

EU CODE OF CONDUCT ON RESPONSIBLE FOOD BUSINESS AND MARKETING PRACTICES



REPORT SUBMITTED ON 21ST JUNE 2024

Detailed reporting on the different lines of action and their contribution to those different schemes is presented in the annual non-financial information report, available since the 8th of May at <https://corporativo.eroski.es/wp-content/themes/eroski-corporativo/memorias-2023/en> A summary of that information is included in this document.

Type of business/sector <i>(E.g. retail, dairy)</i>	Sustainability dimension <i>(E.g. environmental, social)</i>	Code aspirational objective <i>(1-7)</i>	Individual commitments with baseline	Progress on KPIs and goals (qualitative and/or quantitative)	Additional information (optional) <i>(E.g. partnerships, geographical coverage, sharing best practices, links with other COM initiatives, with other reporting initiatives)</i>	Comments (optional) <i>(E.g. enablers, ideas on how to improve)</i>
Retail	Environmental/Health	1	To provide more sustainably produced food products EROSKI is committed to promote organic products , specially through its Bio, Natur Bio and Eco own-brands.	→ No. organic products: 1,130 → No. organic own-brand products: 107 (+1,8% vs 2022)		

<p>Retail</p>	<p>Environmental</p>	<p>1,6</p>	<p>Consistent with its commitment to provide more sustainable food, EROSKI commits to make advances and improvements in the Animal Welfare standards of the products sold. It has the following specific commitments:</p> <p>- All eggs sold by 2025 will be from cage-free hens.</p>	<p>→ Animal Welfair™ label incorporated in the following own-brand products:</p> <ul style="list-style-type: none"> -All own-brand white meat -EROSKI Natur pork meat -EROSKI Natur veal from Aragón, Pyrenees and Balearic Islands -EROSKI Natur Provedella beef from Catalonia -Local milk from Basque Country, Navarra, Galicia and Balearic Islands - 100% of the farms that supply eggs to EROSKI <p>→ 100% free-range hens' eggs in CAPRABO stores</p> <p>→ 61% cage-free hens' eggs sales in EROSKI stores (+2% vs 2022)</p> <p>→ 55% cage-free hens' eggs dozens in EROSKI stores (+6% vs 2022)</p>		
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		<p>- Eggs used as ingredient in products of its own brand will be from cage-free hens by 2025 (We are finalizing with suppliers a sustainable roadmap for the sector in the framework of this commitment, which could imply an adjustment of the deadlines for its achievement to 2026).</p> <p>- European Chicken Commitment (ECC): voluntary agreement promoted by 36 organizations organizations from 19 countries that drive the improvement of broiler chicken welfare standards. It requires compliance (related to stocking density, choice of slow-growing species, lighting and air quality, among others) by 2026, which go beyond the current minimum requirements set by legislation.</p>	<p>→ 100% of our chickens meet all EU animal welfare laws and regulations.</p> <p>→ 22.9% of own-brand chicken sales meet 100% of the CCP requirements, except for the external audit criterion which we continue to work on.</p> <p>→ 29.1% of sales are of animals with a density of less than 30 kg/m².</p> <ul style="list-style-type: none"> - 25.8% of sales are from slow-growing pedigree animals. - 23.4% of sales are from animals are reared with improved environmental standards. - 95.2 % of sales are made with atmospherically stunned animals. 	
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Retail	Environmental/Social	1,3,5	In 2023, EROSKI continues with its "EROSKI Veggie" brand launched in 2022 promoting the consumption of more sustainable food.	→ 14 EROSKI Veggie food products		
Retail	Environmental	1,6	Progress in transparency and environmental communication to our clients.	<p>→ Planet-Score on 29 of the food products in our shops.</p> <p>→ School of Food and the Consumer Information Project.</p> <p>→ Chicken farming systems.</p>	<p>This labeling seeks to communicate in a simple way the overall impact of the food on the environment, in order to provide consumers with useful information for a more responsible purchasing decision.</p> <p>The promotion of a more responsible more responsible consumption among consumers through our Food School and the Consumer School of Food and Consumer Information Project.</p> <p>Since 2022 EROSKI incorporated a new label for its own-brand branded chicken meat, which helps to recognize the characteristics of its breeding with simple icons between five types of farming: standard farm, improved farm, free-range, traditional free frange and organic.</p>	
Retail	Environmental/Social	1,6,7	Keep working for the conservation of biodiversity in the seas and oceans through a	→ First retailer in Spain certified in chain of custody of MSC and GlobalG.A.P. aquaculture (GGN): 437 fish counters	EROSKI has a Sustainable Fisheries Policy that is articulated in twelve principles that encompass both the good practices already in place and the challenges we set for the	

			<p>rational use of marine resources.</p> <p>EROSKI selects fishing supplier companies that comply with and respect the fundamental rights of workers according to the OIT 188 convention.</p>	<p>and 7 fishing logistic platforms certified.</p> <p>→ 4,642 tons of fish with sustainable certification (MSC, GGN and APR)</p> <p>→ 100% of our canned tuna complies with ISSF principles</p> <p>→ 74% of the volume of canned tuna caught for EROSKI's preserves come from more responsible fishing methods (cane fishing, RCT, without FAD, MSC and FIP)</p>	<p>future. The Policy includes the selection of suppliers that comply with and respect the fundamental rights of workers under ILO Convention 188 on work in fisheries.</p>	
Retail	Health	1	<p>To improve the nutritional composition, EROSKI will keep working in the reformulation of its own branded products.</p> <p>EROSKI reduces the presence of nutrients related to the most widespread pathologies in our society (cardiovascular diseases and obesity).</p> <p>To provide transparent information, EROSKI is also committed to improve the information offered through Nutri-Score and encourage sales of own branded products with higher nutritional quality.</p>	<p>→ 100% of our own-brand products are palm oil-free</p> <p>→ 1,883 own-brand products with A, B or C Nutri-score</p> <p>→ 70.6 % own-brand products with Nutri-Score A, B or C.</p> <p>→ Nutri-Score A, B and C products accounted for 81.1% of the units sold and 73.9% of total product sales with Nutri-Score (+0,27 and 0,07 pp vs. 2022, respectively).</p>		

Retail	Health	1	<p>EROSKI works so that people with specific nutritional needs find everything they need for their nutrition at its stores, broadening the diversity of its offer and offering alternatives such as its order service or its online store.</p>	<p>→ 2,185 gluten-free products at our stores, more than 550 of our private label.</p> <p>→ 2,904 members of the Celiac Associations of the Basque Country, Navarre, Catalonia, La Rioja, and Balearic Islands benefited from a 20% discount in 200 specific gluten-free products (+12% vs. 2022).</p>	<p>In 2023, EROSKI renewed its Collaboration Agreements with the celiac associations of the Basque Country, La Rioja, Catalonia, Navarre and Balearic Islands.</p>	
Retail	Health/Social	1	<p>To promote consumer awareness, EROSKI commits to keep supporting its outreach programs for a healthy diet.</p> <p>-Offering free personalized information and incentives for a healthier and more balanced diet and shopping to all EROSKI Club members (Ekilibria program).</p> <p>- Educating and informing consumers in order to facilitate a healthy and sustainable life, through truthful, independent, practical and entertaining information (EROSKI Group's Healthy Eating and Habits Education Programmes and EROSKI</p>	<p>→ 38,348 users in EKILIBRIA program. (+14.6% vs 2022).</p> <p>→ Throughout 2023 we have regularly sent health-related information and activities to 481,906 Members through the EROSKI Club communication channels and 11,106 customers have actively participated in challenges related to healthy eating.</p> <p>→ Infoencers This initiative is collected under the program #AlimentaLoQuePiensas, a comprehensive content project to help and guide families towards a healthier diet healthier eating habits: 26 million of</p>	<p>-EKILIBRIA offers a detailed and personalized analysis of how household purchases are adjusted to the recommendations of the Mediterranean diet. Its purpose is to guide the client on the foods, quantities and frequency of consumption that he/she and other members of the household need to maintain a balanced diet. This initiative received the NAOS Strategy Award for Business Initiative in 2019.</p>	

			<p>CONSUMER informative project).</p> <p>- Being a meeting point for health and education professionals, parents, schoolchildren and other citizens committed to improving their diet and lifestyle.</p>	<p>visits and more than 500,000 interactions.</p> <p>→ EROSKI CONSUMER's printed magazine for consumers: 250,871 readers per month</p> <p>→ EROSKI CONSUMER's digital magazine for consumers: 18 million of visits in the year in Spain</p> <p>→ 195,278 schoolchildren and 2,145 schools participating EROSKI's Healthy Eating and Habits Education Programmes</p>	<p>- EROSKI CONSUMER is the EROSKI Foundation's informative project through which EROSKI wants to educate and inform 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, EROSKI addresses 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, EROSKI has 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.</p> <p>-The EROSKI Group develops different educational programmes through all Spain that seek to foster a healthy diet and promote healthy lifestyle habits among all people, paying</p>	
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					special attention to the youngest children.	
Retail	Environmental/ Health/Social	1	To apply responsible food marketing and advertising practices, EROSKI will keep working to improve the information contained in brochures, shop signs and website.	EROSKI has adapted its 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).	The PAOS Code is included in the NAOS strategy of the Spanish Agency for Food Safety and Nutrition.	
Retail	Health	1	To Integrate health in the workplace, EROSKI commits to maintain its current programs to train employees both from Central office and from supermarkets.	→ 103 persons trained → 1,068 hours of training		
Retail	Environmental	1,4	To improve the environmental footprint EROSKI works to optimize both its own-brand packaging and the bags and packaging used in the stores, through the prevention and then the improvement of the materials used. EROSKI set the following specific commitments: - To reduce by 21% the tonnes of conventional plastic of its fresh products packaged in-store in 2021	→ 24% reduction in tons of checkout bags in stores vs 2018. 64% of materials used for the bags are renewable or recycled → 56% in-store packaging reduction vs 2018 → 11% reduction in tons of own-brand packaging vs 2021 → 77% recyclability of our own brand packaging → 94 eco-designed own-brand packagings in 2023 (401 packagings since		

			<p>(already accomplished).</p> <ul style="list-style-type: none"> - To reduce by 20% the tonnes of conventional plastic used in own brand packaging by 2025. - To eco-design of its own-brand packaging to make them fully recyclable by 2025. 	2020) that avoided 314 plastic tonnes in the market		
Retail	Health/ Social	1,2	<p>To support local actions to enhance the availability of/access to healthy and sustainable diets for all, EROSKI will keep working in different programs and collaborating with different associations.</p> <ul style="list-style-type: none"> - Zero Waste Program - Collect for the Food Bank - Purchase card for social purposes 	<p>→ 23 million euros for social welfare purposes in 2023.</p> <p>→ 3,214 tonnes of food and basic products were donated to the most disadvantaged collectives through a hundred social welfare organizations thanks to EROSKI's Zero Waste Program.</p> <p>→ 12 million basic meals donated for the most vulnerable groups thanks to in-store campaigns with local Food Banks.</p> <p>→ 128 public and social welfare organizations used EROSKI's charge card for social purposes to facilitate the channelling of their welfare aid to people in a vulnerable situation.</p>	<p>In 2023 we continue to make a special effort to minimise the impact of inflation and rising raw material costs on the purchase price of our customers through a reduction of the organisation's profit margins and a promotional activity in which 370 million euros have been invested.</p>	

<p>Retail</p>	<p>Economic/ Environmental</p>	<p>2</p>	<p>Develop different actions to reduce by 50% the food waste that can be generated in our activity:</p> <ul style="list-style-type: none"> - Sensitization campaigns selling ugly fruits and vegetables against food waste - Promotion of foods close to their best-before or best date. -Donation of food through the Zero Waste Program. - Recycling and recovery of organic waste. <p>Regarding other types of waste:</p> <ul style="list-style-type: none"> - Eco-design of own-brand products - Promotion of the reuse of packaging among the customers or the use of digital tickets. - Recycling of inorganic waste generated in the stores. 	<ul style="list-style-type: none"> → 18% reduction of total waste generated vs 2022. → 13,857 tonnes of products close to their sell-by date sold with discounts. → 330 tonnes of food prevented from being wasted thanks to the Too Good to go app. → 3,214 tonnes of food and basic products were donated for the most disadvantaged collectives through a hundred social welfare organizations thanks to EROSKI's Zero Waste Program. → 5,473 tonnes of organic waste used as raw material in the manufacture of animal meal and oils and animal feed or for other recovery operations. → 38,852 tonnes of waste for recycling or recovery (99% of total waste). → 47,477,741 reused logistic containers. 		
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<p>Retail</p>	<p>Economic/ Environmental</p>	<p>2,5</p>	<p>EROSKI is committed to participate in innovative projects to minimize waste and improve competitiveness.</p>	<p>Some of the innovative projects regarding to Sustainability in which EROSKI participated in 2023:</p> <ul style="list-style-type: none"> -FUSILLI: Horizon 2020 project to drive the transformation of urban food systems through the implementation of innovation living labs. - FoodRUs: Horizon 2020 project to reduce waste and loss in the agri-food chain through an innovative collaborative circular system. - SISTERS: Green Deal project to improve the sustainability of packaging used to preserve food and reduce its negative impacts. - ZeroW: Green Deal project to implement nine Systemic Innovation Living Labs (SILLs) in the value chain to achieve long-term environmental and economic sustainability. - REDYSING: Horizon Europe project that seeks to promote efficient and innovative processes in the use of resources for the production and 		
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				<p>circularity of wooden packaging for fresh food.</p> <p>BOTTLE4FLEX: Development of a flexible sustainable film.</p> <p>ToNoWaste: Horizon Europe project aimed to promote a new zero food waste mentality based on a holistic approach.</p> <p>NOWASTE: Developed by <i>Tecnalia Envases</i> and focusing on the use of artificial vision technologies to reduce food waste.</p>		
Retail	Environmental	3,4	Commitment to become carbon neutral by 2050.	<p>→ Carbon footprint of EROSKI Group:264,444 t CO₂ eq (-36% vs 2017; -51% vs. 2017 for Scopes 1 and 2)</p>	<p>In 2023 we have increased the total carbon footprint for the currently calculated scope by 9% compared to 2022. However, this increase is due to the broadening of the scope of the calculation for the last year by incorporating new categories (such as '3.3. Emissions associated with fuels and energy-related activities') and not to an increase in the footprint as such.</p> <p>The new energy model for our establishments is based on four pillars:</p> <ul style="list-style-type: none"> ▪ The use of 100% renewable energies. 	

				<p>→ Carbon footprint specific to the logistic activity: 74,353 t CO₂ eq (-1% vs 2022; -4% vs 2017)</p>	<ul style="list-style-type: none"> ▪ Efficiency improvements to reduce energy consumption. ▪ A more sustainable building design and construction. ▪ The promotion of sustainable mobility. <p>Lakua-Arriaga Supermarket was awarded with the LEED Gold certification in March 2023.</p> <p>→ Second Lean&Green star for reducing 30% the logistic activity carbon footprint since 2015.</p>	
Retail	Social	5	To support a skilled workforce, EROSKI is committed to the development of its professionals , whether in stores, offices and warehouses or other diversified businesses.	<p>→ Total of 239,349 hours of professional trainings (+1% vs 2022).</p> <p>→ 1,620,911 € were allocated to training programmes.</p>		
Retail	Social	5	To strengthen diversity and equality, EROSKI will keep being focus on its equality plan .	<p>→ 78% of workers are women</p> <p>→ 74% of senior management positions are held by them.</p> <p>→ Since 2022, the CEO of EROSKI is a woman, Rosa Carabel.</p>	<p>The Equality Commission works in 6 areas: use of language, elimination of physical and health barriers, elimination of social barriers, personal and professional development, and 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.</p>	

					The Equality Plan 2023-2024 for Women and Men was approved in 2023, which together with the Commission and the Equality Observatory have created a safe and egalitarian space among its employees.	
Retail	Social	5	To improve working conditions and prevent occupational hazards for the workforce, EROSKI acts in the areas of prevention, training and health promotion, to continuously improve its occupational risk prevention systems and integrate them into the overall management of the company.	<p>→ Rate of recordable occupational accidents (minor and serious) with sick leave per million hours worked: 27.3</p> <p>→ Occupational illnesses with sick leave per million hours worked: 1.1</p> <p>→ Absenteeism rate (percentage of hours absent due to illness, occupational disease and occupational accident/theoretical working hours): 9.5% (+0.8 pp vs 2022)</p>	<p>- EROSKI has its 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.</p> <p>-Health surveillance arranged with an external prevention service in charge of different medical examinations.</p> <p>-Review and coordination with the mutual insurance company of all cases considered as occupational diseases.</p>	
Retail	Social	7	To promote decent working conditions, EROSKI requires compliance of its Code of Conduct .	<p>→ Last revision done in 2022.</p> <p>→ In 2023, with the approval of Law 2/2023 on Whistleblower Protection, an Internal Information System (IIS) has been established.</p>	EROSKI demands to its value chain the fulfilment of the main labour and human rights principles, based on the requirements of the International Labour Organisation and the Principles of the United Nations Global Compact, to which EROSKI belongs since 2002. Therefore, all EROSKI's suppliers and franchisees are subject to these requirements and its commercial relationship therewith is conditional upon	

					their fulfilment of human and labour rights.	
Retail	Economical	1,4,5,6,7	EROSKI is committed with supporting local agricultural suppliers and in 2022 launched the Local Supplier Support Programme in the Basque Country.	→ 254 participating companies active in the Local Supplier Support Programme in the Basque Country	<p>Objectives:</p> <ul style="list-style-type: none"> - Greater knowledge of and commitment to EROSKI's local supplier companies and their environment. - Provide training and support for continuous improvement. - Accompanying and guiding towards higher product quality. - Encourage better environmental and social behaviour. - Achieve greater transparency in the supply chain. 	