



Social Economy Eroski

La cesta que enamora

Más de **1.000** productos **TOP** del mercado

para que ahorres tanto, que acabes enamorado.

Summary

01 About us	03
02 <u>Our mission, vision and values</u>	17
03 <u>Our commitment to...</u>	21
04 <u>Our work has its rewards</u>	27
05 <u>Some best practices in social economy</u>	29

01 About us

- 1.1 Our identity
- 1.2 Our cooperative experience
- 1.3 Our brands
- 1.4 Geographical presence
- 1.5 Efficient logistics
- 1.6 We are omnichannel
- 1.7 Main figures 2023
- 1.8 Our history

About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04



About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04



1.1

Our identity

The EROSKI group is the number one **cooperative** in Spain, among the leading players in the retail and food distribution sector. The cooperative EROSKI S.Coop. is the **parent company** under which all its activities are structured.

A consumer cooperative where **corporate governance** is through the twin structures of the **Governing Board and the General Meeting**, made up of 50% consumer members and 50% worker members.

EROSKI considers **equal opportunities for women and men as a basic, strategic principle** in running the organisation, and undertakes to make it part of the group's day-to-day management.

FIGURES AT THE CLOSE OF 2023



27,426

Employees in the EROSKI group.

8,989

Worker members, owners of the company where they work.

About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

1.2

Our cooperative experience

EROSKI is part of MONDRAGON, which has a history going back more than 60 years.

This is an association of cooperatives in the financial, industrial, retail and knowledge sectors, which today makes up the biggest Basque industrial group, and the tenth-largest in Spain.

10,607

Turnover
(million €)

70,000

Employees

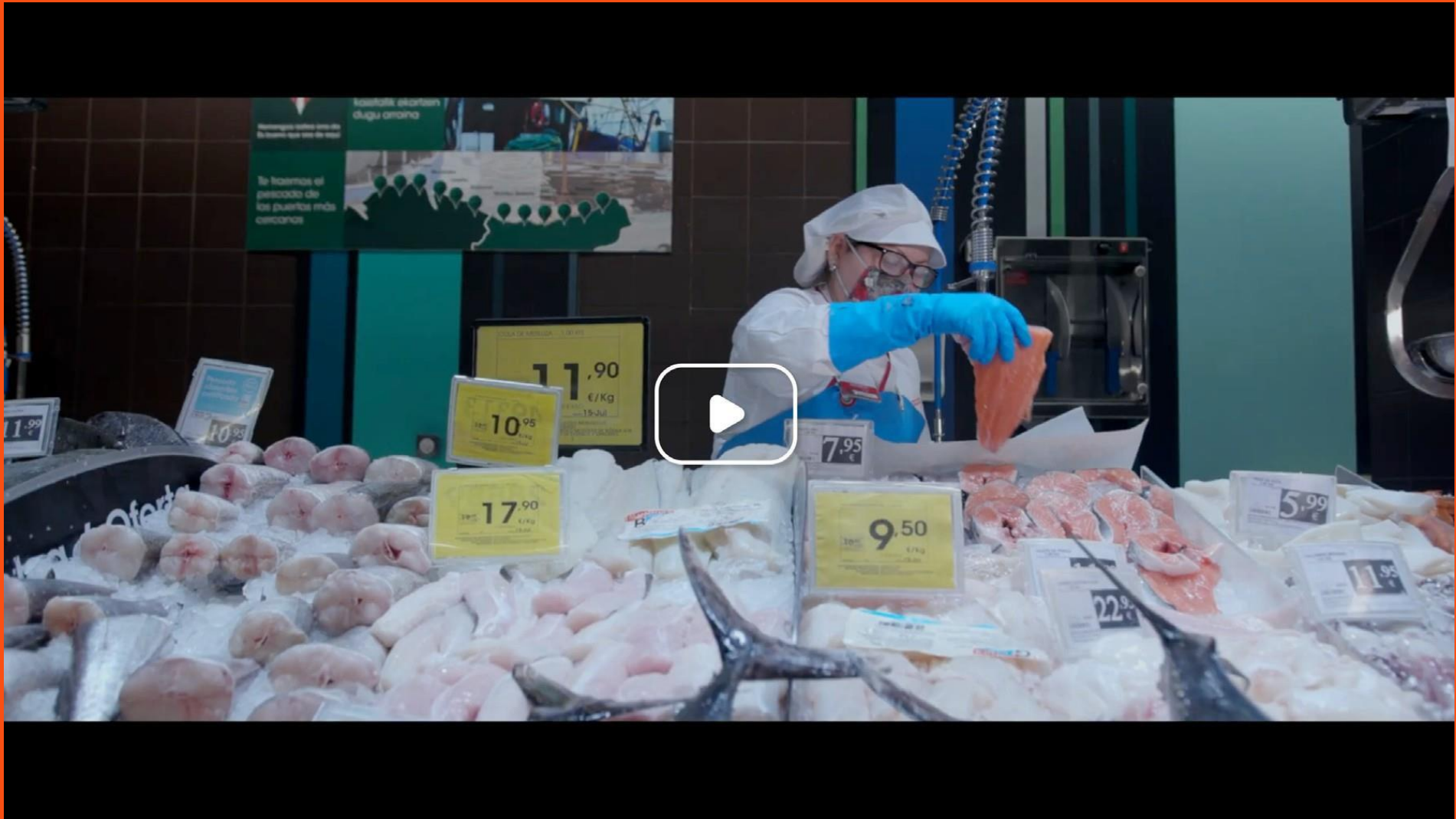
240

organisations (of
which 81 are
cooperatives)

12

R&D
sites

	MONDRAGON
HUMANITY AT WORK	Finanzas Industria Distribución Conocimiento



About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04

1.3

Our brands

FIGURES AT THE



€5,730
million turnover



Food

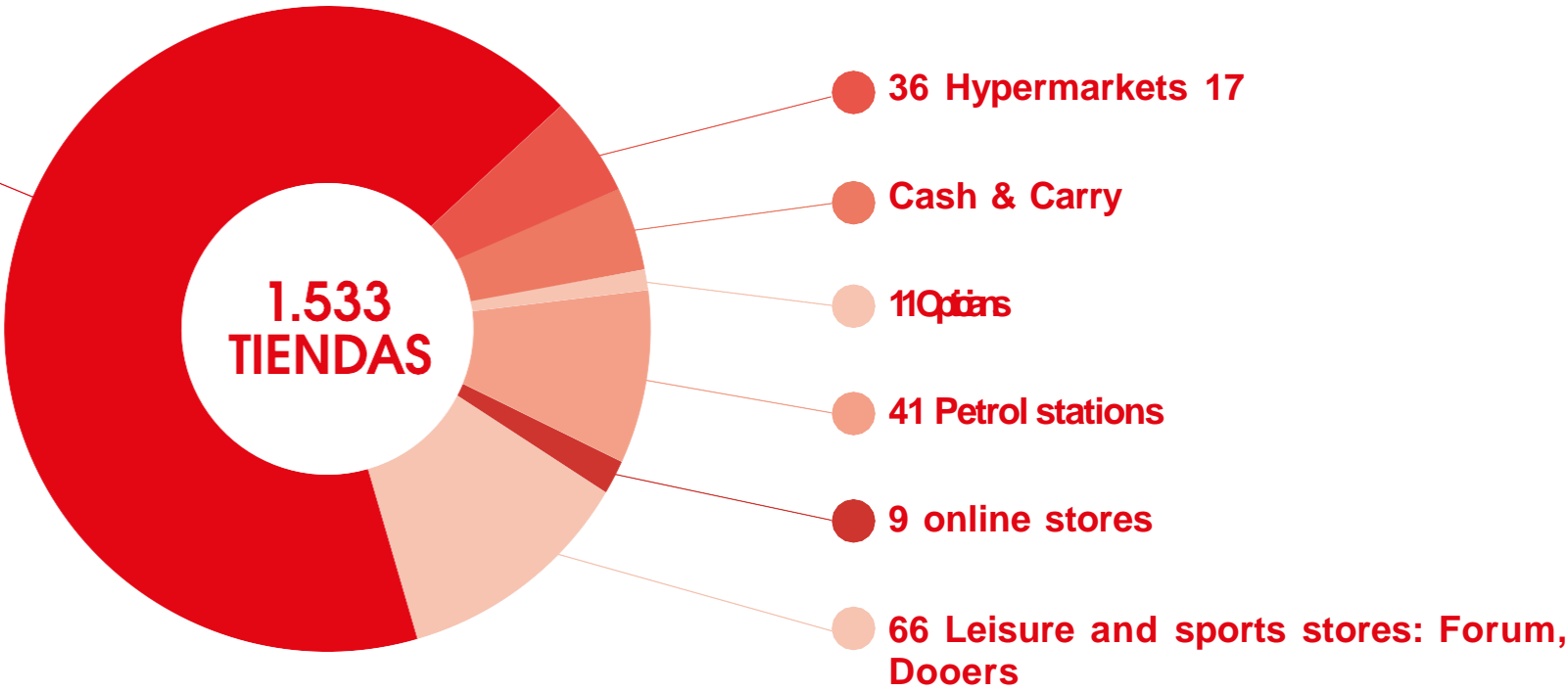
Others

-  EROSKI
-  EROSKI center
-  EROSKI city
-  EROSKI rapid
-  EROSKI online
-  Aliprox



1,353 Supermarkets

- 600 EROSKI City
- 295 Caprabo
- 183 EROSKI Center
- 107 Aliprox
- 77 Familia
- 37 Onda
- 54 Rapid



About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04


1.4


Geographic presence


We have a multi-format business model designed to meet the different needs of our clients.

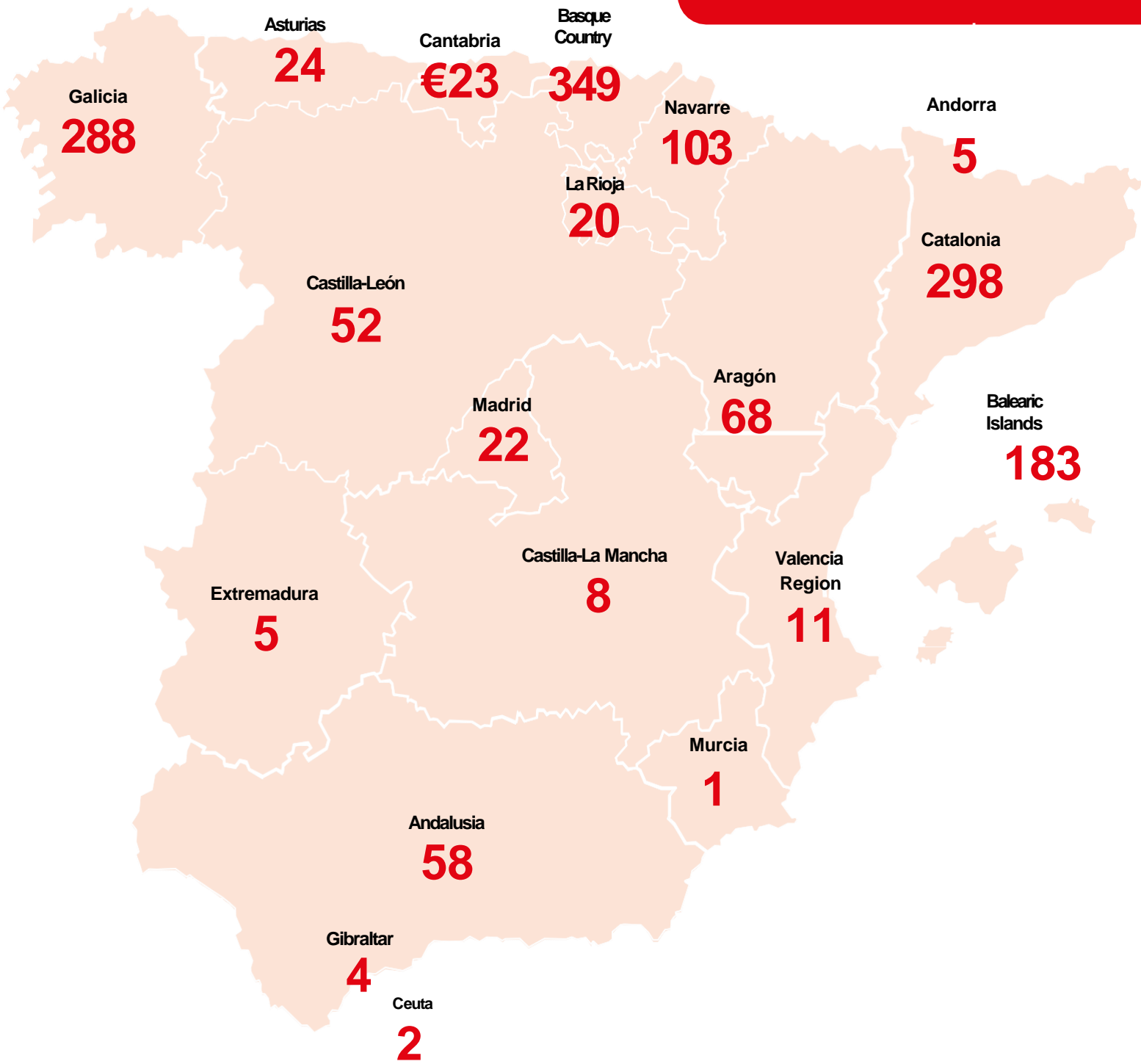
Thus, what we offer meets a wide spectrum of needs ranging from food – our main business – to petrol stations, sports goods stores, opticians and insurance.

FIGURES AT THE CLOSE OF 2023

**1,524**
Physical establishments

**1,179,104**
m2 floor space of physical establishments

**74**



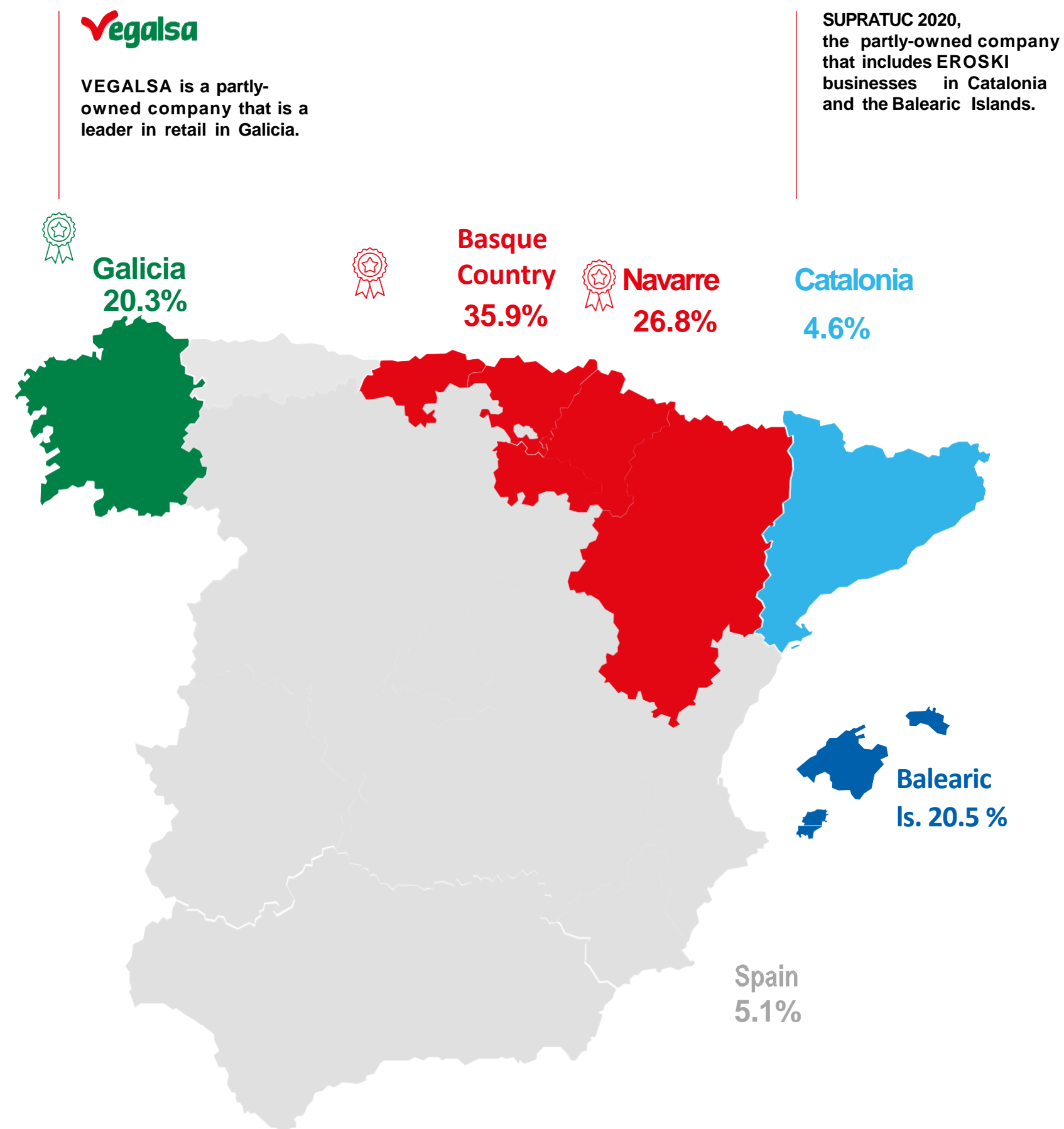
About us	01
Our mission, vision and values	02
Our commitment to...	03
Our work has its rewards	04

1.4

Geographical presence

EROSKI continued to reinforce its leadership in the north of Spain (from Galicia to the Balearic Islands), with most of the expansion in its own stores. Its share of the food market remains one of the highest in the local sector at 12.8%.

Moreover, the network of franchise stores, which prioritises the regions of Andalusia, Madrid, Castilla-La Mancha, Extremadura and Levante, includes more than 628 establishments.



About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04

1.5




Efficient logistics

Constant improvement of our logistics centres

In 2023 we continued our overall project to redesign the map of fresh produce platforms, seeking modernisation and improved efficiency in our value chain. In this project we worked on physically renovating facilities to equip them with cutting-edge technology to allow optimum handling of each type of fresh product, in terms of temperature, handling and storage.



FIGURES AT THE CLOSE OF 2023

-  **€23**
own platforms
-  **10**
third-party platforms
-  **384,034**
m2 of warehouse space.
Capacity to distribute 1 million boxes a day



About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

1.6

We are omnichannel

In 2023 we held to our firm commitment to the omnichannel strategy, whereby we work to give our customers a unique, differential experience in any of the purchase channels available. To do this, we strive to make our online services more and more accessible, intuitive and convenient, breaking down any barriers between online and physical channels. Our aim is to enhance the shopping experience and offer our customers all the options for them to choose the right one to suit their preferences and needs.

FIGURES AT THE CLOSE OF 2023



Expanding omnichannel operations

- CLICK&DRIVE: 30 POINTS
- CLICK&COLLECT: 64 POINTS
- SMART LOCKERS: 4 POINTS

About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

1.7

Main figures



5,729
million turnover



74
openings in 2023



23
million for various social purposes



+6.35
million consumer members



1,533
establishments

About us

01



99%
waste sent for recycling or recovery



3,214
tonnes of food donated to social bodies

Our mission, vision and values

02

Our commitment to...

03



3,444
Spanish



2,056
Small farmers (59.7%)




Over 20,000
local produce items, of which 1,539 were new

Our work has its rewards


04

1.7


Main figures



27,426
employees



3,789
estimated jobs
in franchises



74%
of positions of
responsibility filled by
women



77%
women
on the
workforce



517,323
people attended to
by the Customer
Care Service

About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04



+2,100

gluten-free products
in our stores



2,138

own-brand products with
Nutri-Score advanced
nutritional labelling on the
pack

38,348

people have used the EROSKI
Club nutritional information service
(Ekilibria)

+1,000

audits of points of sale,
platforms and suppliers



Awards

- Store of the Year
- Customer Care
- Best Food Franchiser in Spain 2022
- Recognition of the occupational risk prevention programme
- MSC-certified fish counters
- ‘Salute to Excellence’ of the Private Label Manufacturers Association (PLMA)

1.8
Our history



1969
Founding of EROSKI S. Coop. with the merger of seven small consumer cooperatives.



1977
Launch of the EROSKI own brand.



1981
Opening of the first EROSKI hypermarket.



1989
First retailer in Spain to withdraw aerosols with CFC from sale.
Opening of the automated silo at the Elorrio platform.



1991
Creation of FORUM SPORT.

About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04



1971
First stores in Navarre open.



1978
First EROSKI franchised supermarket opens. Beginning of "Consumer Schools".



1983
Set up as a consumers' association.



1990
Launch of the first EROSKI own-brand product with Designation of Origin. E logo created.



1996
First "Operación Kilo" to support Food Bank.

1.8
Our history



1997

Creation of the EROSKI Foundation.



2000

Opening of the online supermarket



2003

Launch of the first EROSKI Red Visa payment card.



2005

Launch of the first EROSKI brand "gluten-free" products.



2007

Takeover of CAPRABO. Launch of "Nutrition Traffic Light". Beginning of the "Zero Waste" programme.

About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

1998

Incorporation of VEGALSA into the EROSKI group. Inauguration of the consumer portal www.consumer.es



2002

First certified Fair Trade products sold. Joined the United Nations Global Compact.



2004

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



2006

First product with FSC sustainability certification sold. First Consumer Opinion Forums (FOCOS) held.



2009

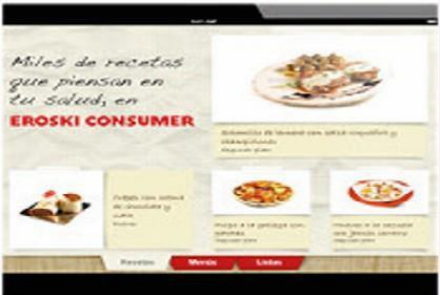
First re-usable bag launched.



1.8
Our history



2011
Startup of the School of Food and the Educational Programme on Food and Healthy habits.
First store with the "Contigo" commercial model.



2013
Launch of the first app.



2017
MSC certification to sell fresh fish from sustainable fishing grounds.
"Ekilibria" is born.



2021
EROSKI's most sustainable supermarket opens in Vitoria-Gasteiz.

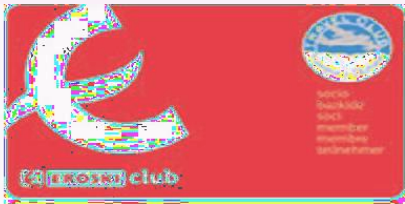


2023
Early repayment of out total syndicated debt and completion of issue of bonds worth 500 million euros, so optimising our financial structure.

>>>>



2012
EROSKI "Zero Emission" supermarket opens in Oñati.
Launch of the solidarity bag.



2014
Launch of EROSKI Club.



2018
Renewal of the 10 EROSKI Commitments to Health and sustainability.
New advanced nutrition labelling.



2022
EROSKI reaches the figure of 600 franchised supermarkets. Second LEAN&GREEN star for cutting CO2 emissions by over 30%.

About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

02 Our mission, vision and values

2.1 Positioning

2.2 Mission and vision

2.3 Values

About us

01

Our mission, vision and values

02

Our commitment to...

03

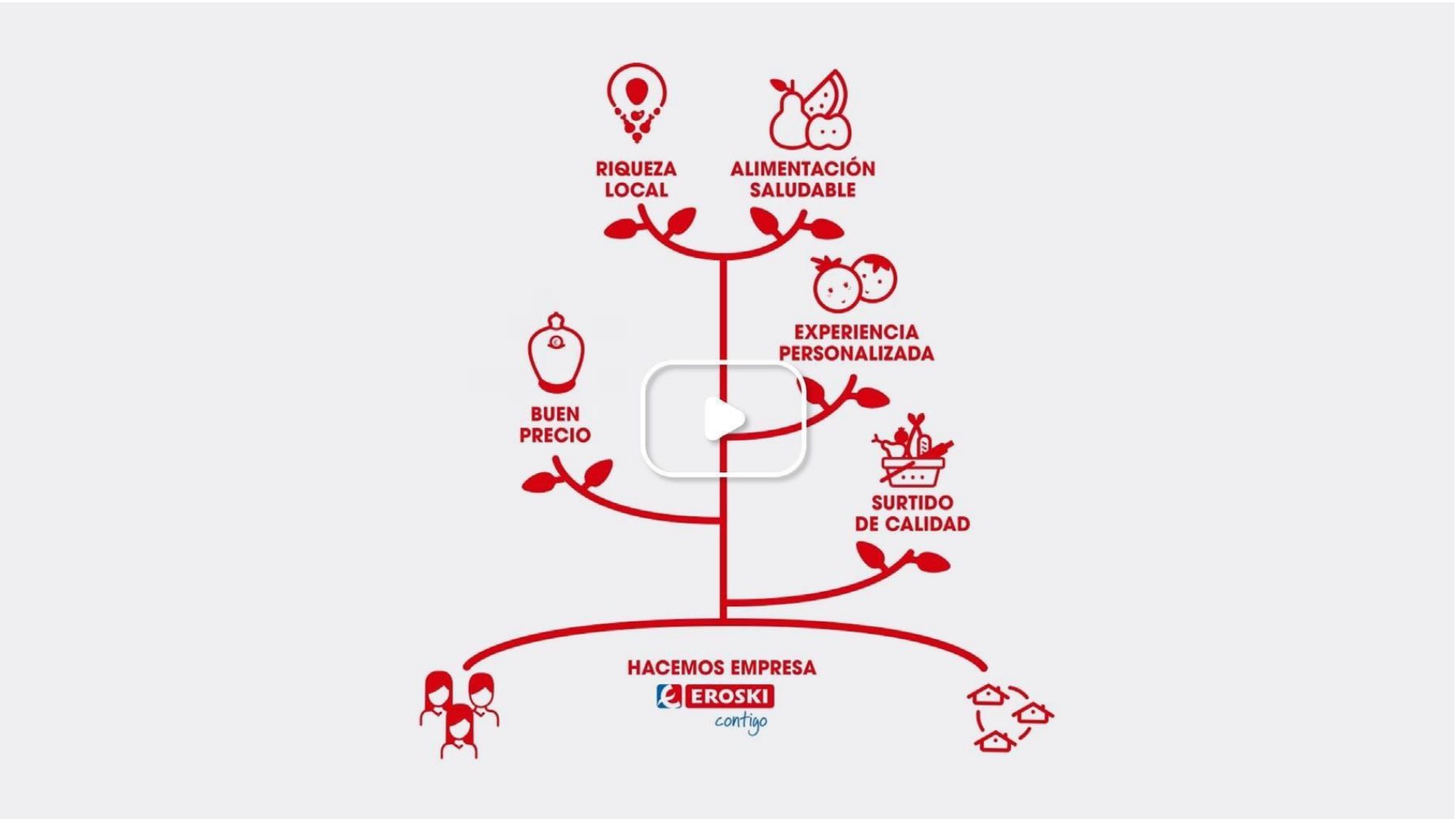
Our work has its rewards

04

2.1

Positioning

In 2023 we approved the update to our **mission, vision and values** in the context of drawing up the new Plan 2024-2026 Strategic Plan. We are committed to **responsibility** because we are aware of the impact of our business and we seek **sustainability** in our actions. We take on this **commitment** because we are striving to create value and improve quality of life for our interest groups. And **honesty** defines us, because we believe that transparency generates trust, credibility and solidity.



About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

2.2

Mission

We are a group of food shops whose primary mission is to generate business profits now and in the future to:

- Create wealth around us.
- Satisfy consumers and workers.
- Encourage good food.

At EROSKI we are guided by cooperative values and we believe in participative management and collaboration at work.

Vision

We will be the favourite store of consumers, workers and those around them.

To provide quality products at good prices, to foster healthy, local and sustainable food; to offer an attractive project for a largely female workforce, one that reflects our cooperative values at all times

About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

2.3

Values

— Economic, social and environmental responsibility: we generate profits to sustain our social/business project and to generate wealth in every setting. We want fair, environmentally sustainable distribution.	— Participation: this is a right and an obligation of members. It is a commitment in business and social management, involving being demanding with ourselves, sharing responsibility and seeking constant improvement based on self- management	About us	01
— Cooperation: we are owners and protagonists, which means working in something of our own" and consider working at EROSKI as a shared project.	— Confidence: we care about relations based on honesty and simplicity. Transparency is our way of working with people.	Our mission, vision and values	02
— Commitment to consumers: committed not only to customer members, but to a broad vision of the consumer as a citizen we set out to serve and satisfy. By offering them good products and prices, by listening to them to do better.	— Innovation: we believe in an attitude that is open to change, in a constant striving for improvements and above all in offering customers what they need, as a way of progressing for both the company and society.	Our commitment to...	03
		Our work has its rewards	04

03 Our commitment to...

3.1 Efficient management and value creation

3.2 Proximity, confidence and health for our customers.

3.3 Our team

3.4 Local development

3.5 Environmental sustainability

About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04

3.1

Efficient management and value creation

No. 4

We are the fourth **operator** on the Spanish market.

25

years of a strong, competitive alliance: **VEGALSA-EROSKI.**

5,186

million euros net sales, 7.4% up on 2022.

15.1

million euros assigned to innovation and development projects, 29% more than the year before.

384

million euros transferred in savings to our customers.

€23

million euros channelled for social purposes.



About us 01

Our mission, vision and values 02

Our commitment to... 03

Our work has its rewards 04

3.2

Proximity, confidence and our customers' health

74
new openings, 65 of them franchises, reaching **1,524 physical establishments**.

38,348
people have used the EROSKI Club nutritional information service (**Ekilibria**).

5,040
own-brand products, 441 of them **new launches** in 2023, with 7% greater presence in our customers' shopping baskets.

30,977
analytical checks, 888 audits at points of sale and platforms and 277 audits of suppliers to guarantee food **quality and safety**.

2,138
own-brand products with **Nutri-Score** advanced nutritional labelling on all our packs compatible with it.

100%
response within 24 hours by **the Customer Care Service**, with 85% of complaints settled on first contact.



About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

3.2

Our team

87%

of our workers have **permanent contracts**.

77%

of the workforce are **women**, accounting for 74% of positions of responsibility, rising to 81% in governing bodies.

239,349

hours of training given in 2023.

8

supermarkets run entirely by **people with disabilities**.



About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

3.3

Local development

95%
of our commercial
suppliers, **3,444** are
Spanish. Of these,
59.7% are producers.

2,423
products with
**Protected Designation
of Origin** or Protected
Geographical
Indications.

20,000
local producers, 1,539
of these newly- registered,
with sales of over 35.3
million euros.

254
local producers take part in
our Supplier Support
Programme to improve their
environmental, social and
governance practices.



About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04

3.4

Environmental sustainability

Undertaking to achieve carbon neutrality by 2050. Pioneers in implementing Planet-Score labelling to give information about the overall impact of food on the environment. We also protect biodiversity through initiatives like sustainable fishing or collaboration since 2007 with bodies focusing on environmental conservation like WWF.

- 50 %

of our direct and indirect **greenhouse gas emissions** due to electricity consumption since 2017.

- 30 %

of our carbon footprint associated with logistics and transport processes since 2015, earning a **second Lean&Green star**.

+2,330

products with **sustainability seals**.



About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

04 Our work has its rewards

About us

01

Our mission,
vision and values

02

Our
commitment to...

03

Our work
has its rewards

04

Our work has its rewards

The excellent job done by EROSKI in different areas has been recognised in recent years with several awards, among them:



Store of the Year 2023-2024:

- Best Store of the Year.
- Best Online Store of the Year.
- Best Franchise of the Year.



'Company with Best customer Service of the Year' from Sotto Tempo Consulting for EROSKI Online, EROSKI Club, Capraboacasa and Club CAPRABO.



'Best Food Franchiser in Spain' awarded by the Spanish Association of Franchisers.



Recognition of the Occupational Risk Prevention Programme by the ORP international foundation.



MSC Certified Fisheries by the the Marine Stewardship Council.



Four 'Salute to Excellence' international awards from the Private Label Manufacturers Association (PLMA) in recognition of the innovation and quality of our own-brand products.

About us

01

Our mission, vision and values

02

Our commitment to...

03

Our work has its rewards

04

05 Some best practices in social economy

5.1

10 Commitments in Health & Sustainability

1. Food security
2. Promoting a balanced and healthy diet
3. Avoiding child obesity
4. Satisfying specific nutritional needs
5. Promoting sustainable food and lifestyle
6. Local products, local suppliers, local environment
7. Good Price in Health and sustainability
8. Clear information and listening to the stakeholders
9. Workers
10. Consumer information



More than 8.000 persons took part in the conception and validation of these 10 Commitments.

5.2

Consumer Information

Magazine: Consumer

Web: www.consumer.es

Social media: Facebook, X, Threads, LinkedIn, Instagram, TikTok, Whatsapp

More than 50 years of consumer information.

--Free.

--Independent.

--Useful.

--Pleasant.

--Practical.



5.3

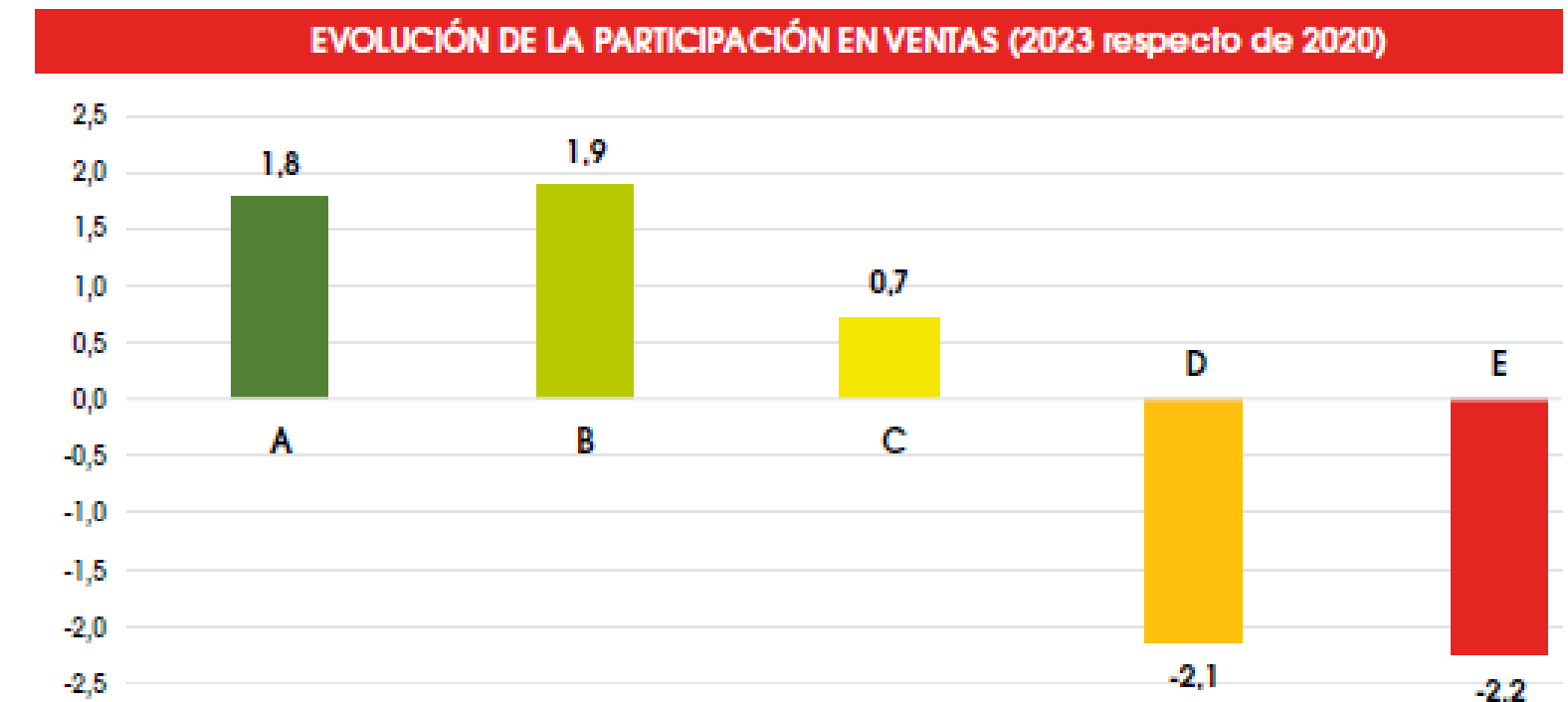
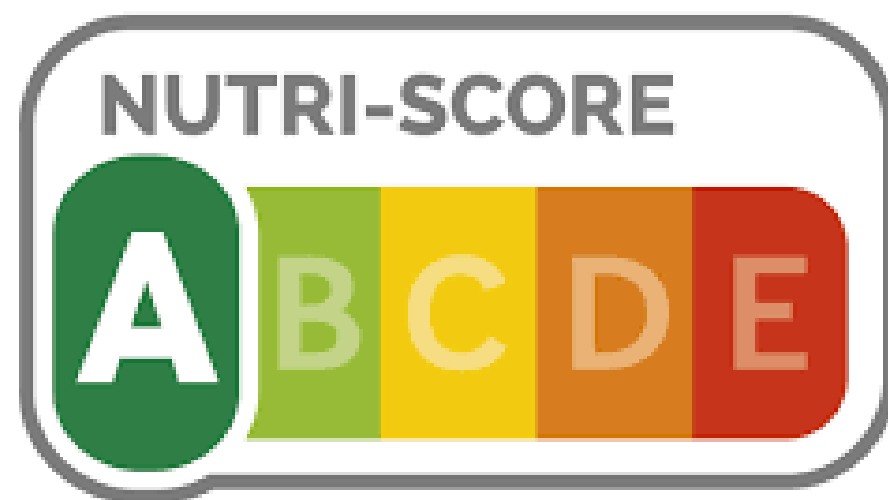
Program to support local suppliers



More than 350 local suppliers have already assessed their situation and progressed.

5.4

Nutri-Score



After 5 years of Nutri-Score in all our products, our customers buy a healthier food basket. It's a fact.

