "Salute to Excellence" international awards in recognition of the innovation and quality of our own-brand products. EROSKI fast-dissolving toilet paper, EROSKI BIO spaghetti and EROSKI grain-free animal feed were the award-winning products.

I Own-brand products (number)

		2021	2020	Description
	EROSKI SeleQtia	219	226	The best of the best. Products tested by the Basque Culinary Center.
	EROSKI	2,164	2,172	Wide range of products, everything you need, with the best guaranteed quality/price ratio.
	EROSKI Natur	430	457	Fresh produce full of flavour, with total traceability and controlled quality, from the best sources at their optimum point of maturity.
	EROSKI Bio y EROSKI Eco	95	68	New brand launched in 2020 for packaged and fresh food products and drugstore products with eco-friendly certification which guarantees that they were produced or grown in the best conditions of environmental protection.
	belle	424	437	Cosmetic, hygiene and personal care products free of parabens and triclosan, dermatologically tested and at the best price.
	EROSKI Basic	214	227	Ordinary products consumed every day, with full quality guaranteed by EROSKI at lower prices.
	Visto Bueno	1,146	1,405	Clothes and shoes with own designs and the best quality/price ratio.
	Romester	79	151	Sports clothes and equipment with own designs and the best quality/price ratio.
	Ecron	41	35	Electronic devices and household appliances with different levels of functionality and the best quality/price ratio.

Next-generation shops

The "with you" business model defines our next-generation stores, transforming our commercial network with the aim of offering the best experience at our establishments. At EROSKI we want to respond to the demands of society in the context of the new sustainability and digitalisation trends. EROSKI's next-generation shops, which account for more than 80% of the centres in northern Spain and the Balearic Islands and 70% in CAPRABO, are more environmentally efficient and implement energy efficiency measures that make it possible to reduce their energy consumption by up to 35% with respect to a conventional supermarket.

Our next-generation shops promote innovative and transformative solutions by means of multi-format models and more efficient establishments in which we reconcile self-management with a personalised and friendly service. Also, these next-generation shops showcase local products and fresh produce. In this regard, CAPRABO has initiated a pilot project to increase by one thousand the number and variety of products in their shops with less than 700m² in Barcelona and Girona. In addition to being EROSKI's hallmark, promoting next-generation shops allows us to meet society's demands with greater guarantees.

Openings and transformations

2021 was marked by recovery after the hiatus caused by the aftermath of COVID-19 and the necessary adaptation of our establishments. In 2021, we strengthened our presence in those regions where we are a benchmark, with new proprietary shops and the inauguration of 65 franchises (63 new openings and two changes from proprietary to franchised shops). In 2021, we also continued with the transformation to the commercial model "with you" in 114 shops.

The supermarket with which CAPRABO initiated its activity in Catalonia in 1959 was one of the spaces which has been transformed in order to adopt the next-generation model. The refurbishment of this pioneering shop in the Sant Martí district of Barcelona involves the expansion of spaces, the greater prominence of organic fresh produce and the integration of improved lighting systems that enable energy savings.

Also, 77 new openings were managed (14 proprietary shops and 63 franchised shops) within the plan for strengthening our presence in those regions where we are a benchmark operator. Furthermore, we carried out 53 closures (32 proprietary shops and 21 franchised shops) with the aim of adapting the business structure to the new needs of the local community.

At EROSKI we have boosted our growth in northern Spain with the opening of significant shops such as our first hypermarket in five years in Galicia; the most sustainable shop of our network, in Vitoria-Gasteiz; a flagship shop such as that of Sitges in CAPRABO and openings that redouble our commitment to certain municipalities such as Miranda de Ebro, Inca in Majorca and the expansion of Florian Rey in Zaragoza.

Furthermore, we maintained the franchise rate of previous years, growing in our reference areas, particularly Catalonia and the Basque Country.

2021 was also a year of consolidation for EROSKI's RAPID format, which has doubled opening frequency. We currently have 46 RAPID supermarkets, of which 20 were inaugurated last year, which is a clear boost to this ultra-proximity format. It is a highly competitive commercial model, with small shops of around 150 square metres, which stands out for its ease and speed of purchase.



We strengthen our omnichannel position. More digital EROSKI

In 2021, we consolidated our omnichannel strategy, which implies offering our customers a unique and differential experience regardless of the shopping channel used. In this regard, we continued to work to reinforce the positioning of our digital channels which, together with the physical shops, offer our customers the ease of choice that best adjusts to their needs, improving the shopping experience and bringing down barriers between online and offline channels.

The channel maintained its momentum and upward trend after the significant increase in online business activity in 2020 due to the pandemic situation, when EROSKI Online even quadrupled the usual sales via this channel. In 2020, evolution became normalised, but maintained rates that duplicate those prior to the appearance of COVID-19.

Our digitalisation strategy is organised through the web platform and EROSKI App. We also offer different channels to diversify this offering and adapt to the change in our customers' uses and needs, with alternatives such as Click&Drive, Click&Collect and smart lockers.

Online supermarket

The online supermarket facilitates interaction and the customer purchasing process through home delivery options, product scores, shop collection or smart lockers, which allow customers to collect their online order on the same day free of charge.

In 2021, we launched new services such as monitoring online order delivery, with the aim of reducing home delivery times, in addition to the expansion of our commercial proposal by more than 3,000 non-food items, offering our customers a wider choice.

Furthermore, we have a protocol for home delivery under rigorous prevention measures. Also, after implementing an advanced version of the TLS (Transport Layer Security) protocol, which guarantees that transmitted information cannot be intercepted or modified by unauthorised elements, EROSKI online achieved the highest Qualys security rating (A+).

EROSKI App

The EROSKI App is one of the most important relationship channels we have with our customers, since it facilitates many of our customers' actions during the purchasing process (from the consideration phase to the post-purchase phase). Its most important functionalities and most used by our customers are: savings vouchers, personalised offers, digital card, digital ticket, shopping list and cash balance enquiry.

In 2021, we had more than 700,000 downloads of the application between Android and IOS, and the number of users who use the app on a monthly basis has grown by 154%.



Shop of the Year Award

For the fifth consecutive year, we received the WebShop of the year award within the online supermarket category of the Shop of the Year Awards.



Relationship with Client Partners

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

Furthermore, we offer our customers the personalised attention they need, in addition to loyalty programmes so they can enjoy advantages that allow them to make purchases tailored to their needs.

EROSKI Club

EROSKI Club is our loyalty programme through which our partners can obtain exclusive offers. EROSKI Club means greater savings and greater ease for the purchasing processes. We currently have more than six million EROSKI, CAPRABO and FORUM SPORT cardholders which, on average, account for more than 70% of sales. In 2021, we attracted more than 200,000 new members.

- The EROSKI Club Gold card, which allows a fixed and universal 4% saving on all purchases, already has 155,218 Client Members and 34 companies, which include 3,700 employees, are already Gold Company Gold Company.

Personalised quality service. We are with you

The relationship of trust established with our customers is a priority of the "with you" model and of our 10 Health and Sustainability Commitments.

We work to meet our customers' needs by fulfilling their expectations and helping them when they need it. We want our customers to know that we are at their side!

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

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

ses tailored to their needs.

Those customers who opt for EROSKI as their usual shop and also benefit from all the advantages we offer save more than EUR 600 per year in our supermarkets and hypermarkets, which families can now increase by a further 2% thanks to the 0-12 Families Plan.

- The EROSKI Club payment card, which unifies all the benefits of the EROSKI Club programme, in addition to offering a refund of 1% of the amount of purchases paid outside EROSKI, depositing that money in the associated EROSKI Club card, already has 306,700 cardholders.
- Our EROSKI Club members also receive detailed personalised information, in addition to special offers such as the collaboration agreement entered into with Euskaltel in 2021, which allows EROSKI Club card holders who sign up with Euskaltel or Virgin Telco its telecommunications service, to generate additional savings corresponding to 4% of their monthly bill.

Customer care service

Our customer care service allows us to be near the people who trust EROSKI. In 2021, we attended 550,093 people through our customer care service, with a claim resolution rate of 100%, resolving 87.8% of them on first contact. At EROSKI, we comply with our commitment to immediately reply to any questions, suggestions and claims and, if additional formalities are required, they will be resolved within a maximum period of 24 hours.

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

Sotto Tempo Advertising Award

For the eleventh consecutive year, the consumers who participated in the awards of the Sotto Tempo Advertising consulting firm granted us the recognition of the large-scale retailer with the best customer care service.

Actively listening to our customers

With the aim of taking the concerns of the different groups into account and continue with our commitment to transparency, we maintain additional communication channels with all of them. Thus, in 2021 we launched more than 30 active listening initiatives which included the participation of 152,200 people between customers, consumers and suppliers, in which we gathered their opinions, suggestions and recommendations to improve our commercial offering and our stores.

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

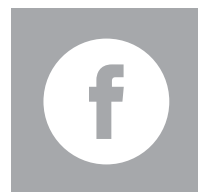
In 2021 we have generated more than 3.3 million interactions with users and more than 453.3 million impressions.



Twitter
59,641
followers



Instagram
49,835
followers



Facebook
230,370
followers



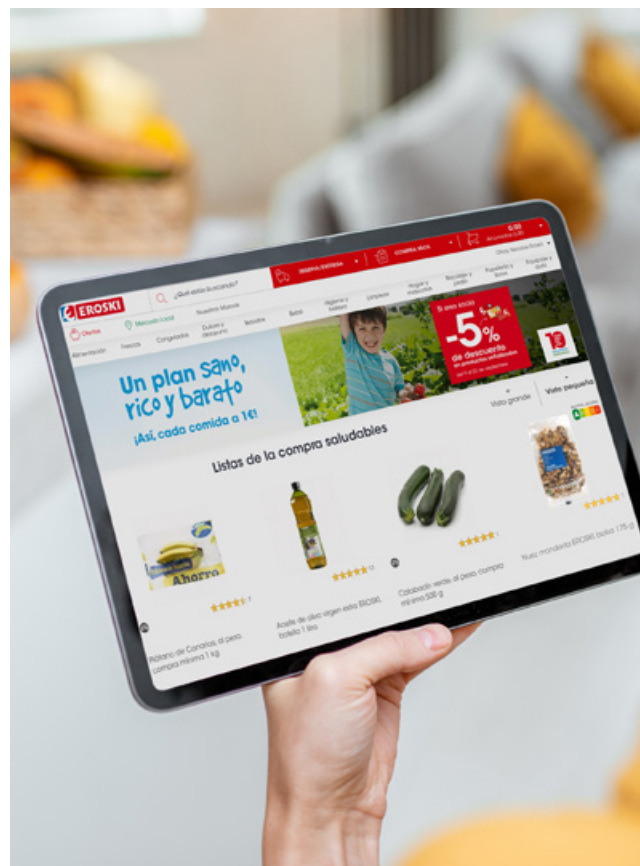
Linkedin
76,095
followers

Data protection

EROSKI is a consumer cooperative and, as such, ensures its customers' rights with special interest. One of them is undoubtedly data protection, which we manage like a Continuous Improvement Plan. In 2007, coinciding with the approval of the RLOPD (Royal Decree 720/2007, of 21 December, approving the implementing regulations of Organic Law 15/1999), we created the Data Protection Management System, applying our own methodology and ensuring fulfilment thereof through analysis and risk management.

In 2018 our Data Protection System was aligned with the new regulatory requirements and we comply with all the applicable regulations and standards in relation to the protection of customer data. This was carried out through the Data Protection Delegate (DPD) and his/her work group and implemented in the Organisation with the collaboration and cooperation of the senior management, area and department managers, systems administration, systems users and external consultants and advisers.

This continuous improvement plant is closely linked to the principle of proactive responsibility. In 2021, we proposed a series of actions that will allow us to audit points-of-sale in 2022, which were implemented by updating the Processing Activity Record, and restructuring the procedure for the exercise of rights in general and the suppression of data in particular.



An efficient and cooperative value chain

201-1; 203-2

Our "with you" store model is not only a strategy that is reflected in our establishments and in a new way of relating to our customers, but rather also implies a commitment to the comprehensive innovation and optimisation of the value chain.

In order to achieve an increasingly broad, personalized product range with greater savings, we have a value chain open to our own brand, to manufacturer brands, and to the huge diversity of food products locally produced in the vicinity of each of our stores. Also, we continued to maintain our commercial partnerships to improve our value-for-money proposal to consumers.

The key factors of our improved commercial competitiveness



Optimisation

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



Innovation

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



Prices

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



Diversity

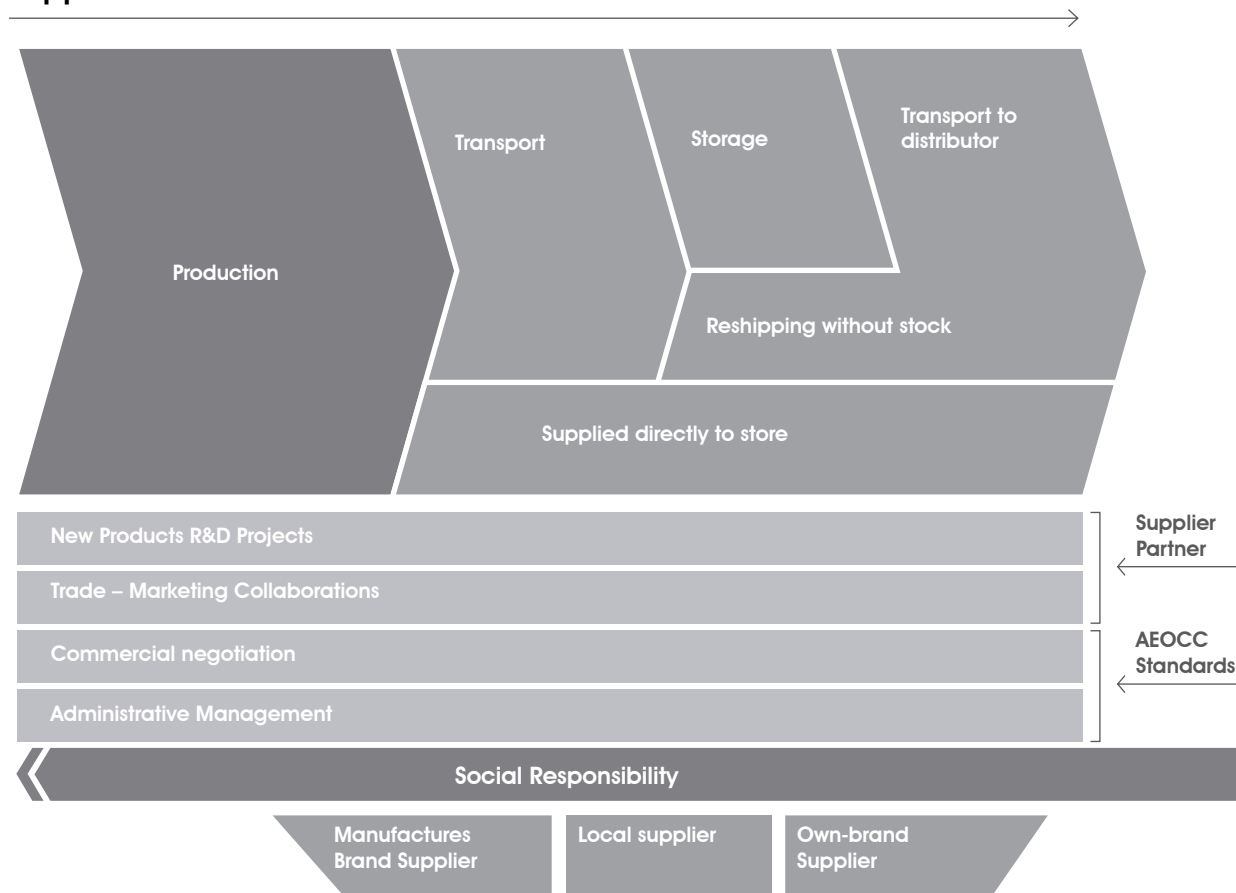
of our agri-food production fabric, promoting small local producers.



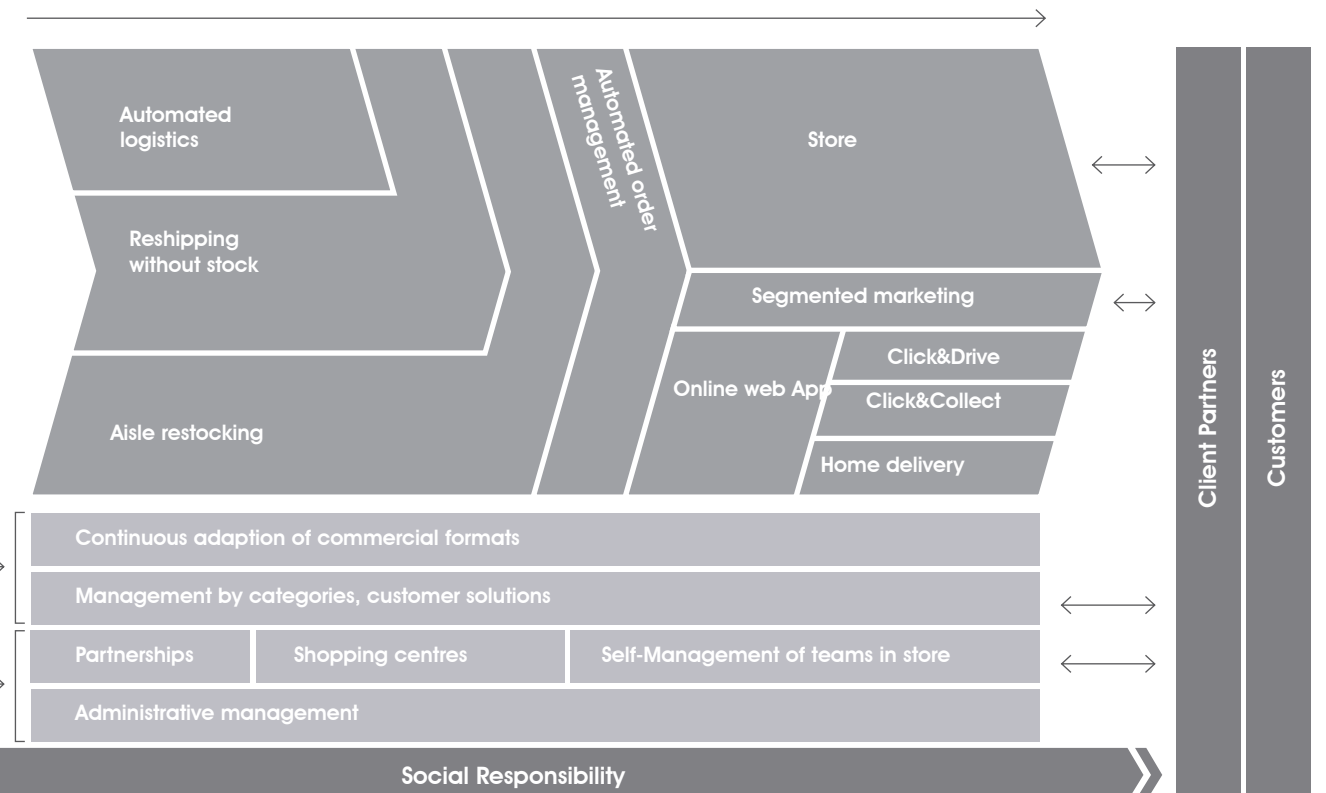
Social and environmental
Responsibility
as a criterion for selecting suppliers.



Supplier



EROSKI



We create wealth in our local community

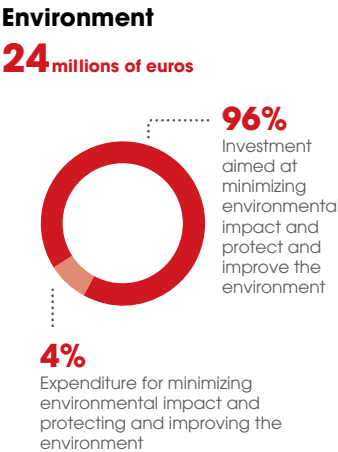
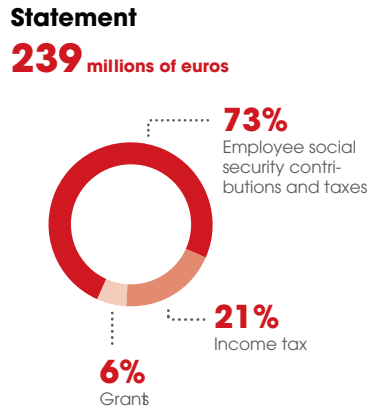
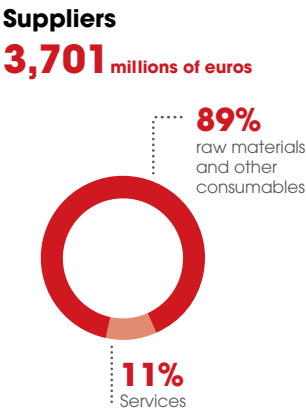
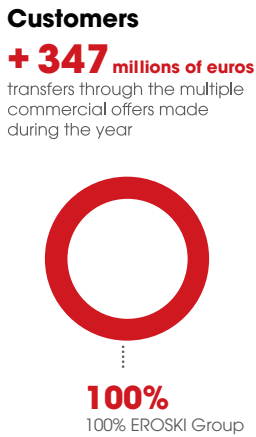
201-1; 203-2; 413-1

Our open-ended value chain allows us to reinforce the diversity of the agri-food production fabric in our local community to build a sustainable local sector and offering our customers a wide range of products focused on price and quality.

This modus operandi allows us to directly generate wealth in the different actors of our value chain:

- In our customers through personalised offers, campaigns and promotions.
- In our suppliers through purchases through our commercial relationship and our purchases and procurement policy, which is aimed at driving a sustainable agri-food sector.
- In our employees, through the compensations for their performance and other contributions.
- In the Government, through social security contributions, taxes, income tax and other taxes.
- In society, through the Group's social activities and EROSKI Foundation and the environmental protection actions we carry out.

Wealth distributed by EROSKI to our stakeholders (millions of euro)



Our suppliers

204-1

At EROSKI we work with more than 9,800 commercial and service suppliers, with which we performed economic transactions in 2021 amounting to more than EUR 3,700 million. This translated into the commercialization of more than 132,000 different items in the last year.

Our suppliers are our main collaborators and help us to co-create our business approach and strategy. We drive collaboration through three pillars that focus on our customers' needs, health and logistics efficiency.

Our commitment to the national production fabric is materialised in that more than 98% of expenditure on suppliers corresponds to companies located in Spain. Furthermore, we strive to promote local consumption by collaborating with local and regional suppliers, which account for more than 58% of our commercial supply chain in Spain.

Commercial and service suppliers by country

Germany	30	Finland	1	Pakistan	2
Andorra	3	France	42	Poland	1
Austria	1	Greece	2	Portugal	46
Bangladesh	3	Netherlands	17	United Kingdom	23
Belgium	17	India	1	Singapore	1
Canada	1	Indonesia	1	Sweden	3
China	38	Ireland	16	Switzerland	5
Croatia	1	Israel	2	Tailand	2
South Korea	1	Italy	14	Taiwan	1
Denmark	8	Luxemburg	2	Turkey	1
United States	16	Norway	5	Vietnam	2
Spain	9,493	New Zeland	1		

Total providers **9,803**

AGECORE, the European purchasing centre

In a highly competitive environment, where raw materials markets and large leading brands have a global scale, at EROSKI we have strengthened our alliances in the international market. They are decisive elements that support our competitive positioning and allow us to offer consumers new savings possibilities. AGECORE is our European purchasing centre, formed by EROSKI together with COLRUYT (Belgium), CONAD (Italy) and COOP (Switzerland). We are independent companies that share a long-term strategic vision.

Social responsibility of our suppliers

201-1; 203-2; 413-1

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

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

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

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

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

Additionally, we certify all our EROSKI Natur fruit, vegetable and aquaculture producers with GlobalG.A.P. seal with the GRASP social responsibility module. This standard guarantees good labour and human rights practices, which add to the stringent quality and environment requirements already in place for these own-brand fresh products.

Fair trade

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

Efficient logistics

Although our logistics network is composed of 22 own platforms, to supply all the Group's stores, our trucks use a total of 33 logistics platforms, including others that belong to external companies. In total, they make up a warehouse surface area of more than 337,000 m² from which we distribute up to one million boxes daily.

In 2021, we continued with a global project aimed at redesigning the fresh produce platform map, focusing on modernising and improving the efficiency of our value chain. The main strategy of the new facilities is their physical renewal by implementing cutting-edge technology that will enable the optimal treatment of each type of fresh product, guaranteeing optimum temperature, handling and storage conditions. Also, we seek to have greater growth capacity and reduce the time lag between their origin and our customers. This will allow us to consolidate our specialisation and commitment as part of our "with you" model to offer the highest-quality fresh produce together with the widest range of local products.

These new modern and efficient facilities allow us to be better prepared to address possible future customer demands (openings, range growth, online purchasing, more local products, etc.). In addition to the modernisation of logistics for perishable products, there are more environmentally friendly facilities, updated technology with more efficient cold rooms and increased comfort and safety for the team working on the platform. The facilities are built to strict eco-efficiency and sustainability standards.

One of the cornerstones of the transformation of the logistics network is the inauguration in 2021 of a new fresh produce distribution platform which is at the forefront of sustainability. The Jundiz plant in Vitoria-Gasteiz, with its more than 17.600 m², required an investment of €20 million. This new distribution

centre is operated by 150 employees, who make it possible to supply more than 300 of our shops in the Basque Country, and has replaced two smaller fresh produce facilities that we formerly managed in the Basque Country (Bekolarra and Jundiz).

Also, with the aim of improving the working conditions and efficiency of the platforms, EROSKI has automated its facilities in Sigüeiro (A Coruña), which adds to the already automated dry product platforms of Elorrio (Vizcaya) and Abrera (Barcelona), in addition to the fruit and vegetable order preparation processes in the Madrid, Zaragoza and Majorca platforms.

Furthermore, in 2021, we completed the construction work on VEGALSA-EROSKI's new fresh produce platform, which adds to its facilities in the Sigüeiro industrial estate. These facilities are more environmentally friendly and have opted for a transcritical CO₂ cooling system as a substitute for Freon, since CO₂ as a natural coolant does not affect the ozone layer. After its launch, scheduled for the second quarter of 2022, the Company will have the largest logistics infrastructure in the Galician food sector, with 51,000 m².

Lastly, the restructuring of the Amorebieta platform seeks to increase the versatility and profitability of spaces, operational and energy efficiency, and improve social well-being.



I Map of main logistics platforms used by the EROSKI Group



New certified eco-efficient platforms

The new openings of EROSKI Group logistics centres obtained LEED Gold environmental certification, an international recognition reserved for leading energy-efficient buildings. LEED Gold construction criteria include savings in water consumption, production of photovoltaic energy and generation of domestic hot water. Also, systems for monitoring consumption, eco-friendly coolants, gardens with native spe-

cies and recycling of the materials used in its construction, among other measures. This certification is held by the CAPRABO logistics centre in the LAZ Port of El Prat de Llobregat, where the management of all fresh produce is centralised, the CAPRABOacasa platform and the new headquarters, inaugurated in 2020, and the Jundiz Berria platform, inaugurated in Vitoria in 2021.

Sustainable logistics

In 2020, we received the first Lean&Green Star by the Manufacturers and Distributors Association (AECOC) thanks to having completed our action plan for reducing CO₂ emissions from our logistics activities by at least 20% in five years. We will achieve a reduction of more than 25% with

respect to 2015 in just four years. After that achievement, we set ourselves the goal of verifying, in 2022, the 30% reduction in greenhouse gas emissions of 2021 with respect to 2015 and, therefore, receive the second Lean&Green Star.

In order to achieve this new, additional 10% reduction objective with respect to the first action plan, we launched the following initiatives:

More efficient procurement

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

Less polluting vehicles and driving

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

More sustainable platforms

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

Reverse logistics

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

Optimisation of urban logistics

- We continue working to optimise Urban logistics. We worked in conjunction with various municipal councils in order to agree upon unloading protocols and to validate authorisations that will improve mobility and mitigate impacts on the urban environment.

In relation to noise pollution, we incorporated the night-time distribution model with eco-efficient trucks in the Madrid, Majorca and Caprabo areas. In addition to reducing emissions of CO₂ and other particles, these vehicles reduce noise emission levels. Furthermore, in the Zaragoza and Greater Bilbao areas we incorporated assistants to facilitate and expedite unloading.

Noise emission levels during the night are more restrictive than during daylight hours. In order to guarantee these levels during loading and unloading operations, the distribution model envisages a series of measures adopted in different areas. On the one hand, in relation to the local area, it will foreseeably be adapted to the proposed operations: closing systems, sectorised alarms, acoustic insulation, etc. Similarly, the necessary equipment is taken into account, such as forklifts, silent pallet trucks or kerb ramps. On the other, the personnel involved in the operating procedure of the silent work protocols designed are trained and informed, differentiating between the protocols for each job role: daytime shop personnel, night-time ancillary personnel and delivery men/women. Lastly, with the aim of correcting deviations, internal audit processes are incorporated to detect them and ensure compliance with the work protocols established at operational points-of-sale. Many of these measures are implemented in collaboration with the municipal councils to guarantee their suitability.

With last-mile transport, we have incorporated a route optimisation system in order to be more efficient and sustainable.

Innovation to adapt to new industry trends

In 2021, we observed how the trends accelerated by the pandemic in 2020 were consolidated. For this reason, at EROSKI we adapted to the trends identified in the sector and take them into account in our strategic decisions, in addition to our positioning, in our day-to-day operations and in our response to our stakeholders.

- **Digitalisation of services.** Increase in organic growth, but greater impulse due to COVID-19. We work to offer services with less physical contact and increase online sales.
- **Relevance of accessibility and adaptation for senior citizens.** In 2021, this trend was fuelled by the demands of the collective as opposed to other sectors.
- **Social impact** and greater role in the development of local communities.
- **Reinforced, safe and agile supply chains** adaptable to sudden changes in demand or stock-outs.
- **Promotions and pricing strategies.** Customers are not oblivious to price increases in certain products and responds to promotions and value-for-money strategies.
- **Increase in consumption at home** due to the consumption decline in the HORECA channel. This entails specific adaptations of the range of products on shelves and creates uncertainty as to its permanence.
- **Greater consumer preference for fresh local products.** also focusing more on issues related to a healthier and more sustainable diet.
- **Proximity shopping habit,** with less displacements.

At EROSKI, we respond to these demands with our EKINN innovation model, which we implemented in 2019. It consists of a set of innovative methodologies, tools and dynamics integrated in the organisation to drive the evolution of its differential positioning. At EROSKI, we are also committed to open innovation as one of the main drivers of change in the organisation and our collaboration with startups, technology centres, universities, suppliers and customers is key to our modus operandi. In 2021, EROSKI allocated more than €7.5 million to innovation and development projects, participated in more than 16 collaborative innovation initiatives, 5 of which in European collaboration projects with more than 130 companies, technology centres, universities and startups.



Highlighted innovation projects in 2021

Digitalisation of the services

- **App. Scanner.** Incorporation of cutting-edge design and prototyping tools for viewing information about food products on EROSKI's APP.
- **Digital.** Use of automatic voice recognition (using advanced analytical technology) oriented towards the customer care service.
- **Artificial Intelligence Talentum.** Development of a mobile application based on Artificial Intelligence that makes it possible to address different aspects of the food system. The initiative, promoted by EIT Food, is led by the Spanish innovation and development laboratory Artificial Intelligence Talentum (AI Talentum); additionally, EROSKI collaborates with ART21 (Lithuania), a company engaging in innovation in the agricultural and food sectors.
- **Open innovation.** In 2021, we focused mainly on maximising the opportunities generated by EROSKI's collaboration with innovative entrepreneurial environments and startups.

Efficiency of the value chain

- **Lab Efficiency Shop.** Laboratory shop for designing agile solutions to point-of-sale efficiency challenges.
- **Industrialisation and Scaling of Point-of-Sale processes.** Rapid and agile deployment of changes in processes throughout the shop network.

Acceptance of the commercial offering

- **Assortment Innovation Cell.** Development of the new assortment that converts EROSKI into a brand renowned for its innovative offering.
- **New magnets.** Renewal and re-evaluation of categories considered magnets in the commercial policy.

Development of the local community and sustainability

- **FUSILLI.** Horizon 2020 Project to promote the transformation of urban food systems through the implementation of living innovation labs (real test benches).
- **FoodRUs.** Horizon 2020 Project to reduce waste and loss in the agri-food chain through an innovative circular collaborative system.
- **SISTERS.** Green Deal Project to improve the sustainability of the containers used to preserve food and reduce their adverse impacts.
- **ZeroWaste.** Green Deal Project for implementing nine Systemic Innovation Living Labs (SILLS) in the value chain to achieve long-term environmental and economic sustainability.



Participation in partnerships and associations

102-13

At EROSKI, we believe in collaborating with all social agents to move forward together on our commitments and contribute joint value to our stakeholders. With this objective in mind, we actively participate in partnerships and associa-

tions, promoting long-term involvement and commitment to collaboration. These are the main associations to which the EROSKI Group belongs.

As a cooperative and consumer association:

- MONDRAGON cooperative Group.
- Confederation of Basque Country Cooperatives (KONFEKOOP).
- As members of KONFEKOOP, we also belong to:
 - Elkar-lan S.Coop. – Company for the promotion of cooperatives.
 - Basque Consumer Institute (Kontsumobide).
 - Higher Council of Cooperatives of the Basque Country (CSCE-EKGK).
- Work Lan (Not-for-profit association for the promotion of social economy companies).
- Spanish Confederation of Consumers' and Users' Cooperatives (HISPACOO). As members of HISPACOO, we also belong to:
 - Spanish Social Economy Business Confederation (CEPES), in which we are also represented as part of the Mondragon Group.
 - Economic and Social Council of Spain (CES).
 - Council of Consumers and Users.
 - Advisory Board of the Spanish Agency for Food Safety and Nutrition (AESAN).
 - European Community of Consumer Cooperatives (Euro Coop).



Business sector

- 5 al día.
- A Coruña Financial Club (Atlantic Financial Club).
- A Coruña Hotel and Catering Business Association.
- Abadía de Montserrat Foundation.
- AGRELA Entrepreneurs Association.
- Agri-food cluster of Navarre.
- Agri-food cluster of the Basque Country.
- Álava Chamber of Commerce.
- Asociación Empresarial de l'Hospitalet y Baix Llobregat (AE-BALL).
- Association for the Advancement of Management (APD Norte).
- Association of Basque Companies for Sustainability (IZAITE).
- Association of Communication Executives / DirCom.
- Association of Entrepreneurs of the Sabón-Arteixo Industrial Estate.
- Association of Food Shops of the Balearic Islands (ACAIB).
- Association of Spanish Supermarket Chains (ACES).
- Asturian Federation of Entrepreneurs (FADE).
- AZTI Foundation.
- Balearic Confederation of Commerce (CBC).
- Balearic Trade Association (ABACO).
- Barcelona Economic Circle.
- Barcelona Economic Society of Friends of the Country (SE-BAP).
- Basque Culinary Centre Foundation.
- Basque Ecodesign Center (BEC).
- Bermeo Tuna World Capital.
- Bilbao Chamber of Commerce.
- Ceao Industrial Estate Association (Lugo).
- Confederation of Entrepreneurs of A Coruña (CEC).
- Confederation of Entrepreneurs of Ferrolterra, Eume and Ortegal.
- Confederation of Entrepreneurs of Galicia (CEG).
- Confederation of Entrepreneurs of Navarre (CEN).
- Confederation of Entrepreneurial Associations of the Balearic Islands (CAEB).
- Distribution Companies (ANGED).
- ECOEMBES.
- ESADE (Ramon Llull University).
- Escodi (University of Barcelona).
- Federation of Employers' Trade Associations of the Balearic Islands (AFEDECO).
- Foment del Treball Nacional.
- Food Cluster of Galicia.
- TEIZE Foundation.
- Health Cluster of Galicia (CSG).
- IESE (University of Navarre).
- Impulsa Balears Foundation.
- LEARTIKER Research Centre.
- Majorca Chamber of Commerce.
- Menorca Business Association of Merchants (ASCOMÉ).
- Regional Committee of Family Farming of the Basque Country.
- Retail Forum for Sustainability.
- SODENA Advisory Board.
- Spanish Association of Sustainability Managers (DIRSE).
- Spanish Commercial Coding Association (AECOC).
- Spanish Global Compact Network.
- Sport Cultura Barcelona.
- Trade Commission of the Spanish Chamber of Commerce (on behalf of Mondragon).
- Vigo Financial Club (Circle of of Galician Entrepreneurs).

A large group of approximately 25 professionals, likely grocery store employees, are posed for a group photo in a grocery store aisle. They are arranged in several rows, with some standing and some kneeling in the front. Most are wearing black face masks. Many are wearing red and black aprons over their clothing. Some are holding baskets of fresh produce: one person in the middle row holds a basket of tomatoes, and two people in the front row hold baskets of apples. On the right side, a person is holding a large woven basket filled with asparagus. The background shows the shelves of a grocery store, with some produce visible on the right. A semi-transparent red rectangular box is overlaid on the left side of the image, containing a large white number '3' and the text 'Commitment to our professionals' in white.

3

Commitment
to our
professionals



Commitment culture

102-8

Despite the gradual return to normal after the exceptional situation caused by the pandemic in 2020, this year continued to be marked by the socio-sanitary crisis. In this situation, the 28,353 professionals who make up EROSKI continued to demonstrate a high level of dedication and self-improvement to ensure better supply and service conditions for our customers.

Our cooperative culture and the commitment of our professionals made it possible to overcome the challenges and also continue to grow and move forward in our commitments to health and sustainability.

This culture is marked by the 10 essential values of our work:

1. We foster participation.
2. We promote personal and professional development through the improvement of knowledge, skills and abilities.
3. Sense of belonging: we are proud to belong to EROSKI and seek areas for improvement.
4. We promote two-way information and communication within the organisation.
5. Thanks to the internal solidarity, we prioritise the collective over the individual and the long term over the short term.
6. Dynamism to adapt to change and promote innovation.
7. We are customer-oriented to adapt and anticipate their needs.
8. We continuously improve work conditions to guarantee adequate quality of life.
9. External solidarity to return to society what it gives us.
10. We, EROSKI's employees, aspire to the maximum level of professionalism.

Quality employment

102-7; 102-8; 102-41; 401-1

For EROSKI, social responsibility is a value shared by the whole organisation, whose managers report directly to the Presidency. Our commitments in relation to employment, both to our employees and those of subcontractors and suppliers, are set out in our Articles of Association, in the Internal Cooperative Regulations and in the Ethical Management Manual.

People management in our organisation is characterised by the peculiarity that we are employees, but also owners: 9,058 members of EROSKI's staff are Employee-Partners (32% of the total), which makes us participants in the cooperative management of the Company.

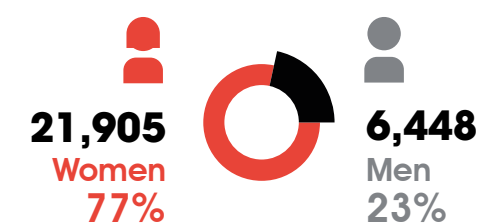
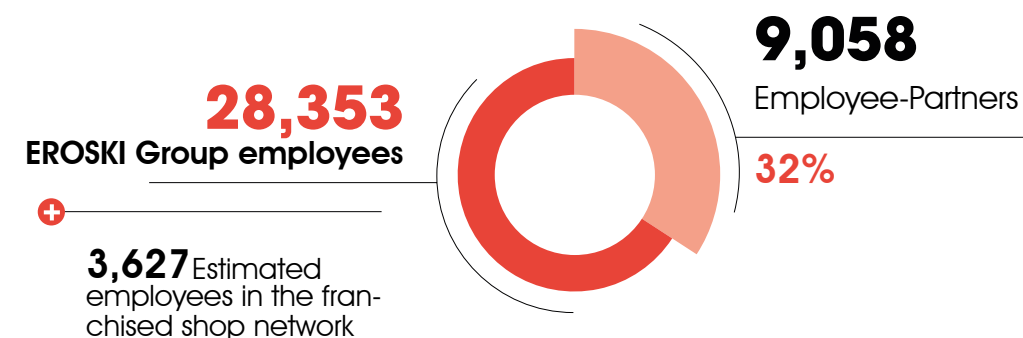
This condition translates into a differential element of the EROSKI Group compared to other distribution companies: a proactive attitude and a high level of commitment to the project, which is reflected in performance at all levels of the organisation.

The employment we create is based on our management model and our commitment to our employees, to customers and to society itself, which is why we strive to ensure its stability and quality. Thus, it should be noted that more than 78% of the employment created by EROSKI in 2021 was permanent. All of the 19,295 employees who are not co-operative partners (68% of total employees), are covered by a collective bargaining agreement.

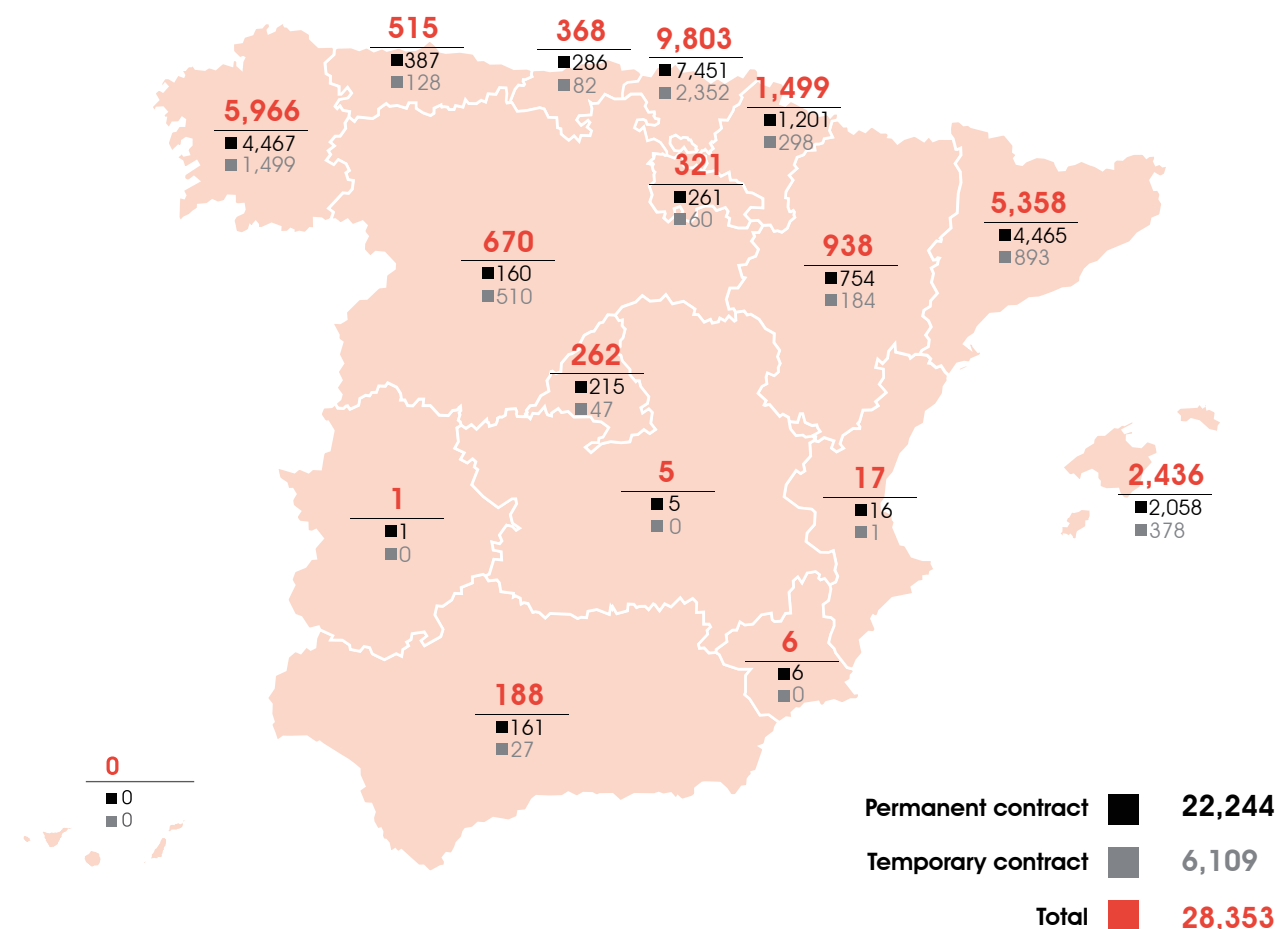
At EROSKI, the management of our human team is based on shared responsibility and on creating an open and diverse work environment where people can develop their potential and achieve work/life balance. The pillars of our management are as follows:

- Solidarity in remuneration.
- Equality and non-discrimination.
- Work/life balance.
- Occupational health and safety.
- Professional development.
- Job placement and social innovation.

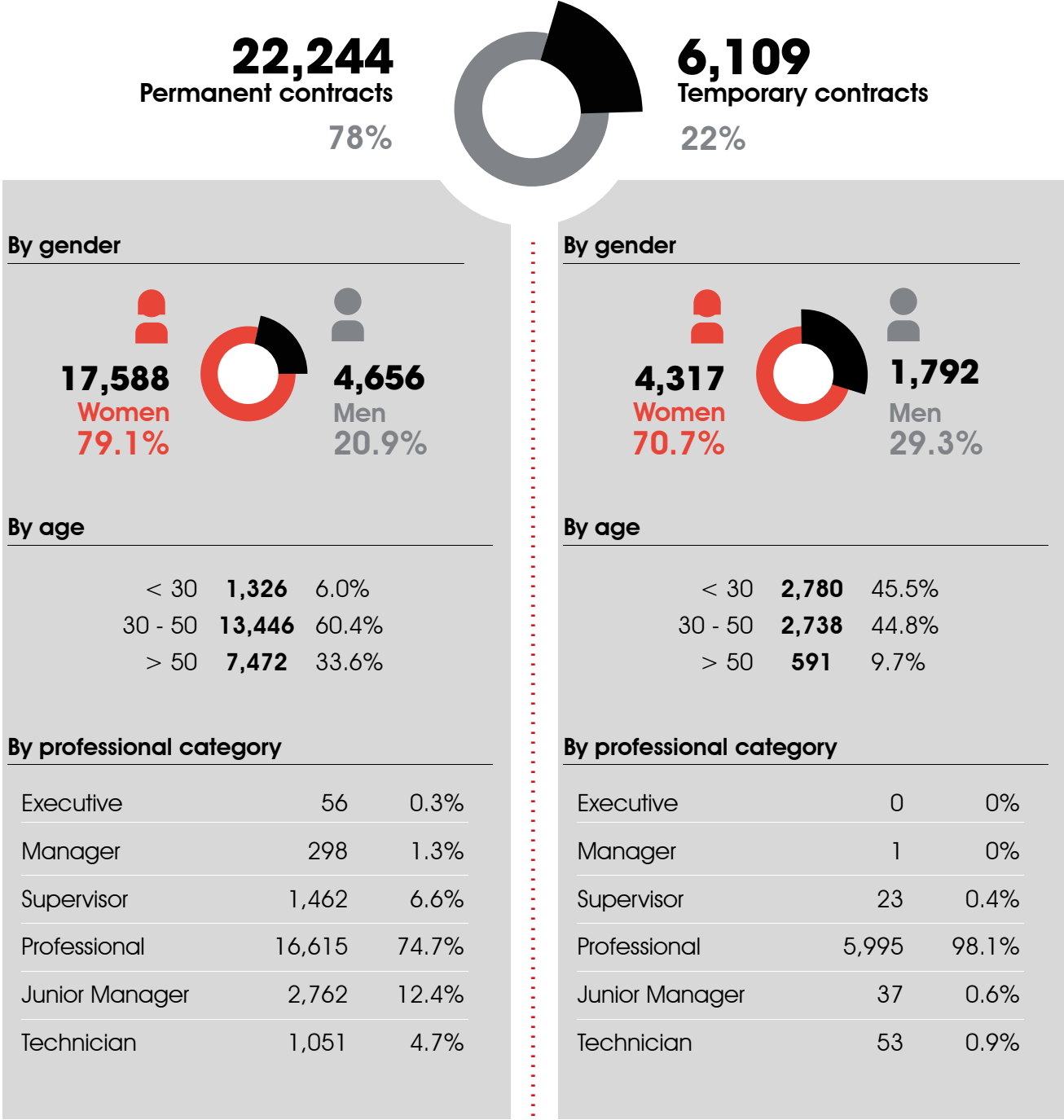
I Total number of employees



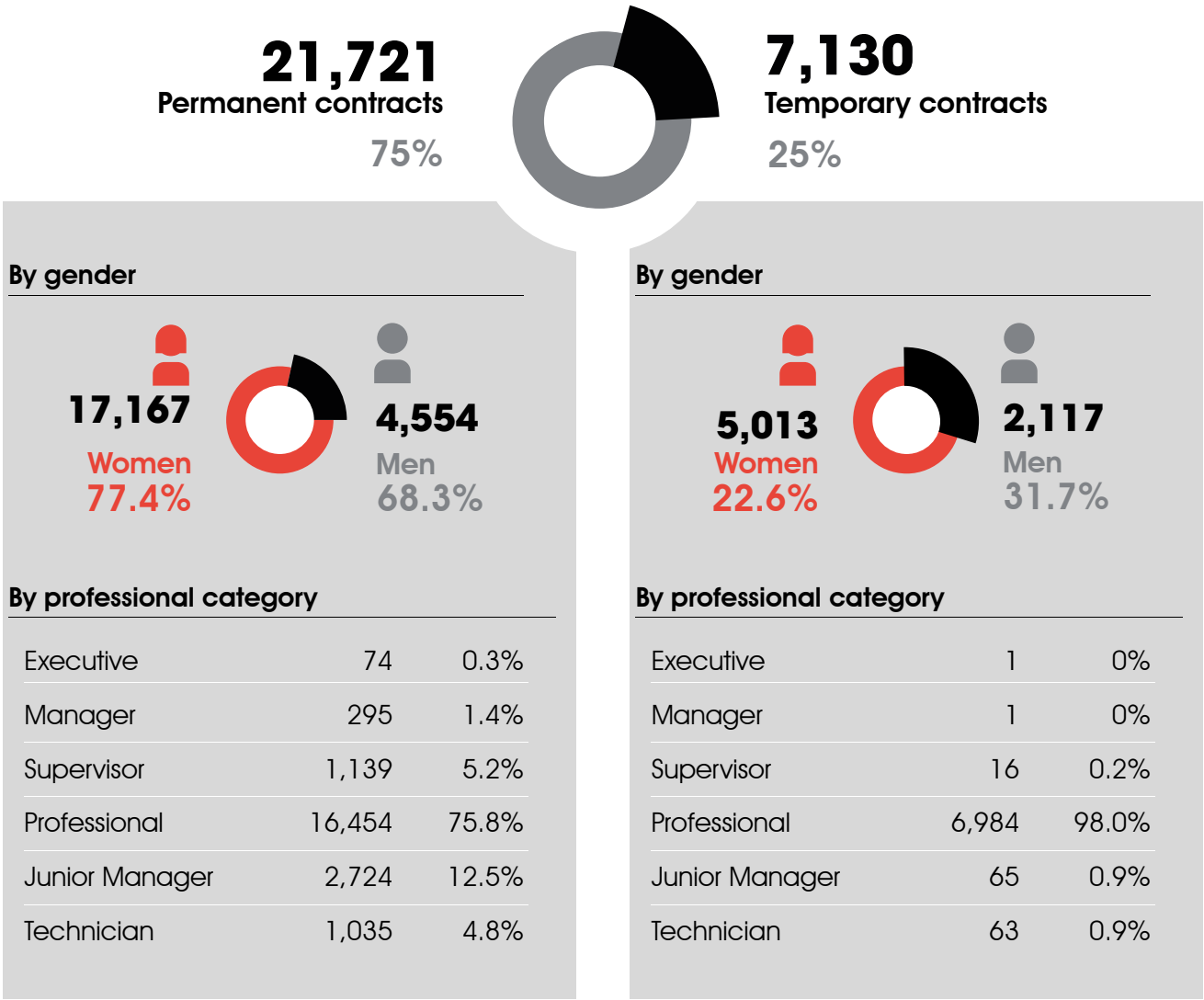
I Number of employees by type of contract and autonomous community



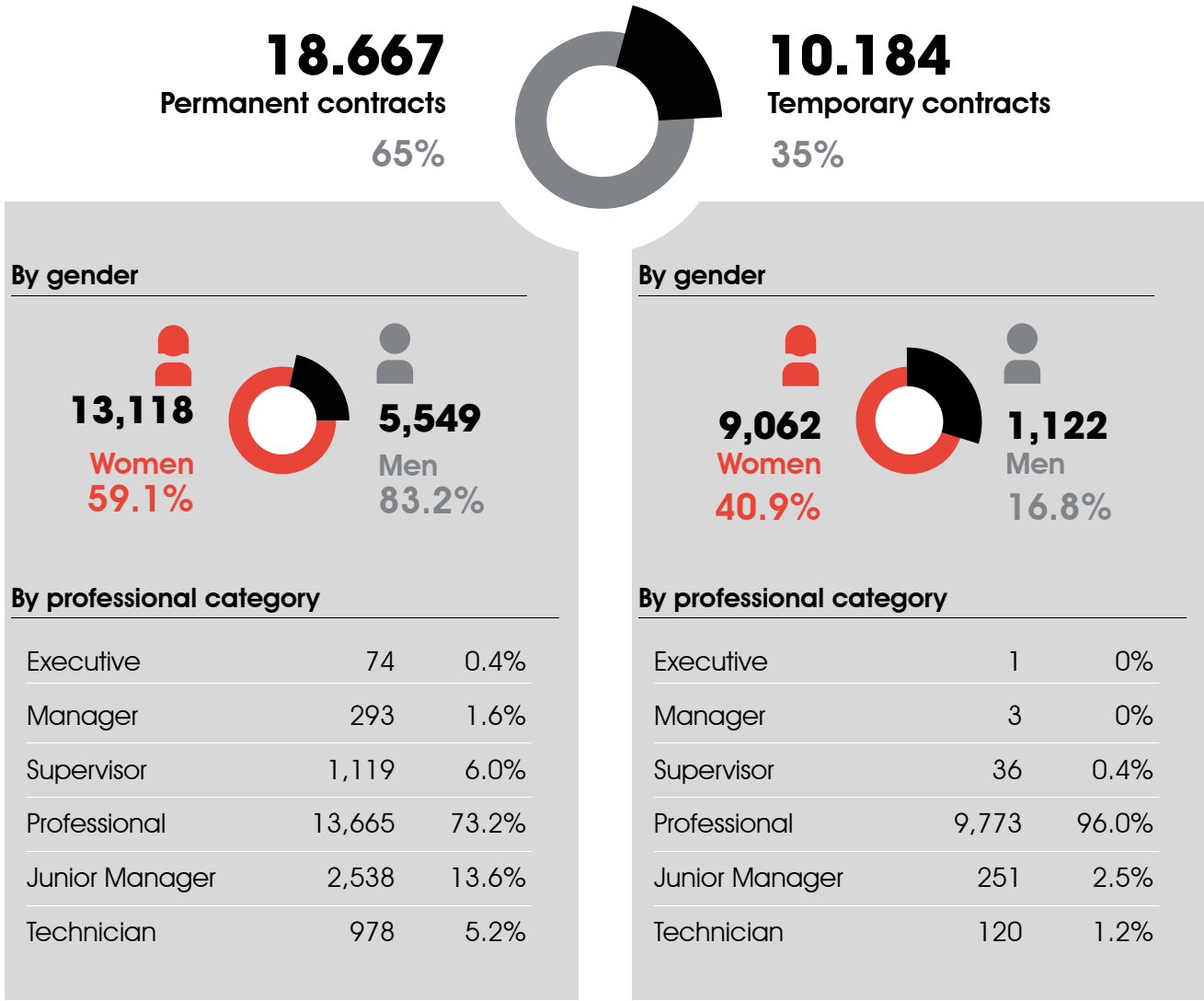
Number of employees by type of contract according to gender, age group and professional category



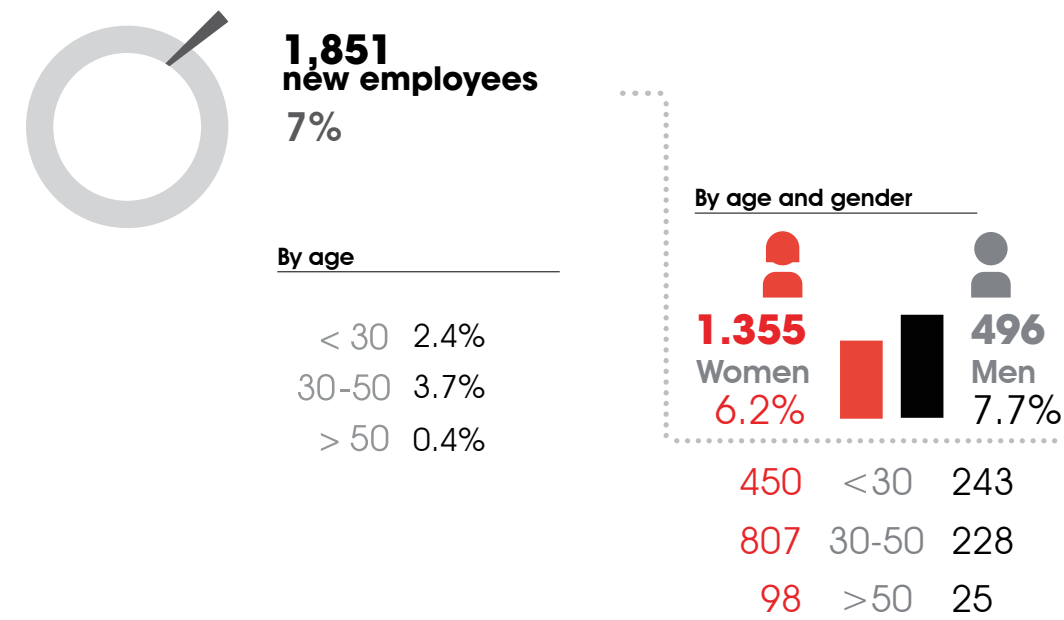
Annual average employees by type of contract, gender and professional category



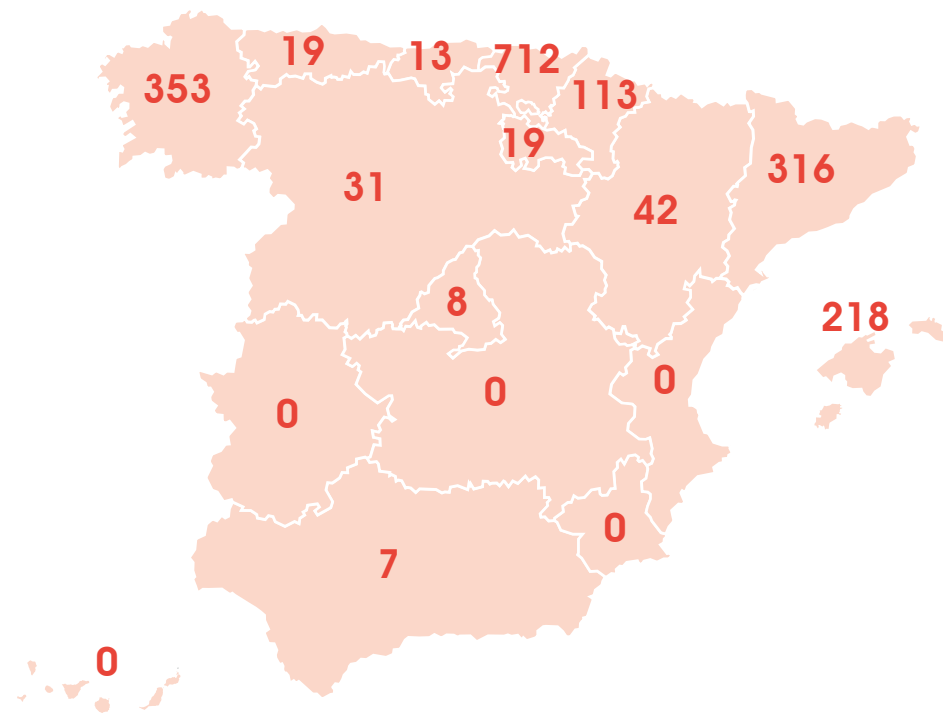
Annual average employees by type of workday, gender and professional category



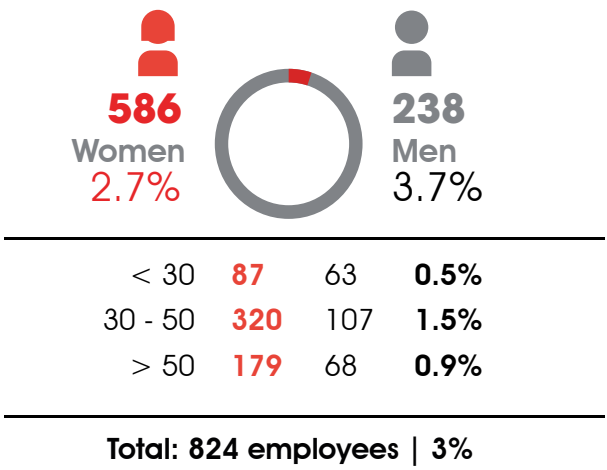
Number and rate of contracts by gender and age group



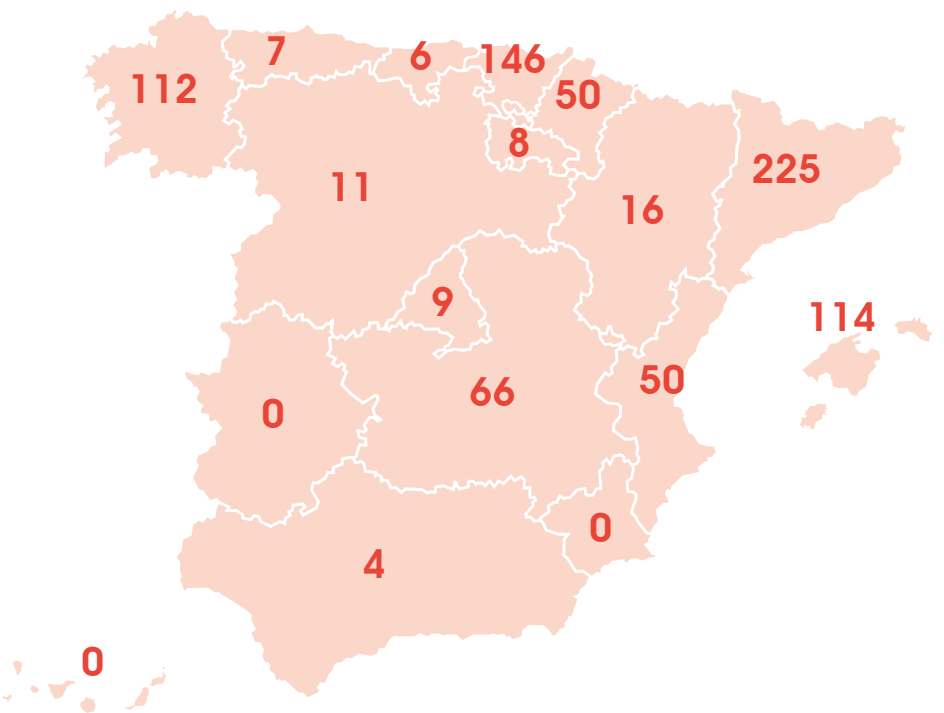
Number of contracts by autonomous community



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

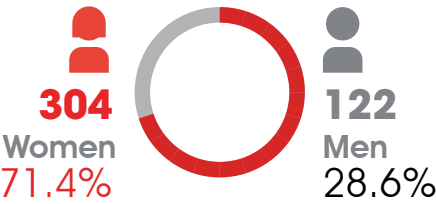


Number of turnovers by autonomous community



I Number of terminations by gender, age group and professional category and percentage based on 2021 figures

By gender



By age

< 30	42	9.9%
30 - 50	265	62.2%
> 50	119	27.9%

By professional category

Executive	0	0.0%
Manager	7	1.6%
Supervisor	26	6.1%
Professional	318	74.7%
Junior Manager	57	13.4%
Technician	18	4.2%

Solidarity in remuneration

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

We apply the principle of solidarity in remuneration throughout the organisation in accordance with our values and aligning our corporate culture with the way we operate on a daily basis. Internally, this translates into a narrow salary range between junior and senior management positions: specifically, in EROSKI S. Coop, the salary range was 8.38 in 2021. Thus, the ratio between the full remuneration received by a person with a higher salary and the average remuneration of the other employees of the cooperative is 6.49. This ratio differs considerably from the IBEX 35 companies, where, according to 2019 data, the highest ranking officials receive on average 118 times more remuneration than the average salary of the rest of the employees.

The Assessment Committee, appointed by the Board of Directors and the Social Council, is in charge of defining the remuneration level in the cooperative, once their duties and the capabilities and competences required for each job role have been evaluated. Furthermore, the Nomination and Remuneration Committee is in charge of proposing the senior management remuneration policy to the Governing Council.

At EROSKI, remuneration is public, equal between men and women and depends on position rather than other factors

such as seniority or individual negotiation. Additionally, in order to attract and retain the necessary human resources, the principle of external competitiveness is applied, bringing remuneration in line with the most generalised levels of other sector companies. Thus, in the case of the collective bargaining agreement for supermarkets, the basic minimum wage is 4.6% higher than the national minimum wage in Spain.

Externally, solidarity in remuneration implies that the remuneration of the Board of Directors is between 65% and 75% lower than the market value. Thus, in 2021 the total market-comparable remuneration of the Chairman and the members of the Board of Directors totalled €1,117,921. This differs enormously from the reality of the IBEX 35 companies, in which average remuneration per director is more than six times higher than the average received by a member of EROSKI's Board of Directors. Furthermore, the members of the Governing Council, our highest governing body, do not receive fixed or variable remuneration for this work (except travel costs for the meetings of that body).

	EROSKI, S. Coop.	Other companies
Salary range	8.38	8.22
Ratio of total annual compensation of the highest paid person in the organisation compared to the average total annual compensation of the rest of employees.	6.49	6.84
Percentage increase between 2020 and 2021 of the annual total compensation	Between 0.42% and 1.02% (additionally, 61 hours have been reduced from the annual calendar)	
Ratio of increase in the annual total compensation of the highest-paid person in the organisation compared to the average annual total compensation of the rest of employees	0.99	1
Ratio between the average remuneration of the members of the Board of Directors and executives and other employees	3.48	4.41
Ratio between the base salary and the national minimum salary	+28.1%	+4.6%
Wage gap weighted according to the weight of each professional category in the total number of employees	7.3%	6.5%

The reference remuneration by professional category in the cooperative is equal between men and women. The salary gap is due to the uneven distribution of women and men in the different levels of responsibility within the same professional category and to the historical evolution of re-

muneration rates. The gap is expected to progressively decrease, thanks to the natural turnover of employees within the cooperative and to the greater presence of women in positions of greater responsibility within the same professional category.

I Average remuneration of the Board of Directors by gender



I Average remuneration by gender and professional category

Professional category	EROSKI, S. Coop.			Other Companies		
	Women	Men	Wage gap	Women	Men	Wage gap
Executive	74,562 €	74,747 €	0.2%	66,107 €	84,265 €	27.5%
Manager	47,425 €	49,461 €	4.3%	56,365 €	58,816 €	4.3%
Supervisor	34,542 €	34,451 €	-0.3%	29,486 €	33,870 €	14.9%
Professional	18,488 €	20,155 €	9.0%	16,480 €	17,206 €	4.4%
Junior Manager	25,261 €	25,856 €	2.4%	19,834 €	22,529 €	13.6%
Technician	33,459 €	34,032 €	1.7%	28,942 €	31,649 €	9.4%

I Remuneración promedio por género y franja de edad

Age group	EROSKI, S. Coop.			Other Companies		
	Women	Men	Wage gap	Women	Men	Wage gap
<30	18,753 €	19,058 €	1.6%	15,271 €	15,757 €	3.2%
30-50	21,210 €	26,431 €	24.6%	17,795 €	20,378 €	14.5%
>50	21,543 €	30,760 €	42.8%	18,413 €	25,024 €	35.9%

I Wage gap by autonomous region weighted by the weight of each professional category in total employees

Autonomous Region	EROSKI, S. Coop.	Other Companies
Aragon	-	5.3%
Balearic Island	-	6.1%
Catalonia	-	3.3%
Galicia	-	9.0%
Navarre	-2.2%	-
Basque Country	5.8%	-

All remuneration data are calculated based on a full workday. Results are shown by autonomous region only for priority areas, since the sample of employees in the other regions is too small to obtain wage gap results.

Equality and diversity

405-1

Ending inequalities involves a change process directly related to our cooperative and egalitarian culture. In this regard, EROSKI is governed by the principle of non-discrimination envisaged in its foundational Articles of Association in relation to gender, race, sexual orientation, religious beliefs, political opinions, nationality, social background, disability or any other characteristics that may give rise thereto.

We develop a broad concept of equality, which is integrated in the EROSKI "with you" strategy, whose pillars are:

- Everyone must have the same opportunities.
- Everyone must have the same responsibilities.
- Corporate culture and its impact on equality.
- The development of health and well-being as a strategic aspect integrated in the concept of equality.

In this context, equality of opportunities for women and men is a basic and strategic principle of the organisation's management and we integrate it in our daily operations.

To this end, since 2005 we have an Equality Commission, which is responsible for periodically implementing and updating EROSKI's Diagnosis and Plan for Gender Equality, and with the Equality Observatory, a tool for supervising the fulfilment of this principle throughout the organisation.

This body is made up of the cooperative's employee-partners and was renewed in 2021. It has six work areas: use of language, elimination of physical and health barriers, elimination of social barriers, personal and professional development and work/life balance.

We also have a whistleblowing channel and, since 2015, a protocol against sexual harassment in the workplace, which offers a confidential advisory service to avoid potential cases and channel any incident.

Additionally, EROSKI is an organisation committed to fighting against any manifestation of violence towards women. At the cooperative, we have our own protocol against gender-based violence whereby we undertake to protect female employee-partners who are victims of gender-based violence above what is required by law.

In 2021, in addition to the accompaniment actions, economic aid and work facilities we already offer, we added more economic coverage for female employees and their sons and daughters. Specifically, the following measures were adopted:

- Specific economic coverage for those female employee-partners victims of gender-based violence who decide to suspend or terminate their membership relationship with the cooperative.
- The consideration of absolute orphanage of the sons and daughters of the employee-partners in the event of her death due to gender-based violence.
- Limitation of benefits for a person convicted of causing injuries or the death of a female employee-partners, who cannot be a beneficiary or recipient of benefits such as disability allowance, healthcare and death grants, inter alia.

Also, in 2021 we continued to periodically review the Equality Plan, which includes the following outstanding pillars and actions this year:

- **Solidarity campaign** through the donation programme "Solidarity Cents" in March in favour of women and children who are victims of gender-based violence. More than €193,000 were raised in favour of Fundación Ana Bella, Fundación Mujeres with its Soledad Cazorla Scholarship Fund, Red Cross and Fundación Surt.
- **Awareness-raising campaigns** on 8 March, on International LGBTI Pride Day, Gender-Based Violence Day and World AIDS Day.
- **ACCOMPLICES** discusses saying "no" to the establishment at the annual session organised by the EROSKI Group's Equality Programme, held this year in Donostia-San Sebastián. It featured the participation of war correspondent Antonio Pampliega, guitarist and Flamenco composer Antonia Jiménez and comedian Patricia Sornosa.
- **Women who Count** is a programme created by EROSKI to disseminate real stories about women who contribute to progress in the health and sustainability of our products and society, whose videos are available on the website.

As proof of our commitment to equality, it should be noted that 77% of our workforce are women who occupied 74% of our management positions in 2021, a percentage well above the sector average.

Moreover, there is also a majority of women in the corporate governing bodies. In 2018, parity was reached in the highest governing body of EROSKI S. Coop., the Governing Council. Since 2021, the General Manager of EROSKI is a woman, Rosa Carabel, who was highlighted by the Prensa Ibérica Group as one of the 20 Spanish female executives who will be leading change.

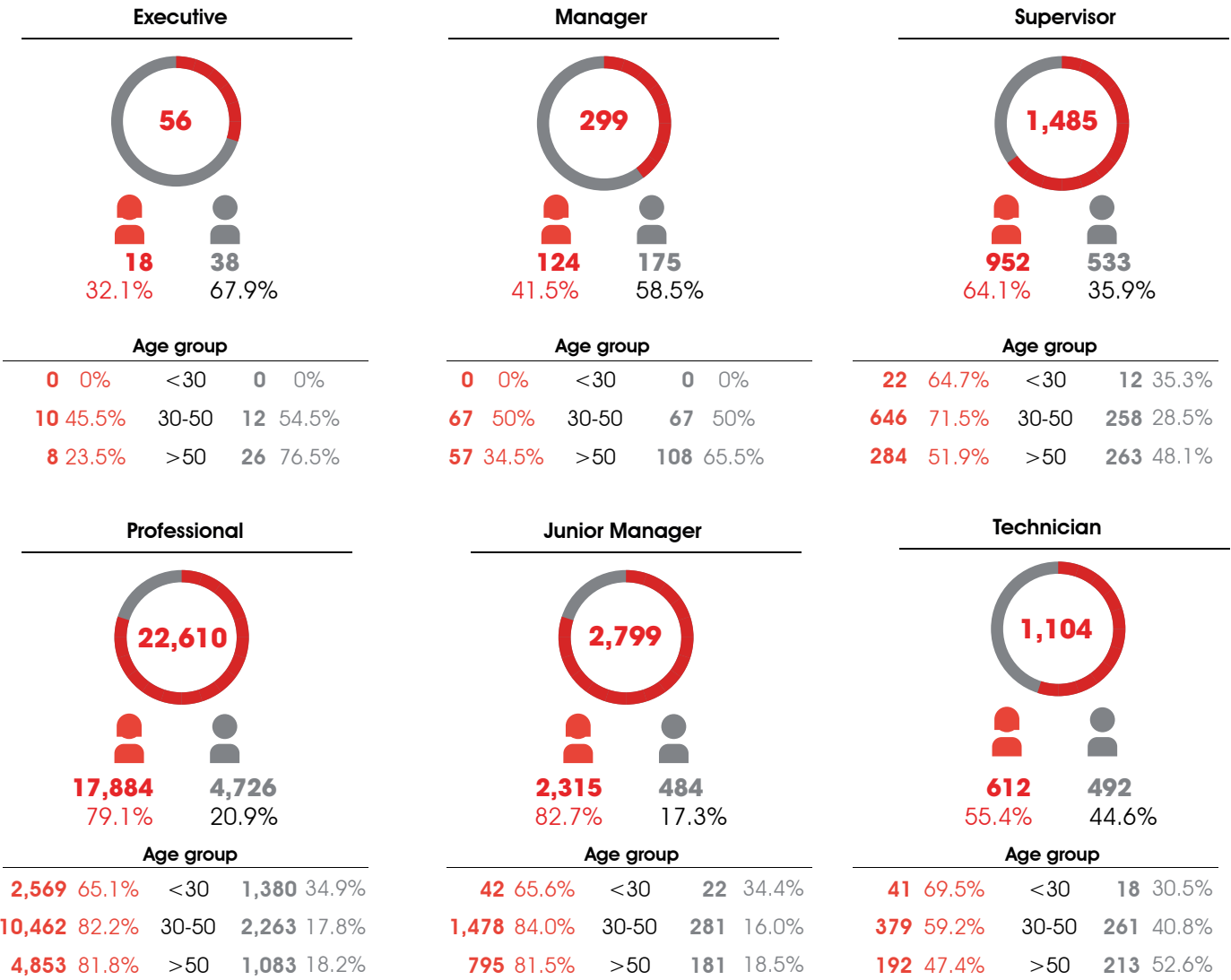


**Konfekoop
+ Cooperatives,
+ Equality Prize**

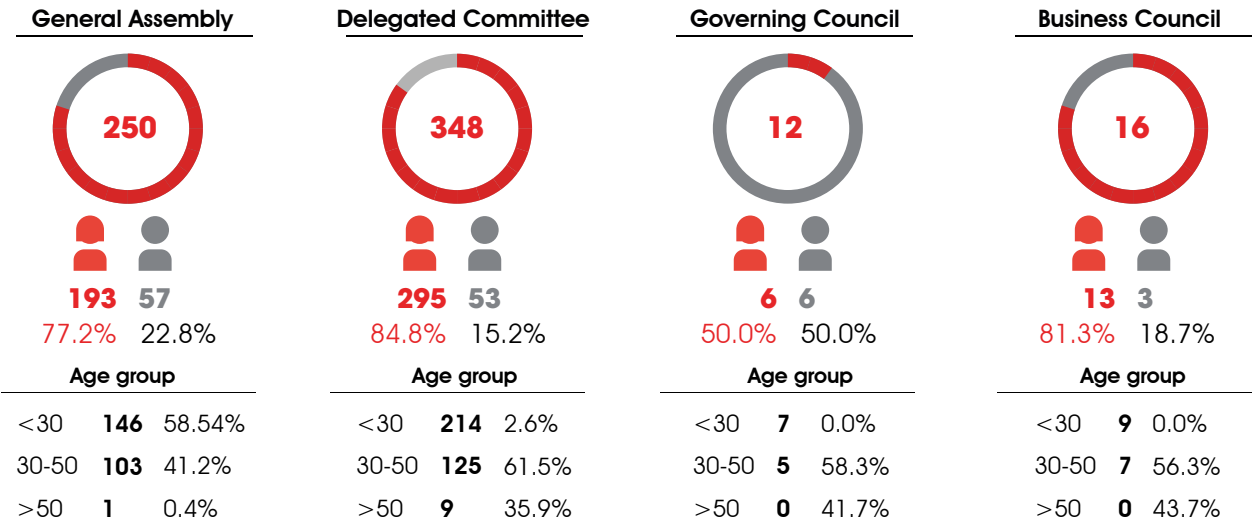
EROSKI's cross-cutting equality commitment, which encompasses half a century of history, has won the +Cooperatives, +Equality Prize in recognition of the visibility of women in cooperatives, which was awarded by the Confederation of Basque Cooperatives, Konfekoop, for the first time.



I Distribution by gender and age of employees according to professional category



I Distribution of managing bodies by gender



Work/life balance

401-3

One of the areas of work of our Equality Plan is work/life balance. In this regard, EROSKI has additional permissions to those established by legislation and promotes working environments and hours that enable work/life balance. Thus, in addition to having the possibility of reducing the number of working hours or taking leaves of absence due to legal guardianship or to care of family members, EROSKI also attends to the peculiarities of its employees' other personal projects, offering them the possibility of reducing their working hours without obvious cause and maintaining the right to regain

full working hours after the reduction period, or granting them temporary voluntary unpaid leave with job reservation for NGO collaboration projects or other personal development plans.

Thus, last year 3,948 employees (14% of the workforce) availed themselves of reduced working hours or leaves of absence.

I Distribution of parental leave by gender

	Women	Men	Total
Total number of employees who took parental leave in 2021	320	244	564
Total number of employees who returned to work at the end of their parental leave in 2021	176	163	339
Return-to-work-rate (percentage of employees who returned at the end of their leave in 2021)	79.6%	85.8%	82.5%
Number of employees who continued at EROSKI 12 months after returning from parental leave in 2020	243	135	378
Retention rate (percentage of employees who continued in EROSKI 12 months afterwards)	91.0%	84.4%	88.5%

I Distribution by gender of employees with reduced working hours by cause

	Women		Men		Total
Number of employees with reduced working hours due to legal custody	2,336	97.3%	66	2.7%	2,402
Number of employees with reduced working hours due to caring for family members	278	94.2%	17	5.8%	295
Number of employees with voluntary reduction of working hours	56	94.9%	3	5.1%	59

I Distribution by gender of employees on leave of absence by cause

	Women		Men		Total
Number of employees with reduced working hours due to legal custody	215	94.7%	12	5.3%	227
Number of employees with reduced working hours due to caring for family members	53	98.1%	1	1.9%	54
Number of employees with voluntary reduction of working hours	654	71.8%	257	28.2%	911

Occupational health and safety

403-1; 403-2

At EROSKI, we undertake to protect and improve our employees' health by working proactively to ensure their health and safety.

We act in the areas of prevention, training and health promotion, continuously improve our occupational risk prevention systems and integrate them in the Company's global management.

Occupational risk prevention

403-1; 403-2; 403-4; 403-5; 403-7

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

In addition, as employees, we participate in the identification of risks and improvements in working conditions by putting forward proposals to the chain of command and to the Health and Safety Committees (which operate in different areas) and other corporate representative bodies, in which all of EROSKI's employees are represented by their delegates and through which all topics related to occupational health and safety are covered.

In 2021, actions were carried out to prevent occupational risks among employees including, namely:

- External regulatory audits in all businesses.
- Reviewing and updating the prevention plans of the Group's different businesses and of the general risk assessments and ergonomic evaluations of different positions or duties.
- Internal prevention audits and scheduled inspections. The inspection teams of the work centres themselves are in charge of conducting the scheduled inspections and also subsequently monitor the corrective actions proposed to reduce and improve the anomalies detected.
- Emergency drills with and without evacuation in the work centres themselves.

- Measurements of environmental conditions in those work centres where lighting, temperature or humidity problems have been identified.
- Training. Basic prevention courses and specific occupational risk or emergency action training has been delivered.
- Monitoring of accident rates and resolution of corrective actions.
- Revision of Individual Protection Equipment (IPEs).
- Campaigns for raising awareness on occupational risk prevention.

I Occupational accident rate by type

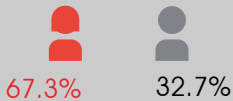
Recordable accidents

25.9
Recordable occupational accidents (minor and serious) with leave per million hours worked



Minor accidents

25.8 Minor occupational accidents with leave per million hours worked



Causes:

- 35.6%** Overexertion
- 14.3%** People falling on the same or different level
- 14.5%** Cuts
- 35.6%** Other causes

Material agent

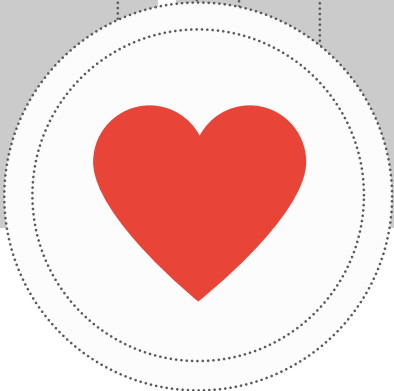
- 39,0%** Food, glass, plastics or packaging
- 9,5%** Metallic products and tools
- 6,6%** Forklifts or similar
- 44,9%** Other material agents

Serious accidents

0.1 Serious occupational accidents with leave per each million hours worked



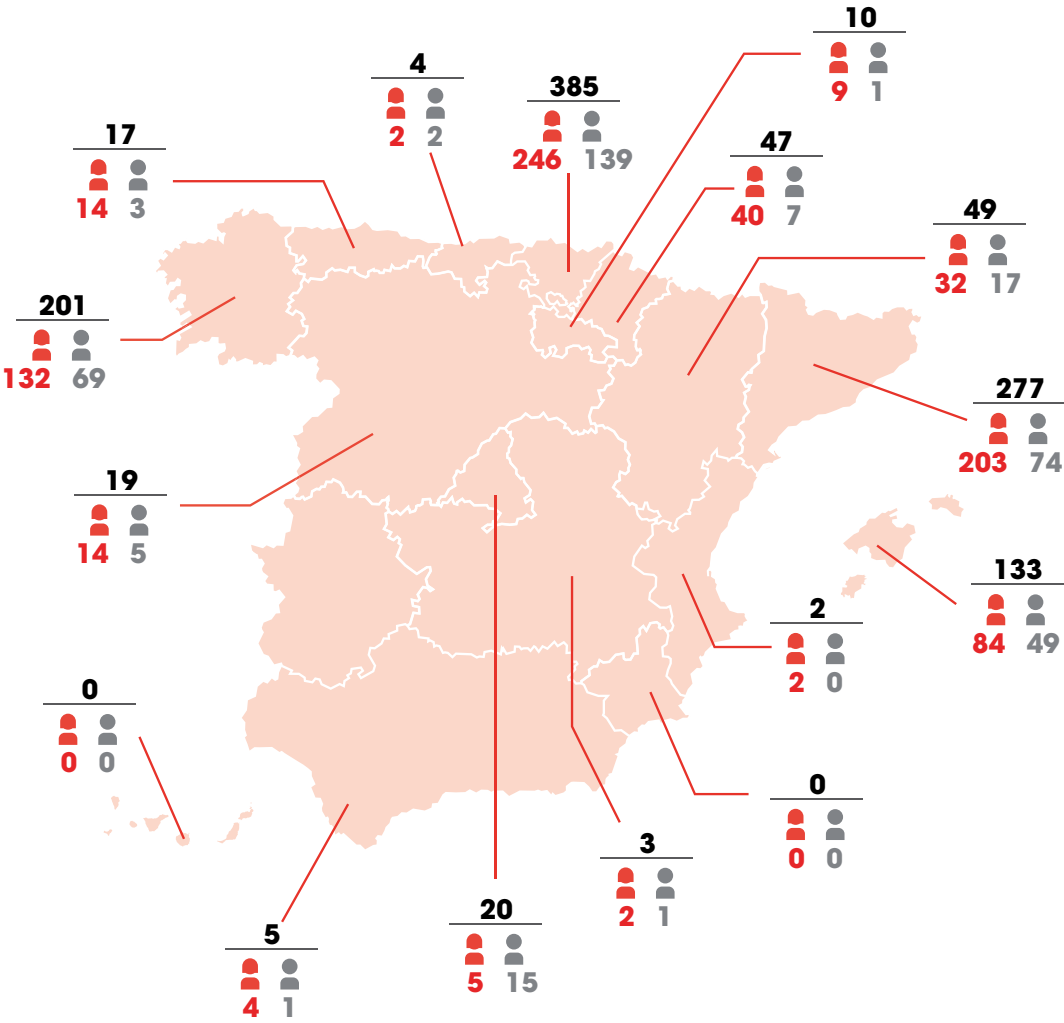
- 0** Accidents while travelling in transport managed by the organisation
- 0** Deaths due to occupational accident or illness



I Distribution of minor accidents with leave in the autonomous region

Minor accidents

1,172
Minor accidents registered.



The four serious accidents with leave took place in A Coruña, Vizcaya, Navarre and Zaragoza.

I Occupational risk prevention training rate

Types of training	
Initial or job-specific training	70.7%
Basic ORP	18.5%
Operation of work equipment	5.3%
Work instructions	0.4%
Other training programmes	5.1%

43,329
ORP training hours

1.5
Average training hours per employee

Health surveillance

403-3; 403-9; 403-10

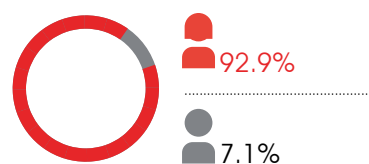
At EROSKI we have the health surveillance speciality covered by an external prevention service which is in charge of the following types of medical examination: on entry, periodic depending on the risk inherent to the position, after long leaves, compulsory for specific positions, during pregnancies and medical assessments of sensitive employees.

Furthermore, and regarding professional contingencies, we review and coordinate all cases considered professional with the mutual health insurance company.

I Occupational disease rate

1.2

Occupational diseases with leave per million hours worked



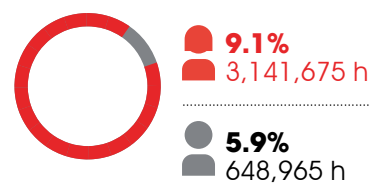
I Absenteeism rate

8.3%

Absenteeism rate (percentage of hours of absence due to illness, occupational disease and occupational accident/theoretical working hours)

3,790,640

Hours of absenteeism



Preventive and protective measures at our work centres due to COVID-19

In the context of the pandemic, which continued in 2021 although with lower incidence, our primary concern has always been to guarantee the health and safety of our teams and customers. To this end, in relation to the COVID-19 health crisis, the following actions, inter alia, were taken to protect our employees:

- Maintenance of the COVID-19 action protocols defined in 2020, applying them in compliance with the Ministry of Health and regional bodies.
- Monitoring of the action protocol in the case of people with symptoms of the disease and positive coronavirus cases.
- Maintenance of physical protection measures and signage at our work centres, in addition to hygiene measures to prevent contagion.
- Daily cleaning with virucidal products, in addition to corrective cleaning in positive cases among employees.
- Communication to the health area of the external prevention service engaged for health surveillance of confirmed positive COVID-19 cases and their possible close contacts for investigation until 1 January 2022.

Professional development

404-1; 404-2

At EROSKI we are committed to the development of our professionals, both in shops and in structures, platforms or other diversified businesses.

We integrate the Development and Training approach within the framework of strategic people planning and within the framework of the organisation's own strategy. Without trained people who understand the organisation and its markets, and who visualise and are capable of deploying the tactics, the strategic objective is not feasible. Our people's talent accompanies and makes the strategy possible.

And we do so based on our commitment to the development and management of the internal talent as the main path to growth and replacement, helping people achieve their maximum possible professional development and growth, favouring a varied learning ecosystem and also predisposing them in the responsibility of their professional growth and continuous adequacy to their position.

All through evaluation and development actions, ensuring that individual progress is consistent with the organisational career plans in order to achieve the greatest possible contribution from our people to the organisation's current and future strategy.

In 2021, €1,581,909 were allocated to training programmes, a 77% increase with respect to the 2020 budget, which represents 176,297 total hours dedicated to training our employees (this figure is equivalent to 6.11 training hours per person on average).

The number of training hours increased by 60.9% with respect to 2020, with a total of 66,748 more hours. It is our second year working on professional development in the midst of the pandemic and our pace is becoming normalised with respect to previous years. This requires us to continue to adapt our learning model to new methods that enable remote delivery in distance learning modalities, adapting technological and digital tools and the associated learning resources.

The number of training hours through on-line training channels in 2021 totalled 43,686, twice the number of hours dedicated to this modality in 2020. The on-line training hours accounted for 25% of the total annual training hours. And yet, without neglecting safety measures, we continued to adapt face-to-face training with the relevant restrictions in each phase of the pandemic. This led us to achieve an increase in face-to-face training hours of 51% with respect to 2020.



Featured training programmes in 2021

403-3; 403-9; 403-10

✓ ORAIN training action at EROSKI head offices

ORAIN is the name of the training actions deployed at the Group's head offices. It integrates face-to-face and on-line training for all collectives and in very different areas of knowledge. It is a programme that has been a benchmark for training at head offices for many consecutive years.

✓ Accompaniment of Management Committees

In 2021, five Management Committees at the Elorrio head office received external accompaniment to monitor and improve their work dynamics. This work approach will continue in the coming years.

✓ Summa Programmes at EROSKI head offices and Retail Specialisation at CAPRABO head offices

Through both programmes, we aim to prepare technical profiles to make the leap to management functions. These training approaches combine intensity and effort in learning, with the participation and commitment of the people chosen from each area. In 2021, a total of 25 people dedicated 958 classroom training hours and approximately 60, per person, to project-based learning.

✓ Fresh Produce Point-of-Sale Schools

In 2021 we continued with the "Schools" approach for Shop Fresh Produce Professionals. They are designed for the different Fresh Produce sections and also for the different levels ("Fresh Master" is the School that seeks to professionalise specialists at a higher level and convert them into true experts in their section).

✓ Cooperative Model Training

We develop our cooperative model and intended management style through various training sessions. Worth noting are the programmes aimed at training delegates of the Social Council at the cooperative, the "Singular" induction training programme for new employee-partners, training for members of the Social Council and the Governing Council, in addition to the "Corporate Leadership" programme, whose objective is to generate contexts that develop people who are protagonists and responsible in their role as owners of the cooperative. We have delivered a total of 3,813 training hours in these areas.

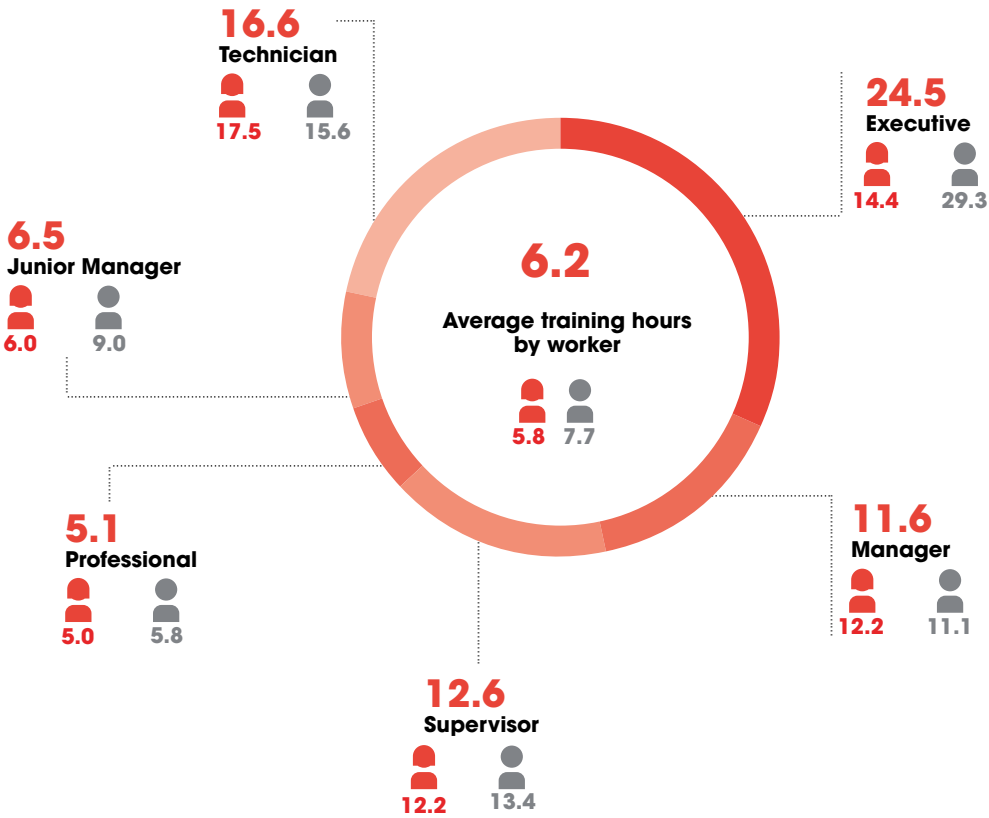
✓ Executive Development and Talent Management

We maintain our focus on talent management as a facilitator that allows EROSKI to have the necessary people and teams and guarantee the adequate capabilities to cover the current and future strategy, in order to ensure its competitive position through the inclusion and development of talent in executive positions. We work individually with a total of 63 people in executive functions and with more than 20 people in a "Potentials Pool". Their individualised development totals 1,370 training hours.

✓ Vamos Point-of-Sale Managers Programme

The "Vamos" programme is aimed at new managers of the fresh produce and food and check-out areas of supermarkets, so they can acquire the necessary knowledge for their new function. A total of 32 people participated in the different editions organised in 2021.

I Average training hours by gender and professional category



I Number of employee training hours by gender and professional category

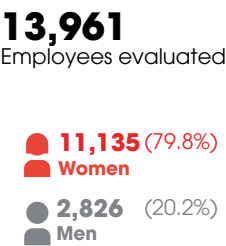
	Women	Men	Total
Executive	259	1,112	1,370
Manager	1,518	1,951	3,469
Supervisor	11,649	7,121	18,769
Professional	88,591	27,554	116,144
Junior Manager	13,813	4,358	18,171
Technician	10,685	7,690	18,375
Total	126,514	49,783	176,297

Professional promotion

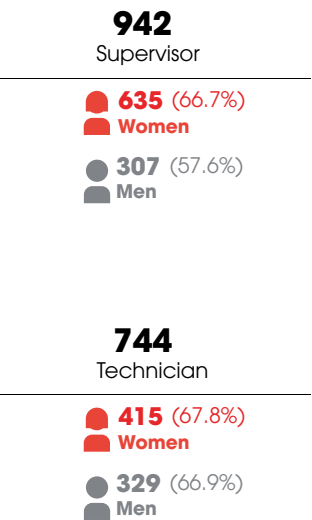
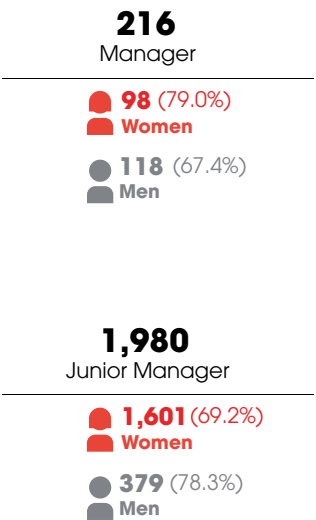
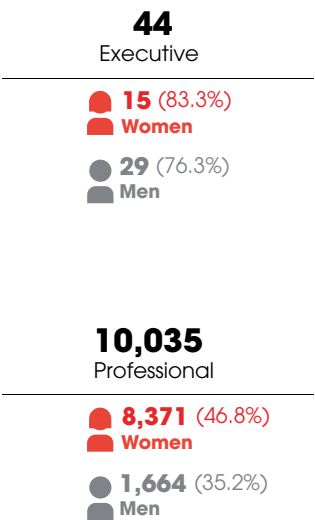
404-3

We understand promotion as a natural process in the professional life of our employees and based on professional qualification and performance quality. In this regard, in 2021 we promoted 0.9% of our employees, which corresponds to 257 people, of which 72% were women.

Number and percentage of employees with periodic evaluation of performance and professional development



Employees evaluated and percentage with respect to total employees by professional category and gender



Krea: cooperative culture of innovation and self-management

The Krea Corporate Recognition Awards for in-house innovation reward ingenuity and the innovative initiatives of the internal teams of all the EROSKI Group businesses.

After eight years of existence, the Krea Awards have become a hotbed of disruptive ideas put into practice, capable of stimulating the creation of new solutions with the aim of extending them throughout the organisation. The winners, consistent with the strategic framework in force, contribute to further reinforce the principles and pillars that best define our organisational identity and the positioning sought in the sector.

At this edition, and despite the difficulties arising from the pandemic, participation remained within the standards of quantity and quality prior to Covid-19.

Structured in three categories (Together, Customers and Safe Shop), the ideas accumulated in the history of the Krea Awards currently total more than 1,300 candidacies submitted. Over the years, many of the winners have transcended the sphere of their shop to end up being extended to the entire network of shops.

Franchised entrepreneurs

Those employee-partners who wish to run their own EROSKI supermarket business are eligible for our "With You" Franchise Programme, in which we offer special conditions, a turnkey supermarket, specialist training, customised advantages and services, in addition to advanced tools for managing their shops and the backing of a trusted brand such as EROSKI. In addition, we have agreements in place with credit institutions and with the Spanish Confederation of Young Entrepreneurs (CEAJE) in order to give them financial support and drive entrepreneurship.

This year, 65 franchises were inaugurated, more than half of which corresponded to franchisees who had already opened EROSKI shops, which demonstrates the stability and strength of EROSKI's franchised shops. Some 96% of our franchisees recommend us and are grateful for the advice and support we give them.



Job placement and social innovation

406

At EROSKI we are committed to the integration of different collectives in the job market. We collaborate with the public employment services and with centres of the network of the Ministry of Education in the job placement of young unemployed students and people at risk of social exclusion through vocational training.

At the national level, we collaborate with organisations such as Red Cross, Cáritas and La Caixa's Incorpora programme. And at the regional level, we collaborate with organisations such as Gureak, Erroak-Sartu and Ilundain, inter alia.

In 2021, the following job placement programmes stood out:

■ **Specialisation programme for fresh produce in the retail sector**

This programme arose in 2018 from the need to hire specialist personnel in the fresh produce areas in response to the challenges of our Strategic Plan. The students belong to Intermediate Level Cookery and Gastronomy from different Hotel and Catering Schools. The programme began on 7 June 2020 and ended on 30 June 2021, with a total of 1,535 training hours delivered. Of the 14 students who participated, 67% obtained an employment contract at EROSKI.

■ **Employability programme**

This programme is aimed at promoting and delivering training that will contribute to the personal and professional development of unemployed people, with the aim of improving their employability and promotion in our Company. The courses are aimed at the fishmonger, meat and charcuterie sections, and students obtain an official certificate upon completion. In 2021, we delivered 6,000 training hours to 50 students, of which 58% were hired by our Company.

Inclusive supermarkets

EROSKI continues to extend the employability model for disabled people which it began to develop in 2015 in collaboration with Gureak, in 2017 with Ampans in CAPRABO and in 2019 with Soltra en VEGALSA-EROSKI. This initiative seeks to provide new labour inclusion opportunities for people with diverse capabilities. In 2021, the six existing franchised inclusive supermarkets in the network were maintained.

Furthermore, we boosted social inclusion in our value chain. That is why we collaborate with suppliers such as Freshcut in Galicia, manufacturer of the Galifresh brand, and Fundación Ampans in Catalonia, which commercialises Muntanyola cheeses, which promote the job placement of people with intellectual disabilities, mental illness and situations of vulnerability. VEGALSA-EROSKI maintains its collaboration agreement with the co-operative Mulleres Colleiteiras for the collection and management of used oil in its shop network in the province of A Coruña, to promote environmental protection and job placement of women at risk of social exclusion.

Distribution of disabled employees by gender and professional category

	Women	Men	Total	With respect to total disabled employees (%)
Executive	0	1	1	0.3%
Manager	0	2	2	0.6%
Supervisor	9	5	14	3.9%
Professional	202	111	313	87.2%
Junior Manager	17	6	23	6.4%
Technician	4	2	6	1.7%
Total	232	127	359	

Accessibility to our supermarkets

As regards the accessibility of our supermarkets for customers, our establishments are compliant with the relevant legislation in force. All opening and remodelling projects are approved upon verification by the competent authority. Furthermore, our model envisages some improvements for people with reduced mobility: lower scales in the fruit section, lower information counters and special shopping carts.

In 2021 we continued to advance to guarantee inclusive shopping at our centres for visually impaired people. Within the framework of the EROSKI Inclusive programme and with the collaboration of Fundación ONCE, the employees of VEGALSA-EROSKI received specialist training in assistance to this collective. Additionally, we published the "Visually Impaired Customer Service Guide" to provide basic guidelines to the shop teams in order to enable them to provide the necessary support to visually impaired customers. We also joined the Network of Spaces without Barriers programme of

the Malaga Provincial Council to create accessible spaces for people with autism and other cognitive needs.

Worth highlighting is the innovative initiative "It's Your Hour" developed by the Pérez Cepeda centre of VEGALSA-EROSKI, winner of our Krea Awards, with the aim of attending to the special needs of the group of people with Autistic Spectrum Disorder and adapting the shop's facilities during a specific period of time during the day so they can safely do their shopping. For one hour, twice a week, we reduce the sensory load of stimuli such as the public address system, the music, lighting intensity and check-out sounds. We have also installed pictograms, since the use of images provides visual support that helps people with ASD to understand certain dynamics such as fruit bagging and finding products in aisles.

4

Commitment
to quality
and health





Health through our commercial offer

416-1

Providing a healthy and balanced nutrition to all consumers is our main objective as an organisation. Not only do we actively listen to their needs, but we also carry out different actions to ensure the quality of each and every one of our products, in addition to educating in the prevention of certain health problems linked to eating habits including, namely, overweight and obesity, especially childhood obesity.

At EROSKI, we are committed to a commercial offer based on products capable of guaranteeing a balanced and safe nutrition, and that also covers the nutritional requirements of collectives with specific needs, such as people with coeliac disease, among others.

Also, we have an advisory body that guarantees that our health and food proposals meet the needs and priorities targeted by the scientific community: the EROSKI Foundation Scientific Committee, made up of independent professional health specialists and renewed in 2020, which guides and orients us in the definition of our medium and long-term strategy to achieve our commitment to healthy and sustainable eating. This Committee, which meets at least once yearly, helps us to address the Health and Sustainability strategy for the coming years with more guarantees.

Scientific Committee Members

- Dr. Marta Arroyo, Department of Pharmacy and Food Science of the University of the Basque Country (UPV/EHU).
- Juan Carlos del Olmo, General Secretary of WWF.
- Dr. Jordi Salas (URV), Distinguished Professor and Director of the Nutrition Unit, Department of Biochemistry and Biotechnology of the Rovira i Virgili University, Coordinator of the Morbid Obesity Unit of Sant Joan de Reus University Hospital, principal investigator of the Nutrition Programme of the Carlos III Institute and Director of the Catalan Centre of the Institute for Catalan Studies.
- Dr. Bittor Rodríguez, Department of Pharmacy and Food Science of the University of the Basque Country (UPV/EHU).

Also, in 2021 Celsa Peiteado, Head of the WWF Food Programme, and Felipe Fuentelsaz, Coordinator of the WWF Agriculture and Agri-Food Production Standards Projects.



Food quality and safety

102-11, 416-1

The EROSKI Group's Quality Management Model is the key process for guaranteeing a safe product for customers. It is structured in a set of rules, processes, procedures, tools and definitions that, related therewith throughout the value chain, guarantee that the

products we commercialise fulfil all food safety guarantees.

In 2021, we covered the activity envisaged in our audit plan and product control plan.

Point-of-sale and platform audits

We guarantee the quality and hygiene of all our points of sale and logistics platforms through a comprehensive quality audit protocol. In 2021, 938 audits were conducted on our points of sale and platforms that included the following controls:

- Maintenance of the cold chain and quality in the supply chain.
- Hygiene and cleanliness of the facilities.
- Traceability systems for all products.
- Microbiological quality of the products.
- Food alert and product withdrawal management system.
- Quality control systems and tools.

In the event that any type of incident is detected during the audits, we establish the necessary corrective actions and monitoring plans to mitigate it.

Supplier audits

As part of our value chain, we extend our product quality standards and requirements to our suppliers.

- We enforce the fulfilment of European quality and safety standards, such as the International Food Standard (IFS) certificate.
- We establish more rigorous requirements for fresh produce, due to the importance of their production, storage and transport conditions.
- We conduct audits and implement the necessary action plans in the event that non-conformities are detected. Once remedied, and after passing the corresponding audit, the supplier can be approved.

- Since 2018 we have a specific audit programme for the primary sector (meat, vegetables and fish).

In 2021, we audited 343 production plants of own-brand suppliers. Some 87% of all our audited suppliers successfully passed the evaluation. The rest applied the necessary corrective measures or ceased to be an approved EROSKI supplier. We also audited 46 production plants of other brands, with 61% of successful audits.

Analytical controls of products and services

We doubly guarantee the quality of our products and services thanks to exhaustive analytical controls additional to those performed by suppliers and manufacturers. In 2021, we took 22,906 samples, 98% of which gave a satisfactory result. Three types of analysis can be differentiated:

- **Chemical:** guarantees the absence or presence of adequate amounts of substances relevant to health and safety.
- **Microbiological:** guarantees the absence of pathogens and the hygiene and freshness of the products and facilities.
- **Genetic:** identifies animal and plant species and detects genetically modified organisms (GMO).

I Samples per testing program analysed in 2021

Testing program	Test performed
Oils	135
Trans-fatty acids	10
Acrylamide	156
Water	100
Allergens	486
Comparative sensory analysis Fruit	594
Fuels	170
OCU comparisons	12
Pollutants	69
Control of listeria on surfaces	2,712
Control of surfaces in shops	5,650
Houseware and Cosmetics	203
Own-brand products	397
Claims study	12
Shelf life studies	962
Natur Fruit physicochemical	371
Ice	183
Histamine	33
Eggs	63
Humidity cured ham	8
Identification of species	64
Milk	39
Listeria	195
Risky premises	1,207
Handled products	514

Testing program	Test performed
Handled Meat products	536
Handled Charcuterie products	2,170
Facial masks	5
Heavy metals	103
Mycotoxins	65
Microbiology in cheese	22
General microbiology PATHOGENS and HYGIENE	268
Honey	12
Migration of packaging	18
Bivalve molluscs	16
Non-Food	714
GMOs	36
Fat type profile	140
Meat/food preparations	1,879
Phyto sanitary waste	698
Meat/fish medicinal waste	229
Salmonella	385
Monitoring Fruit and Vegetables FGM	22
Sushi Stands	114
Nougat	62
Verification Technical Specifications	712
Fruit juices	355
Total	22,906
Total UNSATISFACTORY tests	440
% UNSATISFACTORY tests	2%

Healthy and balanced diet

416-1

In our unwavering commitment to health, we go beyond guaranteeing the nutritional safety of the products we commercialise. We want to offer more balanced and healthy consumption options. To this end, we constantly revise and

improve their technical specifications following the recommendations established by health experts.

Nutritionally improved products

At EROSKI, we work on the composition of all our products to permanently improve their nutritional profile.

Namely, in 2021, we eliminated palm oil from all our own-brand products. The culmination of this objective has implied four years of work by more than 100 people to reformulate 308 products in collaboration with 43 manufacturers.

The challenge was to obtain products that were just as juicy, spongy and tender but healthier, using alternatives such as high oleic sunflower seed oil. Throughout this time, we have conducted countless tests using various fats and ingredients in different proportions through trials and demanding tastings. Intensive work, performed jointly by EROSKI technicians and our suppliers' R&D, Quality and Production teams.

As opposed to other oils of vegetable origin, palm oil contains a high amount of saturated fatty acids: nearly 50%, compared to 16% of olive oil. And a diet rich in saturated fats is related to cardiovascular diseases. Furthermore, the monoculture of palm to obtain palm oil can also affect the environment. At times, its intensive monoculture is carried out without any environmental control or measures, causing deforestation and loss of bio-

diversity, as is the case in countries such as Indonesia or Malaysia.

In addition to the elimination of palm oil, we have also developed these lines of action for the nutritional improvement of our products:

- Reducing the presence of nutrients related to the most widespread pathogens in our society (cardio-vascular diseases and obesity). In 2021, we achieved a Nutri-Score A, B or C rating for more than 73% of our own-brand range.
- Promoting own-brand product sales with higher nutritional quality, expressed through Nutri-Score frontal nutritional labelling. A, B and C products accounted for 81% of the units sold and 72% of total product sales with Nutri-Score, which implies an increase of 2.13 and 1.44 percentage points with respect to 2020 data, respectively.

In 2021, we had 106 products low in fat, 66 low in sugars, 30 low in salt and 103 high in fibre.

Healthy menus

In our commitment to make healthy nutrition affordable for everyone, in 2021, we launched an initiative that offers consumers a healthy menu plan at €1 per person. These menus, structured according to the dietary patterns of the Mediterranean diet, are rich in fresh products from the food groups that should be a frequent part of our diet. In the case of processed foods, they are in all cases products with Nutri-Score A and B rating. It includes a two-week plan with four daily meals, in addition to step-by-step recipes for some of the proposed dishes.



Information on the nutritional content and balance of the products

417-1

At EROSKI, we are aware of the value of the information offered to consumers as an essential element for defending and protecting their interests, since only then can they make informed decisions that meet their needs. For this reason, we offer extensive, comprehensive and truthful information about their content and on the importance of maintaining a healthy diet.

We comply at all times with current legislation on labelling for each type of product and with the requirements and policies 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 Nutri-Score. If, due to an error in the production chain, a mistake is made regarding the safety of a product or the information provided on its packaging, this

product must be immediately withdrawn in accordance with our stringent protocol. These inspections and consumer listening exercises allow us to optimise the inclusion of information on labels so it can be easily understood by customers.

In addition to the labelling, we also work to improve the information contained in brochures, shop signs and the website. Thus, we have adapted our advertising on children's products to the Code of Co-Regulation of Advertising for Food Products and Beverages Directed to Children and Prevention of Obesity and Health (PAOS Code) included in the NAOS strategy of the Spanish Agency for Food Safety and Nutrition.

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

In 2018, after listening to more than 10,000 people, we were pioneers with the inclusion of Nutri-Score labelling, which we culminated in 2021. A total of 1,900 own-brand products include this labelling, which is available on all of our own-brand packaging susceptible of including it.

Additionally, this year we published the analysis carried out after implementing nutritional labelling for more than two years. The sample analysed the evolution of sales of around 2,000 products in more than 1,300 points-of-sale and evidenced that Nutri-Score favourably influences the selection of healthier packaged food products, without decline in fresh produce categories.

Nutri-Score labelling, which is validated by the Ministry of Consumption, is a graph or traffic light that classifies packaged food with five letters associated with five colours according to their nutritional composition, from A dark green and B light green (for the healthiest) to D orange and E red (for those with lower nutritional quality), and C yellow, in an intermediate position. This allows consumers to easily discover the global nutritional rating of each product in order to compare it with other similar products and choose better, without losing the detailed information by nutrient currently provided by the nutritional traffic light.



Nutri-Score complements the nutritional traffic light available on our own-brand products since 2007. This tool makes it easy to control the amount of calories, fats, sugars or salt in the diet in case of need for health reasons (diabetes, hypertension, overweight, etc.). Thus, consumers can see the amount of that specific nutrient provided by a portion of the food product and easily interpret whether that amount is low, moderate or significant. As in the case of Nutri-Score, this colour system is always found on the front of the packaging, providing information on the amount of calories and on the four most relevant nutrients to health (fat, saturated fat, sugar and salt) per each serving of consumption.

Nutrition report based on shopping data

The EROSKI Club has a pioneering health program that offers personalised information and incentives for a healthier and more balanced diet and shopping to all our Members and Customer Members. In 2021, more than 29,000 people used our nutritional information service based on their shopping data recorded on the EROSKI Club card.

This report offers a detailed and personalised analysis of how household shopping can be adapted to the recommendations of the Mediterranean diet. It is aimed at orienting customers on the food products, quantities and consumption frequency that both they and the other household members need to maintain a balanced diet. In 2019, the Ekilibria programme was awarded the NAOS Business Initiative Prize by the Spanish Agency for Food

Safety and Nutrition (AESAN) for its commitment to a healthy diet.

Additionally, throughout 2021 the EROSKI Club has periodically sent health-related information and activities to more than 550,000 Members and more than 38,000 actively participated in healthy eating challenges.

Furthermore, we collaborated with initiatives for promoting healthy eating habits such as FiraGran 2021, the Catalan Senior Citizens' Fair, in which CAPRABO supported the great walk "Walking for Health and Well-Being" by offering water and fruit to the participants of the activity, aimed at citizens over 60 years old.

Specific nutritional needs

We are especially sensitive to specific nutrition needs arising from diseases that affect some people such as coeliac disease, food allergies or intolerances. We strive so that our product offering for them is safe, sufficient for normal shopping and always with an adequate price level.

We maintain smooth communication with different companies and the collectives that represent them, such as the Federation of Coeliac Associations of Spain (FACE) and the respective associations of the Autonomous Regions where we operate or the Spanish Diabetes Federation (FEDE), in order to learn their demands and concerns first-hand and to extend our food range to adequately respond to their requests. Additionally, we collaborate with these companies to give visibility to and raise awareness on their disease through different sensitisation campaigns.

In 2021, we renewed our Collaboration Agreements with the coeliac associations of the Basque Country, La Rioja, Catalonia and Navarre. Overall, in 2021, more than 2,200 members of these four Associations benefited from these Agreements, including, among others, a 20% discount in the purchase of more than 200 references specifically manufactured gluten-free. Currently, and as a result of our commitment to the specific needs of this collective, we keep working to improve the gluten-free product offering of both our own brand and those of other manufacturers, currently having more than 2,700 gluten-free products, of which around 2,100 of various brands and more than 550 gluten-free guaranteed products of our own brand.

Similarly, for over a decade, in addition to fulfilling Royal Decree 2220/2004 on declarations of allergens, we have offered additional information visibly included on the labels of necessary warning texts in separate messages to indicate the potential presence of traces of allergens. In 2021, we had 582 own-brand gluten-free products, 110 lactose-free products, 55 milk-free products and 7 egg-free products.



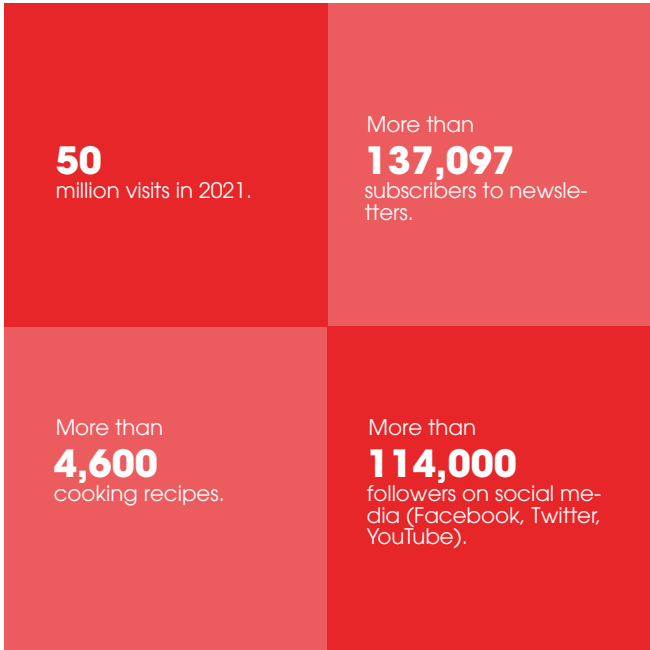
Health and sustainability information

EROSKI CONSUMER is the EROSKI Group's informative project through which we want to educate and inform our consumers in order to ensure they have a healthy and sustainable life through informative, truthful, independent, practical and user-friendly informative products.

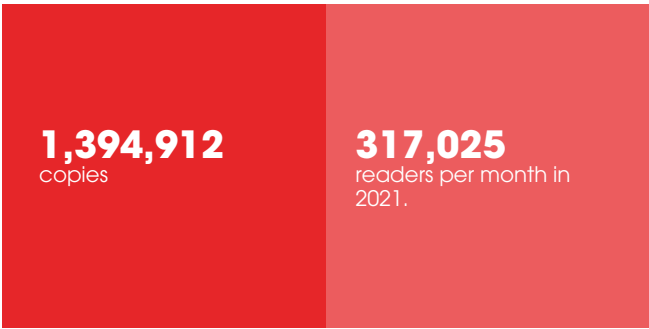
Through this publication, available in printed magazine and digital information portal both in Spanish, Catalan, Basque and Galician, we address topics related to nutrition, food safety and health, but also other topics of interest to our consumers: environment, solidarity, pets, babies and savings and home economics.

To prepare their contents, we have the collaboration of different expert professionals and various companies such as the Federation of Spanish Diabetics (FEDE), the Spanish Cancer Society (AECC), the National Cyber Security Institute (INCIBE), UNICEF and WWF.

Indicators of the digital edition www.consumer.es



Indicators of the print edition of EROSKI CONSUMER



Childhood obesity in Spain

In 2021 childhood obesity was a key issue, and CONSUMER EROSKI carried out a study to find out the state of childhood

obesity in the Spanish population based on public data.



Healthy eating and habits from childhood

413-1; 413-2

School of Nutrition

Information and education are essential tools for making adequate diet-related decisions. To this end, we promote a diet that prevents childhood obesity and offer educational tools for boys and girls so that they can make the best decisions on their diets in a conscious and fun way.

This initiative of the EROSKI Foundation, which was launched in 2013, has the objective of promoting a balanced diet and health lifestyle habits among citizens and be a meeting point for healthcare and education professionals, parents, school-

children and other citizens committed to improving their diet and lifestyle.

www.escueladealimentacion.es It offers updated and quality information resulting from scientific knowledge and the research it develops, endorsed by healthcare professionals. In order to implement all its initiatives, it has also collaborated with regional governments and different organisations related to health and responsible consumption.

EROSKI Group's Healthy Eating and Habits Education Programmes (PEAHS)

The EROSKI Group develops different educational programmes that seek to foster a healthy diet and promote healthy lifestyle habits among all people, paying special attention to the youngest children.

Main indicators of the EROSKI Group's educational programmes for the academic year

126,839

schoolchildren

1,616

participating schools

Due to the COVID-19 pandemic, it was not possible to organise on-site workshops involving visits to shops, suppliers or cooking schools. These actions have been resumed in the academic year 2021/2022.

4th Edition of Imagine Food

In the context of its educational programme Energy to Grow, EROSKI organised its fourth edition of the Imagine Food competition to raise awareness among young children and their families of the importance of a balanced and healthy diet. On this occasion, boys and girls aged 6 to 12 years old participated with their drawings of healthy recipes. As in previous editions, the Basque Culinary Centre collaborated by forming part of the jury; in addition, this year it awarded a weekend stay in Donostia-San Sebastián for the winning families to participate in a course for "BCC enthusiasts". Additionally, it is going to publish a digital book with video-recipes of the 30 finalist dishes.

Choose Well, Choose Healthy, by CAPRABO

This programme, launched in 2009 and available in face-to-face and on-line format, seeks to teach boys and girls, including those aged between 2 and 3 years old, to eat healthier and foster balanced eating habits, accompanied by a professional nutrition expert, in addition to raising awareness on sustainable development, responsible consumption or zero hunger, among others.

Among other actions, for the sixth consecutive year, in 2021 CAPRABO held the World Fruit and Vegetable Day with the aim of sensitising families on the importance of a healthy diet, especially among the youngest children. This edition included several dissemination activities in social media with advice on how to boil vegetables without losing their properties and a compilation of seasonal fruits and vegetables.

VEGALSA-EROSKI educational programmes

VEGALSA-EROSKI also has other programmes under way: "Visit your Supermarket" to foster healthy lifestyle habits and responsible shopping; "Supermarket Maths", which visits shops so they can learn to shop; and "Eat Well, Live Healthy", a project that combines different initiatives such as "Sannifietas" in schools and is part of the national project "Obesity Prevention. Lighten your Life", led by the Spanish Society for the Study of Obesity (SEEDO).



Study on overweight and childhood obesity

In 2021, Fundación EROSKI and CAPRABO, in their determination to contribute to the promotion of a healthy lifestyle and to the prevention of overweight and childhood obesity, launched a periodic measurement and monitoring action of the prevalence of these phenomena in Spain. This project seeks to:

1. Make available to society a dynamic indicator, maintained over time, of the prevalence of obesity and overweight in various autonomous communities, which can be updated annually in order to be able to monitor these health problems.

2. Provide educational centres with a reliable indicator that will allow them to know the prevalence of these phenomena among students, in order to promote educational actions to improve the health of the boys and girls in their school.

After measuring the weight, height and circumference of waist and hips of 1,815 students aged between 6 and 11 years old from 25 centres, an average overweight rate of 22.31% and 8.76% of obesity was obtained, with dispersions between autonomous regions that reveal the need to maintain programmes aimed at education in healthy living and eating habits.

5

Commitment
to
environmental
sustainability





Responsible environmental management

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

At EROSKI we are aware that we cannot promote a healthy society without also taking care of our natural environment. Our commitment to society is essentially due to the respect for the environment and natural restoration.

We work to guarantee compliance with the applicable legislation in all its spheres of action, but to this we also add our continuous effort to improve the identification, characterisation and minimisation of the main negative impacts

and optimise the positive impacts that our activity has on the environment.

We continue to ensure the reduction of our impacts on the environment by implementing energy efficiency measures, reducing the consumption of non-renewable materials and reducing our greenhouse gas emissions.

Environmental policy and commitments

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

1. Maintain a proactive attitude which, in addition to guaranteeing compliance with the environmental legislation in force, leads us to acquire progressively demanding commitments.
2. Prevent pollution through the systematisation of our environmental management, in a way that allows us to control, measure, avoid or reduce the environmental impact associated with our activity.
3. Base the environmental management system on the continuous improvement of the most relevant aspects for the organisation. To this end, we establish quantifiable objectives and assign the necessary resources to achieve them.
4. Include the environmental variable in the research and development of the products and services we offer, seeking the profitability of the environmental actions we put into practice and identifying new trading opportunities.

- using them in a sustainable manner, implementing circular economy models for waste management and preserving biodiversity. The basic principles of our policy are:
5. Foster collaborative and participative attitudes across the company to achieve sustainable development. To this end, employee training and information are essential at all levels of the organisation.
 6. Establish fluid communication channels with authorities, the local community, sectoral organisations, suppliers and consumers that guarantee permanent and transparent dissemination of the impacts of our activity, as well as the resources and technologies we use to minimise them.

Sustainable goals

102-11, 102-15; 201-2

In 2021 we have redoubled our efforts with a new and ambitious commitment in the context of the fight against climate change. **At EROSKI, we undertake to become a zero net greenhouse gas emissions company by 2050.**

This commitment is in line with our adherence to the Code of Conduct on responsible food business and marketing practices presented by the European Union in Brussels and involves reviewing and strengthening our 10 Health and Sustainability Commitments that we set ourselves in 2018 and which include:

- To reduce by 25% our CO₂ emissions** by 2025 in order to minimise our impact on climate change. To this end, we will improve the efficiency of our equipments and processes and will increase the use of renewable energies.
- To reduce by 20% the tonnes of conventional containers** we commercialise by 2025, with the aim of reducing our possible contribution to the pollution of the marine and terrestrial environment with this material.
- Orienting our processes towards **zero waste**, to generate a positive environmental and social impact through the donation and reuse of food we do not sell.
- Orienting our processes towards a circular economy model through the ecodesign of our **own-brand containers to make them fully recyclable by 2025** and by recycling and recovering the waste we generate.
- Promote products produced in a more environmentally and animal-friendly way, **demanding environmental certificates in all our EROSKI Natur** products and broadening the organic product range, with animal welfare seals, etc. Additionally, we collaborate with our suppliers through different projects to ensure that they include environmental improvement criteria in their processes.

In 2021, we made progress in the new roadmap that will allow us to achieve carbon neutrality by 2050 and strengthen other commitments to sustainability in the framework of the EU's Code of Conduct on responsible food business and marketing practices.



Environmental risk management

102-11

We consider that properly identifying and managing environmental risks, including climate risks, and their financial impact, is essential for our Company’s evolution and good performance. In relation to crimes against natural resources and the environment, certain risky activities that could be carried out by different EROSKI departments, as well as the prevention measures for avoiding them, are foreseen and specific controls are implemented.

We have an Environmental Liability policy which has an annual aggregate limit for all covers of €10 million and a limit per claim for all covers of €5 million.

Risks and opportunities related to climate change

At the EROSKI Group, we are firmly committed to sustainability, respect for the environment and the reduction of our greenhouse gas emissions. In 2021, we were the first food distribution chain in Spain to set ourselves the carbon neutrality objective.

There is practically no economic sector that will not be affected by the impacts of climate change. Even so, it is also important to acknowledge that the reality of climate change represents opportunities for encouraging organisations to innovate in new business models and low-carbon products and to decarbonise their production processes.

At EROSKI we are well aware of this situation and are working to align ourselves with the main recommendations at the international and sectoral level, and to continue to advance in our compliance with the requirements of the Spanish Climate Change and Energy Transition Law, which envisages the obligation of companies to start to analyse and disclose their risks and opportunities with financial impact arising from climate change. In this regard, we have begun to work on this alignment in accordance with the Financial Stability Board’s Task Force on Climate-Related Financial Disclosures (TFCD) risk and opportunity disclosure framework.

EROSKI’s process for identifying the risks and opportunities arising from climate change is based on the analysis of climate scenarios and potential trends regarding market behaviour and the energy and regulatory framework that may affect our activities and business units. For the analysis of climate scenarios, a bibliographic analysis of the scientific publications on climate projections is being carried out, taking as a reference emission scenarios RCP4.5 (moderate scenario) and RCP{,5 (intensive scenario), in accordance with the United Nations Intergovernmental Panel on Climate Change.

The analysis considers both occasional acute climate risks (heat waves, torrential rains and floods, etc.) and chronic climate risks (persistent droughts, variations in temperature and rainfall patterns, etc.). Furthermore, possible transitional risks towards a decarbonised economy are also avaluated, understood as those related to political/legal, technological, market or reputational changes. To this end, we analysed, among other sources, the trends identified by EROSKI in its in-house studies, different forecast documents of the International Energy Agency (IEA) and the following scenarios:

- **STEPS (Stated Policies Scenario):** A scenario that reflects the current configuration of the policies based on sector-by-sector evaluation of the specific policies currently in force, in addition to those which have been announced by governments around the world.
- **SDS (Sustainable Development Scenario):** An integrated scenario that specifies the path to the objective of: guaranteeing universal access to affordable, reliable, sustainable and modern energy services by 2030 (SDG 7); substantially reduce air pollution (SDG 3.9); and adopt effective measures for fighting climate change (SDG 13).
- **NZE2050 (Net Zero Emissions by 2050 Scenario):** A scenario that establishes a narrow but attainable path for the global energy sector to achieve net zero CO₂ emissions by 2050. It is not based on reductions of external emissions to the energy sector to achieve its objectives.

Among the climate risks -occasional or chronic- that can affect EROSKI, a distinction must be made between those that can directly affect our operations, infrastructures and employees, and those that can affect our supply chain and, particularly, our fresh produce suppliers. However, it should be noted that the Company works mainly with Spanish suppliers (97% in the case of fresh produce suppliers), due to which exposure to the effects of climate change outside of Spain is low and, therefore, we consider these impacts mainly at the national level.

In general, although climate impacts may have significant variations at the regional level -and, therefore, a more detailed analysis may be required for the different areas where EROSKI concentrates its operations or suppliers- and also based on whether the planet is moving towards high emissions or towards a more decarbonised one, in Spain we identified the following relevant climate risks to our activity according to the Guide to regionalised climate change scenarios for Spain based on the results of the IPCC-AR5 of the Ministry for ecological transition and demographic challenge:

Physical risk scenarios identified for EROSKI

Type	Events	High-emission scenario	Low-emission scenario
Specific	Heavy rain / floods	Increase in torrential rains and flooding events.	
	Extreme winds	No major variations are detected, except a slight increase in the frequency of these events (decrease in the 50-year return value) in the north-west of the peninsula in summer in the medium (2041-2070) and long term (2071-2100).	
	Heat waves	Greater duration and frequency of heat waves. Smaller changes would occur in Galicia, communities of the Cantabrian coast and La Rioja, and much more in the Spanish Levante communities, such as in the Region of Murcia, Balearic Islands and especially the Canary Islands.	
Chronic	Changes in rainfall patterns and droughts	Rainfall tends to decrease in most of Spain, with greater decreases in the SW quadrant of the Peninsula and in the archipelagos.	
		Increased dry period (between 1-11 days).	Greater frequency and intensity of droughts.
		Greater frequency and intensity of droughts.	
	Changes in temperatures	The increase is clear and progressive throughout the 21st century, greater in summer and for the most emissive climate change scenario. The maximum and minimum temperatures in summer and autumn show a more intense increase than those in winter and spring, being the warming greater in inland and eastern areas than in the northern parts of the Peninsula.	
		By the end of the 21st century, in mainland Spain the proportion of hot days is expected to increase by nearly 50%.	By the end of the 21st century, in mainland Spain, the proportion of hot days is expected to increase by around 24%.
		In the middle of the century, maximum increases in temperature of 2-3°C, exceeding +3.5°C in the south-east of Andalusia. By 2100 the increase could reach 4.2-6.4°C.	In the middle of the century, increase in maximum temperatures of 1-2°C, being lower in coastal areas and higher in inland areas of Andalusia, Castilla-La Mancha, south of Aragon and Community of Madrid. By 2100 the increase could reach 2-3.4°C.

The increase in torrential rains and flooding events, in addition to other extreme weather events may derive in an increase in insurance premiums and costs of repairing damages in shops and other premises.

Among the chronic risks, the one that may have the greatest direct impact on EROSKI is the average increase in temperature (also in heat wave episodes), as this is likely to result in increased costs for air conditioning in shops and for maintaining the cold chain. In this regard, some studies envisage an increase in energy consumption associated with a cooling of 14% cooling degree days per decade in the period 2010-2049. In the medium or long term, this can derive in the need to invest to adapt the premises and shops to be more efficient in terms of climate control, although this must end up translating into savings for less energy consumption.

Furthermore, these same climate events can affect our suppliers and the product distribution due both to their impact on the production and transport thereof, which could lead to higher costs for purchasing products and to the need to find alternative suppliers. In particular, these climate risks will foreseeably have an impact on the agricultural sector. Among the main impacts on agricultural activity, the following can be mentioned:

- Reduction in the production of some harvests due to the increase in temperature that will derive in greater water stress.
- Changes in the productivity and quality of agricultural, livestock and forestry products due to changes in seasonality and climate variability.
- Limitation of the adequate available space for certain crops due to land degradation and desertification.
- Greater occurrence of pests and diseases in both crops and animals.
- Less productivity of livestock products due to the impact of excessive heat or loss of pasture productivity on animal welfare.
- Impacts on fisheries, shellfish and aquaculture resources.

*A cooling degree day (CDD) is a unit of measurement designed to quantify the energy demand required to air condition buildings and is generally defined as the number of degrees above 18°C of the average daily temperature.

Lastly, the World Health Organisation has been alerting for some time now that climate change could bring about the appearance of new epidemic diseases or increase their transmission due to changes in the distribution of disease-transmitting vectors which, in light of the impact of COVID-19, evidences the need to also consider the potential impact of as yet unknown future threats to human health.

As regards transitional risks (political/legal, technological, market or reputational), we have initially identified the following, although these will be analysed in greater detail throughout 2022.

Transitional risk scenarios identified for EROSKI

	Transitional risks	Potential impact
Political/ Legal	Growing existing and emerging regulation related to climate aspects.	The growing global awareness and concern for the impact of climate change and international commitments derive in a growing regulatory corpus that will affect all sectors of activity. Thus, the European Union undertakes to achieve emission neutrality by 2050 and to reduce its emissions by 55% by 2030. To this end, the European Commission has launched "Fit For 55", a major legislative package on green transition that will affect all areas of the economy and society, and will serve to articulate the way forward for the EU to achieve carbon neutrality by 2050 in this decade. At the State level, Spanish Law 7/2021 on Climate Change and Energy Transition makes it clear that the fight against climate change and energy transition entail technological transformations and changes in industry. The same is true at the regional level, where many governments are approving their own climate change laws with different requirements according to the territory. This will all surely translate into the need to address investments for decarbonisation and technological changes and processes in EROSKI and our supply chain that we will continue to address in the coming years. An example of this is the need to comply with European directives for the elimination of fluorinated gases in cooling equipment in supermarket refrigerators and air-conditioning systems, and which will be prohibited as of 2030. Also, many of these rules will probably imply greater monitoring and reporting needs in areas related to mitigation and adaptation to climate change.
	Carbon pricing mechanisms	Although EROSKI is not currently included in the EU Emissions Trading System, the appearance of possible carbon taxes applicable to products or services related to our activities can affect our direct and indirect costs. For example, the increase in the price of airline tickets affected by emission reduction programmes (CORSIA - Carbon Offsetting and Reduction Scheme for International Aviation) may indirectly affect the costs of tourist packages or the margins of our travel agency. Similarly, the potential impact of the "carbon border adjustment mechanism" that the EU intends to start implementing as of 2025 and which will affect products imported from countries with more lenient climate legislation than European countries must be analysed. Furthermore, given that we set ourselves the objective as a company of achieving carbon neutrality by 2050, we must foreseeably invest in carbon projects to neutralise part of our emissions, without ruling out the acquisition of offsetting projects during the transition period. There is currently significant inflation in the price per tonne of carbon of these projects and will probably continue to increase in the coming years, due to which this variable should be considered in the Company's global carbon strategy.

	Transitional risks	Potential impact
Political/ Legal	Increase in costs of supplies and raw materials	The future policy scenario models (SDS) analysed envisage an increase in the price of fuels, electricity and water resources. Indeed, these increases may be due both to causes related to climate change and to geopolitical tensions. In the first case, these increases may be caused both by carbon taxes and by other tax policies that discourage the consumption of carbon-emitting energy sources or to promote the efficient use of resources. Furthermore, translating the costs arising from the adaptation of production and supply infrastructure to consumers will impact costs. The increase in fuel prices may affect freight transport costs, while the increase in electricity costs will impact the direct operating costs of shops and other premises. The increase in water prices may impact the costs of certain food and other products. Similar impacts may occur due to the increase in prices of certain raw materials or agricultural products.
Technological	Costs of transitioning to a low-carbon economy	Beyond legal compliance, the transition towards a low-carbon economy may imply the need to refocus the business or diversify activities by developing, for example, new shopping experiences -both in-store and virtual or hybrid-. These changes will evidently require investment and changes in shops and distribution platforms, but also entail a risk associated with the implementation of an innovation whose success may be uncertain. Furthermore, the global trend and decarbonisation commitments acquired may entail the need to adapt our premises. For example, the new mobility modes through the increase in electric vehicle recharge points or the creation of "hydrogenerators" to supply hydrogen or, furthermore, the electrification of climate control systems (replacement of boilers with heat pumps) or installation of energy storage systems. Similarly, it is possible that other types of as yet undefined technological innovations or needs may arise in the long term and may have a similar impact to those already envisaged in the medium term (for example, technologies for direct sequestration of carbon from the atmosphere).
Market	Changes in consumer behaviour	An increasing number of studies show a clear trend in consumers' preferences for companies and brands with sustainability values and attributes. In this regard, 72% of Spaniards would be ready to change one shop for another one that is more environmentally friendly, which gives an idea of the potential impact of not advancing sufficiently in this field. Consumers also claim more information and greater transparency from brands, which translates into an increase in measurement and reporting needs, but also in changes in labelling and communication policies such as, for example, labels similar to Nutri-Score but that provide information on the level of impact of the products. Furthermore, climate change can bring significant changes in the consumption patterns that companies must be prepared to address in time. Examples of this include the growth in interest for alternative proteins or, in the case of the travel industry, emerging trends such as that of "flight shame". All these aspects will translate into the need for investment to prevent the loss of market share.
Reputational	Reputational impacts from lack of action against climate change	Consumers and other stakeholders in general are increasingly sensitive and punish greenwashing or carbon washing actions with greater intensity, in addition to those companies affected by controversies related to sustainability aspects. This can affect both EROSKI and the brands that manufacture the products we distribute, resulting in a decrease in demand in our shops. Therefore, sustainability management in our supply chain is just as important as that applied to our direct activities. Additionally, the impact may occur if stakeholders and consumers in particular perceive that we are not adequately or sufficiently responding to the climate emergency, whether through our own operations or the products and services we offer. In addition to the impact this could have on the reputation of our brands, it can also affect our ability to attract the best professionals both to our shops and to distribution centres and head offices.

All in all, EROSKI's business model and many of the initiatives we have been developing for some time now can improve our resilience to these risks, although this does not mean that we should not continue working to mitigate them. Thus, the fact that the company works with 60% of local suppliers and an overwhelming majority of national suppliers makes our operations less susceptible to the impact of climate change in other, more vulnerable countries. Also, we operate with short distribution circuits and our largest logistics centres are located in the northern part of the Peninsula, where certain climate risks may have less intensity, and have made significant advances in the decarbonisation of our logistics activities, as evidenced by our Lean & Green Star. To all this, we must add that for years we have invested heavily in energy efficiency in our shops and in reducing our corporate carbon footprint, in addition to developing multiple initiatives to improve our eco-efficiency and reinforce our sustainability policies. Furthermore, we are firmly committed to transparency towards our customers and consumers, as shown by our progress in nutritional and environmental labelling, such as the pioneering pu-

blication of environmental declarations of own-brand food products in 2020. Furthermore, climate change may also represent opportunities since it is already a reality, about which the main doubts are no longer whether it will happen or not (it is already happening) but rather the intensity and how it will transform our society and economic and consumption patterns. Thus, at EROSKI, we also see the current situation as an opportunity for delving deeper into the energy efficiency and logistics efficiency actions of our operations, diversifying our energy sources and especially for greater innovation and diversification in the services and products we offer. All of this will no doubt contribute to improve our degree of resilience against climate change-related risks.

EROSKI greenhouse gas (GHG) emissions - carbon Footprint

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EROSKI continues to work on the transparency of its commitments and climate performance with the aim of improving

the available information on the effects of climate change and taking the necessary actions.

Type of GHG emissions and sources included in this report

Greenhouse gases taken into consideration:
CO₂, CH₄, N₂O, HFCs

Direct emissions	Indirect emissions	
Scope 1	Scope 2	Scope 3*
- Refrigerant leaks in cold system. - Combustion of natural gas in own facilities.	Generation of energy for own use.	- Fuel consumption on business trips by road and air (fuel consumption and hotel overnight stays). - Production of diesel consumed in road transport for logistics and work trips. - Consumption of drinking water, paper consumption at headquarters, advertising and magazines. - Fuel consumption during road and sea logistics transport.

Total emissions
218,407
Tonnes CO₂ eq

-18%
2021
compared
to 2020**

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

**The reduction is mainly due to the lower electricity consumption and the decrease of its emission factors due to its renewable source and to the remediation of leakage of refrigerants (which have less potential for global warming)

GHG emissions by source

GHG emissions (tCO ₂ eq)	2021	%
Direct emissions (Scope 1)	66,717	31%
Natural gas	1,053	2%
Refrigerants	65,664	98%
Indirect emissions from electricity consumption (Scope 2) Marketing Mix ¹	63,730	29%
Hypermarkets	8,189	13%
Supermarkets	45,730	72%
Platforms	6,600	10%
Other businesses	3,211	5%
Other indirect emissions (Scope 3)	87,960	40%
Road logistics transport	61,989	71%
Maritime logistics transport	1,902	2%
Business travel by plane or car (combustion emissions)	3,505	4%
Overnight stays	230	0%
Transport diesel (from well to tank)	11,372	13%
Business travel diesel (from well to tank)	590	1%
Business travel by train	7	0%
Water	321	0%
Paper consumed at the EROSKI head office, brochures, magazines and receipts	8,044	9%

Intensity of GHG emissions

Total	
g CO ₂ eq/€ net sales	48.1
kg CO ₂ eq/m ² commercial surface area	183.7
Scope 1	
g CO ₂ eq/€ net sales	14.7
kg CO ₂ eq/m ² commercial surface area	56.1
Scope 2 (distributor mix)	
g CO ₂ eq/€ net sales	14
kg CO ₂ eq/m ² commercial surface area	53.6
Scope 3	
g CO ₂ eq/€ net sales	19.4
kg CO ₂ eq/m ² commercial surface area	74.0
Scope 1 + 2	
g CO ₂ eq/€ net sales	28.7
kg CO ₂ eq/m ² commercial surface area	109.7

¹Scope 2 emissions were calculated using the emission factor of the contracted marketers. The emissions calculated with the national mix are shown in Table 30 of the Appendix, together with the comparison to previous years.

Actions for driving environmental sustainability

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We address the promotion of environmental sustainability with a collaborative approach that takes our production itinerary into account and also seeks to involve external actors to our organisation. Consistently with our 10 Commitments to Health and Sustainability, we work with the entire life cycle of our organisation along different lines of action that encompass the way we design and produce our products and containers, our logistics activities, our shops, our circular waste management and consumer awareness.

More sustainable products

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

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



Certified sustainable origin

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

- **More than 1,600** organic products.
- **461 fish counters and 8 logistic platforms** of fish certified by MSC and GGN.
- **100% of our canned tuna** fulfils the principles of the International (ISSF).
- **430 EROSKI NATUR products** which include certifications such as GlobalG.A.P., Integrated Production or Animal Welfare.
- **17 Belle Natural products** have ECOCERT COSMOS Natural certification.
- **410 products** have FSC®, PEFC, Oekotex or SFI seal.

Committed to animal welfare

Consistently with our commitment to provide sustainable food, we have carried out advances and improves in animal welfare standards of the products we commercialise. Thus:

- We have incorporated the animal Welfair seal to many of our own-brand products:
 - All of our own-brand white meats (fresh turkey, rabbit and chicken).
 - EROSKI Natur pork.
 - EROSKI Natur Aragon Veal.
 - EROSKI local milk in the Basque Country, Navarre, Galicia and the Balearic Islands.
 - EROSKI pasture-raised chicken eggs and EROSKI Natur local free-range chicken eggs.

The Welfair seal promotes animal welfare through stringent Welfare Quality and AWIN® European standards, which evaluate food, housing, health and natural behaviour. The certification entails the annual inspection and supervision of farms and slaughterhouses by examiners trained in European animal welfare protocols. This training and monitoring is carried out by the IRTA (Institute of Agri-Food Research and Technology) and the Neiker technology centre.

- We also have Global G.A.P. aquaculture certification for EROSKI Natur farmed fish, which contains specific and stringent requirements with respect to the animal welfare of the fish, both during their farming and transport and slaughter.
- At EROSKI, in addition to the incorporation of external benchmark seals, we have acquired the commitment that 100% of our eggs came from free-range chickens in 2024. At the end of 2021, the volume of pasture-raised, free-range or organic chicken eggs reached 57%, although in regions such as CAPRABO we have already reached 100%.
- This year, we acquired the commitment of not using caged chicken eggs as an ingredient in the elaboration of our own-brand products as of 2025.
- Our EROSKI Natur chicken complies with the European Chicken Commitment regarding the use of slow-growing species, housing characteristics and slaughter. We also have EROSKI Natur free-range chickens in our range, which is even more stringent in terms of animal welfare conditions.

Organic products

We strive to offer food products from organic farming and livestock breeding, which apply environmental best practices and promote the conservation of biodiversity and natural resources and respect for animal welfare. In 2021, we launched new organic products within our own brands EROSKI Eco, EROSKI Bio and EROSKI Natur Bio, which have allowed us to expand our offering. We currently commercialise more than 95 references in our own brands, added to the more than 1,600 other brands that compose a wide range of organic products in our shops.



Sustainable fishing at EROSKI

With the aim of continuing to work towards the preservation of biodiversity in the seas and oceans through the rational use of marine resources, in April 2017 we approved EROSKI's Sustainable Fishing Policy.

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

This year, we reached 5,543 tonnes in our purchases of fish with sustainability certification. Of that total, around 2,283 tonnes correspond to fish certified by the Marine Stewardship Council (MSC), which guarantees its origin from sustainable fishing grounds, and 1,762 tonnes of farmed fish with GGN seal (GLOBAL G.A.P. Number) and 1,498 tonnes with Responsibly-Caught Tuna (RCT). It represents an increase of 11% of purchases compared to 2020.

Also, mention must be made of another 3,213 tonnes of canned tuna caught with sustainable methods which, added to the tonnes of canned tuna with MSC and RCT seal, means that 82% of the volume of tuna caught for EROSKI's preserves come from more responsible fishing methods (cane fishing, RCT, without FAD, MSC and FIP). We currently commercialise more than 150 sustainable fish references between fresh, frozen, canned and pet food.

At EROSKI, we only work with suppliers that have signed our sustainable fishing policy, which does not accept tuna from countries with a yellow card warning by the EU for failing to comply with the measures approved by the RFOs and not establishing measures to stop illegal fishing.

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

I Principles and commitments of EROSKI's Sustainable Fishing Policy:

Sustainable fishing techniques and fish in our commercial offering

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

Sustainability in the value chain

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

Transparency and governance

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

Local product and proximity shopping

Our commercial policy maximises the promotion of local products, creating wealth in the local community and contributing to agri-food, economic and social development. We have also been working on the development of an accompaniment program for local suppliers for the continuous

improvement of their environmental and social sustainability. The actions implemented to promote local consumption are developed in Chapter 6 on "Commitment to the local community".

Ecodesign of containers and packaging

301-1, 301-2, 301-3

At EROSKI, we are sensitive to the growing concern in society due to plastic contamination suffered by our planet and, in fact, have been carrying out actions to minimise it for years. We also seek to improve the circularity of our containers and guarantee that they are given a second life after their use.

In this regard, we work to optimise both our own-brand containers and the checkout bags and in-store packaging used, always with a view first to prevention and then to improving the materials used.

Checkout bags

At EROSKI, we are aware of the environmental problem generated by the bags and of the need to promote their reuse, which is why we have been working to foster their responsible use for several years. In 2009, we launched the reusable raffia bag made of recycled plastic and, in 2010, we began to charge for single-use bags.

This commitment had an immediate impact: between 2009 and 2010, consumption was reduced by more than 293 million bags, 62% of those consumed in 2009. Three years later, in 2013, we launched the solidarity bag, a reusable cloth bag that brings together environment and solidarity, since all the proceeds from its sale are dedicated to charity causes.

To these reusable options, which we still maintain, in 2019 we added a wide range of sustainable solutions to replace the conventional plastic shopping bag. Thus, we incorporated a bag with more than 55% recycled plastic, a new paper bag with FSC seal and fully recyclable, and another compostable bag made of renewable plant-based materials which can be reused as a garbage bag for the organic fraction. This means that 65% of the material we use for bags is of renewable or recycled origin.

I Commercialised checkout bags



92,303,628

Checkout bags

-19% compared to 2018*

1,749,490

Reusable raffia bag, with 70% of recycled plastic

115,210

Reusable solidarity bag

79,751,005

Bag with more than 55% of recycled plastic

1,548,907

Paper bag

8,936,225

Compostable bag

37,128

Reusable netting

165,664

Other bags

I Commercialised checkout bags by material

2,710
Tonnes of checkout bags
-21% compared to 2018*

	Tonnes	% compared to 2018*
Plastic	2,667	-22%
Bioplastic	112	*
Recycled Plastic	1,606	+11%
Conventional plastic	949	-52%
Paper/Carboard	43	*

*The change in checkout bags began in 2019, when paper bags, compostable and with more than 55% of recycled material, were incorporated.

In-store packaging

In 2018, we set ourselves the goal of reducing the tonnes of conventional plastic of our fresh products packaged in-store by 21% in 2021, which we exceeded one year earlier, in 2020, by reducing them by 30%. This was made possible thanks to the replacement of polyethylene bags with compostable bags, the use of paper envelopes as an alternative to plastic and the incorporation of up to 80% of recycled plastic in our trays for in-store packaging of bread, pastries and other products.

This is accompanied by actions for promoting reuse among our customers. In this way, we allow customers to use their own reusable containers, such as lunch boxes or tupper in the meat and fish sections, or our reusable mesh bag as an alternative to the single-use plastic bag for purchasing bulk fruit and vegetables.

I In-store packaging units

276,322,233
In-store packaging units
-59% compared to 2018*

19,059,435 Trays	36,145,468 Counter paper
175,884,492 Bags	22,721,800 Counter envelopes
942,929 Bottles	21,568,109 Other



I In-store packaging by material

3,863
In-store packaging (tonnes)
+42% compared to 2018*

	Tonnes	% compared to 2018
Total plastic	2,766	+56%
Bioplastic	1,786	*
Recycled Plastic	303	+11%
Conventional plastic	676	-52%
Total paper/cardboard	1,037	+10%
Recycled paper/cardboard	5	*
Paper/cardboard	1,032	+10%
Other materials	61	+3%

*We used 2018 as a baseline year because we acquired the commitment to reduce conventional in-store packaging plastic by 2021. The incorporation of bioplastics and paper envelopes on counters took place between 2019 and 2020.

I Total in-store packaging, own-brand containers and bags by materials

35,818
Tonnes
-3% compared to 2020

	Tonnes	% compared to 2018
Total plastic	13,052	+7%
Bioplastic	1,921	+393%
Recycled Plastic	3,047	+12%
Conventional plastic	8,085	-11%
Total paper/cardboard	10,727	-6%
Recycled paper/cardboard	5,035	-8%
Paper/cardboard	5,692	-3%
Metals	2,606	-7%
Glass	9,187	-11%
Other materials	9,248	-98%

Own-brand containers

Since the creation of our own brand, we have strived to improve our product containers and, in 2013, we joined the Basque Ecodesign Centre, where private companies and the Basque Public Company for Environmental Management (Ihobe) collaborate in the conceptualisation and execution of innovative ecodesign, also in conjunction with the University of the Basque Country (UPV-EHU) and leading international knowledge centres.

I Own-brand containers

573,111,349

Units of own-brand fresh produce and food containers
-9% compared to 2020

In 2018, we set ourselves the goal of ecodesigning all our containers by 2025 to make them 100% recyclable, eliminate over-packaging and promote the use of recycled materials of renewable origin.

The first measure that we always try to implement is the elimination of containers, which is why we promote the sale of bulk fresh products. Thus, approximately 60% of our fruit and vegetables is sold without container and, in other sections, the percentage of bulk products is even higher, like in the fish section, where we exceeded 85%.

In parallel, in 2021 we continued with the analysis of our own-brand food and fresh produce containers, exceeding 3,500 products from more than 380 suppliers, which ac-

count for 98% of our range in these areas. The objectives of the study are to calculate their plastic footprint and degree of recyclability, identify improvement actions for them and annually monitor the progress made.

This year, we ecodesigned 73 own-brand containers, which makes a total of 119 containers with environmental improvements in our food and fresh produce range. To this end, we applied measures such as lightening the materials, using recycled or renewable material and we made improvements in recyclability, prioritising single-material or light-coloured containers, among other actions. Examples of these measures include the following containers:

- Natur Bio beef hamburger, whose container has 80% less plastic than standard hamburger containers.
- EROSKI Basic sweet chorizo, whose tray contains 70% of recycled plastic.
- EROSKI condensed milk, with a more recyclable container by improving the product's pouring capacity and by having a transparent monolayer PET bottle.

Ecodesign actions in 2021 entail avoiding the consumption of 85 tonnes of conventional plastic per year. Our total conventional plastic footprint decreased by 493 tonnes in absolute terms in 2021 with respect to 2020.

I Own-brand containers by material

29,514

Total own-brand containers
-9% compared to 2020

	Toneladas	Variación 2018-2021 (%)
Total plastic	2,766	+56%
Bioplastic	7,619	-7%
Recycled Plastic	22	12%
Conventional plastic	1,137	-9%
Total paper/cardboard	6,460	-7%
Recycled paper/cardboard	9,648	-7%
Paper/cardboard	5,030	-8%
Metals	4,618	-6%
Glass	2,606	-7%
Other materials	9,187	-11%

Sustainable logistics

After achieving the objective of reducing the greenhouse gas emissions of our logistics activities by at least 20% with respect to 2015, we have continued to work on measures to improve the environmental performance of our transport and platform-

ms to achieve an additional 10% reduction, which we expect to verify throughout 2022. To this end, we developed different initiatives which are explained in detail in the "Efficient logistics" section in Chapter 2.

Eco-efficient shops

302-1, 302-2, 302-3 302-4

The renewal and expansion of EROSKI's commercial network to adapt it to our "with you" model also includes the adoption of measures in its construction and management based on environmental criteria that enable a reduction in energy consumption of around 35% in comparison to an establishment of the previous model. This is possible thanks to LED lighting measures, closure of cold storage units, improved climate control or use of more efficient and less polluting refrigerants.

In 2021 we went a step further to improve the sustainability of our shops with the inauguration in Vitoria-Gasteiz of our first establishment with the EROSKI energy model, the Lakua-Arriaga centre.

New energy model for EROSKI shops

The new energy model for EROSKI shops is based on three major pillars. The use of 100% renewable energies, the reduction of consumption by 50% and, since sustainability is more than the reduction of consumption, the recovery of 80% of waste and the promotion of sustainable mobility.

The Lakua-Arriaga supermarket is the culmination of a journey on which EROSKI embarked in 2012 when it opened its Zero CO2 Emissions shop in Oñati and has now culminated with the inauguration of its energy-sustainable shop in Zizur in 2020. This new shop will receive LEED GOLD Certification in Green Building, which recognises the implementation of significant environmental improvement measures in the Lakua supermarket by means of external certification.

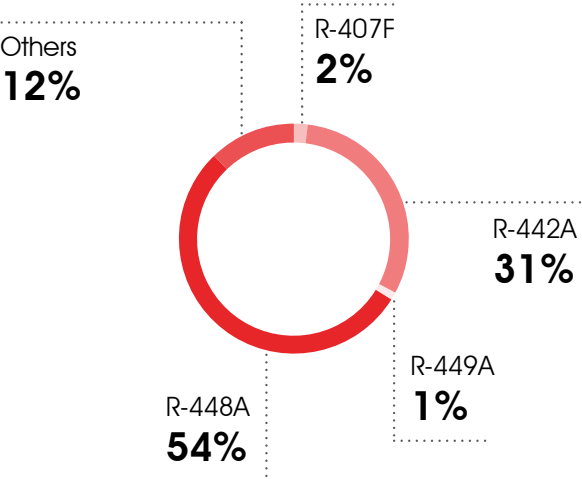
This last supermarket represents the evolution of the practices implemented to date and the starting point of a new environmental sustainability model. This new model will extend to the new openings of the EROSKI Group, to the extent that the physical constraints of each establishment allow it.

It is also aligned with EROSKI's sustainability roadmap, which is marked by our 10 Health and Sustainability Commitments and by our commitment to achieve zero net greenhouse gas emissions by 2050.

EROSKI continues to advance in the fight against climate change, such that this supermarket reinforces the EROSKI Group's commitment to environmental respect and social welfare.

I Refrigerants consumed to offset leaks (tonnes)

45,1 tonnes



I Characteristics of the new energy model implemented in the Lakua-Arriaga shop

A more efficient and sustainable building:

■ Use of natural refrigerant

With a CO2 system, greater cooling performance can be achieved and energy costs can be reduced by a high percentage.

This refrigerant, which is more environmentally friendly, makes it possible to achieve greater energy efficiency with less environmental impact, since it is a gas with lower CWP (Climate Warming Potential) levels. It is a natural refrigerant that is not inflammable or toxic, due to which it is a safer system.

■ Cold-storage units include the latest advances in R&D

These advances are made in their design, manufacture and in the provision of high efficiency evaporators. To this we must add that they are all closed with doors to prevent cold from leaking out to the saleroom, thereby reducing energy consumption and increasing the feeling of comfort inside the shop. Said doors are also innovative due to their low thermal conductivity and the lack of frames enables a panoramic view of the products.

■ Smart and self-regulated LED lighting system

This system adapts to existing needs at any given time, maximising the use of sunlight.

The use of this technology translates into a reduction in consumption in the lighting system of around 50% on average with respect to other technologies and also has a longer useful life, which implies a smaller environmental footprint.

■ Energy-efficient climate control

Energy efficiency in climate control has focused on better thermal isolation and on the use of external cold and heat. The Lakua-Arriaga supermarket uses the residual heat from the central cooling unit to heat the centre, due to which the energy required in the heating processes is minimal. This also results in excellent indoor air quality.

Systematised energy and environmental management:

■ Automation of energy consumption systems

A significant innovation is the automated management of the energy consumption systems. The centre is equipped with a 24x7 cold monitoring and control service the year round. In the event of any alarm arising from the shop's most critical system, a corrective procedure is triggered with very short response times, which makes it possible to avoid loss of cold or food.

Furthermore, the other sources of electricity consumption in the shop (lighting, ovens, climate control, etc.) are also controlled by an automated system that avoids untimely power on and controls the hours of use and consumption.

Sustainability is more than energy savings:

■ Sustainable mobility

We strive to transform our mobility to make it safer and more sustainable. To this end, the car park has 12 electric vehicle charging points, three of them for people with reduced mobility and specific parking for bicycles.

The shop is also located in an area that is well connected by public transport and is safe for bicycles.

■ Sustainability from the foundations

The construction of the building has been carried out in accordance with sustainability parameters that result in a reduction of the heat island effect through the use of roofs with a high level of solar reflectance. Materials with lower environmental impact have been proposed, achieving an improvement of more than 10% in the release of greenhouse gases.

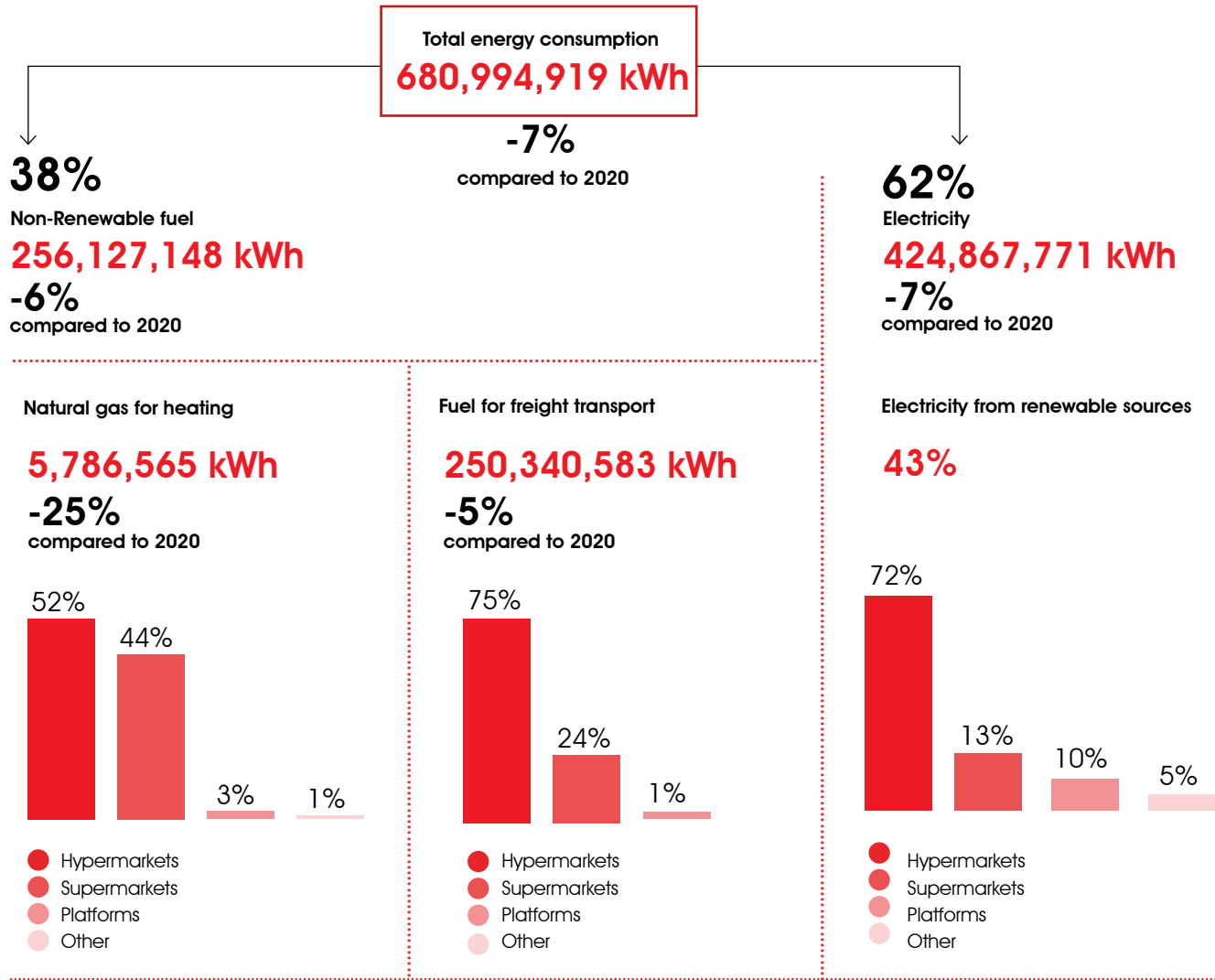
Also, the management of construction waste made it possible to leverage 80% of the waste generated.

Renewable Energy Transition

The shop represents a milestone in the path towards renewable energy transition. On the one hand, the centre generates energy for own consumption through photovoltaic solar panels and, on the other, all the energy it consumes is 100% renewable in origin.

I Energy consumption within the organisation (KWh)

2021 energy intensity ratios
572,6 kWh/m2 commercial surface area
0,15 kWh/€ net sales



I Energy consumption outside of the organisation

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

12,997,732 kWh

Water management

303-2, 303-3, 303-5

We have installed telematically managed water meters for remote control that make it possible to detect and minimise any leaks that may exist in our network in real time, thereby reducing water consumption. Additionally, we work to incorporate equipment that will allow us to reuse grey water at our centres.

The water used by our shops, platforms and head offices is served by municipal drinking water supply networks, which directly manage the collection and potabilisation of the distributed water.

Prevention and control of spills and discharges

303-4

The wastewater we generate is treated at the Wastewater Purification Stations of the municipalities where our activity is carried out. It is estimated that the volume of wastewater generated in 2021 was 1,107,655 m3. EROSKI fulfils current legislation on the prevention and control of uncontrolled spills and discharges.

In 2021, a Wastewater Environmental Monitoring and Control Plan was developed for the entire EROSKI Group petrol station network. This has enabled EROSKI to perform a triple environmental check at its petrol stations:

- Check that petrol stations with specific discharge constraints fulfil the reference limit values imposed by Water Consortia, Associations of Municipalities and/or Municipal Councils.
- Check that the water discharged to the network by the other petrol stations are within the general discharge limits market by the Municipal Ordinances or reference legislation applicable in each case.
- Detect deviations in the proper functioning of the hydrocarbon water filtration equipment.

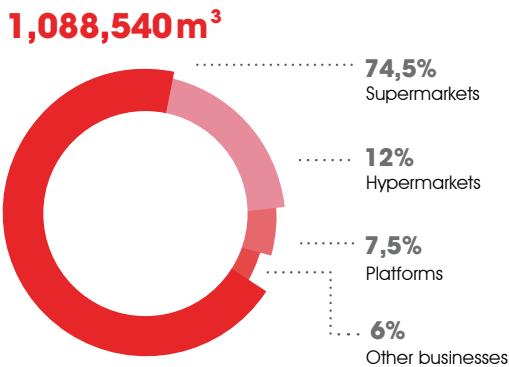
The annual update of this plan, together with the prioritisation of the corresponding preventive actions, will make it possible to maintain the petrol station network in early non-conformity detection status.

Also, the entire EROSKI petrol station network has a leak detection system and no type of leak was recorded by this equipment. The network has a preventive maintenance contract with a petrol station maintenance company that monitors the proper functioning of the whole installation. Also, all the watertightness tests of both tanks and pipes have been satisfactory.

In 2021, we continued with the remediation plans and startup of equipment for the two cases of affected soil or water detected in 2019, in Usurbil and Abadiño.

Also, the soil and groundwater remediation of Jaca continues after a delay of 15 months due to two incidents in 2021. Due to the detection of an increase in groundwater contamination rates, we had to stop the activity until the de-

Consumption of water



Estimated volume of residual water generated

1,077,655 m³



Location of our centres to protect biodiversity

304-1; 304-2

All our centres are located in urban areas which, together with compliance with environmental and biodiversity legislation as regards their location, guarantees the proper development of the activity while respecting the environment and its natural conditions. However, the fact that in autonomous communities such as Galicia or the Balearic Islands a large part of their territory is considered an area of great value for biodiversity, means that some of our centres are located on sites affected by protection figures.

At 2021 year-end, 102 of the EROSKI Group's more than 1,600 shops in Spain were located in some protection zone. The autonomous regions with the largest number of shops in protected zones are Galicia, the Balearic Islands and Catalonia, with extensive protection areas that occupy most of their territory.

Shops by autonomous region and protection category

Autonomous region	Shops in protected zones	Natura Network	Protected Natural Space	Important Bird and Biodiversity Conservation Areas in Spain	Biosphere Reserves	Spanish Wetland Inventory
Andalusia	11	✓	✓	✓	✓	
Aragon	2			✓	✓	
Cantabria	3			✓		
Catalonia	14	✓	✓	✓	✓	
Castilla y León	5	✓		✓	✓	
Castilla la Mancha	3			✓	✓	
Extremadura	3	✓		✓		
Galicia	39	✓	✓	✓	✓	
Balearic Islands	8	✓		✓	✓	
La Rioja	1					✓
Madrid	3	✓		✓		
Navarre	1			✓		
Basque Country	13	✓	✓	✓		
Total	106					

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

Circular waste management

306-2, 306-3, 306-5

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

Action Plan Against Food Waste

According to the Food and Agriculture Organisation of the United Nations (FAO), a third of the food produced worldwide is lost or wasted. We work to minimise the food waste that our activity may generate through different actions, such as the promotion of fresh produce nearing their expiry date, food donation or the recycling and recovery thereof into other products, inter alia.

Ugly fruit and vegetables against food waste

At EROSKI, as part of our commitment to the sustainability of the agricultural sector and against food waste, we offer varieties of fruit and vegetables called "ugly" due to their appearance or size. In 2021, 604 tonnes of ugly fruit and vegetables were commercialised throughout the entire network.

Promotion of food products close to their expiry or best-before date

Several years ago, we incorporated a label with accumulative discounts upon acquiring food products nearing their expiry or best before date. In 2021, we sold more than 42,000 tonnes of products with these discounts.

Food donation through the Zero Waste Programme

We donated more than 6,000 tonnes of food and essential commodities to social welfare organisations through our Zero Waste programme, which is explained in detail in Chapter 7 on "Commitment to society".

Recycling and recovery of organic waste

Through reverse logistics or authorised management companies, we collect the organic waste generated in our shops for use as raw materials in the manufacture of animal flours and oils and animal feed or for other recovery operations, thanks to which we give 6,700 tonnes of organic waste a second life every year.



"Paco Muñoz" Mercabarna Awards

CAPRABO's project for sustainably managing organic waste has been recognised as the Best Initiative of the Private Sector in the "Paco Muñoz" Mercabarna Awards.

Innovation for circular food waste management

In 2021, we participated in different innovation projects, such as FoodRUS or ZeroWaste to reduce food waste. These projects of the European Horizon 2020 or Green Deal programmes will last several years and include the participation of different technology companies and centres in several countries.

Raising awareness against food waste in households

For another year, EROSKI participated in the Week Against Food Waste organised by the AECOC with different sensitisation and pedagogical actions through its social networks. Also, at CAPRABO, we have joined the initiative of the 2021 European Waste Prevention Week through the different sensitisation actions. These include the development of an online educational questionnaire through which to learn and understand why it is important to reduce waste, particularly in cities. This initiative has been shared with the schools participating in our educational programme Choose Well, Choose Healthy. We also collaborated with Red Cross in the awareness-raising initiative Healthy Eating and Food Waste Reduction.

Minimisation and management of inorganic waste

We work to minimise the waste arising from our activity by applying ecodesign to own-brand products, promoting the reuse of containers and packaging among our customers and the use of digital tickets, among other actions.

Promotion of reusable bags and containers

We also promote the reuse of shopping bags and the use of reusable netting in the fruit section or tupperware in the meat and fish section among our customers to reduce the consumption of single-use plastics in shops. In this regard, in 2021, we participated in the "Donostia Zero Plastik" Campaign of the Donostia-San Sebastián Municipal Council with the delivery, among other actions, of more than 600 tupperware.

We also reuse most of our logistical containers, thereby preventing the consumption of virgin raw materials.

Reused logistic containers



Less paper with digital receipts

In 2019 we incorporated digital receipts to provide our customers with information on their purchases directly in the EROSKI App, thereby preventing paper consumption. In 2021, it represented a reduction of 2% for EROSKI (without VEGALSA-EROSKI) in paper consumed for receipts, which amounts to 25% compared to 2018. This implies avoiding 36 tonnes of paper per year.

Paper consumed in advertising, magazines, checkout tickets and EROSKI head office

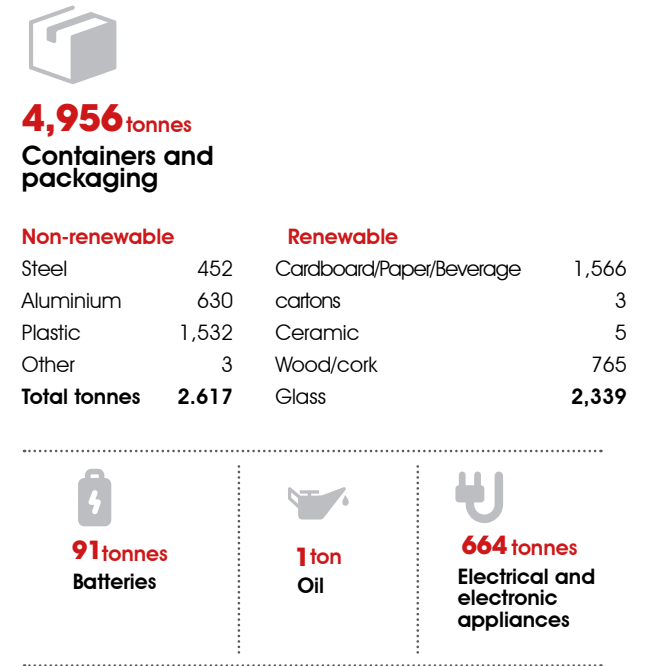


All paper used in advertising is 70% PEFC-certified (Programme for the Endorsement of Forest Certification schemes), which guarantees that it comes from sustainably managed forests. The paper of the CONSUMER EROSKI and EROSKI Club magazines is also PEFC-certified, which guarantees responsible forest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

Recycling and recovery of inorganic waste

As own-brand producers, we annually declare the containers, electrical appliances, batteries, oils and luminaires of our products to Extended Producer Responsibility Collective Systems, such as ECOEMBES o ECOVIDRIO. These entities guarantee the proper recovery and management of waste derived from the use of our products.

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



At EROSKI, we are also responsible for ensuring that the waste generated in our shops and premises is properly managed and recovered, thereby fostering recycling and reuse as priority treatments. From a circular economy perspective, we promote reverse logistics processes from shops to platforms and suppliers that enable the proper reuse and recycling of the organic and inorganic waste generated. This implies not only minimising the amount of waste, but also preventing the consumption of virgin raw materials in other production processes. Thus, we carry out the following actions:

- We recycle cardboard, plastic, paper and wood generated on our premises. To this end, we collect the different materials discarded in our shops and collaborate with different Integrated Management Systems (IMS) authorised the treatment thereof.
- We reuse logistical containers in our distribution operations.
- We make it easier for consumers to recycle their waste. To this end, we set clean points in our shops at their disposal for collecting batteries, electrical appliances, lamps, clothes, domestic oil and toner, among other used products. This includes, namely, the collection of coffee capsules of any brand and material which we extended to our network in 2019 in a pioneering way in a Spanish supermarket chain. This initiative allows us to recover more than 110 tonnes of this waste per year.



Waste by type and treatment method

45,015
Waste tonnes

44,966
Non-hazardous waste

43,918
Total waste for recycling or other recovery treatments

49
Hazardous waste

1,097
Total waste for final disposal

Tonnes	
Total waste for recycling or other recovery treatments	43,918
Hazardous waste	35
Recycling	20
Other recovery treatments¹	15
Non-hazardous waste	43,883
Recycling	30,333
Other recovery treatments	13,550
Total waste for final disposal	1,097
Hazardous waste	14
Landfill	0
Other destinations	14
Non-hazardous waste	1,083
Landfill	991
Other destinations	92

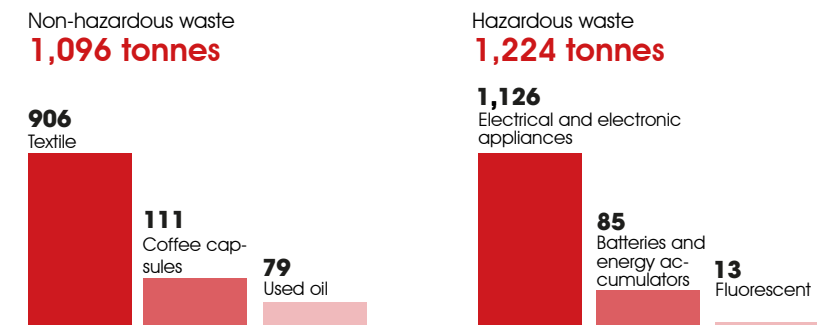
¹It is not currently possible to differentiate the proportion of waste intended for energy recovery included in "Other recovery treatments", since they are grouped under treatment codes R12 and R13, which encompass all R1-R11 treatments

I Non-hazardous wasted intended for recycling or other recovery treatments

	Tonnes
Recycling	30,333 (69%)
Inorganic	30,333 (100%)
Paper and cardboard	28,228 (93%)
Plastic	1,974 (6.5%)
Wood	108 (0.4%)
Other	23 (0.1%)
Other Recovery operations	1,097 (31%)
Inorganic	6,764 (50%)
Paper and cardboard	4,621 (68%)
Plastic	495 (7%)
Wood	219 (3%)
Other	1,429 (21%)
Organic	6,786 (50%)
Fish	2,637 (39%)
Meat	2,237 (33%)
Bread	294 (4%)
Dairy	105 (2%)
Vegetables	51 (1%)
Other	1,462 (21%)

*Organic waste intended for the manufacture of feed and a small % for composting

I Waste collected from our customers and recycling centres by type



Environmental awareness of consumers

413-1; 413-2

We can all contribute to environmental protection, due to which, at EROSKI, we work to train and sensitise consumers by launching awareness-raising campaigns and the publication of pedagogical contents on our web platforms and other in-formation media. In line with this objective, we also promote and develop collaborative initiatives with customers, em-plo-yees and institutions.

Artigas Sustainability School (Vizcaya)

In 2021, we renewed the collaboration agreement with the Ar-tigas Sustainability School. It is the Vizcaya Environmental Edu-cation Centre on Waste, which delivers training programmes on urban waste through workshops, projection of audiovisuals and a visit to an interactive exhibition.

Earth Hour

For the eleventh consecutive year, EROSKI joined the WWF's Earth Hour campaign, supported by the United Nations, by joining the symbolic blackout of the largest global initiative in defence of the environment, which in 2021 took place under the slogan Connect with nature.

Environmental volunteering

Our employees and customers share our passion for caring for our environment and building a more sustainable future. At EROSKI, we work to promote these attitudes by fostering envi-ronmental volunteering actions open at both both collectives. In 2021, we collaborated with the WWF in the performance of reforestation actions in the Basque Country and Catalonia, cleaning of natural spaces in the Balearic Islands and reco-very of burnt soils in Galicia, thanks to the in-store Solidarity Cents donation programme.

Camiño a Camiño ("Road to Road") environ-mental programme

For another year, VEGALSA-EROSKI participated in Camiño a Camiño, a programme of environmental routes of the Con-cefauna of this region, promoting healthy and sustainable li-festyles.



6

Commitment
to the local
environment

por ser
de aquí



por ser
de aquí

1,45 €

1,70 €

1,55 €

3,89 €



We grow with local suppliers

102-9, 203-2, 204-1

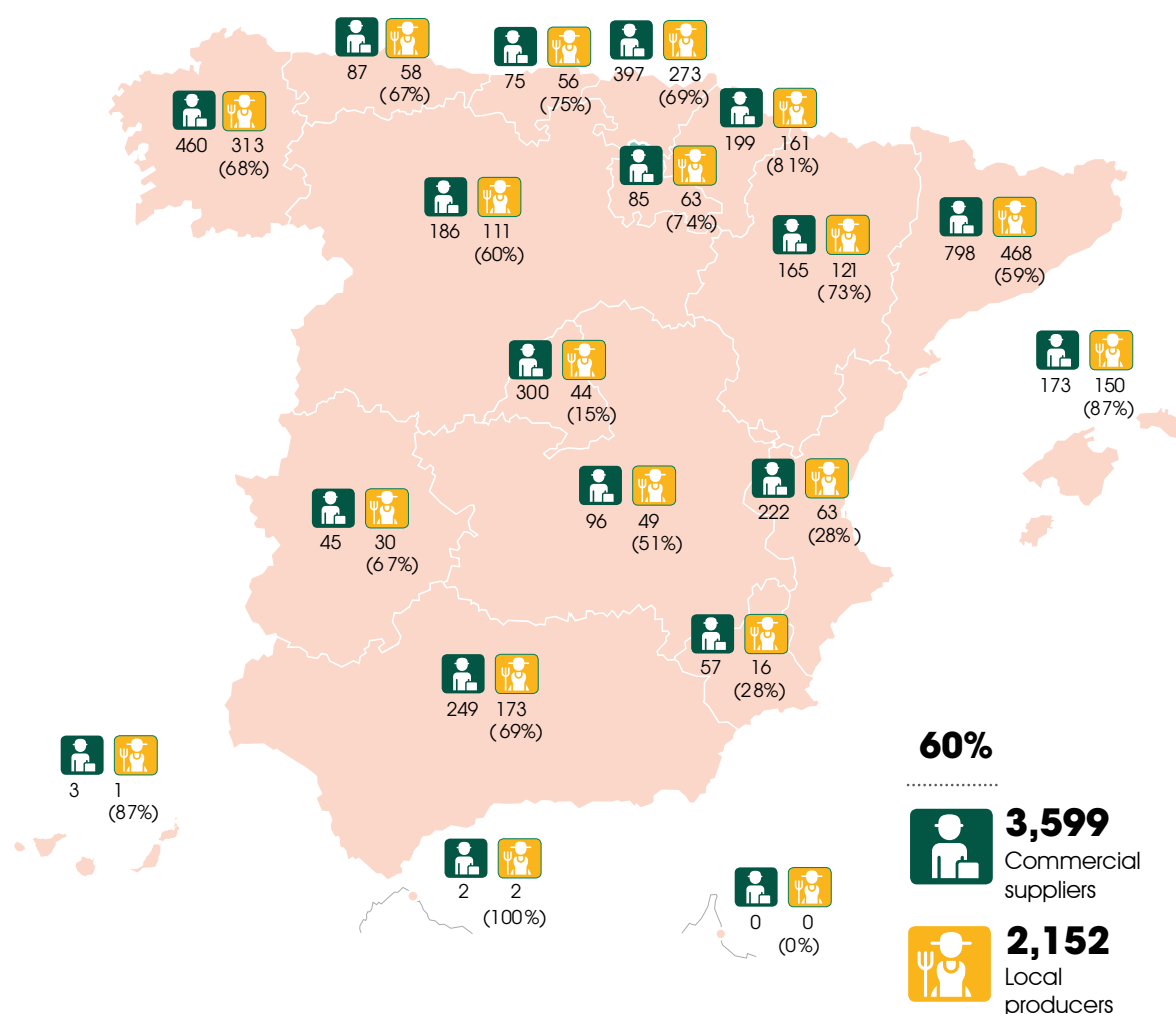
Our commitment to the sustainability of the local community transcends the environmental dimension, since we also actively support the development of the local economy in the territories where we operate. Our commercial policy maximises local production, creating wealth in the local community and contributing to agri-food, economic and social development.

The possibility of having a diversified production sector oriented towards sustainable development through primary sector SMEs is the key element in our relationship with the local agri-food sector: it is in our cooperative genes to undertake to ensure this diversity, create collaborative environments and work with a large number of suppliers. Over half of EROSKI's more than 3,800 commercial suppliers in Spain are small

local production companies. By this we mean high-proximity suppliers, normally small and medium-sized agri-food producers, whose products we commercialise only in each autonomous region.

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

I Number of commercial suppliers and local producers per autonomous region



Collaboration with local agri-food producers

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

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

In 2021, we had 1,797 new additions of local and regional references, of which 944 correspond to the Fresh Produce section and 853 to the Food section. These new additions generated sales of over €22 million. Additionally, as a token of support to the primary sector and in collaboration with sectoral organisations and regulatory boards, in 2021 we incorporated own-brand references in the charcuterie section in the Balearic Islands, Navarre and the Basque Country, eggs in Aragon and Binissalem wine in the Balearic Islands. Along the same lines, and seeking to innovate in products such as legumes, we incorporated legume-based snacks in Navarre and hummus in the Basque Country, all own-brand. We also continued to move forward in our commitment to diversification in the production sector. We made great strides in the development of two essential sectors in the regions of the Basque Country and Catalonia: vegetables and cheese, in which we made significant progress.

In addition, we continued to renew and generate new collaboration agreements with sectoral organisations to drive local food products, Protected Denominations of Origin (PDO) and Protected Geographical Indications (PGI). We currently have over 2,500 products with PDO or PGI: more than 1,600 different wines and more than 180 cheese references with PDO, more than 100 vegetable preserves, oils, legumes and rice with PDO and PGI, and more than 230 meat products with PGI. In addition, we have more than 1,180 products with differential quality brands such as Eusko Label, Reyno Gourmet and Tierra de Sabor, inter alia.

Dialogue with local agri-food production companies is key to this collaboration model, due to which we meet with them on a regular basis to continue to promote and innovate under the common strategy we share with small producers with the aim of fostering diversity in the primary sector. In 2021 we organised three sectoral roundtables in the Basque Country and Navarre to analyse the current and future situation of the vegetable, wine and cider sectors. Furthermore, with the aim of continuing to make progress in the improvement of our "SME Commitments", we conducted a survey among more than 650 small producers and SMEs with which we collaborate, in which they highlighted our availability and accessibility, our high quality demands, our public commitment to local producers and the fact that we put all of it into practice.

We also entered into two institutional agreements: a collaboration agreement with the Government of Aragon for the development and promotion of Aragonese products in the month of July and the renewal of the Agreement with the Federation of Cooperatives of Catalonia in August.

Accompaniment Programme for local producers

In 2021, EROSKI worked on the development of a new tool at the service of its small agri-food producers aimed at promoting greater knowledge and commitment to local suppliers and their community, providing training and support for ongoing improvement, accompanying and guiding them towards higher product quality and better environmental and social conduct, and achieving greater transparency in the supply chain. The project, which will be launched in the Basque Country in the first quarter of 2022, has a first diagnostic phase aimed at identifying the status of the different aspects of quality, good governance and environmental, social and economic sustainability of producers to ensure their ongoing improvement. Subsequently, in a second phase, EROSKI will inform each producer of their status with the identification of possible areas for improvement.

Lastly, after detecting the areas for improvement, EROSKI will implement the third phase of training through digital seminars, informative newsletters and technical sessions to help producers train their employees and make improvements in their products and processes. This accompaniment programme will be ongoing in order to have an updated diagnosis and provide a variety of useful contents over time.



Promotion of local products

EROSKI's objective to promote local products also extends to the dissemination and promotion of its inherent cultural, gastronomic and culinary values. While our proximity product offer has continued to increase steadily in recent years, at EROSKI we are also involved in the promotion of the consumption of these regional food products as a way of maintaining our gastronomic culture, our economy and our landscapes.

In this regard, we have continued our commercial dynamisation by launching campaigns every month of the year in all regions based on product seasonality and, on many occasions, in conjunction with Regulatory Councils and Quality

Brands. Furthermore, since June 2021, we have incorporated new communication elements, both in the physical and digital channels, and promoted the organisation of digital events.

Within the actions that seek to acknowledge initiatives with local impact, in 2021 the Basque Culinary Centre and EROSKI acknowledged three former students whose projects are transforming the way of understanding food and gastronomy in the framework of the "2021 EROSKI-BCC Onenak Awards".



Promotion of culture, leisure and local environment

413-1; 413-2

Promoting EROSKI's most local initiatives seeks to favour the well-being of people near our commercial network and showcase local culture and traditions.

Promotion and dissemination of local languages

At EROSKI, we consider local languages an essential part of the cultural heritage of our local communities and, consequently, work continuously to promote and disseminate them. It is no coincidence that, for decades, we are the only distribution company that offers own-brand product labels in Euskera and all the other official languages. Additionally, we collaborate in different external initiatives that promote their use.

In the case of Euskera, we participated in the Basque Book and Record Fair in Durango (Durangoko Azoka), the most important fair of the year as regards the promotion of the Basque language and in which we have been participating for decades. We also collaborated with the main activities to promote the Basque language in the education sector in each territory (Ibilaldia, Araba Euskaraz, Kilometroak and Nafarroa Oinez), in which more than 6,000 people participated in the events organised by the EROSKI Foundation's Food School, aimed at fostering healthy eating habits among students and their families. Additionally, we develop initiatives and projects such as the Euskera Plan in order to achieve bilingual environments and increase the use of Euskera within the organisation.

Also in Galicia, we highlight the region's culture and language by joining all those initiatives that are closely linked to Galician society. For example, as in previous years, in 2021 we continued to support the celebration of the Día das Letras Galegas.

These actions complement our ongoing efforts so that the EROSKI CONSUMER magazine can be read in Spanish, Euskera, Galician and Catalan. The EROSKI Club and Sabor-CAPRABO magazines are also available in the official languages of the regions where we operate.

Leisure and culture

Furthermore, we try to bring culture closer to consumers through different sponsorships such as, for example, the Musikaire cultural festival, which is held annually in Elorrio, where our head office is located.

Also, for another year, VEGALSA-EROSKI collaborated with the Obstacle Course due to the integration of ENKI, which seeks equal opportunities in the access and enjoyment of cultural goods in the city of A Coruña and the elimination of the obstacles to enable the participation of all its citizens, with special attention to disabled people. Additionally, it promotes local culture by sponsoring three of the musical events of the summer in Galicia: the Morriña Fest, the Resurrection Fest and the Caudal Fest, in addition to the third artistic and professional exchange initiative Camiño Escena Norte.

Furthermore, aware of the importance of sports to current society and in order to carry out a healthy way of life, we also support sporting activities organised in our local community. In the Basque Country, we have collaborated with popular races and activities such as the Subida a Artxanda. We also entered into an agreement with the Women's Basketball Sports Association (ARASKI) and the Euskadi Cycling Foundation to promote the development and promotion of healthy habits through diet and sports.



Plátano
EROSKI Natur de

325 agricultores de
7
La Palma

Commitment
to society

Donamos
10 céntimos
por kilo vendido

A través de:



Cruz Roja





Our contribution to society

413-1; 413-2

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

In order to materialise actions in favour of society, we dedicate at least 10% of our benefits to the Compulsory Contribution Fund for Education and Promotion of Cooperatives and Other Public Interest Purposes (COFIP). These economic resources are channelled through the EROSKI Foundation, created in 1997, which engages in four major lines of activity:

- 1. Training and information for consumers.
- 2. Educational, cultural and professional promotion, especially in relation to consumer affairs and commitment to the local community and the environment.
- 3. Solidarity and welfare promotion.
- 4. Research, development and innovation in relation to consumerism, food, environment and healthy lifestyle habits.

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

Thus, we support actions either on our own initiative or through collaboration agreements with third parties for the social and cultural development of our local community.

The economic contributions of EROSKI and its customers for social welfare purposes in 2021 totalled €13,579,518, distributed among the following fields of social action:

Distribution of contributions to social action



Solidarity cents donation programme

413-1; 413-2

In 2021, we consolidated the permanent donation programme launched in November 2020, through which we facilitate our customers' solidarity in our shops on a daily basis. Through this programme, EROSKI and CAPRABO's customers can make a small donation to the charitable cause under way at any given time when paying for their purchase with a credit card or mobile phone. The contribution, which is always voluntary and confidential, consists of a small symbolic amount of 10 cents for purchases between €5 and €30, and 20 cents for purchases greater than €30, which EROSKI supplements with its own contribution.

The more than €2 million donated through the €14 million of donations of Solidarity Cents were distributed to 368,000 people through 260 social welfare organisations, which have financed support projects for children, environmental conservation, fighting cancer, older people, people at risk of social exclusion, people with disabilities, people with degenerative diseases and victims of gender-based violence.

Indicators of the Solidarity Cents programme from the beginning

More than
3 millions of euros
donated

435,000
people assisted by the projects we have collaborated with

260
social welfare organisations with which we have collaborated

Donations from the programme in 2021:

Month	Collective supported	Donations from EROSKI and its customers (€)
February 2021	Childhood cancer	213,053
March 2021	Women and children victims of gender-based violence	193,537
April 2021	People with neurodegenerative diseases	277,698
May 2021	Families at risk of social exclusion	175,760
June 2021	Environmental protection	154,347
July 2021	Elderly people in vulnerable situations	160,138
August 2021	People with disabilities	144,898
September 2021	Boys and girls in a situation of vulnerability	218,388
October 2021	Women with cancer	153,543
November and December 2021	Families in a situation of vulnerability	343,251
January 2022	Refugees and international cooperation	138,109

We build our 2022 Solidarity Plan on active listening

The Solidarity Plan defined by EROSKI for 2022 arose from the initiative of listening and calls for solidarity that have been implemented to gather the opinions and proposals of social welfare organisations, employees, customers and citizens in order to choose the social projects that will benefit from its Solidarity Cents donation programme and add new entities as recipients of the food donated through its Zero Waste programme.

More than 12,400 people participated in the active listening carried out in September 2021 through their replies and 289 social welfare organisations presented 464 solidarity projects to access EROSKI's permanent programme and reinforce its beneficial impact on those who need it most.

The analysis carried out by an Advisory Committee made up of NGOs, consumers and employee-partners has served to build the final plan for 2022 and the funds raised through the solidarity programme will be aimed at causes such as support for childhood or women with cancer, support for women and children victims of gender-based violence, assistance for people with neurodegenerative diseases or rare diseases, support for disabled people, collaboration with families or elderly people in a situation of vulnerability, environmental protection and homeless animals.

We respond to the social emergency

413-1; 413-2

In these times of pandemic and economic difficulties for many families, solidarity takes on great importance in order to move forward. Additionally, new social emergencies such as the eruption of the volcano in La Palma have arisen.

In this context, EROSKI reinforced its solidarity initiatives so that the basic nutrition and hygiene needs of those who need it most are met.

Emergency campaign in favour of those affected by the volcano in La Palma

Together with our customers, we donated more than €435,000 in favour of the people affected by the eruption of the Cumbre Vieja volcano in La Palma thanks to the emergency solidarity campaign that we launched across the commercial network.

The funds raised, plus the additional amount contributed by EROSKI, were channelled through Red Cross, an organisation that is working directly to support the population affected by this disaster.

The solidarity action contained two lines of work. On the one hand, we encouraged our customers to consume Canarian Bananas as a way of supporting the banana sector and the population affected by the volcanic eruption. EROSKI donated €0.10 per each kilo of EROSKI Natur bananas sold. Furthermore, we called for the collaboration of our customers by enabling a voluntary donation mechanism at checkout.

Campaigns with Food Banks

In 2021 we celebrated 25 years of collaboration with the Spanish Federation of Food Banks (FESBAL), to which we donate the food collected annually in our shops: the "Kilo Operation" in June and the "Great Food Collection" in November. This food is intended for the people of each region affected by economic difficulties and at risk of social exclusion, which has been aggravated by the pandemic. In 2021, the health crisis rendered the physical collection of products impossible, which was replaced by the possibility of collaborating by donating the amount chosen by each customer at the checkout line in our shops to which, as always, EROSKI adds its own contribution. Thanks to this initiative, we jointly donated more than three million meals through these in-store campaigns in favour of Food Banks, thereby making it possible to feed 1,200 families for one year.

Charge Card for social purposes

The EROSKI and CAPRABO Charge Card helps channel the welfare aid from municipal councils and social welfare organisations to citizens and families in emergency situations. A personal card is given to each user with an initially charged amount and offers the possibility of automatically making periodic top-ups according to the Company's indications. Its appearance, similar to EROSKI gift or loyalty cards, makes it possible to normalise access to basic needs in an inclusive and not merely supportive way, prioritising the solidarity, security, confidentiality, autonomy and dignity of people as the fundamental values of this programme.

In 2021 we collaborated with more than 130 public and social welfare organisations to facilitate the channelling of their welfare aid to people in a vulnerable situation through the Charity Card. The money channelled through the cards is equivalent to more than ten million meals a year.

Zero Waste Programme

At EROSKI, we continue to strive to eradicate food waste. Our action protocol guarantees food safety in the donations of all fresh produce and food products which, while being in perfect condition for consumption, we remove from our shelves to fulfil our commitment to customers of maximum freshness and appearance of the packaging. We ensure that donated products also maintain their cold chain at the entity receiving the donation, ensuring the same guarantees in their transport and facilities until the food product is consumed.

The allocation criterion and final delivery of these products to the recipient is done through more than a hundred social welfare organisations throughout Spain with which we have entered into collaboration agreements. In 2021, EROSKI donated more than 5,600 tonnes of food and basic products intended for the most disadvantaged collectives through a hundred social welfare organisations.

EROSKI has been awarded the *Premio Espiga de Oro*, the maximum award given by the Spanish Federation of Food Banks to organisations that stand out for their collaboration in the supportive redistribution of food surpluses.

In 2021, EROSKI and its customers donated more than 17 million basic meals aimed at the most disadvantaged collectives. This figure is equivalent to feeding more than 4,200 families over a year.

Other solidarity actions

413-1; 413-2

Our campaigns go beyond food solidarity, giving support to vulnerable collectives and promoting commitment to the environment through consumption habits that favour the

preservation of natural resources. We highlight some of them below.

Support for people affected by cancer

For another year, EROSKI participated in different actions with the Spanish Association Against Cancer (AECC). Among other actions, EROSKI sold t-shirts in October, supported the summer skin cancer campaign, supported women's careers, etc. Additionally, CAPRABO collected donations in collaboration with the comprehensive care programme for women with cancer.

Measure Smiles campaign in favour of people affected by diseases in the Balearic Islands

For the tenth consecutive year, EROSKI launched the "Measure Smiles" campaign in its shops in the Balearic Islands, through which €49,000 were raised in favour of 14 local organisations for different collectives affected by diseases such as multiple sclerosis, diabetes or cancer, inter alia.

Proyecto Hombre campaign in the Balearic Islands

In 2021 we launched the "With you, life is colourful" campaign in the Balearic Islands to offer our customers an original object in exchange for €1 to collaborate with the Proyecto Hombre foundation. €40,000 were collected, which will be allocated to the foundation's programmes to help drug addicts on the islands.

Solidarity and sustainable management of textile waste

Like every year, the clothes and shoes brought to our shops by our customers for reuse or recycling was managed by entities such as Kooperera, Humana Fundación Pueblo para Pueblo and INS3RTEGA, among others, and more than €21,000 of profit were allocated to social welfare projects.

International cooperation

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

In addition to the Solidarity Cents campaign in favour of UNICEF, ACNUR or MUNDUKIDE, for another year we donated non-food consumer articles (toys, shoes, clothes, school supplies and optical products, among others) to children in Latin America through the Children of the World Federation, an organisation that works towards sustainable human development and international cooperation. In 2021 donations totalled €273,000.

Support for families

EROSKI maintains cooperation agreements to support large families with entities such as Hirukide, Fanoc and Familia XL, inter alia. Additionally, aware of the particular needs of this type of families, we offer special advantages through our loyalty cards and initiatives such as the Tarxeta Benvida (Welcome Card) of the Galician Autonomous Government at VEGALA-EROSKI or CAPRABO's "Welcome, Baby" programme. **Thus, in 2021 more than 20,000 large families benefited from savings of more than €1.1 million.**

These actions were complemented by CAPRABO's online tool "Welcome, Midwife", in which parents can find answers to all the questions they are most concerned about during pregnancy, delivery and the first years of the baby's life. It is an initiative supported by organisations such as FAME (Spanish Federation of Midwives' Associations), AEM (Spanish Association of Midwives) and the paediatrician Dr. J. Mateu Sancho.



Delegatuen
Batzar Nagusia
Asamblea General de
Personas Delegadas

EROSKI

8

Commitment
to
transparency

EROSKI
Koop E - S. Coop.

Garai bat amaitu,
beste bat hasleko.
El final de una etapa,
el comienzo de una nueva.

Financial results

102-7; 201-1;

With the advancement of the vaccination process, 2021 started a trend towards a return to pre-pandemic consumption patterns; however, the different waves of contagion during the year prevented it from being considered a normalised year. Indeed, the year ended with a major sixth wave and restrictive measures in leisure and hospitality venues.

The volume of activity fell with respect to the previous year, in which the confinement induced a significant increase in food business figures. In those businesses where the restrictive mobility measures of 2020 negatively influenced those linked to leisure, sport and mainly travel, they have not returned to normality and are still far from pre-pandemic activity levels. Costs were gradually adjusted in line with the activity and an improvement in profit from operations with respect to 2019 was observed, but undermined by the major impact of the

soaring energy prices in the last months of the year. In just a few months, it has involved a very high cost that could not be directly transferred to the market.

The acquisition of interests by the partner EPCG in the share capital of the businesses linked to Catalonia and the Balearic Islands of the partner EPCG was completed in 2021. This incorporation reinforces the Group's project especially focused on both geographic areas.

Worth noting was the significant debt reduction undertaken in 2021 amounting to €450 million, which allowed us to reach reasonable levels of financial leverage.

Direct economic value generated and distributed (Figures in thousands of euros)

	2021	2020	2019
Ordinary income	4,792,390	5,051,067	4,835,650
Net sales from distribution	4,541,380	4,807,439	4,584,227
Other income without return from sale of fixed assets	251,009	243,628	251,423
Operating profit (before impairment, gains or losses on sale of fixed and non-current assets)	185,475	252,411	193,840
Impairment, disposal of fixed and non-current assets	-63,914	-198,963	-162,602
Profit before financial expenses and taxes	121,562	53,448	31,238
Financial income/loss	33,147	-104,503	57,526
Profit/loss of investments accounted for using the equity method	221	232	1,436
Income tax	-50,316	-26,740	-45,028
Net profit from discontinued operations	0	0	0
Financial result for the year	104,614	-77,562	45,173

Sustainable Finance Taxonomy

The Taxonomy of Sustainable Finance of the European Union (EU) is a tool for investors to identify investment opportunities compliant with environmental policies. In June 2021, the EU published two delegated acts defining the list of activities that contribute to climate change's mitigation and adaptation, while the delegated acts for the other four objectives will foreseeably be published at the end of 2022. The EU Taxonomy is also intended to determine whether the economic activity does not cause significant damage to any of the other environmental objectives and complies with minimum social guarantees.

As a public-interest entity, at EROSKI we are obliged to report the eligibility of our activities and products in accordance with EU Taxonomy and the percentages of the economic and financial variables of the eligibility for 2021.

Specifically:

- Percentage of volume of sales aligned with the Taxonomy over the total.
- Percentage of CAPEX (Capital Expenditure) aligned with the Taxonomy over the total.
- Percentage of OPEX (Operating Expense) aligned with the Taxonomy over the total.

A total of 9 eligible activities and products have been identified within the environmental objective of climate change mitigation. For example, the installation of energy-efficient equipment, electric heat pumps, photovoltaic panels, light commercial vehicle leasing or investment in data server maintenance.

A summary of our eligible activities with their corresponding economic and financial variables is as follows.

Economic indicators of green taxonomy

Eligible activities	Taxonomy activity	Sales	% Sales	CapEx	% CapEx	OpEx	% OpEx
Electric heat pumps	4.16 Installation and operation of electric heat pumps					210,000	0.17%
Recovery of non-hazardous waste	5.9 Recovery of non-hazardous waste	4,548,587	0.10%			3,933,981	3.17%
Light commercial vehicle leasing	6.5 Motorcycle, passenger car and light commercial vehicle transport					1,607,677	1.30%
Construction of new buildings	7.1 Construction of new buildings			2,761,258	1.25%		
Renewal of existing buildings	7.2 Renewal of existing buildings			5,976,757	2.72%		
Installation of energy-efficient equipment	7.3 Installation, maintenance and repair of energy-efficient equipment					2,155,727	1.74%
Installation of equipment for measuring, regulating and controlling the energy efficiency of buildings	7.5 Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling the energy efficiency of buildings			52,042	0.02%		
Installation and purchase of photovoltaic solar panels	7.6 Installation, maintenance and repair of renewable energy technologies			69,000	0.03%		
Customer data management	8.1 Data processing, hosting and related activities					1,348,121	1.09%
Total eligible activities (climate change mitigation)		4,548,587	0.10%	8,859,057	4.02%	9,255,507	7.47%

The results obtained are summarised in the following more relevant aspects:

- Observing the relative magnitudes, the product or activity with the highest percentage of sales in relation to eligibility of the Taxonomy is the recovery of non-hazardous waste, accounting for 0.10% of the total. Furthermore, for the OPEX figure, the highest percentage also corresponds to the aforementioned activity, accounting for 3.17% of the total. Lastly, as regards the CAPEX figure, the highest percentage corresponds to the renewal of existing buildings, accounting for 2.71% of the total.
- In relation to totals corresponding to eligible activities and products, the highest percentage with respect to the total corresponds to OPEX (7.47%), followed by the CAPEX percentage (4.03%) and, lastly, the sales percentage (0.10%).

In 2022, the information will be extended to include the other environmental objectives regulated during the year and the three variables for the alignment of economic activities as established by the Taxonomy, that is:

- Compliance with technical selection criteria (substantial contribution).
- Not cause significant damage to any of the Taxonomy's environmental objectives.
- Fulfilment of minimum social guarantees.

Scope of the report and preparation principles

102-45

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

The companies for which data are reported in this report are those affected by Law 11/2018 on non-financial information and

diversity. These are the 23 companies included in Appendix I of the fully consolidated financial statements, although not all of them have an impact on all the non-financial aspects reported in the notes to the financial statements. The companies included in Appendix II of the financial statements, the so-called associates, are not included since they are companies in which we do not have control, in the sense of Article 42 of the Commercial Code, and, moreover, most of them have no employees and do not carry out any kind of activity. Therefore, they are not considered to involve non-financial risks and are excluded from this document.

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

I Companies of the EROSKI Group and their coverage

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

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

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

I Companies that own shops by business

COMPANY	Hyper- markets	Super- markets	Petrol stations	Leisure and sport	Travel agencies	Opticians	Online stores
EROSKI, S.COOP.	✓	✓				✓	✓
CAPRABO, S.A.		✓	✓				✓
CECOSA HIPERMERCADOS, S.L.	✓		✓			✓	
CECOSA SUPERMERCADOS, S.L.		✓	✓				
EQUIPAMIENTO FAMILIAR Y SERVICIOS, S.A.		✓					
FORUM SPORT, S.A.				✓			✓
PENINSULACO, S.L.		✓					
VEGONSA AGRUPACIÓN ALIMENTARIA, S.A.	✓	✓	✓			✓	✓
VIAJES EROSKI, S.A.					✓		✓



Our stakeholders

102-40; 102-42

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

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



External stakeholders:



Specific communication mechanisms and key issues and concerns identified for each stakeholder

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Specific communication mechanisms and key issues and concerns identified for each stakeholder

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

Materiality analysis

102-43 - 102-44

Following the principles established by the GRI Standards to define the contents of the 2020 Sustainability Report, we updated the materiality analysis in order to include and determine the issues that are relevant for EROSKI and its stakeholders.

In 2021, we updated the results of the materiality analysis carried out in 2020 with the aim of integrating the results of the consultation made to external stakeholders and incorporating the double materiality perspective. In this regard, an analysis was carried out as to why ESG issues are material from a social-environmental materiality and financial materiality impact perspective

The analysis identified what types are relevant when reflecting the ESG's economic, environmental and social impacts, in addition to the issues that influence stakeholders' decisions or that generate an impact on the economy, the environment and/or society.

The process for carrying out the 2021 materiality matrix was developed following the steps below:

1. Analysis and identification of material issues. In order to identify potentially material (relevant) issues, we used the list of material issues published in the 2020 Report.
2. After obtaining the list of topics, we prioritised it, which resulted in a list of issues that are most relevant to EROSKI and our stakeholders. In order to evaluate whether an issue is material in the medium and long term, a combination of internal and external factors were considered. The consultation method used was mainly an online survey conducted among stakeholders in which more than 1,400 people participated. The analysis of materiality includes the needs and expectations of the following stakeholders: employees, franchises, Client Partners, Consumer Partners, the tertiary sector, suppliers, the Government, the business community, the investors and the media.
3. Financial materiality has been integrated in the internal perspective of the material issues to obtain a measurement of how ESG themes influence the achievement of our business objectives and our financial results. In this case, the sector risks identified by EROSKI in 2020 and the main ESG criteria applied by analysts and investors, such as: SASB, MSCI and the DJSI Yearbook, which identify strategically relevant themes for the sector from a financial perspective.

4. The results obtained were reviewed and validated to ensure that the materiality reasonably reflects and balances EROSKI's performance in terms of sustainability. Also, in order to get an overview of both the positive impacts and their adverse impacts, the environmental and social impact materiality perspective was applied.

5. In order to determine the level of social and environmental impact, an in-house analysis was carried out which included the review of the ESG regulatory context, ESG standards, legal requirements and future regulation; an analysis of the material issues of sector leaders, the criteria established in non-financial reporting standards and the Sustainable Development Goals and objectives. Three impact levels have been established (low, medium and high), which are reflected in the matrix.

In the update of this year, the following new material issues were identified: Company-employee social dialogue and corporate brand reputation vis-à-vis the customers

I 2021 EROSKI's Materiality matrix

Classification of the material issue

-  Commitments, policies and responsible management
-  Customers, consumers and product responsibility
-  Environmental management
-  Employment and labour relations

Impact of sustainable development:

-  HIGH impact  MEDIUM impact  LOW impact

Influence on stakeholder assessments and decisions	High	 Ethical, transparent and responsible conduct  Circular waste management  Climate change and responsible use of resources (materials, energy, water)  Responsible economic performance  Social action and impact on the environment  Sustainability and traceability in the supply chain  Stable, quality employment and professional development  Customer care service  Customer Health and Safety  Promotion of local suppliers  Responsible marketing and labeling practices  Food waste  Occupational safety and health  Competitive products in terms of quality/price		
	Medium	 Ecodesign of products and services to ensure greater sustainable  Diversity, equality and inclusion  Company/employee dialogue  Data protection and digital transformation  Corporate brand reputation		
	Low			
		Low	Medium	High
Importance of economic, environmental and social impacts for EROSKI				

The importance of impacts for EROSKI has been defined considering both the internal analysis and the financial impact of material aspects.

List of material issues and their coverage

The table below includes the most relevant issues, in addition to issues that have a significant relationship with EROSKI's activity. The table summarises where the impact of the material issue occurs (outside or inside the organisation), EROSKI's involvement (direct and indirect), reasons why the issue is material for EROSKI and it also synthesises the probability of impact together with EROSKI's impact on the environment through its transformational capacity.

Material issue	Where the impact occurs	Involvement of EROSKI	Definition of the material issue	Environmental and social impact
Customer care service GRI 102; 416; 417	Outside the organisation	Direct	Commercial strategy designed to achieve maximum customer satisfaction, maintaining a relationship of mutual trust through: expert staff, friendly treatment, maximum quality, personalised attention, immediacy and commitment to sustainability.	Medium impact on consumers, since it meets their needs in terms of product preferences and shopping systems (experiential shopping, online shopping, etc.); it also allows us to meet the needs of vulnerable groups such as older people and promotes quality and sustainable consumption.
Customer health and safety GRI 416	Outside and inside the organisation	Direct and indirect	Offer healthier products, more adapted to special diets with sufficient variety and supply with the aim of guaranteeing customers' health. Safe establishments for customers that strictly fulfil the hygienic measures demanded by the authorities.	High impact on customer health and safety due to EROSKI's ability to reach the population through the products it distributes the work centres, where safety guarantees and safety control are established, especially for food and personal hygiene products.
Competitive products in terms of quality/price	Outside and inside the organisation	Direct and indirect	Competitiveness strategy aimed at guaranteeing a diversity of products with competitive prices and high quality standards	The quality/price ratio of EROSKI's products has a high impact on social development due to being basic products and on environmental development due to the impact on their production and distribution.
Promotion of local suppliers GRI 204	Outside the organisation	Direct	Local acquisition practices with with supportive approach for local suppliers	EROSKI's activity has a high impact on this matter due to its ability to generate social and economic development in those communities where it operates by promoting its supply chains. Its outreach to this type of suppliers and end-consumer relationship capacity can drive the market for local products.
Responsible marketing and labelling practices GRI 417	Outside and inside the organisation	Direct and indirect	Ethical and responsibility criteria in any type of marketing communication and especially by providing information about the products (on the label).	Medium impact due to the capacity to help consumers make informed decisions in accordance with their needs, in addition to showcasing and giving visibility to responsible companies, healthier food or food restrictions.

Material issue	Where the impact occurs	Involvement of EROSKI	Definition of the material issue	Environmental and social impact
Circular waste management GRI 306	Outside and inside the organisation	Direct and indirect	Adequate management of waste generated by production. Remove waste at origin and find alternative uses for what remains by developing and searching for technologies and processes that will continue to reduce the waste footprint. The production and consumption model based on the principle of "closing the life cycle" of the products helps to fulfil this commitment.	High impact due to the generation of waste in production, distribution, packaging and ingredients and the capacity to reach the end consumer to promote more sustainable habits.
Food waste GRI 306	Outside and inside the organisation	Direct	Stock management planning, adequate conservation and good food handling practices, including consumer awareness.	The measures implemented to reduce waste have a high impact on both its operations and on the promotion of good habits among consumers and in the supply chain.
Occupational safety and health GRI 403; 404	Inside the organisation	Direct	Application of measures and development of the necessary activities to prevent occupational risks, avoiding events and damages that can affect their health or integrity. Promotion of safe work environment.	It has a high impact due to the activity in its proprietary work centres and its traction capacity in its value chain. The promotion of a safe work environment implies a positive impact on this issue.
Diversity, equality and inclusion GRI 405; 406	Outside and inside the organisation	Direct	Application of meritocracy criteria, respect and recognition, compensation, orientation to performance and progression that guarantee equal opportunities, diversity and inclusion in the company.	High impact on the employability of under-represented groups and for making specialised products available for certain minorities, fostering equality and inclusion.
Ethical, transparent and responsible conduct GRI 101; 205	Outside and inside the organisation	Direct	Development of an ethical corporate behaviour, adopting measures to increase transparency, complying with regulations, and preventing corruption and any type of crime	All the regulations and standards incentivise companies to be transparent with their stakeholders and be accountable for their performance, establish improvement processes and relationships of trust. It is a high impact
Climate change and responsible use of resources (materials, energy and water) GRI 301; 302; 303; 305	Outside and inside the organisation	Direct and indirect	Actions against climate change and emission reduction, including responsible consumption and efficient use of energy resources and water, such that the company meets its operational and production needs under environmental respect criteria, managing risks and minimising the environmental impacts of its activity, optimising the consumption of materials and using environmentally sustainable materials.	High impact due to the climate footprint throughout the value chain and capacity to minimise impact through the responsible consumption of resources, energy efficiency and traction with the value chain. It also has wide consumer outreach.
Responsible economic management GRI 201	Outside and inside the organisation	Direct and indirect	Grow economically in a sustainable way and sustainably for business development.	High impact due to the ability to generate economic impact and redistribute wealth among stakeholders (employees, suppliers, investors,...) and in the communities where it is present.

Material issue	Where the impact occurs	Involvement of EROSKI	Definition of the material issue	Environmental and social impact
Digital transformation, protection of personal data and cybersecurity GRI 418	Outside and inside the organisation	Direct	Integration of new technologies in different areas of the company, with the aim of optimising processes, improving its competitiveness and adapting to new trends, offering customers added value while guaranteeing the adequate protection of customer and supplier personal data, in addition to confidentiality.	Medium impact marked by the relevance of guaranteeing the protection of the data of its different stakeholders, especially in promotional actions. As regards digitalisation, the impact on social development is low.
Social action and impact on the local community GRI 413	Outside the organisation	Direct	Resources for actively meeting the needs of the local communities. In such a manner that it contributes to its development and employability, improving their social welfare and becoming involved through the promotion of volunteering actions.	High impact on the creation of socio-economic value, since it meets the basic needs of the population in quality/price conditions. Also, it is a local actor that generates employment with the capacity to reach scattered territories and wealth due to action with suppliers.
Sustainability and traceability in the supplier chain GRI 308; 414	Outside the organisation	Direct and indirect	Responsibility in relationships established throughout the supply chain with suppliers, including ethical, social and environmental criteria and working to promote better performance in terms of sustainable development, including respect for human rights.	EROSKI's activity has a high impact in this issue due to its capacity to traction its suppliers' activity to foster sustainable behaviours among suppliers and to broaden the market for more respectful products with social rights and with the local community.
Stable, quality employment and professional development GRI 401	Outside and inside the organisation	Direct	Creation of stable, quality employment with hiring and salary policies that promote local development. Training, specialisation and development of professionals with the aim of improving their skills and place the best resources at their disposal in order to have a qualified team.	EROSKI has a high impact due to its ability to create quality employment among its own employees, including the generation of employment in scattered areas and among different groups. Also, this capacity extends to its value chain through its commercial relationships.
Ecodesign of products and services to ensure greater sustainability GRI 301	Outside and inside the organisation	Direct and indirect	Measures such as ecodesign, recyclability and incorporation of raw materials in packaging to generate the smallest possible adverse impact on the local community. Responsible management of the necessary materials to package and wrap products.	Medium impact due to being a mass consumption distributor with high outreach capacity through its products.
Corporate brand reputation	Outside the organisation	Direct	Reinforce the strategic pillars that support the brand strategy, including aspects such as notoriety, purpose, mission, vision and values or its market positioning, among other aspects.	The impact of brand reputation vis-à-vis customers is low because it does not imply adverse effects on the local community or people.
Company/employee dialogue	Inside the organisation	Direct	To guarantee freedom of association and collective bargaining, as well as articulate a fluid dialogue between the company and employees in relation to organisational changes.	To establish mechanisms of dialogue between the company and professionals has a medium impact on employees' quality of life.

Additional information about calculation of indicators

Indicator	Scope	Calculation methodology/Comments
Information on direct employees (GRI 102-8, 405-1)	EROSKI Group	The total number of direct employees and Employee Partners is an average of the data recorded during the last month of 2020 (January 2021).
		The percentages by type of contract, working hours, age, gender and professional category correspond to the data as at 31 January 2021 (reporting date). Those percentages were applied to the total number of employees reported (29,806).
		The number and rate of turnovers corresponds to employees who left the organisation due to resignation, dismissal, retirement or death.
Information on remuneration (GRI 102-34, 102-35, 102-36, 102-37, 102-38, 102-39, 202-1, 405-2)	EROSKI Group	Data are reported for EROSKI S.Coop. and the rest of the Group companies separated by differences in relation to remuneration.
		The data provided corresponds to the fixed remuneration for the calendar year 2020 and relates solely to Partners and permanent employees. The Anticipated Gross Consumption data are used for EROSKI S.Coop. and the gross annual remuneration data for the rest of the companies. Anticipated Gross Consumption (AGC) is the sum of net remuneration and Personal Income Tax Withholdings (excluding Social Security contributions).
		The data used for the comparison with IBEX 35 companies were obtained from the report on corporate governance indicators of Fundación Primero de Mayo, on the 2019 financial year, published in 2021.
Information on accidents and ORP training (GRI 403-2, 404-1)	EROSKI Group	Data corresponding to the 2020 calendar year.
Materials (301-3)	EROSKI Group	The data relating to declarations made to SCRAPS correspond to the 2020 calendar year
Containers and packaging 301-3	EROSKI Group	In order to calculate the amount of materials in own-brand food and fresh produce containers, we disaggregated cartons, assigning 75% of their weight to paper, 20% to conventional plastic and 5% to metal. Also, we classified the carton percentage defined as recycled within recycled paper/cardboard.
		The weight of conventional plastic is calculated based on the basis of all conventional plastics, synthetic fibres, 20% of the weight of cartons and 30% of cardboard and paper catalogued as multilayer.
Reused logistical containers (GRI 301-3)	EROSKI Group (food domain)	Data relating to pallets and plastic boxes used in 2020 on the EROSKI, CAPRABO and VEGALSA-EROSKI platforms. The data relating to the reduction in emissions and trees was provided by CHEP, LPR and PLS Pooling and was calculated based on a Life Cycle Analysis (LCA).
Energy consumption within the organisation (GRI 302-1)	EROSKI Group	There are no electricity consumption data broken down by use. Conversion factors used in the calculation: • Conversion of kilowatt/hour to Megajoule: 1 kWh = 3.6 MJ. • Fuel consumption in transport operations (Source: EROSKI estimates in accordance with its fleet). • Conversion of litres of diesel to Gigajoules (Source: "Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects". MAPAMA, 2019): - Density of diesel: 832.5 kg/m3 - Calorific value of diesel: 43 GJ/t
Energy intensity (GRI 302-3) Intensity of GHG emissions (GRI 305-4)	EROSKI Group	Indicators used to calculate energy consumption and emissions within the organisation: • Commercial surface area: 1,189,010 m2 (at 31 January 2021) • Net sales: EUR 4,807 million

Indicator	Scope	Calculation methodology/Comments
Water extraction by source (GRI 303-1)	EROSKI Group	Consumption in 2021 was calculated based on the registered consumption of drinking water. There is no register of all the sources from which the different municipalities that supply EROSKI extract water.
Water discharge (GRI 303-4)	EROSKI Group	On estimate, discharged water accounts for 99% of drinking water consumed.
Biodiversity (GRI 304-1)	EROSKI Group	Source of information: Ministry for Ecological Transition. The following protection figures were analysed: • ENP (Protected National Spaces) • IBAS (Important Birding and Biodiversity Areas in Spain) • Natura 2000 Network (SCI, SAC and SPA) • Biosphere Reserves • IEZH (Spanish Inventory of Wetlands)
Energy consumption outside of the organisation (GRI 302-2) Direct GHG emissions (Scope 1) (GRI 305-1) Direct GHG emissions from electricity production (Scope 2) (GRI 305-2) Other indirect GHG emissions (Scope 3) (GRI 305-3)	EROSKI Group	See table "Emission factors for the calculation of the carbon footprint
Reduction of GHG emissions (GRI 305-5)	EROSKI Group	2017 was selected as the base year for presenting greenhouse gas emission reductions since it was the year in which we prepared our first GRI-compliant sustainability report and the year prior to the publication of our 10 Commitments to Health and Sustainability.
Waste (GRI 306-1, 306-2)	EROSKI Group	The waste generated by EROSKI presented in this report is treated by specialised waste management companies, selected with the criterion that recycling and recovery are the treatments applied in most cases. CAPRABO generally manages its organic waste through the municipal waste services, except in its stores in Navarre, where it has a reverse logistics service. The data for this autonomous community are also included in the data provided in this report
Waste deposited by customers (GRI 306-1, 306-2)	EROSKI Group	Data relating to batteries, luminaries, electrical and electronic equipment and textiles correspond to the 2020 calendar year
Food donated through the Zero Waste Programme 413-1; 413-2	EROSKI Group	The conversion €1.06 RRP = 1kg of basic food for calculating tonnes of Zero Waste, according to FESBAL criteria. The conversion €1 = 1kg was used in previous years. A conversion of 1kg = 3 meals, according to FESBAL (last year the conversion 10€ = 20 meals was used).
Donated consumer items 413-1; 413-2	EROSKI Group	An estimated value of 300€ per each logistics box donated to the Children of the World Federation.
Readers of CONSUMER EROSKI magazine	Full print run of the magazine	An average of 2.5 readers per magazine has been estimated, with a monthly circulation of 124,764 copies.
Sustainable finance taxonomy	EROSKI Group	For the total OPEX of the EROSKI Group the operating lease, research and development and repair and upkeep expenses were considered.

Emission factors for the calculation of the carbon footprint

		Energy source	Factor	Source
Scope 1		Diesel for logistical transport	2,456 kg CO ₂ /litro B7	Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects in 2019. MITECO, April 2020
		Compressed natural gas	0.182 kg CO ₂ /kWh PCS	Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects in 2019. MITECO, April 2020
		Maritime transport		Data provided by the maritime transport company
		Natural gas for heating	0.202 kg CO ₂ / kWh PCI 1 kWh PCI = 0.901 kWh PCS	Emission factors. Carbon footprint registration, offset and carbon dioxide absorption projects in 2019. MITECO, April 2020
		Refrigerants		IPCC 2013, as indicated in CML, August 2016 version. For mixtures, it was calculated in accordance with the proportion of each gas in the refrigerant
Scope 2	Electricity		Electricity National mix: 0.31 kg CO2 /kWh EROSKI marketing mix: 0.20 kg CO ₂ /kWh	Electricity labelling agreement relative to the energy produced in 2019, CNMC, published in April 2020.
Scope 3	Diesel		0.455 kgCO ₂ /L	Ecoinvent: Diesel {Europe without Switzerland} market for Cut-off, S
	Kerosene		0.437 kgCO ₂ /L	Ecoinvent: Kerosene {Europe without Switzerland} market for Cut-off, S
	Emis. Business travel by air		0.143kgCO ₂ /km	Ecoinvent: Transport, passenger, aircraft {RER} Intracontinental Cut-off, U
	Comb. Business travel by air		0.0552L de kerosene/km	Ecoinvent: Transport, passenger, aircraft {RER} Intracontinental Cut-off, U
	Emis. Business travel by car		0.176 kgCO ₂ /km	Ecoinvent: Transport, passenger car, medium size, diesel, EURO 5 {RER} Cut-off, U
	Comb. Business travel by car		0.06684 L/km	Ecoinvent: Transport, passenger car, medium size, diesel, EURO 5 {RER} Cut-off, U
	Emis. Business travel by van		1.25 kgCO ₂ /km	Ecoinvent: Transport, freight, light commercial vehicle, Europe without Switzerland} processing Cut-off, U
	Comb. Business travel by van		0.38452 L/km	Ecoinvent: Transport, freight, light commercial vehicle, Europe without Switzerland} processing Cut-off, U
	Emiss. Business travel by train		0.00718 kgCO ₂ /km	Ecoinvent: Transport, passenger train {FR} processing Cut-off, U
	Comb. Business travel 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
	Advertising brochure paper	Lightweight coated paper 1.11 kgCO ₂ /kg Glossy paper: 1.11 kgCO ₂ /kg Recycled LWC paper: 1.63 kgCO ₂ /kg Volume coated paper: 1.11 kgCO ₂ /kg Chemical Paste paper: 1.77 kgCO ₂ /kg Only impression: 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 (modificado): Printed paper, offset {RoW} offset printing, per kg printed paper Cut-off, S	
	Magazine paper		2.09 CO ₂ /kg	Ecoinvent: Printed paper, offset {RoW} offset printing, per kg printed paper Cut-off, S

Correspondence with the main reporting framework

102-12

Principles of the Global Compact and SDGs

The following table shows the GRI indicators of this report that provide more relevant information on compliance with the 10 Global Compact Principles as well as the United Nations Sustainable Development Goals (SDGs). EROSKI’s degree of progress with respect to the aforementioned principles, can be evaluated following the table’s index.

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

Table of contents relative to TFCD recommendations

The contents of this SNFI are aligned with the recommendations of the Task Force on Climate-Related Financial Disclosures (TFCF) of the Financial Stability Council, although in 2022 we will continue to delve deeper into aspects such as the identification and management of risks associated with climate change. The location of the chapters of the statement of non-financial information that comply with the recommendations made by the TFCF initiative.

Declaration	Contents	Location in the report
Governance	Description of the Management Committee's supervision of climate risks and opportunities.	Corporate governance (pages 16-23) Risk management (pages 26-30)
	Description of the Senior Management's role in the assessment and management of climate risks and opportunities.	Corporate governance (pages 16-23) Risk management (pages 26-30)
Strategy	Description of the climate risks and opportunities identified by the organisation in the short, medium and long term.	Climate change-related risks and opportunities (pages 88-94)
	Description of the economic impact of climate risks and opportunities on the organisation's business, strategy and financial planning.	Risks and opportunities related to climate change (pages 88-94)
	Description of the resilience of the organisation's strategy, taking into account different climate-related scenarios, including a scenario of 2°C or less.	Risks and opportunities related to climate change (pages 88-94) Actions for promoting environmental sustainability (pages 99-119)
Risk management	Description of the organisation's processes for identifying and evaluating climate risks.	Risk management (pages 26-30) Risks and opportunities related to climate change (pages 88-94)
	Description of the organisation's processes for managing climate risks.	Risk management (pages 26-30) Risks and opportunities related to climate change (pages 88-94)
	Description of how processes for identifying, evaluating and managing climate risks are integrated in the organisation's global risk management.	<i>This integration will be carried out in 2022.</i>
Metrics and Objectives	Metrics used by the organisation to assess climate risks and opportunities in line with its strategy and risk management process.	Actions for promoting environmental sustainability (pages 99-119) GRI contents (pages 156-174) Appendix 9 - Comparative tables with previous years (pages 177-213)
	Corporate carbon footprint. Report on Scope 1, Scope 2 and, if adequate, Scope 3 of GHG emissions and their associated risks.	Our carbon footprint (pages 97-99) Appendix 9 - Comparative tables with previous years (Table 30 and Table 31) (pages 204-206)
	Description of the objectives used by the organisation to manage climate risks and opportunities and their performance against said objectives.	Environmental policy (page 87) Sustainable objectives (page 88) List of material issues and their coverage (pages 157-176) Table of Principles of the UN Global Compact and SDGs (pages 153-154)

GRI contents index

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GRI Standard	Contents	Reply/comment	Page
GRI 102: General contents 2016			
1. Organisational profile			
102-1	Name of the organisation		12
102-2	Activities, brands, products and services		12, 32-33
102-3	Location of head office	Barrio San Agustín, s/n. 48230. Elorrio, Vizcaya (SPAIN)	
102-4	Location of operations		34-35, 50
102-5	Ownership and legal form		13
102-6	Markets served		32-50
102-7	Size of the organisation		12, 59-65, 138-140
102-8	Information on employees and other workers		58-87
102-9	Supply chain		47-48; 124-126
102-10	Significant changes in the organisation and its supply chain	There were no significant changes in the supply chain.	
102-11	Precautionary principle or approach		24-29, 98-104
102-12	External initiatives		15, 153-154
102-13	Membership of associations		54-55
2. Strategy			
102-14	Declaration of senior executives responsible for decision-making		4-7
102-15	Main impacts, risks and opportunities	Confidential information. A summary is provided in chapter 1.	27-28, 100-104
3. Ethics and integrity			
102-16	Values, principles, standards and rules of conduct		14-15, 24-25
4. Governance			
102-18	Governance structure		18-23
102-29	Identification and management of economic, environmental and social impacts		16-17
102-30	Effectiveness in risk management processes		25-27
102-31	Assessment of economic, environmental and social issues		16-17
102-35	Remuneration policies		67-68
102-36	Remuneration determination process		67-68

GRI Standard	Contents	Reply/comment	Page
102-37	Involvement of stakeholders in remuneration		67-68
102-38	Ratio of total annual compensation		67-68
102-39	Ratio of percentage increase in total annual compensation		67-68
5. Stakeholder participation			
102-40	List of stakeholders		145
102-41	Collective bargaining agreements		58
102-42	Identification and selection of stakeholders		143
102-43	Stakeholder participation approach		144
102-44	Key issues and concerns mentioned		144
6. Report preparation practices			
102-45	Entities included in the consolidated financial statements		141
102-46	Definition of report contents and coverage of issues		147-149
102-47	List of material issues		147-149
102-48	Restatement of information	An error was corrected in the EROSKI Group Income Statement table published in the 2020 SNFI with respect to the figures published in the financial statements. The correct figures, in thousand of euros, are: "Other non-earning income on disposal of property, plant and equipment": 243,628; "Operating profit (before impairment losses, gains (losses) on disposal of non-current assets and activities)": 252,411; and "Impairment, gains (losses) on disposal of non-current assets and activities": -198,963 With the aim of aligning the information shown in the SNFI with the AE-COC Lean&Green plan, emissions from freight transport were reclassified to Scope 3, instead of Scope 1, of the carbon footprint due to being a service subcontracted to a third party and, therefore, are not considered direct emissions of the organisation. 2020 figures corresponding to checkout bags and consumables were corrected, since an error was detected in the calculation of the previous year. Information about own-brand containers was expanded, since more products were analysed in 2021 than in the previous year. Waste-related figures for 2020 were updated due to a change in criterion in the classification of treatments and types of waste more aligned with LER codes and GRI standards to facilitate comparisons with 2021 figures. The same criterion is not available for 2019, due to which the figures for that year are shown with the former criterion. We also corrected the figure corresponding to "Other organic waste" recovered in 2020, since a flow that was identified subsequent to the close of the SNFI for the previous years was missing. The figure corresponding to meals donated per year was updated to use the conversion of 1 kg = 3 meals indicated by FESBAL.	
102-49	Changes in the preparation of reports		
102-50	Reporting period	2021: 1 February 2021 to 31 January 2022	
102-51	Date of last report	18 May 2021, corresponding to 2020	
102-52	Report preparation cycle	Annual	
102-53	Point of contact for questions about the report	sostenibilidad@eroski.es	
102-54	Declaration of preparation of the report in accordance with GRI Standards	This report was prepared in accordance with GRI Standards: Essential option	

GRI Standard	Contents	Reply/comment	Page
102-55	GRI Table of Contents		107-168
102-56	External verification		200
GRI 200: Economic issues 2016			
GRI 201: Economic performance 2016 Material issue.			
103-1	Explanation and coverage of the material issue		149-151
103-2	Management approach and its components		140-142
103-3	Assessment of the management approach		140-142
201-1	Direct economic value generated and distributed		140-142
201-2	Financial implications and other risks and opportunities arising from climate change		100-104
201-3	Obligations of the benefit plan and other retirement plans	Some Employee Partners of EROSKI S. Coop. make contributions to a Lagun Aro Employee Welfare Plan in accordance with their gross consumer advance. The percentage contributed is variable. Also, employees of CECOSA Supermarkets contribute an additional amount to defined contribution plans.	
201-4	State financial assistance	EUR 3,333 in grants were received in 2021	
GRI 202: Market presence 2016			
103-2	Management approach and its components		67-68
202-1	Ratio of the salary of the standard initial category to the local minimum wage.		67-68, 29
GRI 203: Indirect economic impacts 2016			
103-2	Management approach and its components		46, 126-128
203-2	Significant indirect economic impacts		46, 126-128
GRI 204: Acquisition practices 2016. Material issue.			
103-1	Explanation of the material issue and its coverage		149-151
103-2	Management approach and its components		47-48; 126-128
103-3	Assessment of the management approach		47-48; 126-128
204-1	Proportion of local suppliers	At EROSKI we consider local suppliers to be those domiciled in a certain Autonomous Community and which supplied regional or local references in 2021. These references are those commercialised only in that Autonomous Community (proximity consumption). Locations with significant operations are those where there are EROSKI Group stores. That is, where we develop our commercial activity.	126-128
GRI 205: Anti-corruption 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components	The Criminal Risk Prevention Plan applies across the EROSKI Group, except VEGALSA-EROSKI, which has its own.	25,28
103-3	Assessment of the management approach.		25,28

Standar GRI	Contents	Reply/comment	Page
205-1	Operations assessed for corruption-related risks.	All the EROSKI Group's operations were analysed when defining the Criminal Risk Plan, except for VEGALSA-EROSKI, which has its own. The corruption risks identified are related to the selection and contracting processes of suppliers, contractors, business partners or external collaborators; commercial relations involving suppliers and competitors in defence of free competition in the markets in which the EROSKI GROUP is present; giving, receiving or promising payments, gifts or undue attention to any person or entity, whether public or private, with the intention of obtaining or maintaining businesses or other benefits or advantages.	
205-2	Communication and training in anti-corruption policies and procedures	In March 2018, we informed all our employees, except those of VEGALSA-EROSKI, of the approval of the Criminal Risk Prevention Plan and Compliance Plan, the creation of the ICB and compliance office, the existence of a whistleblowing channel and the Code of Conduct. Said plan was approved by the Board of Directors and the Audit and Compliance Committee and ratified by the Governing Council in 2018. Furthermore, contracts with suppliers include a clause that also informs about these aspects and the Corporate Code of Conduct, the Summary of the Regulation of the Internal Control Body are available to anyone on the website www.eroski.es. The employees of VEGALSA-EROSKI were informed of its own plan in May 2019, due to which 100% of the Group's employees and governing bodies have already been duly informed. 100% of the member of the governing bodies of the EROSKI Group have received training. As regards our employees, all the employees of the Group's head offices, platforms and shops (including CAPRABO, FORUM and VEGALSA, except VIAJES EROSKI and four VEGALSA-EROSKI shops) have received training. Said training is being progressively delivered since it was launched, due to which not all employees had received training at the reporting date. We had intended to launch the training to all the employees of VIAJES EROSKI in 2021, but since some of them were laid off under a Temporary Labour Force Adjustment Scheme (ERTE), it was postponed to 2022, together with the pending VEGALSA-EROSKI shops.	
205-3	Confirmed corruption cases and measures adopted	No cases of corruption were identified among employees in 2021, nor did the compliance office receive any cases of corruption.	
GRI 300 Environmental issues 2016			
GRI 301: Materials 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		109-111
103-3	Assessment of the management approach		109-111
301-1	Materials used by weight or volume	The figures corresponding to container materials and products included in the report correspond only to the materials declared to the Extended Producer Responsibility Collective Systems (ECOEMBES, ECOTIC, ECOPILAS, SIGAUS and AMBILAMP). There is no centralised information on the amount and type of materials used in the more than 132,000 different commercialised articles which also include manufacturer brands. This year, information about the own-brand domestic food and fresh produce containers, check-out bags and shop packaging is included.	110-111
301-2	Recycled inputs	Some of our EROSKI brand product packaging contains recycled materials (meat and fish trays, egg cups, etc.). However, there is no centralised information available on the quantity and type of materials used in the more than 130,000 different items placed on the market that also include manufacturers' brands. This year, information on the plastic consumed by own-brand household packaging is included, mentioning the percentage of recycled plastic or bioplastic used.	110-111
301-3	Reused products and packaging materials		110-111

GRI Standard	Contents	Reply/comment	Page
GRI 302: Energy 2016			
103-2	Management approach and its components		112-114
302-1	Energy consumption within the organisation		114
302-2	Energy consumption outside of the organisation		114
302-3	Energy intensity		114
302-4	Reduction of energy consumption		114
GRI 303: Water and effluents 2018.			
103-2	Management approach and its components		115
303-2	Management of impacts related to water discharges		115
303-3	Extraction of water	There was no extraction of water.	115
303-4	Discharge of water		115
303-5	Consumption of water		115
GRI 304: Biodiversity 2016.			
103-2	Management approach and its components		116
304-1	Owned, leased or managed operations sites located within or adjacent to protected areas or areas of high biodiversity value outside protected areas		116
304-2	Significant impacts of activities, products and services on biodiversity	This information is not available for products without an environmental sustainability label.	116
GRI 305: Emissions 2016 Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		104-105
103-3	Assessment of the management approach		104-105
305-1	Direct GHG emissions (Scope 1):		104-105
305-2	Indirect GHG emissions from electricity production (Scope 2)		104-105
305-3	Other indirect GHG emissions (Scope 3)		104-105
305-4	Intensity of GHG emissions		104-105
305-5	Reduction of GHG emissions		104-105
GRI 306: Waste 2020.			
103-2	Management approach and its components		149-151
306-2	Management of significant waste-related impacts		115
306-3	Waste generated		115
306-4	Waste diverted from disposal		115

GRI Standard	Contents	Reply/comment	Page
306-5	Waste directed to disposal		111-112
GRI 307: Environmental compliance 2016			
103-2	Management approach and its components		98-100
307-1	Non-compliance with environmental legislation and standards	There is no record of significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations in 2020. Significant sanctions are those classified as "very serious" by the Administration issuing the sanction.	
GRI 308: Environmental supplier assessment 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		48, 106-109, 29
103-3	Assessment of the management approach		106-109, 29
308-1	New suppliers that have passed evaluation and selection filters according to environmental criteria	There are 319 suppliers of organic products or products with other sustainability seals such as FSC, MSC or GGN, which have had to meet environmental criteria in order to be selected. They account for 11% of all commercial suppliers. In 2020 there were 445 suppliers under these same criteria, representing 11% of the total number of commercial suppliers.	
GRI 400: Social issues 2016			
GRI 401: Employment 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		58-83
103-3	Assessment of the management approach		58-83
401-1	New employee contracts and staff turnover		64-65
401-2	Benefits for full-time employees that are not given to part-time or temporary employees	There is no difference in the benefits offered to employees depending on their type of working day.	
401-3	Parental leave		72
GRI 402: Employee/company relations 2016.			
103-2	Management approach and its components		142-149
402-1	Minimum notice periods for operational changes	The process of social dialogue with non-cooperative member employees is that established by the Workers' Statute for negotiating collective bargaining agreements, collective redundancies, etc. In the case of Employee Partners, the communication model is established in the Articles of Association and the Internal Regulations, as set out in Chapter 1, Management Model section. There is no general fixed time period specified for notifications in case of operational changes, as this depends on the type of change that occurs.	
GRI 403: Occupational health and safety 2018. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		73-76
103-3	Assessment of the management approach		73-76

GRI Standard	Contents	Reply/comment	Page
403-1	Workplace health and safety management system	Our prevention system is based on the Occupational Risk Prevention Law (LPRL) and the Royal Decrees implementing this law with its corresponding amendments, such as Royal Decree 171/2004 on Occupational Risk Prevention in relation to the Coordination of Business Activities (CAE). Its scope includes all direct employees, activities and locations of the EROSKI Group. For external employees, their direct employers are responsible for their prevention systems. We coordinate business activities with them through the contractor coordination platform, Coordinaware.	73-76
403-2	Identification hazards, risk assessment and investigation of incidents	We have different processes for assessing the risks included in the "Risk assessment procedure", "Corrective actions procedure" and "Occupational accidents procedure". Depending on the level of risk, determined according to the Risk assessment procedure, a priority (high, medium or low) is established to apply the corrective measure in case of incident. In the event that employee is unable to carry out his or her work normally due to a hazard, EROSKI is obliged to solve the problem so that it ceases to exist and, if it cannot be avoided, we will adopt the necessary preventive measures. We have a Work analysis procedure whereby we record occupational accidents, accidents with leave and without leave, and any occupational illnesses there may be. Occupational illnesses are determined by the doctor of the mutual health insurance company and, in case of confirmation, are recorded on a list. The adopted measures follow the principles of preventive action established in Article 15 of the Occupational Risk Prevention Law (LPRL).	73-76
403-4	Employee participation, consultation and communication on occupational health and safety at work	We have a "Procedure for training, information, consultation and participation". It establishes the circuits for employee participation, one of which is the Health and Safety Committee itself. We have more than 30 committees that meet every three months or at the justified request of any of the parties. All employees are represented and the committee has the responsibilities established by the Prevention Law.	
403-5	Employee occupational health and safety training	External companies communicate the training delivered to their employees through the <i>Coordinaware</i> platform. There is a document validation service and engagement of the external company is subject to having all the documentation in order. In the event that an external employee has not received the training, he or she would not be authorised to enter an EROSKI centre.	
403-6	Promotion of employee health	Mutual Employee Partners have access to the medical directory of Lagun Aro, which is the depository of the service, although supported by Sanitas in regions outside the Basque Country. Also, the Máxsmenos programme offers health insurance at reduced cost. The Wellness and Health Classroom organises training and awareness-raising actions in relation to healthy eating, mindfulness and other actions. In 2021, a total of 1,010 training hours were assigned, with the participation of 457 people. In 2020, more than 429 employees participated in 2,826 training hours in this regard. In 2019, more than 600 employees participated in 14 such training actions.	
403-7	Prevention and mitigation of impacts on workers' health and safety directly linked to trade relations	The prevention department informs the relevant departments about the acquisitions of new machines and work products. Furthermore, the person responsible for the acquisition ensures compliance with the regulations and markings of the European Commission, the validity of the instruction manual, etc., during the indicated acquisitions to be made. When a new process is established in the store, a pilot is carried out by the commercial department to assess the impact on occupational risks prior to its implementation. The prevention department also participates in defining the requirements of the physical model (new store formats) and the department implementing it is responsible for ensuring that it is optimal in terms of risk prevention.	73-76

GRI Standard	Contents	Reply/comment	Page
403-8	Coverage of the workplace health and safety management system	All of our employees are covered by our prevention services. With regard to external workers, they are covered through the <i>Coordinaware</i> platform, which validates that external workers meet certain requirements of the Spanish Royal Decree 171/2004, on the Prevention of Occupational Risks in the area of Coordination of Business Activities (CAE). These include maintenance contracts, safety, cleaning, ICTs, transport, logistics, general services and advertising, inter alia. Overall, there are more than 6,000 employees and more than 800 companies registered on the <i>Coordinaware</i> platform. Every four years, a regulatory external audit is conducted on the company's occupational risk prevention management system and corresponds to all our employees. In 2021, regulatory audits were conducted on the different businesses, each of which were given the findings report to be addressed by the senior management. Basic internal audits are conducted annually and randomly on certain control points, the findings and conclusions of which are valid for all employees.	73-76
403-9	Injuries from occupational accident	No risks assessed as very significant, which would lead to the stoppage of the activity associated with them, were identified. The ergonomic risks of some tasks are rated as important.	74-75
403-10	Occupational ailments and diseases	Hazards are identified according to the Risk assessment procedure, which also determines the preventive measures that may exist.	76
GRI 404: Training and education 2016.			
103-2	Management approach and its components		77-81
404-1	Average number of training hours per employee		77-81
404-2	Programmes for improving employee skills and transition assistance programmes		77-81
404-3	Percentage of employees who receive regular performance and professional development evaluations		80
GRI 405: Diversity and equal opportunities 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		67-71
103-3	Assessment of the management approach		67-71
405-1	Diversity in governing bodies and employees	There are no people with disabilities or functional diversity on the Governing Board (highest governing body) or on the Board of Directors.	69-71
405-2	Ratio of basic salary and remuneration of women vs. men	The weighted average annual remuneration for women is EUR 19,736 in EROSKI S. Coop. and EUR 17, 864 in the rest of the companies. In the case of men, it is EUR 27,831 and EUR 21,545, respectively. The difference between men and women is due to the greater presence of women in the "Professional" category. In 2020 the figures were EUR 19,736, EUR 17, 715, EUR 26,169 and EUR 21,660, respectively. In 2019 the figures were EUR 19,487, EUR 17,323, EUR 25,919 and EUR 21,652, respectively.	67-68
GRI 406: Non-discrimination 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		14-15,24-25, 67-72, 29
103-3	Assessment of the management approach		14-15,24-25, 67-72

GRI Standard	Contents	Reply/comment	Page
406-1	Cases of discrimination and corrective actions taken	No cases of discrimination were recorded in 2021. We carry out control audits on our suppliers through our purchasing centres in Asia. 6 audits were carried out in China, 1 in India and 1 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 9 audits carried out on import supplier in 2021 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2022 with regard to employee health and safety (1), the social management model (5), wages (1) and recording of working hours (7). There were no critical non-conformities, due to which all the audited companies passed the audit.	
GRI 407: Freedom of association and collective bargaining 2016.			
103-2	Management approach and its components		14-15,24-25, 29, 58
407-1	Operations and suppliers whose right to freedom of association and collective bargaining may be at risk	No cases of violation of the right to freedom of association and collective bargaining were reported in 2021. We carry out control audits on our suppliers through our purchasing centres in Asia. 6 audits were carried out in China, 1 in India and 1 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 9 audits carried out on import supplier in 2021 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2022 with regard to employee health and safety (1), the social management model (5), wages (1) and recording of working hours (7). There were no critical non-conformities, due to which all the audited companies passed the audit..	14-15,24-25, 29, 58
GRI 408: Child labour 2016.			
103-2	Management approach and its components		14-15,24-25, 29, 48, 58
408-1	Operations and suppliers at significant risk of cases of child labour	No cases of child labour were recorded in 2021. We carry out control audits on our suppliers through our purchasing centres in Asia. 6 audits were carried out in China, 1 in India and 1 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 9 audits carried out on import supplier in 2021 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2022 with regard to employee health and safety (1), the social management model (5), wages (1) and recording of working hours (7). There were no critical non-conformities, due to which all the audited companies passed the audit.	14-15,24-25, 29, 48, 58
GRI 409: Forced or compulsory labour 2016.			
103-2	Management approach and its components		14-15, 29, 48, 58
409-1	Operations and suppliers at significant risk of cases of forced or compulsory labour	No cases of forced or compulsory labour were recorded in 2021. We carry out control audits on our suppliers through our purchasing centres in Asia. 6 audits were carried out in China, 1 in India and 1 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 9 audits carried out on import supplier in 2021 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2022 with regard to employee health and safety (1), the social management model (5), wages (1) and recording of working hours (7). There were no critical non-conformities, due to which all the audited companies passed the audit.	14-15, 48,58

GRI Standard	Contents	Reply/comment	Page
GRI 410: Safety-related practices 2016.			
103-2	Management approach and its components		14-15, 58, 29, 48
410-1	Security personnel trained in human rights policies or procedures	The security service is subcontracted. The human rights training received by security personnel is unknown.	14-15, 58, 29, 48
GRI 411: Rights of indigenous peoples 2016.			
103-2	Management approach and its components		48, 29
411-1	Cases of violations of the rights of indigenous peoples	No cases of violations of the rights of indigenous peoples were recorded in 2021. We carry out control audits on our suppliers through our purchasing centres in Asia. 6 audits were carried out in China, 1 in India and 1 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 9 audits carried out on import supplier in 2021 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2022 with regard to employee health and safety (1), the social management model (5), wages (1) and recording of working hours (7). There were no critical non-conformities, due to which all the audited companies passed the audit.	48, 29
GRI 412: Assessment of human rights 2016.			
103-2	Management approach and its components		48, 29
412-1	Operations subject to human rights impact assessments or reviews	We carry out control audits on our suppliers through our purchasing centres in Asia. 6 audits were carried out in China, 1 in India and 1 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 9 audits carried out on import supplier in 2021 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2022 with regard to employee health and safety (1), the social management model (5), wages (1) and recording of working hours (7). There were no critical non-conformities, due to which all the audited companies passed the audit. In 2019, 35 BSCI, SEDEX or SA8000 audits were carried out; 29 in China, 2 in Pakistan and 4 in Bangladesh. All of them also passed the audit as there were no critical non-conformities.	48, 29
412-2	Employee training on human rights policies or procedures	No human rights training was provided to employees.	
412-3	Significant investment agreements and contracts with human rights clauses or subject to human rights screening	All our suppliers must accept the requirements of the International Labour Organisation in order to maintain a commercial relationship with EROSKI.	
GRI 413: Local communities 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		94-95, 129, 132-136
103-3	Assessment of the management approach		
413-1	Operations with local community participation, impact assessments and development programmes		94-95, 129, 132-136

GRI Standard	Contents	Reply/comment	Page
413-2	Operations with significant negative impacts -actual or potential- on local communities	The restructuring of the retail network with closures in some regions and openings in others may have an impact on local employment in the areas where closures occur. EROSKI establishes measures to facilitate the labour transition of these people. Likewise, the organisation's own activity can generate negative environmental impacts associated with transport emissions, light pollution or noise pollution. All our activities are governed by current legislation on these matters and we have action plans in place to minimise them. The location of our operations is reported in Chapter 2 on the Business Network.	
GRI 414: Supplier social assessment 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		47-49, 126-128
103-3	Assessment of the management approach		47-49, 126-128
414-1	New suppliers that have passed selection filters according to the social criteria	All our new suppliers must accept the requirements of the International Labour Organisation in order to maintain a commercial relationship with EROSKI. Furthermore, in the case of EROSKI Natur suppliers with the GGN aquaculture seal, they must pass the GLOBALG.A.P. Risk Assessment in Social Practices in order to be able to supply us.	47-49, 126-128
414-2	Negative social impacts in the supply chain and measures adopted	We carry out control audits on our suppliers through our purchasing centres in Asia. 6 audits were carried out in China, 1 in India and 1 in Pakistan by BSCI and 1 in China by SEDEX. The results of the 9 audits carried out on import supplier in 2021 do not show any significant non-compliances in relation to human rights or labour rights and all were rated by the external auditors as compliant. Improvements were required that will be implemented and followed up in 2022 with regard to employee health and safety (1), the social management model (5), wages (1) and recording of working hours (7). There were no critical non-conformities, due to which all the audited companies passed the audit.	47-49, 126-128
GRI 415: Public policy 2016.			
103-2	Management approach and its components		24-28
415-1	Contribution to political parties and/or representatives	No economic contributions to political parties were recorded in 2021.	26-31
GRI 416: Salud y seguridad de los clientes 2016. Tema material.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		86-93, 29
103-3	Assessment of the management approach		86-93, 29
416-1	Assessment of impacts on health and safety of the product or service categories		86-93, 29
416-2	Cases of non-compliance concerning the health and safety impacts of product and service categories	In 2021, no significant fines were imposed in relation to the health and safety of products and services. A significant fine is considered to be a fine classified as very serious by the Administration that imposes it.	86-93, 29
GRI 417: Marketing and labelling 2016. Material issue.			
103-1	Explanation of the material issue and its coverage.		149-151
103-2	Management approach and its components		91-92, 29

GRI Standard	Contents	Reply/comment	Page
103-3	Assessment of the management approach		91-92, 29
417-1	Requirements for product and service information and labelling	EROSKI includes the labelling information required by current legislation on all its products. For example, in food, it includes the list of ingredients, allergens, nutritional information, best-before or best-before dates, batches, special storage and use conditions, if applicable, etc. In addition, its own-brand products include additional information such as the nutritional traffic light.	91-92, 29
417-2	Cases of non-compliance related to product and service information and labelling	In 2021, we detected 113 non-conformities in relation to labelling. In this regard, we proceeded to contact the supplier to confirm the updated product composition and updated labelling in case of deviation. In 2020, there were 91 and, in 2019, there were 28. In 2021, 3,904 customer claims related to incorrect labelling were received, such as, for example, confusing information or incorrect price. In 2020, there were 5,931 and, in 2019, there were 5,350. No material fines or non-monetary penalties were imposed for non-compliance with consumption laws or regulations in 2021. Significant penalty is considered a penalty classified as "very serious" by public authority imposing the penalty.	91-92, 29
417-3	Cases of non-compliances related to marketing communications	In 2021, there were 5,207 claims for marketing communications (offers, promotions). In 2020, there were 8,111 and, in 2019, there were 4,945. 2020 figures were higher due mainly to the increase in CAPRABO's promotional actions after harmonising the Customer Club with EROSKI.	91-92, 29
GRI 418: Customer privacy 2016.			
103-2	Management approach and its components		42
418-1	Substantiated complaints regarding breaches of customer privacy and loss of customer data	EROSKI is a consumer cooperative and as such takes special care of its customers' rights, one of which is undoubtedly data protection. At EROSKI we comply with all applicable regulations and standards regarding customer data protection. Management is carried out by the Data Protection Officer (DPO) and his or her working group, with the collaboration and cooperation of management, department and/or area managers, system administration, system users, consultants and external advisors. Claims from official bodies in 2021: 0 Customer data leaks: 2 (in progress)	42, 29
GRI 419: Socioeconomic compliance 2016.			
103-2	Management approach and its components		46, 29
419-1	Non-compliance with social and economic laws and regulations	There were no significant fines or non-monetary sanctions for non-compliance with social or economic laws or regulations in 2020. A significant fine is considered to be a fine classified as "very serious" by the Administration that imposes it.	46, 29

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Block	Information to be reported	Comments	Page(s)	Related GRI
General information	Description of the Group business model (This will include its business environment, its organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends likely to affect its future development).		12-29	102-2 102-3 102-4 102-5 102-6 102-7 102-14 102-15 102-16 102-45
	Applicable policies			102-11
	Main risks		25-27; 100-104	102-15 102-30 201-2
I. Environmental information	General information Current and foreseeable effects of the company's activities on the environment and, where appropriate, health and safety, environmental assessment or certification procedures; resources dedicated to the prevention of environmental risks; application of the precautionary principle, amount of provisions and safeguards for environmental risks).		98-122	102-11 102-29 102-31 103-2 304-2 307-1
	Pollution			
	Measures for preventing , reducing or remediating carbon emissions that seriously affect the environment; taking into account any form of activity-specific air pollution, including noise and light pollution.		112-114	302-4 302-5 305-5
	Circular economy and waste prevention and management			
	Waste prevention, recycling, reuse and other recovery and elimination measures.		109-111	301-1 301-2 301-3 306-2 306-3
	Actions for fighting food waste.		18, 102-103, 129	102-11
	Sustainable use of resources			
	Water consumption and water supply in accordance with local limitations.		114	303-1 303-2 303-5
	Consumption of raw materials and measures adopted to improve efficient use thereof.		106-111	301-1 301-2 301-3
	Direct and indirect energy consumption, measures taken to improve energy efficiency and use of renewable energies.		112-114	302-1 302-2 302-3 302-4
	Climate change			
	Significant elements of greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces. Measures adopted to adapt to the consequences of climate change. Voluntary reduction targets set for the medium and long term to reduce greenhouse gas emissions and the means implemented to this end.		100-105	301-1; 302-2 303-3 305-5
I. Environmental information	Protection of biodiversity			
	Measures taken to preserve or restore biodiversity. Impacts caused by activities or operations in protected areas.		116	304-1 304-2

Block	Information to be reported	Comments	Page(s)	Related GRI
II. Social information	Applicable policies		30-33, 51	102-11 102-35
	Main risks		29-32	102-15 102-30 403-2
	Employment			
	Total number and distribution of employees by gender, age, country and professional category.		59-63	102-8 405-1
	Total number and distribution of types of employment contracts, average annual number of permanent contracts, temporary contracts and part-time contracts by gender, age and professional category.	Work is under way to provide the annual average number of contracts by type of contract and working hours by age in future years, since the system currently only provides a breakdown by gender and professional category. The detail by age according to the percentages at 31 January 2021 is shown below.	52-56	102-8 405-1
	Number of terminations by gender, age and professional category.		66	401-1
	Average remuneration and evolution disaggregated by gender, age and professional category.		67-68	102-36 202-1 405-2
	Salary gap, remuneration of identical positions or society average.			
	Average remuneration of directors and executives, disaggregated by gender.			
	Implementation of labour disconnection policies.	At present there is no "right to disconnection" policy or specific measures for promoting it. It was not included in the Management Plan. However, it will be considered in future reporting periods.		401-2
	Disabled employees.		74	405-1
	Organisation of work			
	Organisation of working hours.		64-65	401-2 401-3
	Number of hours of absenteeism.		76	403-9
	Measures aimed at facilitating the enjoyment of work/life balance and promoting the co-responsible adoption of said measures by both parents.		68	401-2 401-3
	Health and safety			
	Workplace health and safety conditions.		69-73	102-41 403-1 403-4 403-8
	Occupational accidents, particularly their frequency and severity, and occupational diseases. Disaggregated by gender.		72	403-9 403-10
	Social relationships			
	Organisation of social dialogue (including procedures for informing and consulting staff and negotiating with them)		66	402-1 403-1
	Percentage of employees covered by a collective bargaining agreement by country		58	102-41
	Balance of collective bargaining agreements, particularly in relation to occupational health and safety		73	102-41 403-1 403-4
	Training			
	Policies implemented in relation to training.		77-81	404-2
	Total number of training hours by professional category		79	404-1
	Accessibility			
	Universal accessibility for disabled persons		82-83	405-1
	Equality			
	Measures adopted to promote equal treatment and opportunities between women and men.		69-71	401-1 405-1 406-1
	Equality plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men), measures adopted to promote employment, protocols against sexual and gender-based harassment, integration and universal accessibility for people with disabilities.		69-71; 82-83	401-1 405-1 406-1
	Policy against all types of discrimination and, as appropriate, for managing diversity.		69-71; 82-83	

Block	Information to be reported	Comments	Page(s)	Related GRI
III. Human Rights information	Applicable policies		30-35	102-11
	Main risks		29-32	102-15 102-30
	Application of human rights due diligence procedures.		31, 93	102-16 412-1 412-2
	Prevention of human rights violation risks and, as appropriate, measures for mitigating, managing and repairing any abuses committed.		25-26, 78-79, 142	412-1 412-2
	Reporting of cases of human rights violation.	No cases of human rights violation were reported.		412-1
	Promotion and compliance with the fundamental agreements of the basic International Labour Organisation relating to respect for freedom of association and right to collective bargaining; elimination of discrimination in employment and occupation; elimination of forced or compulsory labour; and effective abolition of child labour.		31, 93	406-1 407-1 408-1 409-1
	Applicable policies		29-33	102-11
	Main risks		29-33	102-15 102-30
	Anti-corruption and anti-bribery measures adopted.		25,28	102-16 205-1 205-2
	Anti-money laundering measures.		25,28	203-2 413-1
IV. Anti-corruption information	Contributions to foundations and not-for-profit organisations.		133	203-2 413-1
	Applicable policies		30-35	102-11
	Main risks		29-32	102-15 102-30
	Company's commitments to sustainable development			
	Impact of the company's activity on local employment and development.		45-46	203-1 203-2 204-1 413-1
	Impact of the company's activity on local populations and the territory.		45-46	203-1 203-2 204-1 413-1
	Relationships maintained with the actors of local communities and forms of dialogue.		127-134	413-1
	Association or sponsorship actions.		162	203-2 413-1
	Subcontracting and suppliers			
	Inclusion of social, gender equality and environmental matters in the procurement policy.		48	102-11 102-16 308-1 414-1
V. Corporate information	Consideration of social and environmental responsibility in supplier and subcontractor relations.		48; 106-108	308-1 414-1 414-2
	Supervision and auditing systems and results thereof.		106-108	416-1
	Consumers			
	Consumer health and safety measures.		86-91	416-1
	Claim, complaint and resolution systems.		29	417-2 417-3 418-1
	Tax matters			
	Profit obtained on a country-by-country basis.			-
	Income tax paid.		140	207-1
	Grants received.			201-4

Appendix

Indicator tables. Comparisons with previous years

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

	2021			2020			2019		
	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned
Hypermarkets	36	0	36	37	0	37	47	1	46
Supermarkets	1,336	577	759	1,293	532	761	1,282	522	760
Cash&Carry	18	0	18	18	0	18	19	0	19
Petrol stations	38	0	38	40	0	40	42	0	42
Opticians	11	0	11	11	0	11	11	0	11
Travel agencies	130	24	106	148	25	123	166	25	141
FORUM SPORT sports equipment stores	68	1	67	69	1	68	70	1	69
On-line stores	9	0	9	8	0	8	8	0	8
Total	1,646	602	1,044	1,624	558	1,066	1,645	549	1,096

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

	2021			2020			2019		
	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned	Total	Franchised	EROSKI-owned
EROSKI/city1	599	290	309	574	267	307	556	259	297
CAPRABO	296	86	210	287	74	213	297	71	226
EROSKI/centre	166	2	164	166	2	164	164	2	162
ALIPROX	106	106	0	114	114	0	112	112	0
FAMILIA	75	0	75	76	0	76	75	0	75
ONDA	48	48	0	48	48	0	57	57	0
RAPID	46	45	1	28	27	1	21	21	0
Total	1,336	577	759	1,293	532	761	1,282	522	760

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

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

	Company-owned stores							Franchised establishments					Total franchised	Total
	Food businesses			Diversified businesses				Food businesses		Diversified businesses				
	Hypermarkets	Supermarkets	Cash&Carry	Petrol stations	Opticians	Travel agencies	Leisure-Sport ¹	Total company-owned	Hypermarkets	Supermarkets	Travel agencies	Leisure-Sport		
Andalusia	3	0		1	1			5		51	1		52	57
Andorra		0						0		4			4	4
Aragon		36		1		4	2	43		25			25	68
Asturias	1	11	1	2		5	7	27		1			1	28
Cantabria	1	8		1		5	5	20		9	3		12	32
Castilla y León	1	20		1		8	12	42		11	1	1	13	55
Castilla-La Mancha	1	0		1		2		4		3			3	7
Catalonia		213		2		1	1	217		75	1		76	293
Ceuta		0						0		0			0	0
Valencia Autonomous Community	1	0		1		1	2	5		7			7	12
Extremadura		0				1		1		2			2	3
Galicia	5	147	17	3		4	2	178		116	4		120	298
Gibraltar								0		3			3	3
Balearic Islands		107		3				110		72			72	182
Canary Islands		0						0		0			0	0
La Rioja	1	10		1		6	3	21		7			7	28
Madrid		0				3	1	4		18			18	22
Melilla		0						0		0			0	0
Murcia		0					1	1		0			0	1
Navarre	2	53		4	1	14	6	80		33	4		37	117
Basque Country	21	156		19	9	69	26	300		95	11		106	406
Total	37	761	18	40	11	123	68	1,058	0	532	25	1	558	1,616

¹ Leisure-Sport includes FORUM and DOOERS

Table 4. Wealth distributed to our stakeholders by EROSKI (millions of euros)

	2021	2020	2019
EROSKI employees	482	495	489
Wages, salaries and similar payments	98.8%	98.7%	98.3%
Termination benefits	1.1%	1.3%	1.6%
Contributions to defined contribution pension plans	0.1%	0.1%	0.1%
Statement	239	222	233
Employee social security contributions and taxes	73%	80%	74%
Income tax	21%	12%	19%
Taxes other than income tax	6%	8%	6%
Grants	0%	0%	0%
Environment (aimed at minimising environmental impact and protecting and improving the environment)	24	20	15
Expenses	4%	5%	8%
Investments	96%	95%	92%
Suppliers	3,701	3,871	3,747
Payable to trade suppliers	89%	90%	90%
Payable to service providers	11%	10%	10%
Customers (millions of euros transferred through the multiple commercial offers made during the year)	347	326	308
Society (expenditure for social purposes and for training and informing consumers)	13.5	14	10
EROSKI Group	97%	93%	91%
EROSKI Foundation	3%	7%	9%

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

	2021	2020	2019
People assisted	550,093	720,990	471,452
Claim resolution rate	100%	100%	100%
% resolution first contact	87.8%	91.8%	93.0%

Table 6. Number of employees, by gender 102-8

	2021	2020	2019
Women	21,905 (77%)	22,964 (77%)	22,459 (78%)
Men	6,448 (23%)	6,842 (23%)	6,480 (22%)
Total EROSKI	28,353	29,806	28,939
Estimated jobs at franchises	3,627	3,348	3,412
Employee partners	9,058	8,954	9,258

Table 7. Total number of employees by autonomous community 102-8

	2021	2020	2019
Andalusia	188	261	353
Aragón	938	987	920
Asturias	515	501	467
Cantabria	368	384	387
Castilla La Mancha	5	135	279
Castilla y León	670	643	658
Catalonia	5,358	5,732	5,732
Valencia Autonomous Community	17	78	218
Extremadura	1	4	4
Galicia	5,966	5,763	5,467
Balearic Islands	2,436	2,489	2,360
Canary Islands			66
La Rioja	321	349	349
Madrid	262	263	288
Murcia	6	64	67
Navarre	1,499	1,699	1,592
Basque Country	9,803	10,454	9,732
Total	28,353	29,806	28,939

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

	2021	2020	2019
Permanent contracts	22,244	21,962	22,199
By gender			
Women	17,588	17,399	17,648
Men	4,656	4,563	4,551
By age group			
<30	1,326	1,133	1,204
30-50	13,446	14,111	14,954
>50	7,472	6,718	6,041
By professional category			
Executive	56	38	35
Manager	298	309	325
Junior Manager	2,762	2,808	2,762
Technician	1,051	1,038	1,051
Professional	16,615	16,301	16,615
Supervisor	1,462	1,468	1,462

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

	2021	2020	2019
Permanent contracts	18,653	18,936	17,821
By gender			
Women	13,221	13,330	12,531
Men	5,432	5,606	5,290
By age group			
<30	2,163	2,357	1,948
30-50	10,336	11,030	10,874
>50	6,154	5,549	4,999
By professional category			
Executive	56	38	35
Manager	296	306	322
Junior Manager	2,520	2,523	2,520
Technician	984	975	948
Professional	13,401	13,688	13,401
Supervisor	1,396	1,406	1,396

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

	2021	2020	2019
Temporary contracts	6,109	7,844	6,740
By gender			
Women	4,317	5,565	4,811
Men	1,792	5,565	1,929
By age group			
<30	2,780	3,655	2,872
30-50	2,738	3,444	3,117
>50 años >50	591	745	751
By professional category			
Executive	0	0	0
Manager	1	0	5
Junior Manager	37	32	37
Technician	53	70	53
Professional	5,995	7,697	5,995
Supervisor	23	45	23

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

	2021	2020	2019
TEMPORARY contracts	9,700	10,870	11,118
By gender			
Women	8,684	9,634	9,928
Men	1,016	1,236	1,190
By age group			
<30	1,943	2,431	2,128
30-50	5,848	6,525	7,197
>50	1,909	1,914	1,793
By professional category			
Executive	0	0	0
Manager	3	3	8
Junior Manager	279	317	279
Technician	120	132	120
Professional	9,290	10,311	9,209
Supervisor	89	107	89

Table 12. Number and rate of contracts 401-1

	2021			2020			2019		
	Women	Men	Rate	Women	Men	Rate	Women	Men	Rate
<30	450	243	2.4%	297	165	1.6%	375	176	1.9%
30 - 50	807	228	3.7%	1,313	231	5.2%	1,321	252	5.4%
>50	98	25	0.4%	375	71	1.5%	194	36	0.8%
Total by gender	1,355	496		1,985	467		1,890	464	
Total	1,851			2,452			2,354		
Rate of new employees by gender	6.2%	7.7%		8.7%	6.9%		8.4%	7.2%	
Total rate of new employees	7%			8.3%			8.1%		

Table 13. Number and rate of staff turnover by gender, age group 401-1

	2021			2020			2019		
	Women	Men	Rate	Women	Men	Rate	Women	Men	Rate
< 30	87	63	0.5%	41	24	0.2%	90	48	0.5%
30 - 50	320	107	1.50%	236	71	1.4%	440	146	2.0%
>50	179	68	0.90%	149	66	0.73%	312	122	1.5%
Total by gender	586	238		426	161		842	316	
Total	824			587			1,158		
Employee turnover rate by gender	2.70%	3.70%		1.9%	2.4%		3.7%	4.9%	
Total employee turnover rate	3%			2.0%			4.0%		

Table 14. Number of terminations by gender, age group and professional category

Number of terminations	2021	%	2020	%	2019	%
By gender						
Women	304	71.4%	220	68%	842	73%
Men	122	28.6%	104	32%	316	27%
By age						
<30	42	9.9%	25	8%	138	12%
30-50	265	62.2%	203	63%	586	51%
>50	119	27.9%	96	29%	434	37%
By professional category						
Executive	0	0%	0	0%	0	0%
Manager	7	1.6%	10	3%	26	2%
Supervisor	26	6.1%	26	8%	53	5%
Technician	18	4.2%	200	62%	945	82%
Professional	318	74.7%	74	23%	92	8%
Junior Manager	57	3.4%	14	4%	42	4%

Table 15. Average remuneration (%) and gender gar (%) of the Board of Directors by gender

2021			2020			2019		
Women	Man	Gap	Women	Man	Gap	Women	Man	Gap
116,758	109,664	-6.1%	108,296	118,148	9%	107,052	115,570	8%

Table 16. Average remuneration (%) and gender gar (%) by gender and professional category

2021	EROSKI, S. Coop.			Other companies		
Professional category	Women	Men	Salary Gap	Women	Men	Salary Gap
Executive	74,562	74,747	0.20%	66,107	84,265	27.50%
Manager	47,425	49,461	4.30%	56,365	58,816	4.30%
Supervisor	34,542	34,451	-0.30%	29,486	33,870	14.90%
Professional	18,488	20,155	9.00%	16,480	17,206	4.40%
Junior Manager	25,261	25,856	2.40%	19,834	22,529	13.60%
Technician	33,459	34,032	1.70%	28,942	31,649	9.40%
2021	EROSKI, S. Coop.			Other companies		
Professional category	Women	Men	Salary Gap	Women	Men	Salary Gap
Executive	73,739	79,817	8%	66,329	85,856	29%
Manager	44,526	47,117	6%	54,930	57,595	5%
Supervisor	32,029	31,971	0%	28,984	33,289	15%
Professional	17,191	18,924	10%	16,375	17,229	5%
Junior Manager	23,401	23,689	1%	19,833	22,401	13%
Technician	31,109	31,854	2%	28,780	31,584	10%
2019	EROSKI, S. Coop.			Other companies		
Professional category	Women	Men	Salary Gap	Women	Men	Salary Gap
Executive	73,760	76,199	3.30%	64,826	88,334	36.30%
Manager	44,485	46,989	5.60%	52,231	55,302	5.90%
Supervisor	31,692	31,676	-0.10%	29,424	33,055	12.30%
Professional	17,039	18,771	10.20%	16,057	16,834	4.80%
Junior Manager	23,214	23,286	0.30%	21,310	23,282	9.30%
Technician	30,723	31,484	2.50%	29,294	32,985	12.60%

Table 17. Average remuneration (%) and gender gar (%) by gender and age group

2021	EROSKI, S. Coop.			Other companies		
Age group	Women (€)	Men (€)	Salary Gap	Women (€)	Hombres (€)	Salary Gap
<30	18,753	19,058	1.6%	15,271	15,757	3.2%
30-50	21,210	26,431	24.6%	17,795	20,378	14.5%
>50	21,543	30,760	42.8%	18,413	25,024	35.9%
2020	EROSKI, S. Coop.			Other companies		
Age group	Women (€)	Men (€)	Salary Gap	Women (€)	Hombres (€)	Salary Gap
<30	17,543	17,396	-0.8%	15,168	15,744	3.8%
30-50	19,527	25,236	29.2%	17,324	20,587	18.8%
>50	19,601	28,070	43.2%	17,694	25,697	45.2%
2019	EROSKI, S. Coop.			Other companies		
Age group	Women (€)	Men (€)	Salary Gap	Women (€)	Hombres (€)	Salary Gap
<30	17,543	17,396	-0.8%	15,168	15,744	3.8%
30-50	19,527	25,236	29.2%	17,324	20,587	18.8%
>50	19,601	28,070	43.2%	17,694	25,697	45.2%

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

2021	EXECUTIVE		MANAGER		JUNIOR MANAGER		TECHNICIAN		PROFESSIONAL		SUPERVISOR	
Age group	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
<30	0	0	0	0	42	22	41	18	2,569	1,380	22	12
30-50	10	12	67	67	1,478	281	379	261	10,462	2,263	646	258
>50	8	26	57	108	795	181	192	213	4,853	1,083	284	263
Total	18	38	124	175	2,315	484	494	18	17,884	4726	952	533
2020	EXECUTIVE		MANAGER		JUNIOR MANAGER		TECHNICIAN		PROFESSIONAL		SUPERVISOR	
Age group	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
<30	0	0	0	0	48	26	46	20	3,046	1,562	24	16
30-50	10	11	75	79	1,586	303	412	271	11,354	2,483	659	312
>50	4	13	46	109	700	177	164	194	4,542	1,012	248	254
Total	14	24	313	256	2,334	506	614	497	18,942	5,057	931	582
2019	EXECUTIVE		MANAGER		JUNIOR MANAGER		TECHNICIAN		PROFESSIONAL		SUPERVISOR	
Age group	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
<30	0	0	1	1	59	27	47	21	2,548	1,326	27	18
30-50	8	11	84	85	1,682	323	432	297	11,726	2,380	695	350
>50	4	12	42	117	636	180	136	175	4,122	924	210	233
Total	12	23	127	203	2,377	530	615	493	18,396	4,630	932	601

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

Governing Bodies	2021	2020	2019
General Assembly	250	250	250
<30	146 (58.4%)	4 (1.6%)	5 (2%)
30-50	103 (41.2%)	157 (62.8%)	166 (66.4%)
>50	1 (0.4%)	89 (35.6%)	79 (31.6%)
Delegate Committee	348	351	355
<30	214 (61.5%)	5 (1.5%)	8 (2.2%)
30-50	125 (35.9%)	223 (63.5%)	236 (66.5%)
>50	9 (2.6%)	123 (35.0%)	111 (31.3%)
Governing Council	12	12	12
<30	7 (58.3%)	0	0
30-50	5 (41.7%)	7 (58.3%)	9 (75%)
>50	0	5 (41.7%)	3 (25%)
Business Council	16	16	16
<30	9 (56.2%)	0	0
30-50	7 (43.7%)	9 (56.2%)	12 (75%)
>50	0	7 (43.8%)	4 (25%)

Table 20. Occupational accident rate

	2021	2020	2019
Causes of occupational accidents			
Overexertion	35.6%	29.2%	37.9%
People falling on the same level or to different levels	14.3%	14.5%	12.2%
Cuts	14.5%	14%	13.4%
Other causes	35.6%	42.3%	36.6%
Material agent			
Food, glass, plastic or packaging	39%	37.5%	39.9%
Metallic products and tools	9.5%	9.9%	10.2%
Forklifts or similar	6.6%	8.3%	7.1%
Other material agents	44.9%	44.3%	42.8%
Rate of minor accidents with sick leave*	25.8	27.2	33.1
Women	67.3%	70.3%	69%
Men	32.7%	29.7%	31%
Rate of serious occupational accidents with sick leave*	0.1%	0%	0.1%
Women	50%	0%	60%
Men	50%	0%	40%
Rate of occupational accidents travelling to or from work with sick leave*	0%	0%	5.4
Women	0%	0%	77%
Men	0%	0%	23%
Deaths due to occupational accidents or diseases	0%	0%	0%
Women	0%	0%	0%
Men	0%	0%	0%

*No. of accidents per every million hours worked

Table 21. Occupational absenteeism rate

	2021	2020	2019
Occupational absenteeism rate	8.3%	8.4%	6.7%
Women	9.1%	9.3%	7.4%
Men	5.9%	5.7%	4.3%
Hours of absenteeism	3,790,640	3,992,453	3,161,216
Women	3,141,675	3,329,368	2,665,009
Men	648,965	663,085	496,207

Table 22. Occupational diseases

	2021	2020	2019
Índice de frecuencia	1.2	1.1	1.7
Women	92.9%	91.5%	91%
Men	7.1%	8.5%	9%

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

	2021	2020	2019
Average training hours	6.2	3.7	6.6
Women	5.8	3.4	6.0
Men	7.7	4.7	8.8
Executive	24.5	36.4	43.9
Women	14.4	44.5	48.4
Men	29.3	31.6	41.0
Manager	11.6	6.5	19.2
Women	12.2	8.7	24.0
Men	11.1	5.0	16.2
Supervisor	12.6	10.4	18.7
Women	12.2	10.2	18.5
Men	13.4	10.7	18.9
Professional	5.1	2.4	4.5
Women	5	2.4	4.2
Men	5.8	2.7	5.6
Junior Manager	6.5	4.8	9.6
Women	6	4.6	9.2
Men	9	5.4	11.2
Technician	16.6	16.7	22.4
Women	17.5	17.6	25.1
Men	15.6	15.6	19.0

Table 24. Percentage of employees with regular evaluation of performance and professional development

	2021		2020		2019	
Professional Category	Women	Men	Women	Men	Women	Men
Executive	83.3%	76.3%	64.3%	91.7%	100%	100%
Manager	79%	67.4%	70.2%	53.7%	45%	40%
Supervisor	66.7%	57.6%	62.1%	51.4%	62%	56%
Professional	46.8%	35.2%	43.3%	32.1%	44%	35%
Junior Manager	69.2%	78.3%	57.6%	58.1%	55%	56%
Technician	67.8%	66.9%	53.4%	55.1%	59%	61%
Total	50.8%	43.8%	46%	38.1%	47%	41%

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

	2021			2020			2019		
Professional Category	Women	Men	Total	Women	Men	Total	Women	Men	Total
Executive	15	29	44	9	22	31	12	23	35
Manager	98	118	216	85	101	186	57	81	138
Supervisor	635	307	942	578	299	877	575	336	911
Professional	8,371	1,664	10,035	8,211	1,621	9,832	8,117	1,621	9,738
Junior Manager	1,601	379	1,980	1,345	294	1,639	1,319	299	1,618
Technician	415	329	744	332	267	599	365	302	667
Total	11,135	2,826	13,961	10,560	2,604	13,164	10,445	2,662	13,107

Table 26. Number of disabled employees by professional category

	2021	2020	2019
Executive	1	1	1
Women	0	0	0
Men	1	1	1
% total	0.3%	0.3%	0.3%
Manager	2	2	3
Women	0	0	0
Men	2	2	3
% total	0.6%	0.6%	0.8%
Junior Manager	23	26	26
Women	17	18	17
Men	6	8	9
% total	6.4%	7.3%	7.0%
Technician	6	6	7
Women	4	4	4
Men	2	2	3
% total	1.7%	1.7%	1.9%
Professional	313	310	324
Women	202	197	208
Men	111	113	116
% total	87.2%	86.8%	86.6%
Supervisor	14	12	11
Women	9	5	4
Men	5	7	7
% total	3.9%	3.4%	2.9%
Total	359	357	233

Table 27. Quality audits and analytical controls

	2021	2020	2019
Points-of-sale and logistics platforms*	938	918	1,703
Own-brand supplier production plants	343	274	294
Manufacturer brand supplier production plants	46	44	47
Analytics performed	22,906	15,427	20,141

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

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

País	2021	2020	2019
Germany	30	26	22
Andorra	3	4	2
Argentina	0	0	1
Austria	1	0	0
Bangladesh	3	4	6
Belgium	17	15	10
Canadá	1	1	1
China	38	43	54
Cyprus	0	0	1
South Korea	1	1	1
Croatia	1	1	1
Denmark	8	5	6
United States	16	13	11
Slovakia	0	0	0
Spain	9,493	9,762	10,008
Finland	1	0	0
France	42	41	53
Greece	2	2	1
The Netherlands	17	17	15
India	1	0	1
Indonesia	1	1	1
Ireland	16	14	12
Israel	2	1	1
Italy	14	10	13
Luxembourg	2	2	2
Norway	5	4	4
New Zealand	1	0	0
Pakistan	2	4	5
Poland	1	0	2
Portugal	46	43	37
United Kingdom	23	23	26
Singapore	1	1	1
Sweden	3	4	2
Switzerland	5	4	5
Thailand	2	2	2
Taiwan	1	1	2
Tunisia	0	0	0
Turkey	1	1	1
Vietnam	2	3	4
	9,803	10,053	10,314

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

Number of local commercial suppliers and producers by autonomous community	2021	2020	2019
Total commercial suppliers	3,599	3,779	3,842
Total local suppliers	2,152	2,273	2,322
Andalusia			
No, of commercial suppliers	249	292	302
No, of local producers	173	207	214
% regional suppliers with respect to total commercial suppliers	69%	71%	71%
Aragón			
No, of commercial suppliers	165	172	151
No, of local producers	121	128	107
% No, of local producersrespecto al total de No, of commercial suppliers	73%	74%	71%
Asturias			
No, of commercial suppliers	87	86	87
No, of local producers	58	60	64
% regional suppliers with respect to total commercial suppliers	67%	70%	74%
Balearic Islands			
No, of commercial suppliers	173	172	173
No, of local producers	150	145	143
% regional suppliers with respect to total commercial suppliers	87%	84%	83%
Canary Islands			
No, of commercial suppliers	3	52	71
No, of local producers	1	34	54
% regional suppliers with respect to total commercial suppliers	33%	65%	76%
Cantabria			
No, of commercial suppliers	75	76	75
No, of local producers	56	54	54
% regional suppliers with respect to total commercial suppliers	75%	71%	72%
Castilla y León			
No, of commercial suppliers	186	180	172
No, of local producers	111	106	103
% regional suppliers with respect to total commercial suppliers	60%	59%	60%
Castilla-La Mancha			
No, of commercial suppliers	96	122	152
No, of local producers	49	70	103
% regional suppliers with respect to total commercial suppliers	51%	57%	68%
Catalonia			
No, of commercial suppliers	798	809	848
No, of local producers	468	463	487
% regional suppliers with respect to total commercial suppliers	59%	57%	57%

Number of local commercial suppliers and producers by autonomous community	2021	2020	2019
Ceuta			
No. of commercial suppliers	2	2	2
No. of local producers	2	2	2
% regional suppliers with respect to total commercial suppliers	100%	100%	100%
Valencia Autonomous Community			
No. of commercial suppliers	222	242	250
No. of local producers	63	79	81
% regional suppliers with respect to total commercial suppliers	28%	33%	32%
Extremadura			
No. of commercial suppliers	45	49	48
No. of local producers	30	36	35
% regional suppliers with respect to total commercial suppliers	67%	73%	73%
Galicia			
No. of commercial suppliers	460	462	425
No. of local producers	313	321	291
% regional suppliers with respect to total commercial suppliers	68%	69%	68%
La Rioja			
No. of commercial suppliers	85	82	84
No. of local producers	63	60	61
% regional suppliers with respect to total commercial suppliers	74%	73%	73%
Madrid			
No. of commercial suppliers	300	313	312
No. of local producers	44	44	45
% regional suppliers with respect to total commercial suppliers	15%	14%	14%
Melilla			
No. of commercial suppliers		2	3
No. of local producers		2	3
% regional suppliers with respect to total commercial suppliers		100%	100%
Murcia			
No. of commercial suppliers	57	90	109
No. of local producers	16	46	64
% regional suppliers with respect to total commercial suppliers	28%	51%	59%
Navarre			
No. of commercial suppliers	199	187	186
No. of local producers	161	151	147
% regional suppliers with respect to total commercial suppliers	81%	81%	79%
Basque Country			
No. of commercial suppliers	397	389	392
No. of local producers	273	265	264
% regional suppliers with respect to total commercial suppliers	69%	68%	67%

Table 30. Greenhouse gas (GHG) emissions – EROSKI carbon footprint (tCO₂eq)
305-1; 305-2; 305-3

GHG emissions (tCO ₂ eq)	2021	%	2020	2019	2017	Variation 2020-2021 (%)	Variation 2017-2021 (%)
Direct emissions (Scope 1)	66,717	31%	84,845	97,769	122,653	-21%	-46%
Natural gas	1,053	2%	1,411	1,538	1,601	-25%	-34%
Refrigerants	65,664	98%	83,434	96,231	121,052	-21%	-46%
Indirect emissions from electricity consumption (Scope 2) Media España	106,217		141,897	153,983	248,366	-31%	-57%
Hypermarkets	13,649	13%	21,319	27,209	54,528	-50%	-75%
Supermarkets	76,216	72%	98,610	104,117	157,672	-27%	-52%
Platforms	10,999	10%	15,533	15,355	21,878	-28%	-50%
Other businesses	5,353	5%	6,435	7,301	14,288	-27%	-63%
Indirect emissions from electricity consumption (Scope 2) Marketing Mix	63,730	29%	91,546	99,344	218,166	-36%	-71%
Hypermarkets	8,189	13%	13,754	17,555	47,897	-53%	-83%
Supermarkets	45,730	72%	63,620	67,172	138,500	-32%	-67%
Platforms	6,600	10%	10,021	9,907	19,218	-33%	-66%
Other businesses	3,211	5%	4,151	4,711	12,551	-32%	-74%
Other indirect emissions (Scope 3)	87,960	40%	90,701	96,892	98,302	-3%	-11%
Road logistics transport	61,989	71%	65,572	64,304	68,711	-6%	-10%
Maritime logistics transport	1,902	2%	1,816	2,800		5%	
Business trips by air and road (combustion emissions)	3,505	4%	3,010	4,566	3,412	16%	3%
Hotel stays	230	0%	154			50%	
Transport diesel (well-to-tank)	11,372	13%	12,056	14,615	15,542	-6%	-27%
Business trip diesel (well-to-tank)	590	1%	497	641	614	19%	-4%
Business trips by train	7	0%	0	8			
Water	321	0%	330	308	411	-3%	-22%
Paper consumed at the EROSKI head office, brochures, receipts and magazines	8,044	9%	7,265	9,651	9,612	11%	-16%
Total (with marketing mix for electricity)	218,407		267,092	294,005	439,121	-18%	-50%

**Maritime transport figures are included as of 2019. In 2017, paper purchase tick data are not included. Before 2020, the CNG figure was included in gas oil. Emissions associated with business trips and overnight stays have increased significantly with respect to 2020, when they fell dramatically due to the pandemic.*

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

Intensity of GHG emissions	2021	2020	2019	2017
Total				
g CO ₂ eq/€ net sales	48.1	55.6	64.1	91.6
kg CO ₂ eq/m ² commercial surface area	183.7	224.6	238.8	323.7
Scope 1				
g CO ₂ eq/€ net sales	14.7	17.6	21.3	25.6
kg CO ₂ eq/m ² commercial surface area	56.1	71.4	79.4	90.4
Scope 2 (distributor mix)				
g CO ₂ eq/€ net sales	14.0	19.0	21.7	45.5
kg CO ₂ eq/m ² commercial surface area	53.6	77.0	80.7	160.8
Scope 3				
g CO ₂ eq/€ net sales	19.4	18.9	21.1	20.5
kg CO ₂ eq/m ² commercial surface area	74.0	76.3	78.7	72.5
Scope 1+2				
g CO ₂ eq/€ net sales	28.7	36.7	43.0	71.1
kg CO ₂ eq/m ² commercial surface area	109.7	148.4	160.1	251.2

Reduction of GHG emissions	2021vs2020 (%)	2020vs2019 (%)	2021vs2017 (%)
Direct emissions (Scope 1)	-21%	-32%	-46%
Indirect emissions from electricity consumption (Scope 2, marketing mix)	-30%	-36%	-71%
Other indirect emissions (Scope 3)	-3%	-9%	-11%
Scope 1 + Scope 2	-26%	-34%	-62%
Total	-18%	-26%	-50%

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

Materials (tons)	2021	2020	2019	Variation 2020-2021 (%)	Variation 2019-2021 (%)
Containers and packaging	4,956	2,875	3,031	72%	11%
Non-Renewable	2,617	1,666	1,801	57%	5%
Steel	452	389	442	16%	-14%
Aluminium	630	63	48	896%	1,075%
Plastic	1,532	1,213	1,265	26%	-15%
Other	3	1	46	341%	-97%
Renewable	2,339	1,209	1,230	94%	20%
Paper/Cardboard	1,566	1,118	1,118	40%	-15%
Ceramics	3	6	4	-45%	-28%
Wood/Cork	5	2	4	193%	15%
Glass	765	84	107	815%	576%
Type of material					
Batteries	91	119	68	-24%	33%
Compact fluorescent lamps	0	0	0,0001		-100%
Oil	1	1	0,03	9%	4750%
Electrical and electronic equipment	664	937	1,216	-29%	-45%

Table 33. Number of carrier bags sold

Type of carrier bag	2021	2020	2019	2018	Difference 2020 vs 2021	Difference 2019 vs 2021
AENOR-certified reusable plastic bag	0	11,649,297	22,080,420	78,996,640	-100%	-100%
Reusable raffia bag with 70% of recycled plastic	1,749,490	1,724,316	1,757,301	1,404,542	1%	25%
Reusable solidarity bag	115,210	151,118	229,965	221,122	-24%	-48%
Bag with more than 55% of recycled plastic	79,751,005	53,074,958	41,996,501	164,825	50%	48.285%
Paper bag	1,548,907	1,444,790	1,614,367	16,569	7%	9.248%
Compostable bag	8,936,225	11,897,612	6,737,766	338,898	-25%	2.537%
Single-use plastic bag	0	10,219,090	23,889,626	33,129,309	-100%	-100%
Reusable nets	37,128	56,695	165,158	0	-35%	100%
Other bags	165,664	20,118	26,736	182,260	723%	-9%
Total	92,303,628	90,237,993	98,497,841	114,454,165	2%	-19.4%

Table 34. Materials used in checkout bags (tonnes)

	2021	2020	2019	2018	Variation 2020- 2021 (%)	Variation 2018-2021 (%)
Materials	2,710	2,254	2,799	3,418	20%	-21%
Plastic	2,668	2,222	2,764	3,418	20%	-22%
Bioplastic	112	146	61	5	-23%	-
Recycled plastic	1,606	1,096	1,189	1,449	47%	11%
Conventional plastic	949	980	1,514	1,963	-3%	-52%
Paper/cardboard	43	31.6	35.3	0.3	35%	-

Table 35. In-store packaging units (bags, film and fresh product trays) (units)

	2021	2020	2019	2018	Variation 2020- 2021 (%)	Variation 2018-2021 (%)
Packaging	276,322,233	315,102,298	650,629,032	673,579,321	-12%	-59%
Trays	19,059,435	23,280,070			-18%	
Bags	175,884,492	215,815,817			-19%	
Bottles	942,929	299,606			215%	
Counter paper	36,145,468	50,071,000			-28%	
Counter envelopes	22,721,800	1,399,000			1,524%	
Other	21,568,109	24,236,805			-11%	

Table 36. Own-brand containers (units)

	2021	2020	Variation 2020-2021 (%)
Own-brand fresh produce and food containers	573,111,349	629,992,279	-9%

Table 37. In-store packaging materials (bag, film and fresh produce trays) (tonnes)

	2021	2020	2019	2018	Variation 2020- 2021 (%)	Variation 2018-2021 (%)
Materials	3,863	2,733	2,637	2,773	41%	42%
Plastic	2,766	1,729	1,690	1,775	60%	56%
Bioplastic	1,786	223	10	0	702%	-
Recycled plastic	303	364	353	132	-17%	129%
Conventional plastic	676	1,143	1,327	1,642	-41%	-59%
Paper/cardboard	1,037	938	948	938	11%	10%
Recycled paper/cardboard	5	3	0	0	50%	-
Non-recycled paper/cardboard	1,032	935	948	938	10%	-
Other materials	61	66	64	59	-9%	3%

Table 38. Own-brand container materials (tonnes)

	2021	2020	Variation 2020-2021 (%)
Materials	29,245	32,020	-9%
Plastic	7,619	8,229	-7%
Bioplastic	22	20	12%
Recycled plastic	1,137	1,256	-9%
Conventional plastic	6,460	6,952	-7%
Paper/cardboard	9,648	10,383	-7%
Recycled paper/cardboard	5,030	5,469	-8%
Non-recycled paper/cardboard	4,618	4,914	-6%
Metals	2,606	2,813	-7%
Glass	9,187	10,376	-11%
Other materials	185	218	-15%

Table 39. Reused logistic containers (units)
301-3

	2021	2020	2019	Variation 2020-2021 (%)
Reused logistic containers	48,125,285	50,670,053	46,818,903	-5%
Reused pallets	4,797,190	5,085,707	5,400,714	-6%
Reused plastic boxes	43,328,095	45,584,346	41,418,189	-5%

Table 40. Energy consumption within the organisation (kWh)
302-1

	2021	2020	2019	Variation 2020-2021 (%)
Non-renewable fuel	256,127,148	272,354,397	263,387,491	-6%
Natural gas for heating	5,786,565	7,750,908	8,423,621	-25%
Hypermarkets	2,993,861	4,762,304	4,848,191	-37%
Supermarkets	194,056	179,969	200,912	8%
Platforms	2,554,311	2,754,606	3,315,237	-7%
Others	44,337	54,029	59,281	-18%
Fuel for freight transport	250,340,583	264,603,489	254,963,870	-5%
Diesel purchased at source	59,844,818	65,118,949	63,436,943	-8%
Diesel distribution to stores	188,686,918	198,366,832	191,526,927	-5%
Natural gas distribution to stores	250,340,583	1,117,707		62%
Electricity	424,867,771	457,731,571	496,719,425	-7%
Hypermarkets	54,593,736	68,770,985	87,772,575	-21%
Supermarkets	304,865,413	318,098,107	335,861,055	-4%
Platforms	43,997,197	50,105,461	49,532,640	-12%
Others	21,411,425	20,757,018	23,553,155	3%
Total	680,994,918	730,085,968	760,106,916	-7%

Table 41. Energy consumption within the organisation (GJ)
302-1

	2021	2020	2019	Variation 2020-2021 (%)
Non-renewable fuel	922,058	980,476	948,195	-6%
Natural gas	20,832	27,903	30,325	-25%
Diesel	901,226	952,573	917,870	-6%
Electricidad	1,529,524	1,647,834	1,788,190	-7%
Total	2,451,582	2,628,309	2,736,385	-7%

Table 42. Distribution of energy consumption by use (as a percentage)

	2021	2020	2019
Non-renewable fuel	38%	37%	35%
Natural gas	2%	3%	3%
Hypermarkets	52%	61%	58%
Supermarkets	3%	2%	2%
Platforms	44%	36%	39%
Others	1%	1%	1%
Fuel for freight transport	98%	97%	97%
Diesel purchased at source	24%	24.6%	25%
Diesel distribution to stores	75%	75.0%	75%
Natural gas distribution to stores	1%	0.4%	0%
Electricity	62%	63%	65%
Hypermarkets	13%	15%	18%
Supermarkets	72%	69%	68%
Platforms	10%	11%	10%
Others	5%	5%	5%

Table 43. Energy intensity ratio at EROSKI

Energy intensity	2021	2020	2019	2018	Variation 2020-2021 (%)
kWh/m2 commercial surface area	572.6	614	617.3	634.3	-7%
kWh/€ net sales	0.15	0.15	0.17	0.18	0.01%

Table 44. Refrigerants consumed to compensate leaks (tonnes)
305-1

Consumption of refrigerants	2021	2020	2019	Variation 2020-2021 (%)
Total	45.1	52.4	58.3	-5%
R-407A	0%	0.2%	0.2%	-100%
R-407F	2%	9%	13%	-79%
R-442A	31%	32%	31%	-2%
R-449A	1%	5%	9%	-82%
R-448	54%	42%	33%	29%
Other	12%	12%	15%	4%

Table 45. Consumption of water by source (m³)
303-1

	2021	2020	2019	Variation 2020-2021 (%)
Municipal water supplies	1,088,540	1,118,748	1,028,495	-3%
Supermarkets	74.5%	74%	73%	1%
Hypermarkets	12%	15%	17%	-23%
Platforms	7%	6%	6%	25%
Other businesses	6%	5%	4%	27%

Table 46. Paper consumed for EROSKI advertising¹ and head office (tonnes)
301-1

	2021	2020	2019	Variation 2020-2021 (%)
Total	4,636	3,919	5,242	16%
Advertising brochures	3,864	3,265	4,559	18%
Magazines	408	391	388	4%
Head office	8	10	10	-14%
Receipt paper²	356	253	285	-2%

¹All the paper used in advertising has PEFC 70% certification (Programme for the Endorsement of Forest Certification schemes), which guarantees that it stems from sustainably managed forests. The paper of the CONSUMER EROSKI and EROSKI Club magazines also have PEFC certification, which guarantees responsible forest management. At the head office we use paper with EU Ecolabel seal with lower grammage.

²For the first time, receipt paper figures for 2021 include figures corresponding to VEGALSA-EROSKI, which has not been available in previous years. The reduction shown makes reference to EROSKI's comparable perimeter, without VEGALSA. As of the next reporting period, the full evolution in the group of this indicator will be available.

Table 47. Waste by type and treatment method (tonnes)
306-2

	2021	2020 ¹	2019 ¹	Variation 2020-2021 (%)
Total	45,015	47,744	46,645	-6%
Total waste for recycling or other recovery treatments	43,918	45,379	42,984	-3%
Total waste for elimination	1,097	2,365	3,679	-53%
Non-hazardous waste	44,966	47,718	46,627	-5%
Recycling or recovery	43,883	45,375	42,966	-3%
Recycling	30,333	32,146	38,019	-6%
Inorganic waste	30,333	32,146	38,019	-6%
Paper and cardboard	28,228	28,987	34,354	-3%
Plastic	108	117	3,050	-8%
Wood	1,974	2,927	382	-33%
Other	23	115	233	-80%
Other recovery treatments²	13,550	13,229	4,947	2%
Organic waste ³	6,786	5,382	4,947	41%
Meat	2,237	2,079	2,180	8%
Dairy products	105	83	88	26%
Fish	2,637	2,353	2,376	12%
Vegetables	51	44	39	17%
Bread	294	255	264	15%
Others	1,462	568		157%
Inorganic waste	6,764	7,847		-14%
Paper and cardboard	4,621	6,728		-31%
Plastic	219	277		-21%
Wood	495	391		27%
Other	1,429	451		217%
Landfill or other elimination destinations	1,083	2,343	3,679	-54%
Landfill	991	1,889		-48%
Other	92	455		-80%
Hazardous waste	49	26	18	88%
Recycling or recovery	35	4	18	775%
Recycling	20	2		929%
Other recovery treatments²	15	2		810%
Landfill or other elimination destinations	14	22		-36%
Landfill	0	5		-100%
Other	14	0		-20%

*Consult the table footnotes on the next page.

¹Waste figures for 2020 have been updated due to a change in criterion in the classification of treatments and types of waste most aligned with the LER codes and GRI standards to facilitate comparability with 2021 figures. The same criterion is not available for 2019, due to which the figures for that year are shown with the former criterion.

²It is not currently possible to differentiate the proportion of waste intended for energy recovery included in "Other recovery treatments", since they are grouped under treatment codes R12 and R13, which encompass all treatments from R1-R11.

³Organic waste aimed at manufacturing feed and a small % for composting

Table 48. Waste collected from customers and centres for recycling by type (tonnes)
306-2

	2021	2020	2019	Variation 2020-2021 (%)
Non-hazardous waste (tonnes)	1,096	654	791	68%
Textile	906	526	710	72%
Coffee capsules	111	84	6	32%
Used oil	79	44	75	80%
Hazardous waste (tonnes)	1,224	1,508	1,569	-19%
Electrical and electronic equipment	1,126	1,404	1,479	-20%
Batteries and energy accumulators	85	91	75	-7%
Lamps and fluorescents	13	13	15	-5%
Total	2,320	2,162	2,360	7%

Table 49. Economic contributions for social action (euro)

	2021	2020	2019	2018
Social Action*	12,433,358	12,419,918	10,250,560	8,500,199

* Does not include consumer education and information

Table 50. Tonnes of food and essential products donated through the Zero Waste (Desperdicio Cero) Programme (tonnes)

	2021	2020	2019
Tonnes of food and essential products*	5,600	4,648	6,366

*The same conversion criteria was applied as in 2021 to 2020 for comparison purposes. In 2020 there were less food surpluses due to the high demand resulting from COVID-19.

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

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Declaración de Verificación de
Información No Financiera

declaración de Verificación de AENOR para

EROSKI, S.COOP.

relativa al estado consolidado de información no financiera Estado de Información No Financiera
2021 EROSKI

conforme a la ley 11/2018

correspondiente al ejercicio anual finalizado el 31 de enero 2022

En Madrid a 29 de abril de 2022


Rafael García Meiro
Consejero Delegado/CEO


1995/0227/VNOF-2022

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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, con DNI n° 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".

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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)
- 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/C215/01, 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.

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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.
- 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.

Entre las evidencias revisadas se encuentra la información relativa a la Taxonomía de actividades ambientalmente sostenibles elaborada según establece el Reglamento UE 2020/852 del Parlamento Europeo y del Consejo de 18 de junio, relativo al establecimiento de un marco para facilitar las inversiones sostenibles en cuanto a la obligación de divulgar información sobre la manera y la medida en que las actividades de la empresa obligada se asocian a actividades económicas que se consideren medioambientalmente sostenibles según los principios y objetivos ambientales establecidos en dicho Reglamento. Respondiendo a este nuevo requerimiento, los administradores de la organización han incorporado al Informe de Información No Financiera la información que, en su opinión, mejor permite dar cumplimiento a esta nueva obligación, y que se recogen en el apartado 8 del Estado de Información No Financiera adjunto.

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.

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Independent audit report according to GRI standards



CONCLUSIÓN

Basado en lo anterior, en nuestra opinión, no hay evidencia que haga suponer que la información no financiera incluida en el Estado de Información No Financiera 2021 EROSKI y para la información del periodo objeto del informe, ejercicio anual finalizado el 31 de enero de 2022, 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 en lo relativo al contenido requerido por la Ley 11/2018 respecto 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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VERIFICACIÓN DE LA
MEMORIA DE SOSTENIBILIDAD

VMS-2022/0011

AENOR ha verificado que el Informe de Sostenibilidad de la organización

EROSKI, S.COOP.

Título del informe: Memoria 2021 EROSKI. Estado de Información No Financiera.
Opción: Esencial.

Periodo objeto del informe: 2021

es conforme con los estándares GRI en su opción Esencial.

Fecha de emisión del certificado: 2022-04-04



AENOR INTERNACIONAL S.A.U.
Génova, 6. 28004 Madrid. España
Tel. 91 432 60 00.- www.aenor.com

Rafael GARCÍA MEIRO
Director General

