

EU CODE OF CONDUCT ON RESPONSIBLE FOOD BUSINESS AND MARKETING PRACTICES



REPORT SUBMITTED ON 25TH JULY

In 2018 EROSKI unveiled its 10 Commitments to Health and Sustainability, following an exhaustive listening and participation of all its stakeholders. Each commitment includes multiple lines of action, with specific objectives and KPIs and are aligned with the Sustainable Development Goals, the Farm to Fork Strategy of the EU Green Pact and the EU Code of Conduct. 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 at <https://corporativo.eroski.es/en/memoria-2021/> A summary of that information is included in this document.

Type of business/sector: retail

Sustainability dimension	Code aspirational objective (1-7)	Individual commitments with baseline	Progress on KPIs (in 2021) 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>
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.	<ul style="list-style-type: none"> →No. organic products: 1,605 (+46% vs 2020) →No. organic own-brand products: 95 		
Environmental	1,6	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: - All eggs sold by 2024 will be from cage-free hens.	<ul style="list-style-type: none"> →100% free-range hens' eggs in CAPRABO stores →57% cage-free hens' eggs in EROSKI stores → Animal Welfair™ label incorporated in the following own-brand products: 		

		<p>- Eggs used as ingredient in products of its own brand will be from cage-free hens by 2025.</p> <p>In 2022, EROSKI adopted too the European Chicken Commitment for its own-brand chicken.</p>	<p>-All white meat</p> <p>-EROSKI Natur pork meat</p> <p>-EROSKI Natur veal from Aragón</p> <p>-Local milk from Basque Country, Navarra, Galicia and Baleares</p> <p>- EROSKI and EROSKI NATUR free-range eggs</p>		
Environmental/Social	1,6,7	<p>Keep working for the conservation of biodiversity in the seas and oceans through a 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>→First and only retailer in Spain certified in chain of custody of MSC and GlobalG.A.P. aquaculture (GGN): 461 fish counters and 8 fishing logistic platforms certified</p> <p>→ 5.543 tons of fish with sustainable certification (MSC, GGN and APR) (+12% vs 2020)</p> <p>→100% of our canned tuna complies with ISSF principles</p> <p>→ 82% 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>EROSKI has set 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 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>	
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 pathogens in our society (cardiovascular diseases and obesity).</p> <p>To provide transparent information, EROSKI is also committed to improve the information offered through</p>	<p>→100% of our own-brand products are palm oil-free</p> <p>→1,900 own-brand products with A, B or C Nutri-score</p> <p>→73% own-brand products with Nutri-Score A, B or C (+4 percentage points vs 2020).</p> <p>→ Nutri-Score A, B and C products accounted for 81% of</p>		

		Nutri-score and encourage sales of own branded products with higher nutritional quality.	the units sold and 72% of total product sales with Nutri-Score (+ 2.13 and 1.44 pp vs. 2020).		
Health	1	EROSKI works so that people with specific nutritional needs find everything they need for their nutrition at its stores, broadening the diversity of its offering and offering alternatives such as its order service or its online store.	<p>→ 2,700 gluten-free products at our stores, more than 550 of our brands</p> <p>→ 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.</p>	In 2021, EROSKI renewed its Collaboration Agreements with the coeliac associations of the Basque Country, La Rioja, Catalonia and Navarre.	
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 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>→29,755 users in EKILIBRIA program.</p> <p>→ EROSKI CONSUMER's printed magazine for consumers: 317,025 readers per month</p> <p>→EROSKI CONSUMER's digital magazine for consumers: 50 million of visits in the year</p> <p>→ 126,836 schoolchildren and 1,616 schools participating EROSKI's Healthy Eating and Habits Education Programmes</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>-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 special attention to the youngest children.</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</p>	

				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.	
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.	
Health	1	To Integrate health in the workplace, EROSKI commits to maintain its current programs to train employees both from Central office both from supermarkets.	<p>→3 programs developed</p> <p>→12 trainings done</p> <p>→598 participants</p>		
Environmental	1,4	<p>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:</p> <ul style="list-style-type: none"> - To reduce by 21% the tonnes of conventional plastic of its fresh products packaged in-store in 2021. - To reduce by 20% the tonnes of conventional plastic used in own brand packaging by 2025. - To ecodesign of its own-brand packaging to make them fully recyclable by 2025. 	<p>→21% reduction in tons of checkout bags in stores vs 2018. 65% of materials used for the bags are renewable or recycled</p> <p>→59% in-store packaging reduction vs 2018</p> <p>→9% reduction in tons of own-brand packaging</p> <p>→59% recyclability of our own brand packaging</p> <p>→73 references eco-designed in 2021 that avoid 85 plastic tons in the market</p>		

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>→17 million euros for social welfare purposes in 2021.</p> <p>→5,600 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.</p> <p>→ 130 public and social welfare organizations used EROSKI's charge card for social purposes to facilitate the channeling of their welfare aid to people in a vulnerable situation.</p> <p>→ 3 million basic meals donated for the most vulnerable groups thanks to in-store campaigns with local Food Banks.</p>	<p>To make healthy nutrition affordable for everyone, in 2021, EROSKI launched an initiative that offers consumers a healthy menu plan at €1 per person.</p>	
Economic/ Environmental	2	<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 valorization 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. 	<p>→6% of Total waste reduction vs 2020</p> <p>→43,918 tonnes of waste for recycling (67% of total waste) or other recovery treatments (30% of total waste). The additional 3% is managed for final disposal in landfill or other destinations.</p> <p>→5,600 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.</p> <p>→48,125,285 reused logistic containers.</p>		

Economic/ Environmental	2,5	EROSKI is committed to participate in innovative projects to minimize waste and improve competitiveness.	<p>Some of the innovative projects regarding to Sustainability in which EROSKI participated in 2021:</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. - ZeroWaste, Green Deal project to implement nine Systemic Innovation Living Labs (SILLs) in the value chain to achieve long-term environmental and economic sustainability. 		
Environmental	3,4	Commitment to become carbon neutral by 2050 .	<p>→Carbon footprint of EROSKI Group:239,651 tCO₂eq (-45% vs 2017)</p> <p>→Carbon footprint specific to the Logistics activity: 69,730 tCO₂eq (-23% vs 2017)</p>	<p>→First Lean&Green star for reducing 20% the carbon footprint of the logistics activities.</p> <p>→3 new eco-efficient warehouses, some including LEED Gold label.</p>	
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.	→Total of 176,297 hours of professional trainings (+60.9% vs 2020).		

			<p>→1,581,909€ were allocated to training programmes, (+77% vs. 2020).</p>	
Social	5	To strengthen diversity and equality, EROSKI will keep being focus on its equality plan .	<p>→77% of workers are women.</p> <p>→74% of senior management positions are held by them.</p> <p>→In 2018, parity was reached in the highest governing body of EROSKI S. Coop., the Governing Council.</p>	The Equality Commission was renovated. It 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.
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: 25.9</p> <p>→Occupational illnesses with sick leave per million hours worked:1.2</p> <p>→Absenteeism rate (percentage of hours absent due to illness, occupational disease and occupational accident/theoretical working hours): 8.3%</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>
Social	7	To promote decent working conditions, EROSKI requires compliance of its Ethic Code .	<p>→Last revision done in 2021</p>	EROSKI demands to its value chain the fulfillment 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.