



Eurocash Group

Social Responsibility

Report

for 2020



Interview with Luis Amaral, the President of the Management Board of the Eurocash Group

[GRI 102-14] [GRI 102-15]



Luis Amaral
President of the Management Board

Eurocash Group is publishing its Corporate Social Responsibility Report for 2020. What was this year like?

It was an extremely difficult time, as the SARS-Cov-2 pandemic affected the life of almost everyone in the world, where we all experienced lack of access to certain products, services, and education. At the same time, this situation made us aware of the business world's great significance and responsibility towards the society. I am proud to say that in the face of such a crisis, Eurocash Group has done an outstanding job in fulfilling its social mission and taking responsibility for our Employees and Customers. Our Corporate Social Responsibility Report offers an in-depth description of how this was done.

And how was 2020 for Eurocash Group?

I tell everyone that this was by far the most difficult year in my work as Eurocash Group CEO. The epidemic caught us literally on the eve of our company's 25th year anniversary. We were supposed to celebrate and honour the work of our Employees, our Customers, and other Contractors, but instead needed to switch to crisis mode overnight. Bear in mind that Eurocash Group is a robust ecosystem. We are a leading wholesale distributor of FMCG products in Poland, with 18 distribution centres, 180 Cash & Carry wholesale warehouses, we work with ca. 16,000 franchise holders and the total number of our Customers – i.e. Entrepreneurs who are shop owners – exceeds 91,500. For the past few years, we have been working intensively on digitising our whole-sale offer and have already over 15,000 Customers who benefit from eurocash.pl, our platform that can be used for ordering goods online. You will find our own retail stores and – more importantly – shops run by our Customers literally in every Polish town. And for residents of towns and villages without a stationary grocery store who face the risk of not having access to basic products of everyday use, we created “abc na kołach” [“abc on wheels”] – a chain of mobile shops. We estimate that through shops run by our Entrepreneurs, we reach almost 35 million people, so almost everyone in Poland. Additionally, we employ more than 21,000 people.

How did the Group manage an organisation this large in the face of such a crisis?

Shifting to crisis mode on such a short notice constituted a challenge that we were only able to overcome thanks to our fantastic Employees (our #FantastyczniLudzie – literally #FantasticPeople – campaign pays tribute to them), who were able to adapt to the new circumstances by the hour and work even more effectively. As a Group, we needed to ensure personal safety of both our Employees and our Customers. Our priority was to provide uninterrupted food delivery chains while adhering to the strictest sanitary regulations. The epidemic has made the importance of our company's public mission tangible, proving that every single one of us bears responsibility for making it possible and that we cannot disappoint our Customers nor Consumers – as regardless of the circumstances, the food supplies must be delivered on time. This has given us extra strength and motivation and we are incredibly proud that we have succeeded in this respect.

Eurocash Group works with over 91,500 Entrepreneurs. What was this year like for them?

I think that people who have never worked in commerce cannot fully comprehend the difficult situation in which grocery shop owners and their employees have found themselves in. They were in the first line of duty: by doing their jobs and coming into daily contact with hundreds of shoppers, they were putting their own life and health at risk. At the same time, conditions for business activity became increasingly difficult each day. One must realise that the costs involved in ensuring safety and adherence to the sanitary regulations are footed by

Entrepreneurs themselves. Nevertheless, as confirmed by the studies conducted in 2020 by our company – Entrepreneurs braved the epidemic and demonstrated their flexibility, innovativeness, and determination to run their businesses in times of COVID-19. A whopping 65% of our Entrepreneurs introduced delivery (including door-to-door delivery) as an option for their consumers and almost 20% made bold business decisions such as opening a new shop in these unstable times. Given the circumstances, this is a quite impressive number. I have always known that Poles are inherently entrepreneurial and 2020 has again proven me right.



How does Eurocash Group support its Entrepreneurs?

Eurocash Group is fuelled by the power of modern-day Entrepreneurs. Our company was born out of the belief in the strength of Polish entrepreneurship which we have supported on a daily basis for the past 25 years. Areas where we foster development of entrepreneurship include our purchasing power, various distribution formats, a selection of retail concepts as well as tools and educational opportunities we offer. Key to nurturing entrepreneurship is creating favourable conditions for its growth. Hence the vital role of education: already 10 years ago, we launched Eurocash Academy of Skills having our Customers and their workers in mind. The Academy was the first educational institution to receive an ISO certificate, it has created – in cooperation with SGH Warsaw School of Economics – a ground-breaking postgraduate study programme on an European scale and invested in vocational skills development at secondary-education level. Over the years, more

than 112,000 people have benefited from the Academy's offer in one form or another.

We know that we make a substantial impact on Entrepreneurs who choose to work with us. This year, the publication of our 2020 Corporate Social Responsibility Report was accompanied by a presentation of the survey on the Impact of Eurocash Group on Entrepreneurship Growth – we wanted to measure how the tools we offer support our Customers in their growth and make them successful on the competitive retail market.

And what results did the survey bring?

We invite everyone to read our CSR Report for 2020, where you will find information on the determined aspects of cooperation that Entrepreneurs valued most.



What kind of activities did Eurocash Group undertake during COVID-19 epidemic?

During the epidemic, we offered Entrepreneurs a comprehensive support system that we would immediately adjust in response to the ongoing changes. We created an emergency response team consisting of specialists from several fields. We also launched a broad-based information campaign, relaying directly to our Customers any sanitary guidelines and legal changes as well as their practical consequences for shop owners. Using a variety of communication channels, we distributed a total of over 100,000 information materials among our Customers, in addition to launching a dedicated hotline and publishing a host of information booklets, including publications on the Polish state's aid programmes. We also offered financial support. Furthermore, the epidemic has proven that we can successfully train our Entrepreneurs online: our webinars were attended by over 23,000 people. We also found it of utmost importance to enhance a positive image of retail workers among the public, as – not unlike medical doctors – they found themselves at the forefront of epidemic response. Their daily presence and work in their shops is taken for granted by average Poles to such an extent that hardly anyone realises these people have been putting the health of their families and their own at risk by doing their job. To us, retail workers are Everyday Heroes! We launched a campaign under this slogan to thank them for the essential role they play in our public life and to raise consumer awareness in this respect. We are happy that our campaign has reached such a wide public – over 7.5 million people have seen it. We are also very happy that our Customers view our company as socially responsible – according to the latest NPS study, a staggering 81% deem our business activity as responsible.

And what does responsible business activity mean to you?

Our company was created specifically with Polish entrepreneurs in mind – we believed in them when everyone else thought that independent Polish commerce has no perspectives. In retrospect, we were obviously right. Social responsibility to us is fostering entrepreneurship in Poland, this approach is included in our company's mission statement. In our business activity, we focus on three groups of people, namely our Employees, the Entrepreneurs working with the Group and Polish Consumers – end users of the products we offer. We must not forget



that we are a leading logistics operator with distribution centres, a chain of wholesalers and warehouses as well as a 3,000-strong vehicle fleet – and thus exert substantial impact on our natural environment. In 2019, we adopted the Eurocash Group Sustainable Development Strategy 2020+, which addresses all these issues. The strategy relies on four pillars, namely Entrepreneurship Development, Uncompromising Quality for Everyone, We use less, we don't waste! and finally Employees' Safety and Commitment. To support these pillars, 9 projects and other campaigns are implemented in the fields of responsible management, education of employees and Entrepreneurs on sustainable development, responsible communication as well as reporting. The Management Board's representative Pedro Martinho oversees all these endeavours. In 2021, we will continue implementing our strategy.

The year 2020 reinforced our belief that the future of Polish commerce – and effectively that of our Customers – is digital; we intend to further extend this branch of our business and support Entrepreneurs in employing state-of-the-art tools in their commercial activity. We also recognise that topics related to sustainable development are becoming increasingly relevant to business owners. Thus, we will continue to offer educational programmes on this topic – these have been created specifically with our Entrepreneurs in mind.

What is your approach to non-financial reporting?

We have been reporting on our non-financial activity for many years now. Just like the past editions, our 2020 report is compliant with the GRI Standard. While working on the report, we also conducted a survey among our stakeholders and thus were able to include all the issues

they named as relevant. Preparing this information posed an ambitious task and involved a few dozen of our Employees working as a team. Thanking them for their commitment, I present to you the results of their work and kindly invite you to read the Report!



Eurocash in numbers

[GRI 102-7]

26
years
in Poland



21,277
employees



18
distribution centers



91,586
Customers



180
Cash & Carry
warehouses



112 thousand
thousand participants
in the Eurocash
Academy
of Skills



15,990
retail shops
in franchise
chain



PLN **6 million**
for scholarships



15 thousand
eurocash.pl platform
Customers



46%
independent market
share in the entire
Polish market

Eurocash Group get to know us better!

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1. Responsible Management



1.1.

Who are we?

[GRI 102-1] [GRI 102-4] [GRI 102-6]

[GRI 103-1] [GRI 103-2] [GRI 103-3]

Eurocash Group is the largest Polish company dealing with the wholesale distribution of FMCG products and support for Entrepreneurs and independent retail trade in the whole country. We have been on the Polish market for 25 years. By combining our business experience, the commitment of Eurocash Group employees and the entrepreneurship of local store owners, we have gained a leading position in FMCG distribution in Poland.

On the one hand, our activity is based on creating the widest possible range of FMCG products, which we deliver to our Customers (the Entrepreneurs – shop owners) at affordable prices, giving them the opportunity to compete with the large format market. On the other hand, we support our Customers in their entrepreneurship: we provide them with new business models and concepts or new channels to reach their Customers, as well as educational programmes (such as the Eurocash Academy of Skills) which enable them to continuously develop their business in line with the latest retail trends.

After 26 years of activity during which we have provided support to our Customers we have deserved to be called the patron of entrepreneurship

in Poland. Promoting and developing entrepreneurship is also one of the pillars of our sustainable development strategy – because this is how we understand our responsibility towards society.

Our strategy

Our primary goal is to ensure the competitiveness of independent retail stores in Poland (through various distribution formats and forms of cooperation) and increasing the value of the Group to its shareholders (thanks to the economies of scale and systematic cost optimization).



1.1.1.

Eurocash Group – Key Facts

Management structure

[GRI 102-5]

Eurocash Group is the largest Polish company dealing with the wholesale distribution of FMCG products and offering support for independent Entrepreneurs running their retail businesses.

The main shareholder of Eurocash S.A. is Luis Amaral (directly and indirectly) holding 44.04% of the Company's shares as at 31/12/2020. Luis Amaral is also the President of the Management Board of the Company. The parent company in the Group is Eurocash S.A., which performs most of the Group's sales.

Eurocash Group results

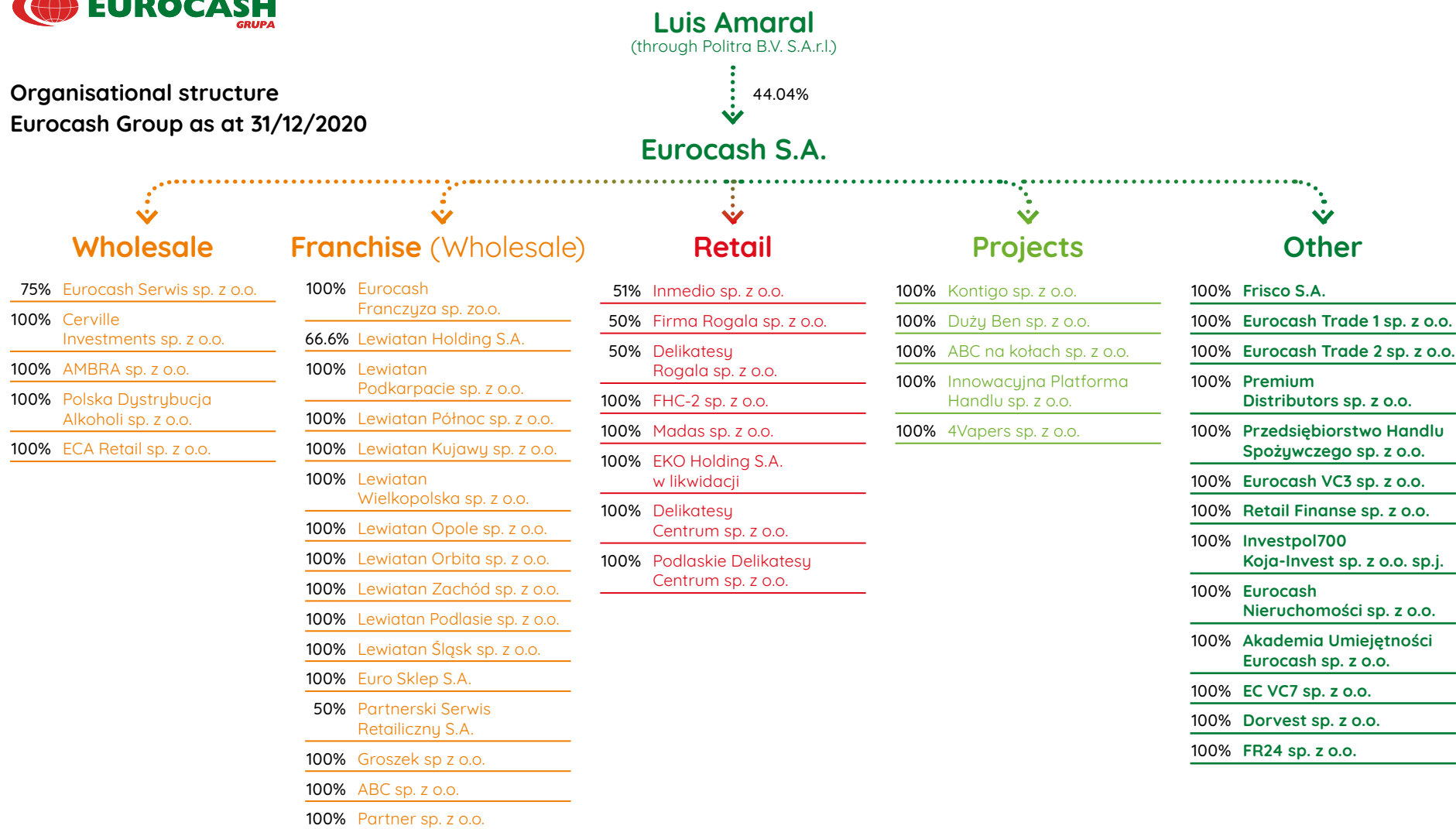
[GRI 102-7]

	2020	2019	Change %
Revenues from the sale of products, goods and materials (PLN million)	25,411.04	24,852.24	2.25%
Gross profit on sales (PLN million)	3,366.65	3,242.98	3.18%
Gross profitability on sales	13.25%	13.05%	0.2 pp.
EBITDA (EBIT + depreciation) (PLN million)	803.94	794.08	1.24%
EBITDA margin%	3.16%	3.20%	-0.04 pp.
Operating profit – EBIT (PLN million)	250.43	244.52	2.42%
(Operating profit margin – EBIT%)	0.99%	0.98%	-0.01 pp.
Gross profit (PLN million)	107.92	113.42	-4.85%
Net profit (PLN million)	68.07	79.13	-13.97%
(Net profit margin%)	0.27%	0.32%	-0.05 pp.

The Company's shareholding structure as at 31/12/2020

Shareholder	Number of shares	Share in capital share (%)	Number of votes	Share in the overall the number of votes
Luis Amaral (directly and indirectly)	61,287,778	44.04%	61,287,778	44.04%
Others	77,875,508	55.96%	77,875,508	55.96%
In total	139,163,286	100.00%	139,163,286	100.00%

Organisational structure Eurocash Group as at 31/12/2020



[GRI 102-10]

In 2020, the Eurocash Group acquired 100% of shares in Frisco S.A.

[GRI 102-45]

Unless stated otherwise, the data presented in the report includes all companies included in the consolidated financial statements in accordance with the structure of the Eurocash Group.

Detailed information on the organisation of the capital group Eurocash S.A. with indication of units subject to consolidation are included in the appendix to the annual consolidated financial statement.

[GRI 102-20] [GRI 102-23] [GRI 102-26]

Management Board

The managing body of Eurocash S.A. in 2020 was the Management Board composed of 8 (eight) members.



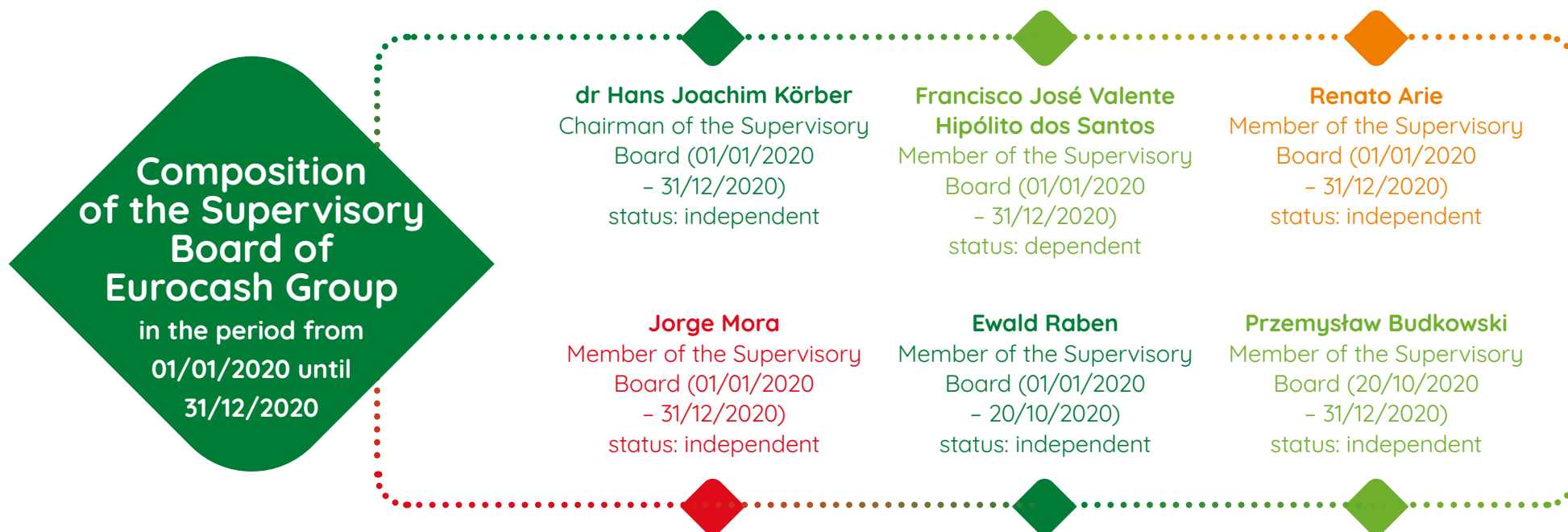
[GRI 102-32]

Members of the Management Board jointly define the goals, values and strategy of the organisation. A member of the Management Board responsible for CSR-related areas is also responsible for reporting on sustainable development issues and supervises the process of

preparing the report and approves its content prior to its publication as well. The person in charge also supervises the area of internal CSR-related reporting.

[GRI 102-18]

Supervisory Board



[GRI: 405-1]

Number of people* in Management Boards in companies affiliated to the Eurocash Group (as at 02/11/2020 and 03/12/2019)**

			Gender		Age (as at 31/12/2020 and 31/12/2019)		
	Year	In total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020	46	9	37	0	28	18
	2019	41	9	32	0	24	17
Retail	2020	14	4	10	0	8	6
	2019	14	2	12	0	9	5
Projects	2020	14	7	7	0	6	8
	2019	16	8	8	1	9	6
Others	2020	6	3	3	0	4	2
	2019	8	3	5	0	5	3

Percentage of people* in Management Boards in companies affiliated to the Eurocash Group (as at 02/11/2020 and 02/12/2019)**

			Gender		Age		
	Year		Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020		20%	80%	0%	61%	39%
	2019		22%	78%	0%	59%	41%
Retail	2020		29%	71%	0%	57%	43%
	2019		14%	86%	0%	64%	36%
Projects	2020		50%	50%	0%	43%	57%
	2019		50%	50%	4%	56%	38%
Others	2020		50%	50%	0%	67%	33%
	2019		38%	63%	0%	63%	38%

Number of employees* (as at 02/11/2020 and 03/12/2019)**

	Gender				Age		
	Year	In total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020	10,168	4,255	5,913	2,617	6,466	1,085
	2019	10,600	4,404	6,196	2,639	6,805	1,156
Retail	2020	6,661	6,015	646	1,598	3,986	1,077
	2019	6,935	6,177	758	1,566	4,209	1,160
Projects	2020	220	153	67	124	89	7
	2019	361	252	109	220	125	16
Others	2020	92	86	6	18	53	21
	2019	203	176	27	41	114	48

Percentage of employees* (as at 31/12/2020 and 31/12/2019)**

	Gender			Age		
	Year	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020	42%	58%	26%	64%	11%
	2019	42%	58%	25%	64%	11%
Retail	2020	90%	10%	24%	60%	16%
	2019	89%	11%	23%	61%	17%
Projects	2020	70%	30%	56%	40%	3%
	2019	70%	30%	61%	35%	4%
Others	2020	93%	7%	20%	58%	23%
	2019	87%	13%	20%	56%	24%

* Total indicators („number of persons”) were calculated as the sum of the results for individual companies within a given business segment; percentage indicators („percentage of persons”) were calculated as the average indicator for individual companies within a given business segment.

** The data from companies using the SAP HR system. In 2020: Eurocash S.A., Eurocash Serwis sp. z o.o., AMBRA sp. z o.o., 4Vapers sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Detaliczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., Delikatesy Centrum sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Detal Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Cerville Investments sp. z o.o., Podlaskie Delikatesy Centrum sp. z o.o., Polska Dystrybucja Alkoholi sp. z o.o., Innowacyjna Platforma Handlu sp. z o.o.

In 2019: Eurocash S.A., Eurocash Serwis sp. z o.o., DEF sp. z o.o., AMBRA sp. z o.o., 4Vapers sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Detaliczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., EKO Holding S.A. w likwidacji, Delikatesy Centrum sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Sushi 2 Go sp. z o.o., Eurocash Convenience sp. z o.o., Detal Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Delikatesy Centrum Sklepy sp. z o.o.

1.1.2.

Business Model of Eurocash Group

We are the largest Polish company is a whole-sale distribution of FMCG products and we strongly support Entrepreneurs and the independent retail trade across the country. We have been on the Polish market for 26 years..

Eurocash Group



**Leader
in wholesale
FMCG
distribution**

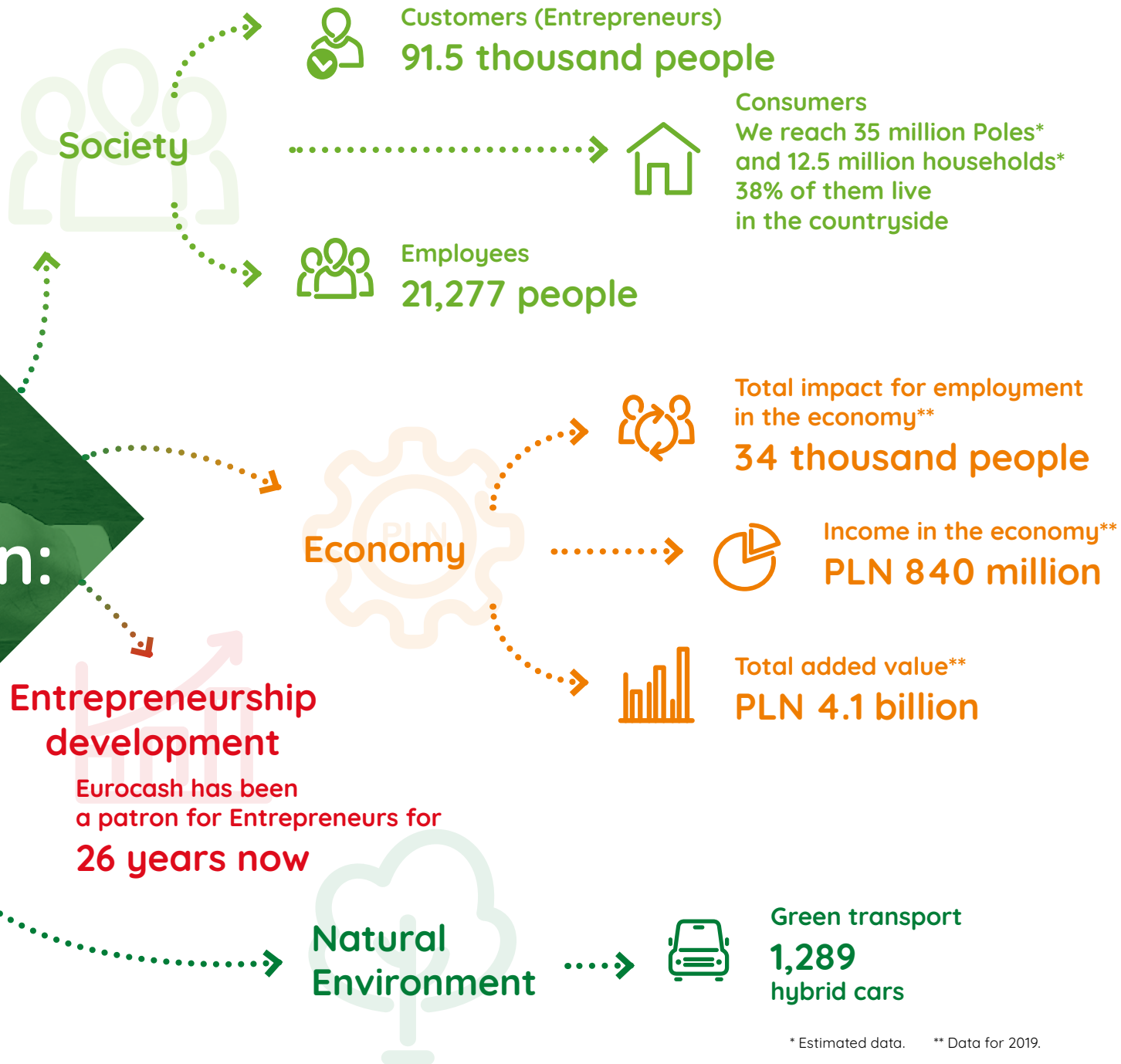


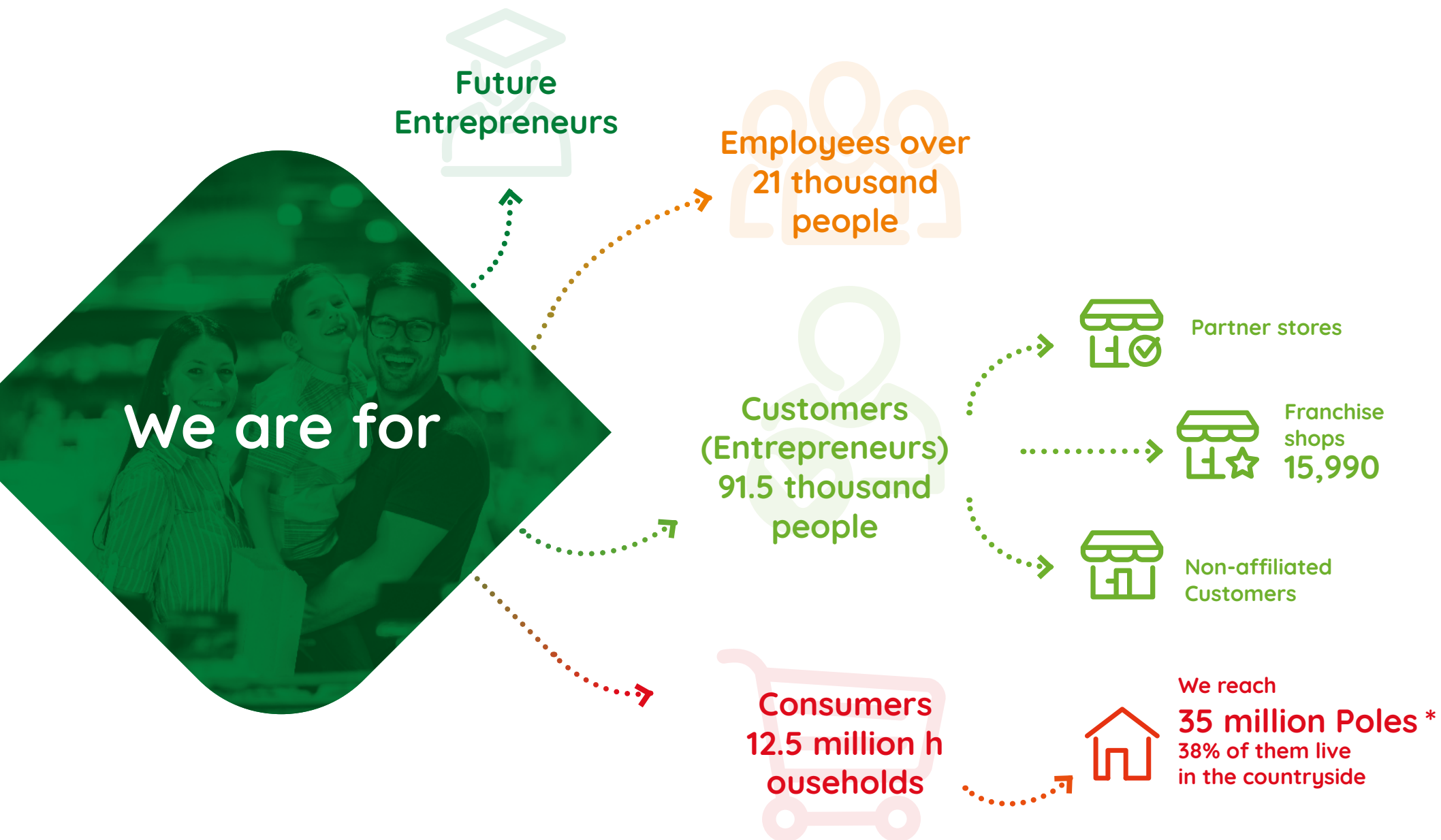
**15% FMCG
market
share**



**26 years
in Poland**

We have an impact on:





How do we work?

12 retail brands

Purchasing power

“Equal in business”
Ranking

18 distribution centres

180 Cash & Carry warehouses

15 thousand Customers
at eurocsh.pl platform

11 years of Eurocash
Academy of Skills

4 years of “Heroes of
Entrepreneurship” Ranking
PLN 3 million support
1,000 projects

1,000
POS systems

Distribution

112 thousand people
took part in trainings
at our Academy
of Skills

Education
and
Innovation

1,040
our Foundation’s
scholarship
holders

PLN 6 million
allocated
for scholarships
within our Foundation’s
activity



We act in
a responsible
way!

We have the
Eurocash Group
Sustainable
Development
Strategy 2020+

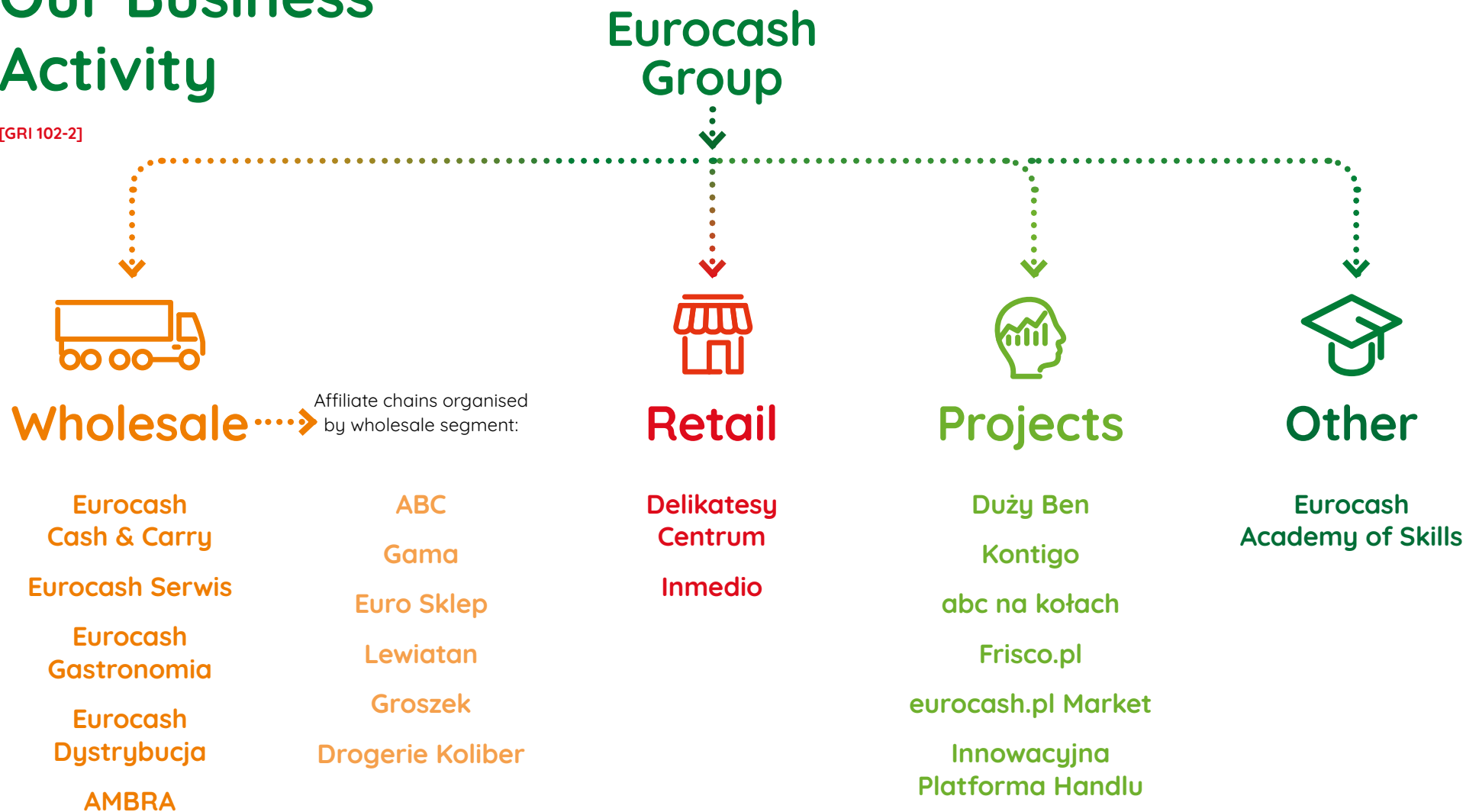
81% of Customers
consider Eurocash
Group a socially
responsible company *

We run our
business in a
responsible way

* NPS Survey.

Our Business Activity

[GRI 102-2]



Basic financial and operating data of the Eurocash Group divided into the following segments and distribution formats:

Wholesale – wholesale distribution format:

- **Eurocash Dystrybucja** – which includes:
 - companies conducting active distribution (Eurocash S.A. after the merger with Tradis sp. z o.o., DEF sp. z o.o., AMBRA sp. z o.o. and Eurocash Alkohole companies),
 - companies organizing and supporting franchise and partner networks of retail stores (Euro Sklep S.A., Groszek sp. z o.o., Lewiatan Holding S.A., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Orbita sp. z o.o.),
- **Eurocash Cash & Carry** – a nationwide chain of discount Cash & Carry type warehouses under the “Eurocash Cash & Carry” brand, under which a loyalty programme for retail shops belonging to the ABC chain operates,
- **Tobacco & Impulse products** – active distribution of tobacco products and impulse products through Eurocash Serwis sp. z o.o.,
- **Eurocash Gastronomia** – supplies for restaurant chains, hotels and independent catering outlets,

- **Other** – revenues from the sale of 4Vapers sp. z o.o. and Cerville Investments sp. z o.o.

Retail – retail sale of Eurocash Group and wholesale sale of Eurocash to the Delikatesy Centrum franchise chain:

- Delikatesy Centrum franchise stores – a franchise system for retail stores under the “Delikatesy Centrum” brand,
- Delikatesy Centrum own shops FHC-2 sp. z o.o., Madas sp. z o.o., Delikatesy Centrum Sklepy sp. z o.o., Podlaskie Delikatesy Centrum sp. z o.o. and stores under the brand Lewiatan, managed by Partner sp. z o.o. in which Eurocash owns 100% of shares and Firma Rogala sp. z o.o. in which Eurocash owns 50% of shares.
- **Inmedio** – press kiosks operating under the brand names Inmedio and Inmedio Trendy.

Projects – sales revenue generated by new projects conducted by Eurocash S.A. and its subsidiaries: Frisco S.A., Kontigo sp. z o.o., ABC na kołach sp. z o.o., Duży Ben sp. z o.o., Innowacyjna Platforma Handlu sp. z o.o., 4Vapers sp. z o.o.

Other – sales revenue and costs of other companies through Eurocash Trade 1 sp. z o.o., Eurocash Trade 2 sp. z o.o., Eurocash VC3 sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o. and costs of the central departments, not allocated to any of the above segments.

The dynamics of external sales of goods broken down by distribution formats in 2020 (PLN million)

	2020	2019	Change %
Wholesale	18,892.61	18,710.44	0.97%
Eurocash Cash & Carry	4,666.89	4,592.12	1.63%
Tobacco & impulse products	7,328.40	6,756.36	8.47%
Eurocash Dystrybucja	6,679.83	6,869.52	-2.76%
Eurocash Gastronomia	176.76	478.27	-63.04%
Others	40.74	14.17	187.39%
Retail	6,091.10	5,904.81	3.15%
Delikatesy Centrum	2 373.10	2 215.31	7.12%
Own supermarkets	3 270.53	3 206.61	1.99%
Inmedio	447.47	482.90	-7.34%
Projects	300.41	104.56	187.31%
Eurocash Group	25,284.13	24,719.81	2.28%

The number of Cash & Carry wholesalers, small supermarkets, including Delikates Centrum, “abc” stores, Inmedio newsagent’s and stores associated within Eurocash Dystrybucja was as follows:

	As at 31/12/2020	As at 31/12/2019
Cash & Carry warehouses	180	180
ABC chain of stores	9,317	8,985
Franchise and partner chains*	5,251	5 133
Inmedio newsagents	432	450
Small supermarkets	1,573	1,573
<i>including Delikatesy Centrum brand</i>	<i>1,545</i>	<i>1,359</i>

*Groszek, Euro Sklep S.A., Lewiatan, PSD.

1.1.3.

Eurocash Group's Influence on Society and Economy

Eurocash Group as one of the largest companies in Poland – employing over 21 thousand people, a leader in the wholesale distribution of FMCG goods, responsible for ensuring the supply chain of basic products for a significant part of society – has a significant impact on the development of the Polish economy.

In 2019, a study on impact of Eurocash Group on society and economy was conducted. Eurocash Group plans to collect these data on a 3-year cycle, therefore these data are included also in the present report.

The level of impact of Eurocash Group on the Polish economy:

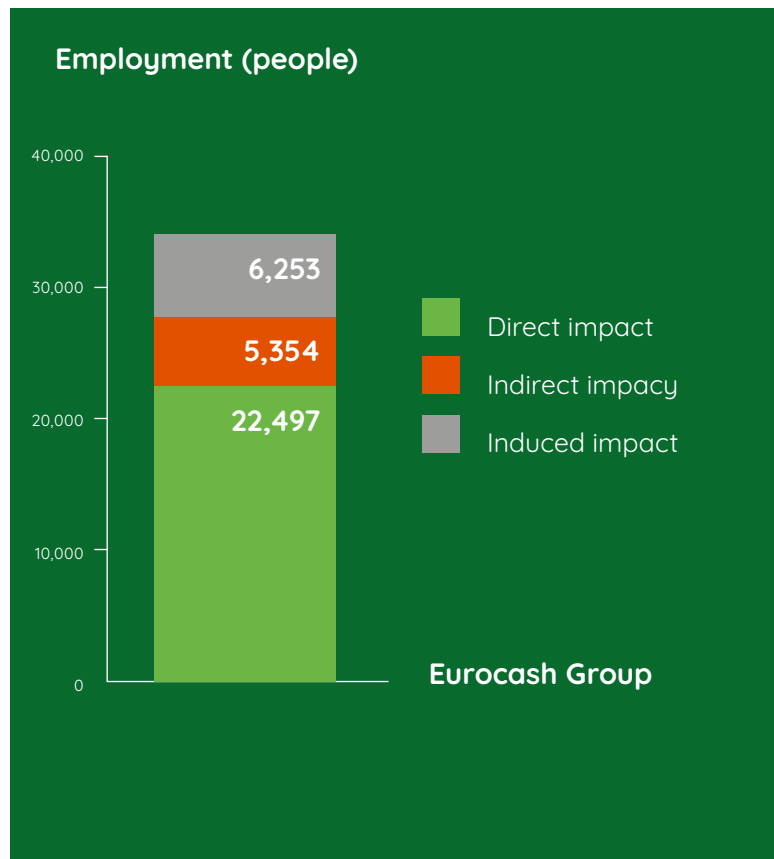
- > **Direct impact** – resulting from the company's core business
- > **Indirect impact** – generated among suppliers and affiliated companies
- > **Induced impact** – generated by the expenses of the company's employees and employees of related entities

[GRI 203-2]

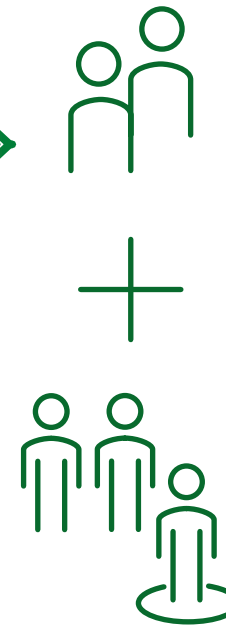
Areas of Influence

Employment

Direct employment in Eurocash Group amounted to 22,497 people at the end of 2019, and the total impact on employment in the economy amounted to 34,104 people. For every 2 jobs maintained by Eurocash Group, 1 additional job was created in the economy. It's a bit more than all the citizens of Itawa.



22,497
people
direct employment
in Eurocash Group



for every
2 jobs

Eurocash Group

1 additional
job

was created
in the economy

34,104
people
the total impact
on employment
in the economy



it's more
than all

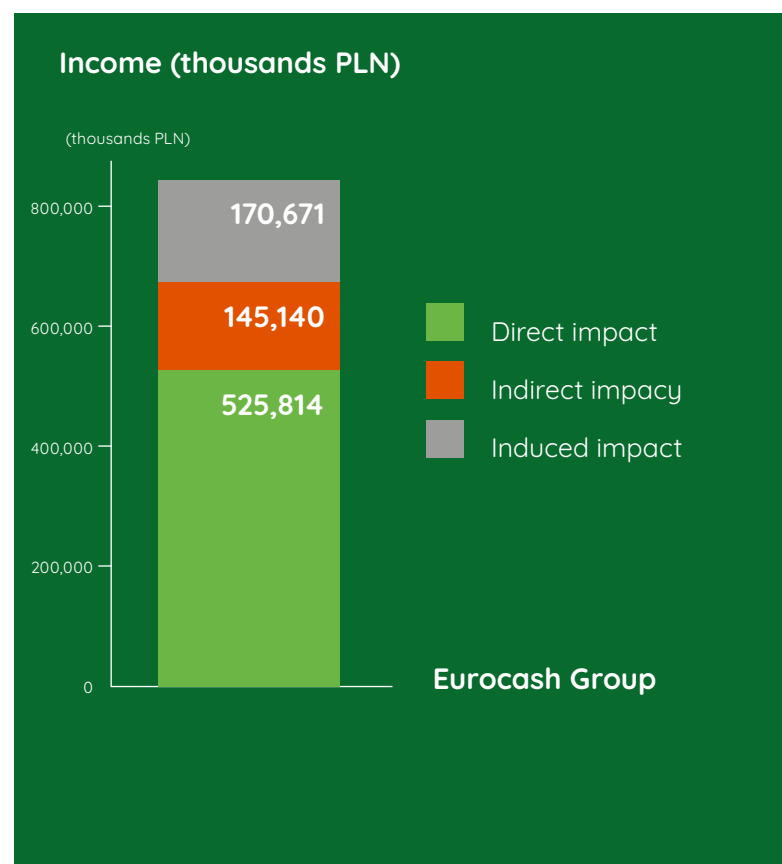
the citizens
of Itawa

[WS I.2]

Income

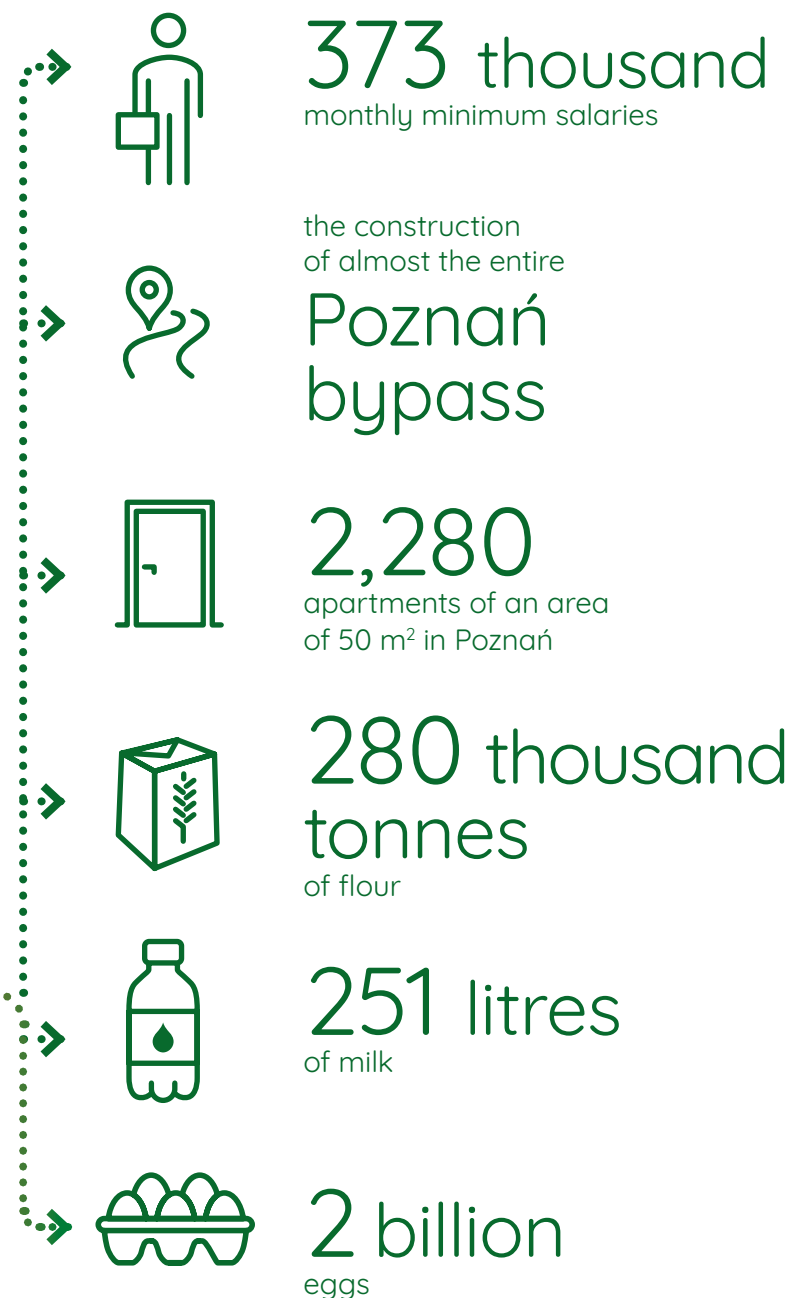
Eurocash Group provided its employees with income of over PLN 525 million.

The total impact on income in the economy thanks to the Group's activities amounted to over PLN 840 million. This is the amount allowing for the payment of 373 thousand monthly minimum salaries, the construction of almost the entire Poznań bypass or the purchase of 2,280 apartments of an area of 50 m² in Poznań. For this amount you can also buy 280 thousand tonnes of flour, 251 million litres of milk and over 2 billion eggs.



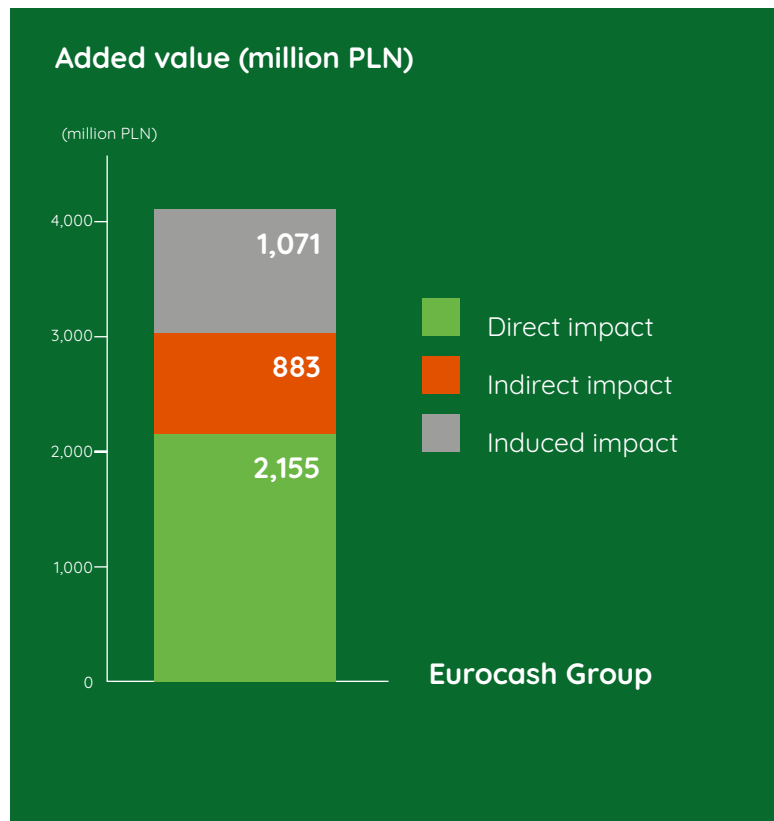
**PLN
840
million**

**total impact
on income in
the economy
thanks to the
Group's activities
is equivalent to:**



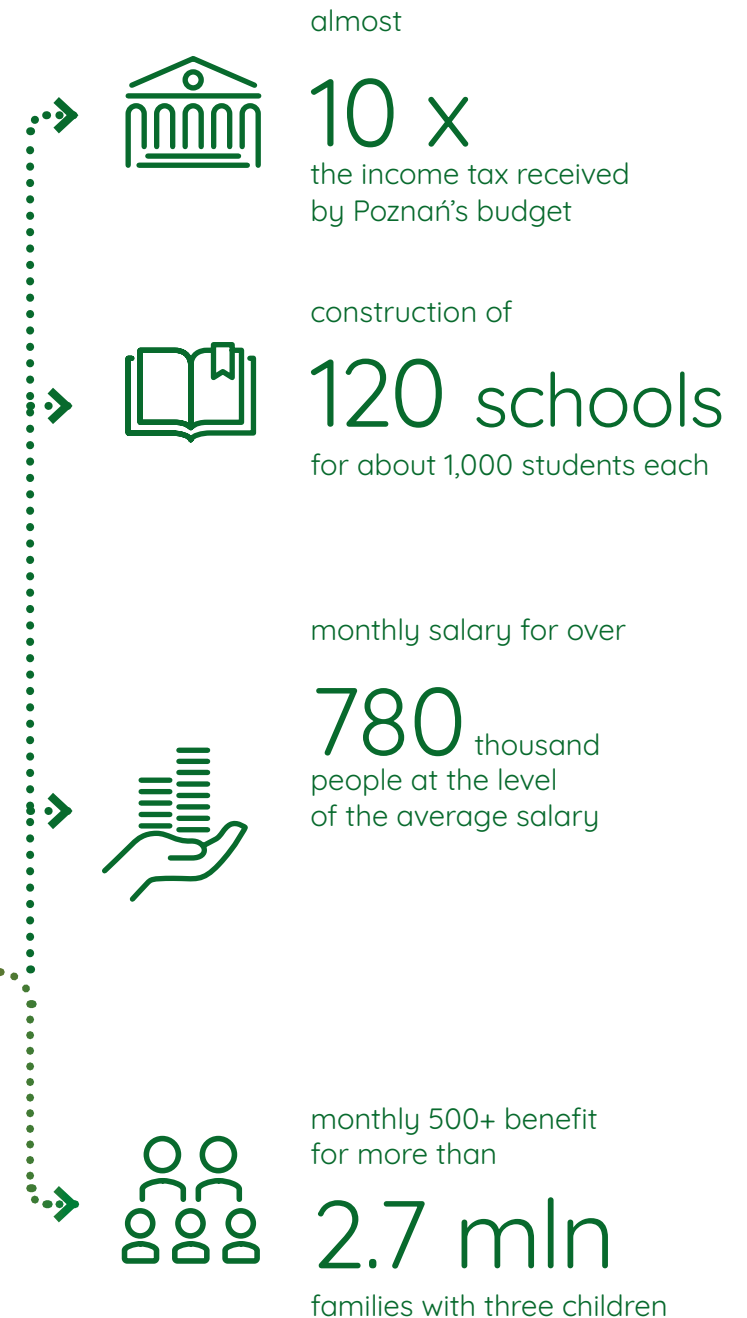
Added Value

The added value measures the company's contribution to the Polish gross domestic product. This is an increase in the value of goods as a result of a specific production process or creation of services – for Eurocash Group it amounted to PLN 2.16 billion. The total value created by the Group's business activities was PLN 4.1 billion. This is almost 10 times more than the income tax received by Poznań's budget. For such an amount, almost 120 schools could be built (for about 1,000 students each), an amount comparable to the monthly salary for over 780 thousand people (at the level of the average salary in medium and large companies). This is equivalent to a monthly 500+ benefit for more than 2.7 million families with three children.



PLN
4.1
billion

the total value
created by
the Group's
business activities
is equivalent to:



1.1.4. History of Eurocash Group

A bold step against the grain

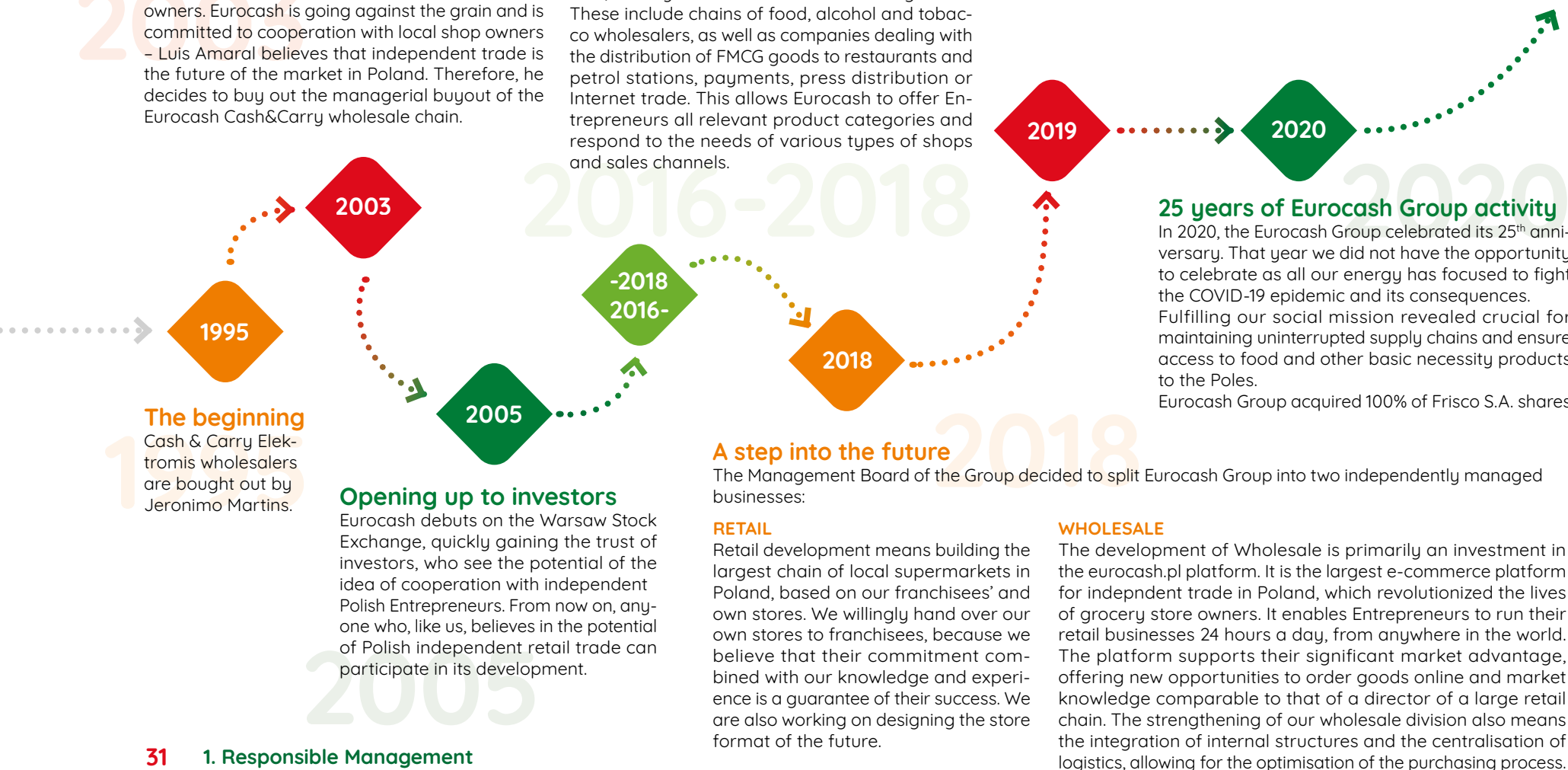
In the times of development of the market of hypermarkets and discount stores, Luis Amaral together with a group of associates notice the potential of the wholesale market and they decide to meet the needs of smaller format store owners. Eurocash is going against the grain and is committed to cooperation with local shop owners – Luis Amaral believes that independent trade is the future of the market in Poland. Therefore, he decides to buy out the managerial buyout of the Eurocash Cash&Carry wholesale chain.

More and more opportunities for independent Entrepreneurs

Eurocash is growing dynamically, offering more and more opportunities to cooperating Entrepreneurs, through the incorporation of new companies, mostly leaders in their market segments. These include chains of food, alcohol and tobacco wholesalers, as well as companies dealing with the distribution of FMCG goods to restaurants and petrol stations, payments, press distribution or Internet trade. This allows Eurocash to offer Entrepreneurs all relevant product categories and respond to the needs of various types of shops and sales channels.

Integration

In 2019, further integration of the activities of the acquired companies, investments in innovative projects and improvement of distribution of fresh products took place. The “ABC” network increased by 277 stores, the Delikatesy Centrum network increased by 31 stores, and the Eurocash Dystrybucja, Lewiatan, Groszek, PSD, Euro Sklep network increased by 109 stores. Inmedio has opened 2 new stores. There are also 34 new “proximity” type supermarkets. There were also changes in the Group’s structure including changes in owners of selected companies.



1.1.5. Our Stakeholders

[GRI 102-42]

Due to Eurocash Group's complex structure and wide scope of activity, the process of stakeholder mapping took on a multi-thronged approach, namely, through the Group as well as through its business units. Head criteria in these processes concentrated on the relevance of each stakeholder group to the company, the impact of Eurocash Group on individual stakeholders, and vice versa: how these stakeholders impact the company.

[GRI 102-43]

Eurocash Group has introduced measures aiming to structure the dialogue with its stakeholders – we are continuously measuring the **NPS coefficient** and evaluate the applicability of various tools for Entrepreneurs on a constant basis. At the same time, we foster dialogue with our workers, conducting annual Employee Opinion Surveys. However, we refrain from defining a centralised approach as regards stakeholder engagement that would be binding throughout the Group, both in terms of its intensity and form. We see independence and entrepreneurship within our business units as

our strengths and thus abstain from imposing strict guidelines. Instead, we encourage business moves that suit the character and needs of each particular unit.

[GRI 102-40]

Stakeholders	
Customers <ul style="list-style-type: none"> • warehouse agents • franchise holders and independent store-owners 	Others <ul style="list-style-type: none"> • Local communities and non-governmental organisations • Natural environment • Facility owners • Other contractors • Competitors • Other Eurocash companies • Financial institutions • Education sector: higher education institutions and vocational schools • Consumer and industry organisations • Certification bodies • Media • Public administration • Environmental protection agencies
Consumers	
Employees	
Suppliers and subcontractors of <ul style="list-style-type: none"> • goods • services (such as transport, cleaning, etc) 	
Shareholders	

[GRI 102-44]

In 2019, key Eurocash Group impact areas as well as issues relevant to the company and its stakeholders were identified.

The applied approach involved:

- environmental analysis (desk research)
- project taskforce workshops
- engaging in dialogue with stakeholders (survey for investors).

Issues thus identified as relevant became the basis of Eurocash Group's Sustainable Development Strategy and the 2019 annual report.

For the purposes of the 2020 report, project taskforce workshops were held to review key impact areas and relevance of issues included in the Sustainable Development Strategy and the previous Report on Eurocash Group's Corporate Social Responsibility.

These issues' relevance has been verified with our stakeholders through an online questionnaire that was completed by 82 individuals representing various groups, including:

- Workers
- Suppliers
- Investors/analysts
- Customers
- Non-governmental organisations
- Members of the academic community
- and others



Map of topics relevant to stakeholders Employees

Pillar I. Entrepreneurship development

- 1 Economic results
- 2 Impact on the economy
- 3 Innovation
- 4 Promotion of sustainable cities development
- 5 Responsible sales and marketing
- 6 Supporting entrepreneurship
- 7 Relations with local communities
- 8 Charity and philanthropic work
- 9 Public policy
- 10 Impact on the social environment /local communities

Pillar II. Uncompromising Quality for Everyone

- 11 Product quality
- 12 Product certification
- 13 Product safety: composition of products
- 14 Product safety: the origin of the products
- 15 Ensuring security in the storage process and transport of products
- 16 Environmental responsibility of suppliers
- 17 Social responsibility attitude of suppliers

Pillar III. We use less, we don't waste

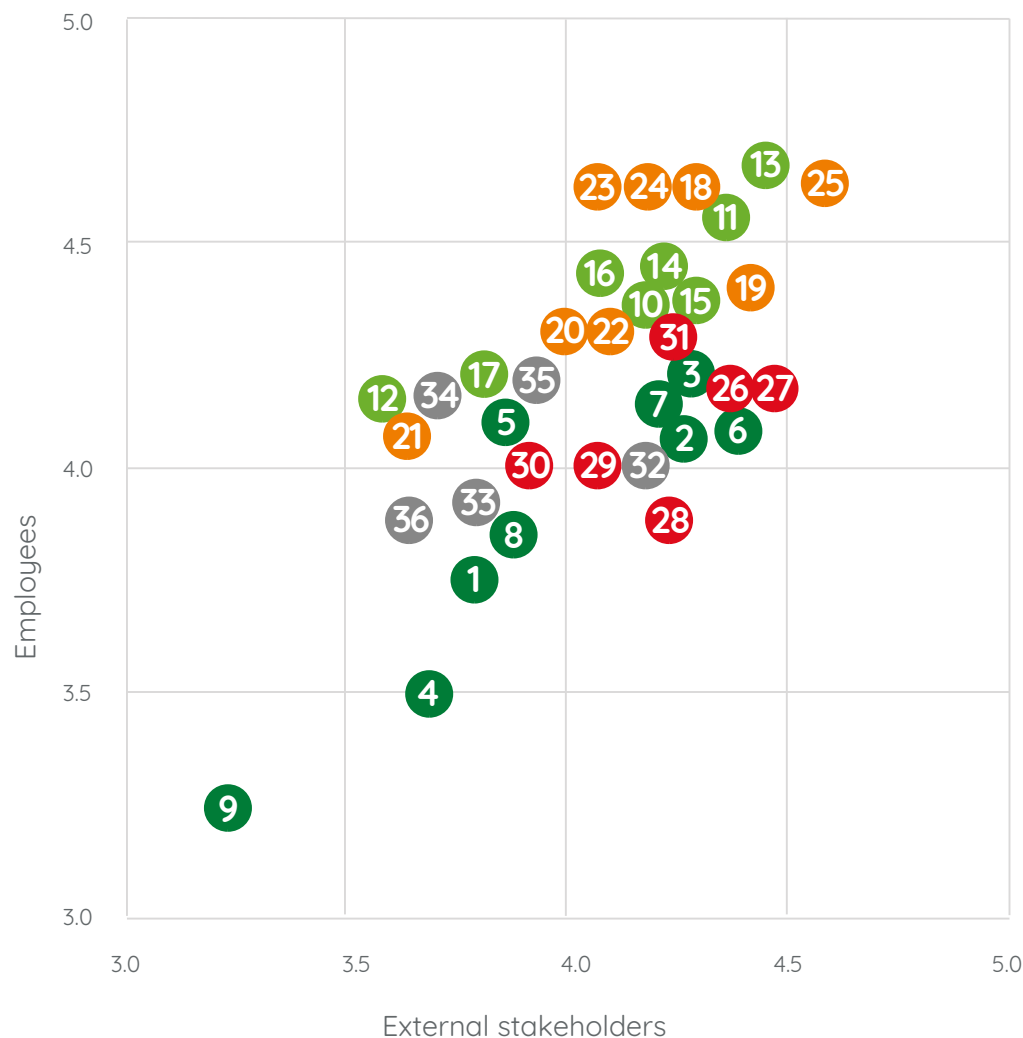
- 18 Use of natural resources
- 19 Energy consumption
- 20 Water and sewage management
- 21 Impact on biodiversity
- 22 Greenhouse gas emissions
- 23 Waste management
- 24 Responsible consumption and production
- 25 Food waste

Pillar IV. Employees safety and commitment

- 26 Employment (conditions, contracts, payroll)
- 27 Employees health and safety
- 28 Development and education
- 29 Diversity and equal opportunities
- 30 Counteracting discrimination
- 31 Human rights and labour rights

Responsible management

- 32 Ethics and anti-corruption
- 33 Corporate governance
- 34 Stakeholders relationship management
- 35 Anti-competitive behavior
- 36 Risk management



[GRI 102-47]

Key issues, as identified by Eurocash Group's environmental impact analysis and analysis of issues relevant to stakeholders, are:

Relevant issues	Promotion of entrepreneurship	Product safety – product ingredients	Food waste	Employment (conditions, contracts, payroll policy)	Ethics and anti-corruption policy
	Innovation	Product quality	Use of natural resources	Workers' health and safety	
	Influence of Eurocash Group for entrepreneurship development			Relations with local communities	
Chapter addressing the topic	<u>Entrepreneurship development</u>	<u>Uncompromising quality for everyone</u>	<u>We use less, we don't waste</u>	<u>Employees' Safety and Commitment</u>	<u>Responsible Management</u>

The report addresses all the above-mentioned issues. Furthermore, Eurocash Group deemed the COVID-19 epidemic as a key issue in 2020 and thus also included it in the report.

How do we communicate with our stakeholders?

Stakeholder	Unit responsible for the contact	Contact form	
Employees	HR Department Eurocash Academy of Skills	<ul style="list-style-type: none"> • Eurocash intranet • Workplace by Facebook • “Have a Successful Week!” newsletter • live chat with the Management Board • employees opinion survey • AUE newsletter 	<ul style="list-style-type: none"> • AUE ducational platform • akademiaeurocash.com.pl • employees helpline • notice boards • business units’ channels • (PA systems, TV screens, newsletters)
Suppliers	<ul style="list-style-type: none"> • Purchasing Department • Individual companies • Business units 	<ul style="list-style-type: none"> • current communication • periodic newsletter 	<ul style="list-style-type: none"> • Suppliers’ Congress • website
Investors	Investors Relation Department	<ul style="list-style-type: none"> • annual reports • half-yearly reports • quarterly reports • current reports 	<ul style="list-style-type: none"> • Current communication with Investors • conferences • webinars • presentations
Customers	<ul style="list-style-type: none"> • Individual companies • Eurocash Academy of Skills • Marketing Department of the Group 	<ul style="list-style-type: none"> • current communication • NPS measuring system • AUE newsletter • Polish Chamber of Commerce • Heroes of Entrepreneurship 	<ul style="list-style-type: none"> • social and informational campaigns • website • eurocash.pl platform
NGOs	<ul style="list-style-type: none"> • Eurocash Group Foundation • Coordinator of the Employee Volunteer Program • Quality Department • Marketing Department of the Group • individual companies • business units 	<ul style="list-style-type: none"> • current communication 	

1.2. Eurocash Group Strategy

The superior objective of Eurocash Group is to ensure the competitiveness of independent retail stores in Poland to offer added value to the Group's Customers and to increase the value of the Group for its shareholders. For Eurocash Group, the overriding value is the satisfaction of consumers, to whom the products we distribute go through our Customers.

Through various distribution formats we reach very close to consumers. Our own shops and our Customers' shops are close to their homes, often served by people they know – all this makes them feel safe there.

Eurocash Group also operates a “abc na kołach” distribution network, which takes particular account of the needs of the elderly and people with mobility problems. Consumers can also count on the fact that our products are always of good quality, safe and at the same time affordable.

Eurocash Group's intention is to create (based on its own and franchise stores) the largest supermarket chain in Poland. The source of the expansion, which aims to create a chain of shops with 2400 outlets, will be the development of the chain in the franchise model, supported by further acquisitions of local chains and construction of shops from scratch (together with partners from the real estate sector). In this way, Entrepreneurs from all over Poland will have access to a recognizable retail brand and marketing tools at a cost level comparable to that of large-format stores.

The Group implements its strategy by:

- meeting the Customers' needs by using a variety of distribution formats and forms of cooperation, and providing them with the expected level of quality and service,
- creating a lasting competitive advantage for the Group through economies of scale,
- systematic cost optimisation and integration of operating systems of all business units operating within the Group.

For more, view our [„Consolidated Annual Report for 2020”](#).



1.3. Sustainable Development Strategy of Eurocash Group 2020+

A sustainable and responsible approach to our daily business activity determines the impact we make on our economic, social and natural surroundings. We are Poland's seventh-largest employer with 21,277 employees. We work with over 91,500 Customers, supporting them in their entrepreneurship growth and reaching millions of Poles, both through our Customers and directly, when they purchase goods from our distribution offer. As a FMCG stakeholder and a leading logistics operator we also have significant influence on the natural environment around us.

Our approach to sustainable development is outlined in the Sustainable Development Strategy of Eurocash Group 2020+ that we adopted in 2019. Its four pillars relate to our most important stakeholders, namely our employees, Entrepreneurs and Poles who stock up in our stores. Furthermore, we care for the local environment and work to reduce food waste.

The Sustainable Development Strategy is viable thanks to a responsible approach to management processes. Its implementation is overseen by Eurocash Group's Management Board Member and managers who lead the efforts on each of the strategy pillars. Since 2018, the Marketing Manager of the Group has been appointed the person in charge for the area of sustainable development. In 2019, Eurocash Group appointed a CSR manager responsible for the strategy's execution.



Pedro Martinho

Member of Eurocash Group's Management Board, responsible for managing sustainable development

We know that – especially in times of crisis – the huge responsibility of fuelling the country's economic power and supporting society rests on the shoulders of local Entrepreneurs. It fills me with pride that for the past 26 years, Eurocash Group has supported Polish entrepreneurship. Giving Entrepreneurs the power to act is our priority in implementing Eurocash Group's Sustainable Development Strategy 2020+.



We are transparent in the way we share data related to our non-financial activity; the second edition of our Corporate Social Responsibility Report has been prepared in line with the GRI Standard. Additionally, 2021 saw the implementation of an internal reporting system that aims to keep employees updated on Eurocash Group's CSR pursuits.

Our CSR activity is reinforced by educational campaigns related to sustainable development that we offer to our employees and Entrepreneurs. Responsible communication further strengthens our social advocacy. In 2020, we ran public campaigns aiming to make Poles aware of the role that local Entrepreneurs – Everyday Heroes – play in the fight against COVID-19 and in this way we wanted to encourage safe and local shopping behaviour in stores run close to our homes by our neighbours – all of paramount importance during an epidemic. We thus strived to keep our Consumers safe as well as to support local entrepreneurship.



Sustainable Development Strategy of Eurocash Group 2020+

Pillar I. Entrepreneurship Development

Key topics	Our ambitions	Sustainable Development Goals
<ul style="list-style-type: none"> • Providing businesses with purchasing power, retail concepts and development tools • Supporting succession and young Entrepreneurs, increasing the number of people employed in trade • Increasing the role of Entrepreneurs in society by promoting their activities for society • Creating conditions for developing innovative solutions for small and medium-sized enterprises 	Building responsible entrepreneurship, which ensures sustainable development of society and economy of the whole country	  


Strategic Key Performance Indicators [KPI]						
Project: Everyday Business Activity				Project: Eurocash Academy of Skills		
I.1. Independent market share in the entire Polish market		I.2. Total value of income generated in the economy from the Eurocash Group activities (direct impact, indirect impact, induced impact)		I.3. Total added value generated in the economy (GDP) from the Eurocash Group activities (direct impact, indirect impact, induced impact)		I.4. Percentage of customers using the eurocash.pl platform
[WS I.1] RESULTS:		[WS I.2] RESULTS:		[WS I.3] RESULTS:		[WS I.4] RESULTS:
Value of the Small Format channel (small-format trade <300 m²)		2019*		2019*		2020 2019
2020 2019		PLN 840 mln		PLN 4.1 bln		Percentage value
FOOD 37.6% 39.4%						17% 10%
DRUG 47.7% 49.0%						Number of Customers
Tobacco products 89.0% 89.1%						15,549 10,401
FOOD + DRUG 39.3% 41.1%						
Total FMCG 46.4% 47.9%						
Source: Eurocash after NielsenIQ: Retail Trade Panel, share value of the Small Format channel in Total Poland market; food, drug and tobacco categories. 2020 vs 2019.						
				I.5. Number of Entrepreneurs and employees who participated in the initiatives of the Eurocash Academy of Skills		
				[WS I.5] [WS I.5] RESULTS:		
				2020 2019		
				Number of participants 33,000 persons 29,977 persons		
				from the foundation of the Academy 112,000 persons 79,000 persons		

Source: Eurocash after NielsenIQ: Retail Trade Panel, share value of the Small Format channel in Total Poland market; food, drug and tobacco categories, 2020 vs 2019.

* Data collected in a 3-years cycle.



Pillar II. Uncompromising Quality for Everyone

Key topics	Our ambitions	Sustainable Development Goals								
<ul style="list-style-type: none">• Providing top quality products• Ensuring product safety• Providing consumers with products that are always good quality, safe and at an affordable price• Building a responsible supply chain• Ensuring supply chain continuity	Delivering safe, high-quality food to every Customer (who owns the store) and to the widest possible range of consumers throughout Poland									
Strategic KPI										
Project: Culture of Quality		Project: Responsible Buyer, Responsible Seller								
II.1. Customers' complaints on fresh products	II.2. Volume of losses in products (in tonnes) due to their freshness or failure to meet the safety criteria in relation to the volume of products sold (in tonnes)	II.3. Percentage of suppliers that have been certified to comply with their own declarations on social and environmental approach								
<div><div>[WS II.1]</div><div>RESULTS:</div><table><tr><th>2019</th><th>2020</th></tr><tr><td>0.04%</td><td>0.035%</td></tr></table></div>	2019	2020	0.04%	0.035%	<div><div>[WS II.2]</div><div>RESULTS:</div><table><tr><th>2020*</th></tr><tr><td>0.004</td></tr></table></div>	2020*	0.004	<div><div>[WS II.3]</div><div>RESULTS:</div><table><tr><th>2020*</th></tr><tr><td>8.7% of active suppliers</td></tr></table></div>	2020*	8.7% of active suppliers
2019	2020									
0.04%	0.035%									
2020*										
0.004										
2020*										
8.7% of active suppliers										

* Data collected since 2020.



Pillar III. We use less, we don't waste!


Key topics	Our ambitions	Sustainable Development Goals
<ul style="list-style-type: none"> Reducing CO₂ emissions by reducing fuel and energy consumption Reducing food waste 	Reducing food waste and CO ₂ emissions	 

Strategic KPI						
Project: Green Infrastructure			Project: The Green Fleet			Project: We don't waste!
III.1. Energy consumption per m² (reported per building category)			III.2. Average CO₂ emissions per km driven (reported per category of vehicles and type of fuel used)			III.3. Percentage of food wasted (ratio of food wasted to sold)
[WS III.1]			[WS III.2]			[WS III.3]
RESULTS:			RESULTS:			RESULTS:
CO₂ emissions g/km (in tonnes)			CO₂ emissions g/km (in tonnes)			2020*
(kWh/m²)			PB 95			ON
2020			2020			2020
2019			2019			2020
Stores			Stores			Stores
Offices			Offices			Offices
Distribution centres			Distribution centres			Distribution centres
Reloading centres			Reloading centres			Reloading centres
Warehouses/storage facilities			Warehouses/storage facilities			Warehouses/storage facilities
261			259.89			417.18
267			122.90			168.15
40						
54						
145						
149						
102						
101						
65						
65						
						0.40%

* Data collected since 2020.



Pillar IV. Employee Safety and Commitment

Key topics	Our ambitions	Sustainable Development Goals
<ul style="list-style-type: none"> Ensuring safety in the workplace Empowering employee growth and commitment 	Creating the best working conditions for everyone	

Strategic KPI		
Project: Safety – a Common Cause		Project: Commitment
IV.1. Work-related injury rate (number of injuries /number of hours worked × 1000)		IV.2. Employee commitment rate
[WS IV.1] RESULTS:		[WS IV.2] RESULTS:
	2020	2019
Indicator	14.6	24.8
Number of employees	17,166	18,099

* Data from companies operating in SAP HR system.

1.4. Ethics and Values

[GRI 102-16]

Eurocash Group is bound by the Code of Ethics, which has been adopted in order to ensure transparency of activities at work and in business. It aims to define the standards of conduct expected from all employees of our company and contains our key values, which are clearly set out and communicated to our employees.

[GRI 205-2]

Every new employee must be familiar with the Group's ethical principles. To this end, a mandatory e-learning course has been prepared, which systematises information on values and ethical principles with concrete examples of their application. Persons without permanent access to a computer receive the Code in paper version. Superiors are obliged to ensure that ethical standards are observed among their subordinate employees. Members of the Management Board of Eurocash Group are involved in active promotion of ethics.

[GRI 103-1] [GRI 103-2] [GRI 103-3]

The Management Board and Supervisory Board of Eurocash Group, while performing their duties, care about the highest standards and efficiency. Our defined **audit, control and risk management and legal compliance system** constitutes a supportive medium for their activities in this aspect. Increasingly effective tools and methods are also being implemented to manage identified areas of financial, legal and tax risks.

A special system has been put in place **to measure periodic key risk indicators (KRIs)**, which relate to the areas considered to be most risky. It is aimed at identifying and monitoring breaches of implemented rules and processes. The compliance management system in Eurocash Group allows for identifying and managing the risk of non-compliance with laws, internal regulations and generally applicable standards and ethical rules.



The Group has **an internal anti-bullying policy** that sets out the framework and principles for addressing this phenomenon. Compliance of Eurocash Group companies with anti-corruption regulations is one of the most important issues for us. Moreover, we strive to meet the highest standards of business transparency and accountability, which is why **a comprehensive risk-based anti-corruption, conflict of interest management** as well as giving and receiving gifts system is implemented in the company.

It is not acceptable in the Group to make decisions as a result of corruption or to accept or give financial benefits. We comply with the adopted principles in the area of sponsoring activities. The company also has **a contractor verification procedure** – it serves to examine entities cooperating with Eurocash Group companies in terms of tax, non-compliance and corruption risks.

[GRI 102-17]

In Eurocash Group, we are developing **a culture of internal whistleblowing**. We have introduced a system of reporting violations of law as well as infringements of internal regulations and ethical standards. It is based on full confidentiality and complete anonymity of the reporting person. To report a violation, employees have a choice of various contact channels (including one that does not allow the reporting person to be identified). At the same time, we conduct activities that raise employees' awareness of reporting and identifying abuse. Policies are in place to protect whistleblowers from retaliation by those around them, discrimination or any other unfair treatment. In 2020 a total of 54 infringements were reported of which 100% of the cases were resolved.



Clarification to anti-corruption policy set out in the Eurocash CSR Report for 2019

Due to the epidemic situation, development in the field of anti-corruption policy was suspended due to the need to transfer available resources to anti-epidemic undertakings area. The anti-corruption policy will be implemented in the current 2021.



Values of Eurocash Group

[GRI 102-16]





1.5. Risk Management

[GRI 102-11]

Eurocash Group operates a risk management system which covers all aspects of the operations of its entities. This system focuses on both internal and external areas, while taking into account, among other things, the impact of the Group's activities on social, labour, environmental, human rights and anti-corruption issues.

The Group's risk management is based on a number of internal procedures and policies, as well as internal control tasks that are complementary to and systematically performed by the resources assigned to it. In addition, there is an internal audit in Eurocash Group, whose activities ensure the quality and effectiveness of the above-mentioned controls. It can also be consulted on issues of concern.



1.5.1. Risk Management System

Risk area	Examples of risks	Elements of risk management system - ways to monitor and control
Ethics and anti-corruption	<ul style="list-style-type: none"> • Risk of public corruption • Risk of corruption in relations with counterparties • Risk of abuse against employees • Risk of abuse against counterparties • The risk of a conflict of interests 	<ul style="list-style-type: none"> • Eurocash Group Code of Ethics • Eurocash Group values – clearly defined and communicated to employees • A line of trust for employees to anonymously report cases of abuse with no risk of being identified • Implementation of procedures for handling notifications, including definition of paths for reporting cases, protection of whistleblowers against reprisals, discrimination or any other unfair treatment, personal data protection and confidentiality compliance – in accordance with the Directive of the European Parliament and of the European Council (UE)2019/1937 about whistleblowers, and in line with the standards recommended for anti-corruption compliance management systems, abuses and violations of the Code of Ethics and for the protection system of whistleblowers in companies listed on the markets organised by the WSE in Warsaw SA • Anti-mobbing policy • Training for employees concerning aspects of Eurocash Group values and ethics • Instructions for accepting gifts from counterparties (giving them to charity) • Implementation of procedures and instructions for managing conflicts of interest, including surveys – in form of statements about the actual or potential occurrence of such a conflict



Risk area	Examples of risks	Elements of risk management system – ways to monitor and control
Legal risk	<ul style="list-style-type: none"> • The risk of violating consumer protection laws • The risk of breaching the competition law • The risk of violation of regulations concerning prohibited agreements • The risk of breaching legal regulations on payment gridlocks • The risk of failure to adhere to antitrust and competition laws • The risk of non-compliance with applicable data protection rules • The risk of violating the provisions of the Commercial Companies Code • The risk of violating business secrets and confidential data of the organisation • The risk of violating advertising regulations and Intellectual Property related laws 	<ul style="list-style-type: none"> • Policies and procedures regarding monitoring compliance with the consumer rights • Training and raising awareness among employees • Mechanisms for monitoring the profile and level of risks identified in the Group • Implementation of an effective compliance system aimed at ongoing monitoring of key risks, as well as changes in law, implementation of changes in internal regulations in line with changing legal provisions • Implementation of the KRI periodic system (key risk indicators) for selected risk areas for the purposes of identification and monitoring violations of implemented rules and processes • Implementation of an uniform system for developing and publishing marketing content
Task-related risk	<ul style="list-style-type: none"> • Risk of incorrect calculation and /or recognition of tax (PIT /CIT /VAT tax) • Risk of incorrect verification of contractors • Risk of ineffective implementation of procedures regarding reporting obligations in the scope of taxability 	<ul style="list-style-type: none"> • Implementation of procedures ensuring the correct calculation of tax liabilities • Designing tools supporting the calculation of tax liabilities • Implementation of effective due diligence contractors-related procedures • Trainings in areas of tax risks and contractors verification process



Risk area	Examples of risks	Elements of risk management system – ways to monitor and control
Human resources /workplace	<ul style="list-style-type: none"> • Risk of losing employees and excessive staff turnover • Risk of non-compliance with labour legislation by employees • Risk of low employee involvement • Risk of mobbing and other abusive behaviours towards employees • Risk of unfair assessment of employees' professional growth • Risk of lack of professional development opportunities for employees • Risk of low job satisfaction of employees 	<ul style="list-style-type: none"> • Procedures and instructions governing the workplace, including work regulations, as well as defined payroll and employee bonuses systems • Activities and agreements with trade unions • Established uniform rules in terms of using the Social Benefits Fund • Ensuring compliance with labour law through management training and continuous monitoring of working time records • Procedures and instructions for hiring new employees • Benefit system for employees (private medical care, co-financing for sports activities) • Co-financing of various forms of learning for employees • Periodic employees' opinion surveys • Eurocash Group values – clearly defined and communicated to employees • Implementation of procedures for handling notifications, including definition of paths for reporting cases, protection of whistleblowers against reprisals, discrimination or any other unfair treatment, personal data protection and confidentiality compliance – in accordance with the Directive of the European Parliament and of the European Council (UE)2019/1937 about whistleblowers, and in line with the standards recommended for anti-corruption compliance management systems, abuses and violations of the Code of Ethics and for the protection system of whistleblowers in companies listed on the markets organised by the WSE in Warsaw SA • Employee performance management system • Annual employee development assessments • Talent Development Programmes (Management Trainee and Sales & Operational Trainee) • E-learning platform with numerous training courses for employees • External training according to the needs of the roles/functions/departments concerned • Anti-mobbing policy • Social media activities



Risk area	Examples of risks	Elements of risk management system – ways to monitor and control
Health and safety of employees	<ul style="list-style-type: none"> • Risk of accidents • Risk of accidents at workplace • Risk of fire and other accidents that could endanger the life and health of employees • Risk of unauthorized access to facilities that may threaten the safety of employees • Risk of assault on employees in the field and branches • Risk of occupational diseases (computer work, warehouse work, etc.) 	<ul style="list-style-type: none"> • Internal OHS – Occupational Health and Safety procedures and instructions • Systematic checks on compliance with OHS regulations • OHS training for employees • Systematic training on emergency response (e.g. fire drill evacuation, etc.) • Equipment and means to ensure safety in emergencies (fire, evacuation, etc.) • Providing AEDs (defibrillators) in Group facilities with a large number of employees • Protection against third party access and facility protection • Ensuring physical protection of staff and facilities • Systematic first aid training • Driving safety programme • Subsidies for sports activities and private medical care • Functioning of sports clubs enabling integration and recreation of employees
Food quality and safety	<ul style="list-style-type: none"> • Risk of placing on the market food that has not undergone the required tests, is of dubious quality or does not meet legal standards • Risk of placing food on the market after the expiry date • Risk of breaking the cold chain for fresh products • Risk of inadequate storage and transport of food products • Risk of inappropriate disposal of expired, defective or damaged products • Risk of non-compliance with sanitary requirements 	<ul style="list-style-type: none"> • Implemented HACCP food safety programme • BRC, ISO 22000 certifications and audits of these by entities external to the EC Group • Internal analyses and quality audits in distribution centres and branches • A specially designated team of food quality controllers covering all regions of activity • GTCPD (General Terms and Conditions of Product Delivery) governing cooperation with suppliers in the field of quality and transport of food • In the case of private label products, systematic audits at manufacturers' factories • Complaint process for both client and supplier returns



Risk area	Examples of risks	Elements of risk management system – ways to monitor and control
Social and business environment	<ul style="list-style-type: none"> • Risk of stopping the development of entrepreneurship • Risk of stopping the development of local communities due to lack of local entrepreneurship development • Risk of cessation of activity by local Entrepreneurs (due to e.g. strong competition) • Risk of acting against the law • Risk of unauthorized/ unlawful disclosure of personal information • Risk of selling alcohol for further resale to recipients without valid alcohol licenses • Risk of cooperation with unreliable counterparties in the tax context • Risk of unfair business practices by Group employees 	<ul style="list-style-type: none"> • Skills Academy (training, postgraduate studies for Customers and franchisees, etc.) • Innovative business tools – eurocash.pl platform • Offering various business cooperation models (several franchise chains, new retail store concepts, etc.) • Applying good business practices • Support for equal treatment of Entrepreneurs by producers ("Equal in Business") • Customer/Entrepreneurs satisfaction surveys on cooperation with Eurocash Group • Implementation of an effective Compliance Programme in Eurocash Group • Specially appointed functions related to the aspects of sustainable development and documents defining the Group's priorities in the field of CSR growth • dedicated functions to meet the GDPR requirements – separate team, procedures and instructions (as required by the act) • Ongoing and systematic monitoring of legislation and adaptation of activities to its requirements • Continuous monitoring and verification of the validity of concessions to sell alcohol possessed by the purchaser of the goods to whom alcohols are sold for resale purposes • Trade ban introduced on non-commercial Sundays • Verification of the credibility of counterparties • Cooperation with producers and suppliers regulated by contracts • Cooperation with the Union of Large Families 3+ • Employees' participation in charity initiatives, e.g. charity runs, collections and actions for the people in need



Risk area	Examples of risks	Elements of risk management system – ways to monitor and control
Natural environment	<ul style="list-style-type: none"> • Risk of contamination or poisoning of the environment • Risk of excessive CO₂ emissions • Risk of uncontrolled energy consumption in buildings and the transport fleet • Risk of generation of environmentally harmful waste • Risk of significant amounts of waste (e.g. damage, excessive quantities of expired food) • The risk of not keeping a proper segregation of waste and secondary raw materials 	<ul style="list-style-type: none"> • Energy efficiency audits • Introduction of a fleet of hybrid cars • Introduction of an eco-driving programme • Monitoring of fuel consumption, driving style and emissions • Continuous improvement of logistics chain efficiency • Continuous optimisation of loss management in logistics • Cooperation with NGOs engaged in food donation activities • Waste segregation and management of secondary raw materials



1.6. The Eurocash Group Foundation

The Eurocash Group Foundation was established in 2013 to support young people in developing their potential and equalizing educational opportunities. Thanks to the “Fulfil your dreams” Scholarship Programme, the Foundation subsidizes young people who are distinguished by good academic performance, social sensitivity and a proactive attitude to life “I want, so I can” – and come from families with modest financial possibilities. The program is addressed to both, students of secondary schools that finish with the maturity exams and to students of higher education institutions.

Initially, “Fulfil your dreams” scholarships could be granted to children of Eurocash Group employees only. From the second edition, i.e. from 2014, children of franchise network employees and business partners of our Group may also apply for them.

An important assumption of the Programme is to promote responsibility for one’s development and an entrepreneurial outlook on life among young people: the scholarship is intended for educational purposes, but it is the grantee himself/herself who decides how and on what activities he will spend it.

At the end of 2020, the Foundation has launched a **new program – caring scholarships** supporting the Group’s employees orphan children. The implementation of the program has started in 2021.



Katarzyna Kopaczewska
Member of Eurocash Group’s
Management Board

In 2020, the Eurocash Group Foundation has continued its mission by assisting financially young talented people, who are high achievers at school, at other fields, or presenting outstanding active social attitude. In economically uncertain circumstances caused by the COVID-19 epidemic, this support was of particular importance; it gave the scholars the sense of stability and opportunity to continue learning. An exceptionally even, high level performed by candidates characterised the recruitment for the 2020/2021 edition. It was clear that the harsh conditions have had a motivating influence on them. It was therefore a particular pleasure for us to award as many as 172 scholarships, which was absolutely a record number!

“Fulfil your dreams” Scholarship Programme

Total pool of support granted since 2013, including:		PLN 6,210,000	
Support in 2019		PLN 843,217	
Support in 2019 [WW 7]		PLN 910,000	
Total pool of scholarships awarded since 2013, including:		1,040	
Scholarships in 2019/2020		155	
Scholarships in 2020/2021 [WW 6] , including:		172	
Higher education students	64	Children of Eurocash Group employees	59
Pupils	106	Children of staff employed in franchise shops cooperating with Eurocash Group	113

Number of scholarship holders in each year

Edition	Children of Eurocash Group employees	Children of staff employed in franchise shops cooperating with Eurocash Group	Total
2020/2021	59	113	172
2019/2020	39	117	156
2018/2019	70	76	146
2017/2018	69	75	144
2016/2017	50	86	136
2015/2016	53	75	128
2014/2015	53	75	128
2013/2014	30	0	30
Suma	423	617	1,040

You can learn more about the Foundation’s activities [here](#).



Eurocash Group and COVID-19



1.7. Eurocash Group and COVID-19

1.7.1. Responsible Management during the COVID-19 Epidemic

Ensuring safety and supply chain continuity has always been a Eurocash Group priority, regardless of the circumstances, and it has been even more so during the epidemic. Out of a sense of responsibility for health and safety of its employees and Customers, Eurocash Group created an interdisciplinary COVID-19 Taskforce. Its members include representatives of the Management Board as well as company experts responsible for areas relevant to the management of the situation at hand. Katarzyna Kopaczewska, Eurocash's Executive Board Member coordinated the efforts of Eurocash's COVID-19 Taskforce.



Katarzyna Kopaczewska
Member of Eurocash Group's
Management Board

From the very beginning of the epidemic, we were aware that the sheer scale of our business activity confers on us enormous responsibility. On short notice, we needed to adjust all of the Group's operations to the new reality in order to ensure supply chain continuity and to provide food to people all over Poland, especially those living in smaller towns and villages, where the stores are run by independent Entrepreneurs. Eurocash's COVID-19 Taskforce worked around the clock setting out procedures and preparing informational materials that would explain the legal aspects of functioning during an epidemic and striving to have different scenarios in place in case of potential emergency situations. One of the key issues has been providing a safe working environment for both our employees and Customers in shops, warehouses and distribution centres. The Group's efforts have been further supported by tens of thousands of employees and Customers: our business activity inspired many to get involved in their communities. The scale and scope of this involvement exceeded our wildest expectations.

1.7.2.

Our Responsibility for our Employees

Eurocash Group has a complex employment structure, with employees working in administration warehouses, distribution centres and those working within Entrepreneur's own retail business. For this reason, from the earliest days of the epidemic, not only a whole range of new safety protocols and regulations needed to be introduced, but also these needed to be tailored to fulfil needs of each employee group. To prevent the coronavirus from spreading, we have **implemented all the recommendations of Poland's Chief Sanitary Inspectorate**

and **provided our employees with the necessary personal protection gear** as well as undertook **a range of additional activities** aiming to maximise work comfort. We immediately switched to shift and remote work, limiting face-to-face meetings and business travel between company units.

Effective communication with our employees was of key significance – we ensured that our workers stay in the information loop, using all possible channels to reach them. We also launched hotlines for reporting sick leave as well as for those seeking psychological support.





Solutions implemented to limit the spread of the novel coronavirus:

- **for Eurocash Cash & Carry wholesale warehouses:**

- limiting access to zones within each warehouse
- temperature checks
- increased frequency of trolleys disinfection
- restricting the cash register area to cashiers only
- customers paid in the trolley offload area
- information communicated through screens, posters and PA system
- Customers were encouraged to place orders by phone, online at eurocash.pl or through the Eurocash Cash & Carry app

- **for distribution centres and warehouses:**

- increased frequency of forklift and pallet truck disinfections
- increased frequency of disinfection of shared spaces such as toilets, common rooms, dining rooms, etc.
- employee temperature checks
- employees with illness symptoms would not be admitted

- **all Eurocash Group facilities:**

- additionally, restrictions on access for third-parties

Employees' protection gear



Employees able to work remotely were granted access to online trainings that helped them effectively adapt to new working conditions.

To give our employees a sense of job stability, we enhanced our internal recruiting system, holding all job application processes online.

Our employees demonstrated their social responsibility by volunteering in a wide range of campaigns and projects supporting those most in need during the epidemic, thereby rightly living up to the title of **#FantastyczniLudzie** [literally: **#FantasticPeople**].



#FantastyczniLudzie [literally: #FantasticPeople]

Many employees of the Eurocash Group got involved in various actions that supported those standing on the front lines in the fight against the coronavirus, as well as those especially in need for help and assistance in that difficult time. That's why we have launched our in-house, company-wide **#FantastyczniLudzie** campaign.

Every single employee could give a public nomination to his colleagues who have joined aid actions or have launched such initiatives on their own during the COVID-19 epidemic. Nominations were collected on the employees' Workplace social platform in a special group #FantastyczniLudzie. As part of the of the campaign, a special page was created on the intranet where descriptions of all undertaken actions were published together with a thank-you video addressed to #Fantastic Superheroes from Luis Amaral, the Groups' CEO. Additionally, all members of the #Fantastic People community received thank-you gadgets and diplomas. The campaign lasted from May to June 2020. The #FantastyczniLudzie campaign honoured at a wide-company forum the commitment of our employees to charity work during the COVID-19 epidemic, and thus it also emphasized the importance of the idea of volunteering spread in the Group.



1.7.3.

Our Responsibility for our Entrepreneurs

Eurocash-organised chain of franchise-holders, partners and agents links nearly 16 thousand shops run by independent Entrepreneurs, who took it upon themselves to fulfil daily grocery needs to the Polish public during the epidemic. While many individuals and companies moved their offices to the comfort and safety of their own home, our Customers were daily facing the risk of infection, just like medical and law enforcement personnel. Nevertheless, many Entrepreneurs still had the strength and will to engage in charity work.

Information Campaign Enhancing the Safety of Eurocash Group Customers

Immediately after a state of epidemic emergency was declared in Poland, Eurocash Group launched a broad-based information campaign aimed at independent Entrepreneurs and focused on safety and hygiene rules as well as new government-introduced regulations.

- **Posters for Entrepreneurs** – over 100 thousand posters presenting safety regulations addressed to the Group’s Customers.
- **“Bezpiecznie z eurocash.pl”** [Stay safe with eurocash.pl] (campaign organised by Eurocash Dystrybucja) – “Wiem Więcej” [Learn More]

section of the online platform was supplemented with a subpage presenting most important information for Entrepreneurs pertaining to COVID-19; between March and June 2020, the site had over 100 thousand page views and was visited by 5 thousand unique users.

- **Guidebooks** on topics such as safe restocking, shift work mode, shop disinfection practices and relations with consumers.

Education during the Epidemic – Supporting Entrepreneurs in their Activity and Operations

From the earliest days of the epidemic, Eurocash Group offered mentoring and support to its Customers through the Eurocash Academy of Skills, including organising:

- **webinars** – devoted to the changing labour law regulations (in cooperation with SKS Legal Office) and OHS-related sanitary regulations for convenience stores;
- **on-line workshops** – held since April 2020, these free-of-charge sessions for store managers and employees offer practical tips on shop operation during the epidemic.



23 thousand
webinar participants
to date

Anti-crisis Shield

We also supported our Entrepreneurs in benefiting from state aid in the form of “Anti-Crisis Shields”. We published The Anti-Crisis Shield Guidebook as well as a series of posts on our Entrepreneur-focused [blog](#).



The Eurocash Academy of Skills – Induction Programme for Newly Hired Shop Staff

Due to the epidemic, all job application processes needed to be adjusted to meet the challenges of the new reality. While the need for new shop staff among Eurocash Group Customers became even larger,

sanitary restrictions rendered traditional onboarding impossible. For this reason, **The Eurocash Academy of Skills** developed a **dedicated multifaceted induction programme** to assist Entrepreneurs in safely and efficiently training newly hired staff. Each shop position received a dedicated induction and training track with clearly-defined educational tasks (these included e-learning courses, online workshops, training videos and e-books) that were clustered into career tracks and dispersed over a two-week period. In this way 11,767 onboarding tracks has been completed to date.

Everyday Heroes

The epidemic brought the Polish public's focus to doctors and medical staff in general who found themselves in the centre of the battle against COVID-19 and received multifarious signs of support and solidarity. Eurocash Group embarked on introducing the public to Everyday Heroes – shop owners and retail workers who also found themselves in the first line of battle, often risking their own health. The “[Everyday Heroes](#)” [campaign](#) [original wording Herosi Codzienności] aimed to make the public aware of the role retail trade workers play in their communities and to demonstrate their significance to the society. In the course of the campaign, we spotlighted individuals whose courage, kindness and eagerness to get involved shine through not only during an epidemic. They are the true Everyday Heroes.



1.7.4.

Responsibility towards Consumers

Members of Eurocash Group shop chains engaged in a multitude of charity campaigns. Shop owners joined initiatives launched by Eurocash as well as those organised by their chains or even locally. In their activism, safety and comfort of their Consumers, as well as support for local communities and institutions, remained a priority.

Shopping for Senior Citizens 60+

The campaign “Zakupy dla Seniora 60+” [Shopping for Senior Citizens 60+] started on March 23 and had Eurocash Group volunteers deliver groceries to senior citizens – those most likely to risk serious consequences of a COVID-19 infection. More about the campaign [here](#).



1.7.5.

Chain and Business Units' Activities during the COVID-19 Epidemic

Delikatesy Centrum

Safe shopping for customers

Delikatesy Centrum has launched an online store **sklep.delikatesy.pl**, which operates in the click & collect mode – customers could choose products online, and then pick them up in the store packed in cardboard, ecological shopping boxes, which also reduced the amount of plastic used. Additionally, such a solution, due to the limitation of traffic in stores, enabled to increase the safety of both employees and Customers. 486 stores have joined the action.

“We can do it together!” programme

The “We can do it together!” programme was created with these Delikatesy Centrum franchisees in mind, whose shops due to the COVID-19 epidemic had to be temporarily closed or its working hours had to be limited. Thanks to this support, the Entrepreneur could wait the closing period out and afterwards get back to trade after the quarantine of employees or other epidemic-related inconvenience. Additionally, together with the Eurocash Academy of Skills an incentive



training program for franchise stores employees was implemented and the best facilities were rewarded.

Campaign for employees

Delikatesy Centrum has also prepared a special campaign, by which the company wanted to thank the employees for faithfully discharging their everyday responsibilities to provide Customers with wide access to fresh, high quality products. The campaign was run using different media, such as banners, billboards, promotional folders, audiomarketing tools and on monitors inside the stores.

ABC

During the COVID-19 epidemic, the chain's priority was to ensure the safety of its Customers and employees, that is why they have been provided with personal protection utilities. Additionally, the ABC chain got involved in various charity initiatives, such as the "Shopping for Senior Citizens" campaign, for instance.

Employees' safety

- provision of personal protective equipment
- education

Consumer safety

- adherence to sanitary procedures, washing hands, disinfecting the surfaces within the workplace
- protective shields and partitions ensuring a safe distance
- disinfectant liquids and disposable gloves
- effective communication about restrictions and recommendations on safety-related applicable measures

#PomaganiePrzezFakturowanie

[meaning #SupportingByInvoicing]

- "Water for hospitals" charity action

In April, in cooperation with 180 Cash & Carry wholesalers an action #PomaganiePrzezFakturowanie was carried out, which saw ABC shop owners from

all over the Country involved in. They helped in both: collecting water as well as delivering it to local hospitals. For instance, it was thanks to Entrepreneurs' running ABC shops commitment, and a group of Cash & Carry employees – Magdalena Mazurkiewicz, Adam Borczyński and the team led by Anna Filipiak – that medical personnel in hospital in Gorzów received over 2 thousand litres of water.

ABC activities in Lesko

In the first days of the epidemic, the owners of the ABC store in Lesko, Katarzyna and Dariusz Sowa, along with the city's mayor, Adam Snarski, got involved in the action of donating the products to Independent Public Health Care Institution in Lesko. As a part of the action towels, toilet paper, gloves, water and other requested products were purchased. This action triggered out several new initiatives in Lesko, namely:

- handing over food, hygiene and personal care products to the Communal Home of Mutual Aid in Baligród Commune in Nowosiółki village,
- providing Foodsharing Lesko Division with vegetables to be subsequently donated to elderly people and other individuals in need,
- support for the staff from the Infectious Diseases Ward of the Hospital in Lesko, who received 1 thousand litres of water and additionally were provided with 1,300 energy drinks funded by the Own Label Department of the Eurocash Group..

**2
thousand**

litres of water
for hospital
in Gorzów

**1
thousand**

litres of water
for the hospital
in Lesko

1,300

energy drinks for
the personnel of the
hospital
in Lesko

Gama

During the COVID-19 epidemic, the Gama shops chain took care of the employees and Customers safety in the first place.

Another activity carried out during the epidemic was giving support in terms of promotional sales to most of the chain shops. Between 10.00 AM-12.00 AM seniors could count not only on safer and thus more comfortable shopping during the time reserved only for them, but also that they would pay less for the chosen on a daily basis product. Additional regulations were implemented to ensure their safety as well.

During the epidemic, 23 Entrepreneurs associated in the Gama chain organised an aid campaign for hospitals. Among others, the hospitals were provided with food, water and protective equipment such as masks, gloves and disinfecting cleaning agents. For instance, PSS Wronki and the Gama store in Dobrojewo together with the Serce Doliny Warty [Heart of the Warta Valley] Foundation donated 1000 protective masks to local Care Centre.

An Entrepreneur from Dobrojewo, together with the foundation offered support to the staff from the hospital in Szamotuły providing them with a palette of mineral water and 150 litres of disinfecting liquid. He also plans to launch a local food bank to help people at risk of losing their jobs and livelihood.

Some Entrepreneurs – knowing how difficult the situation is – decided to postpone payments to their tenants.



23

Entrepreneurs engaged themselves in charity actions

Groszek

The chain's franchisees were involved in over 500 different initiatives to support the fight against coronavirus. These were addressed to both healthcare professionals and those most at risk of contracting the disease.

Shopkeepers participated the most in the "Shop on call" project. Thanks to this service, the Customers of over 200 Groszek stores could do their shopping without visiting a shop and exposing themselves unnecessarily. The shopping could be delivered directly to the Customers or picked up at the store. However, assistance to seniors was not limited only to grocery shopping – the owners were willing to provide the elderly with hot lunches or do some errands for them, e.g. at the pharmacy.

The Groszek chain also joined the "Shopping for Seniors" campaign in which volunteers from 140 Groszek shops delivered the most necessary products to thousands of people.

Many Entrepreneurs were also involved in helping healthcare personnel. The medical staff could count on, among other things, groceries, water, hot meals, shopping vouchers and protective gear.



Responding to so many initiatives of franchisees, the Groszek chain also offered its help. Representatives of the chain decided to support one of the hospitals in Lublin. The facility received a donation in the form of protective equipment (i.e. protective suits, gloves, gels for disinfection). In total, the franchisees and the Groszek chain donated over PLN 100 thousand in the form of monetary and material donations to help in the fight against coronavirus.



PLN
25 thousand
value of hygiene products
provided to the hospital
in Tychy

Duży Ben

The Duży Ben chain of liquor stores took care of the safety of both shop employees and its Customers, rapidly implementing new safety procedures related to the epidemic. The chain also got involved in social activities – e.g. by financing the sewing of protective masks.

Euro Sklep

During the outbreak, the Euro Sklep chain supported a hospital in Tychy transformed into an infectious diseases hospital to combat coronavirus. The facility received hygiene products in the form of antibacterial gels, masks and coveralls of a total net value reaching nearly PLN 25 thousand. In addition, franchisees of the chain also made donations to selected initiatives supporting the fight against COVID-19.

Lewiatan

#RazemJesteśmySilniejsi!

[#StrongerTogether]

The initiative included a broad package of activities addressed to our employees and Customers:

- regular information campaigns for Entrepreneurs with up-to-date procedures and downloadable materials,
- ensuring an uninterrupted supplies of personal protective equipment for both employees and consumers,
- Legal advice and training support, a special hotline for shops and a regularly operating nationwide crisis taskforce,

- material aid for 17 single-purpose infectious diseases hospitals across Poland (64 pallets: 9 thousand large paper towels and 50 thousand bottles of mineral water) donated in April 2020, worth over PLN 50 thousand,
- local Companies together with Entrepreneurs supported 13 medical facilities during the first wave of the epidemic.

Fund to help Lewiatans

PSH Lewiatan, as the only franchise chain in Poland, has earmarked PLN 10 million for a special fund for Entrepreneurs affected by the coronavirus epidemic. The Lewiatan Assistance Fund guarantees interest-free financial aid to shops whose business has been directly threatened by the epidemic. 120 business partners of the Lewiatan network has also supported The Fund. In addition, as part of the support, franchisees could count on extensive organisational and legal assistance.

A nationwide crisis taskforce was also established to secure the availability of preventive measures and disinfectants for shops and to support the Lewiatan franchisees in crisis situations.

64
pallets

of goods donated
to 17 single-purpose
hospitals

50
thousand

bottles of mineral
water

9
thousand

large paper towels

30

helped medical
facilities

PLN
10 million

Assistance Fund
for Lewiatan
franchisees

"Neighbourhood help" Action

The action allowed remote shopping by means of a telephone call for elderly, sick people who should avoid stores and public places so as not to expose to infection risk.

#StayHome and cook with Lewiatan

During the first and second waves of the epidemic, Lewiatan promoted responsible behaviour among its Customers. On the company fanpage of the chain, a series of contests under the name #ZostańWdomu i gotuj z Lewiatanem [literally: #StayHome and cook with Lewiatan] were conducted. In 2020, 10 editions of competitions were carried out (apart from culinary ones, there were also others, e.g. drawing contests).

500
stores participated

**13
thousand**
of orders submitted
during
the action

235,608
unique post recipients

29,266
reactions/activities
on chain's Facebook
fanpage

2,699
contests participants

Customer safety measures in shops

- strict application of sanitary recommendations and procedures, regular washing and disinfection of surfaces,
- measures to increase Customers' safety in the shop: installation of covers and partitions to guarantee a safe distance, provision of disinfectant fluids and disposable gloves,
- preventive measures – continuous communication concerning current recommendations on the application of safety measures.

Workers' safety

- personal protection – articles increasing safety during work (masks, disposable gloves, visors, disinfectants),
- safety procedures – changing the organisation of the work system, modified procedures for accepting deliveries, closed storage areas,
- educational activities – trainings in safety-related issues, information materials, safety procedures.



“abc na kołach” [abc on wheels]

During the epidemic, with the introduction of new government restrictions, shopping at the mobile grocery store is often the only safe option for an increasing number of consumers – many of whom are elderly people at particular risk of coronavirus infection. To meet the needs of the public, “abc na kołach” has launched a special hotline which provided information on whether the “abc na kołach” mobile grocery stores would be able to reach a given area.

Activities of “abc na kołach” during the epidemic

Consumers	Entrepreneurs	Headquarters	Suppliers
<ul style="list-style-type: none"> • supply chain security • a hotline for new customers, who can check whether a shop is in their area • information about hygiene in the vehicle • increase of the assortment of basic indexes • information given to consumers on regulations in force and education on protection of their health 	<ul style="list-style-type: none"> • instructions and information in the newsletter • graphics with the number of families provided with the products – mental support and motivation for shopkeepers • constant communication about the company's key role in the situation • appointment of appropriate persons to give assistance through helpline • phone numbers to agents – agent mentors • infographics with instructions • on-line training for new Entrepreneurs • gloves, masks and disinfectant gels in mobile shops 	<ul style="list-style-type: none"> • remote working • limitation of work in the field • Webex team statuses • disinfectants and temperature measurement 	<ul style="list-style-type: none"> • regular contact with suppliers, especially when it comes to small companies, in order to be able to provide them with assistance

1,225hand creams
were delivered
to hospitals

Only during the three weeks of the action, 1,225 hand creams were delivered to hospitals, out of which as many as 625 were purchased by the Kontigo e-store Clients. Thereby, the chain supported the Warsaw Central Clinical Hospital of the Ministry of Internal Affairs and Administration, the Institute of Mother and Child in Warsaw, the Infectious Diseases Hospital in Poznan and the Specialist Hospital in Katowice.

Kontigo

"We Help Hospitals" campaign

With the outbreak of the epidemic in March 2020, the chain began to receive many requests for help in equipping hospitals with hand creams. Customers working in hospitals signalled that due to the necessity of frequent hand disinfection their skin was very irritated, often suffering of wounds. That is why Kontigo organised the action of helping hospitals, in which the Customers, Consumers and employees of Eurocash Group were also invited.



**PRZEKAZALIŚMY JUŻ
600 KREMÓW DLA
PRACOWNIKÓW SZPITALI.**

**TY TEŻ MOŻESZ
POMÓC!**

#POMAGAMYSZPITALOM

**PRZYŁĄCZ SIĘ! KUP KREM
DO RĄK W SPECJALNEJ CENIE,
A MY WYŚLEMY GO DO SZPITALA.**

SPRAWDŹ >>

Obowiązuje od 03.04 do wyczerpania zapasów. Krem zakupiony w Kontigo zostanie przekazany do jednego ze szpitali w Polsce.

120
thousand
families

23
thousand
tonnes
of products

191
thousand litres
of water collected
for hospitals

Frisco.pl

The priority of Frisco's actions in 2020 was to provide access to safe shopping to as many people as possible. Faced with the threat of coronavirus and the resulting social isolation, Frisco.pl's mission was to safely deliver food to the homes of as many Warsaw residents as possible. Thanks to full mobilisation, we managed to reach tens of thousands of families in Warsaw, who could thus stay at home. All deliveries were carried out under full sanitary regime. In total, from February to December 2020, Frisco.pl delivered 23 thousand tonnes of products and served 120 thousand families in Warsaw. In a special way the chain supported senior citizens who could use bonus codes for free deliveries.

Cash & Carry Warehouses

The #PomaganiePrzezFakturowanie [literally: #SupportingByInvoicing] campaign was carried out in 180 Eurocash Cash & Carry wholesalers. Its aim was to support hospitals throughout Poland – for each invoice issued in the Eurocash Cash & Carry application, the Group donated a case of water. Another brick – additional 40 litres of water – were added by the wholesaler. In total, over 191 thousand litres of water was collected.

Eurocash Logistyka

Employees of Eurocash Logistyka have joined charity initiatives, supporting a total of 24 institutions throughout Poland, including hospitals, nursing homes and similar establishments, as well as non-governmental organisations.

Eurocash Gastronomia

Eurocash Gastronomia in cooperation with IKEA Poland heeded the call and joined the #WzywamyPosiłki [#MealsOnCall] campaign, delivering meals to hospitals, EMS stations and sanitary-epidemiological service stations. In total, 30 thousand meals were delivered in 8 locations across Poland. Additionally, in cooperation with CIRCLE K petrol station chain and the Polish Red Cross, almost 500 care packages containing essential food products were donated to those in need.

Eurocash Dystrybucja

Products for another 5,000 care packages were provided by Eurocash Dystrybucja. These were prepared by volunteer workers from the Group's Distribution Centre in Błonie and distributed among the needy by SOS Food Bank in Warsaw.

24
institutions covered
with assistance

over **30**
thousand
of meals for
medical
staff

over **71**
thousand kg
of goods
for those
in need

2. Entrepreneurship Development

Pillar I of the Sustainable
Development Strategy
of Eurocash Group



2.1. Impact of Eurocash Group on its Customers’* Entrepreneurial Growth

Eurocash Group – the Strength of the Modern Entrepreneur

The development of entrepreneurship is the first pillar of Sustainable Development Strategy of Eurocash Group 2020+. We believe the actions aiming at supporting and empowering entrepreneurial attitude are our important responsibility and a social role.

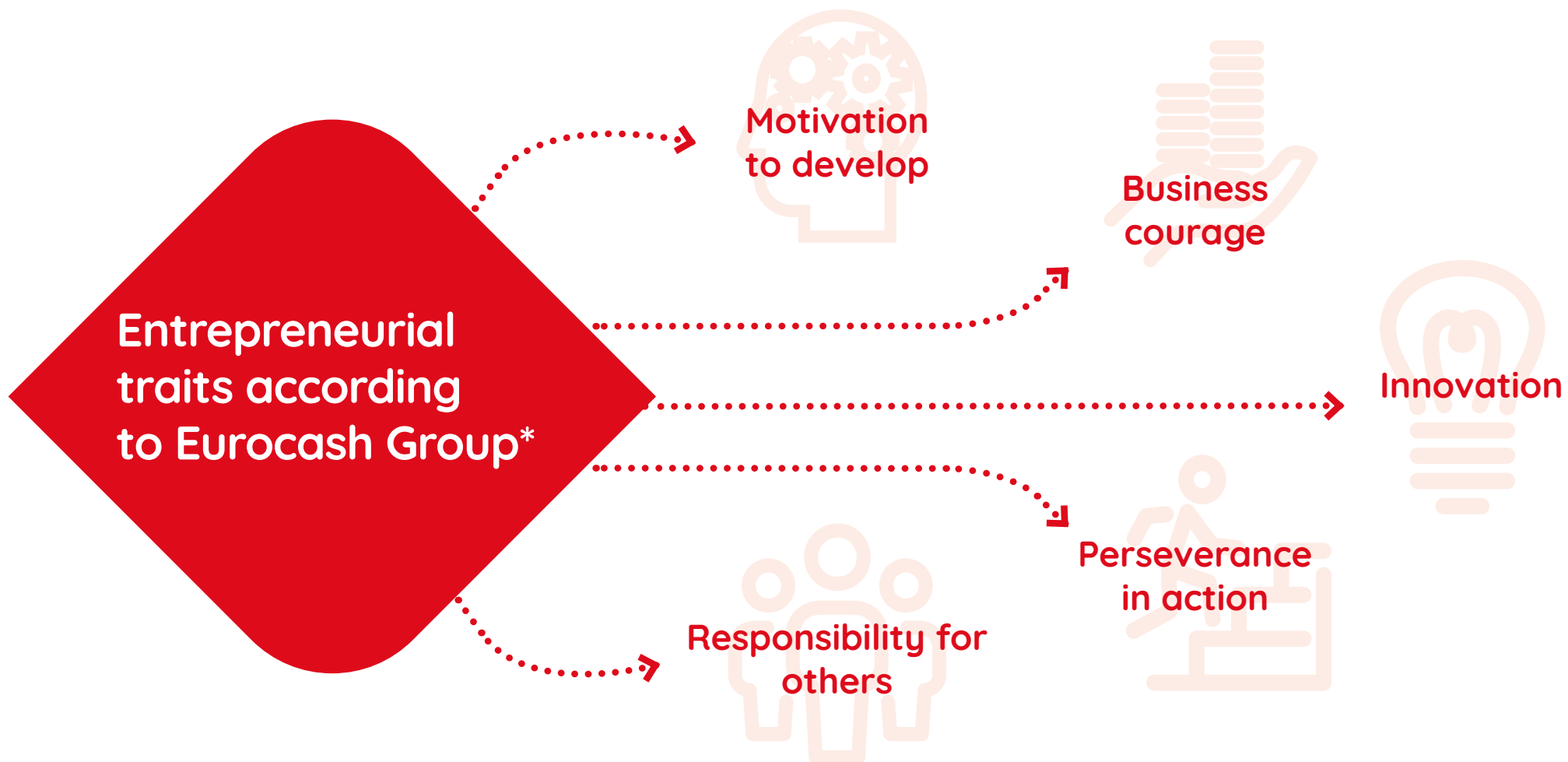
We offer our Customers comprehensive support in many ways: by providing them with access to various distribution formats and wide selection of retail concepts, purchasing power as well as tools for education to boost their skills. That is how nearly 91.5 thousand Entrepreneurs* can increase their innovation, responsibility for others, motivation to develop, courage in running business and persistence in action.

* Independent Entrepreneurs, retail store owners.



Pedro Martinho
Member of Eurocash Group's
Management Board, responsible
for managing sustainable development

At Eurocash Group, we know that entrepreneurship is one of the most important factors fueling social and economic development. We also know that Poles are a very enterprising nation – that's why, as a company, we have supported their entrepreneurial growth for the last 26 years in many ways. Cooperating with the Eurocash Group Entrepreneurs can choose from a wide variety of tools supporting them in running their activities. In 2020, we decided to check out how our input translates into development of their business, and thus – what impact our Group has had on their entrepreneurial growth.



* Data from the survey by the Eurocash Group "Entrepreneurship of Poles – quantitative approach report", research carried out using the CAWI method on the IQS panel, sample of 1006 respondents, completion date 2-10 March, 2020.

Solutions and tools offered by Eurocash Group



Entrepreneurial traits



In 2020, we conducted a survey examining influence of the Eurocash Group on entrepreneurial growth of Entrepreneurs who cooperate with us.

**Impact
of Eurocash Group
on its Customers'
entrepreneurial growth**

Our survey shows that Eurocash Group has an impact on all entrepreneurial traits of its Customers*.

Among the solutions and tools offered by Eurocash Group, the following have the greatest impact on the entrepreneurship growth of our Customers:



This translates into development of all entrepreneurial qualities and skills:

Business courage and perseverance in action are most strongly influenced by participation in a franchise, **innovation and motivation to develop** – by the Eurocash Academy of Skills.

The sense of responsibility for others is equally highly influenced by participation in the franchise and the Eurocash Academy of Skills.

Eurocash Group strengthens the Entrepreneurs' willingness to search and implement new, innovative solutions, which is an important element of building their competitive advantage.

In the case of **innovation**, Eurocash Group has the greatest influence on the development of basic business support activities, such as advertising or Customer communication, and the least influence on the implementation of new technological solutions, including applications or new forms of payment.

When it comes to **the motivation of growth in terms of self-development** reflected in Entrepreneurs' willingness to participate in training sessions offered by the Group at the Academy of Skills, the influence of Eurocash Group is also visible in this case. Though, it has less impact on **the motivation to keep growing** understood as introducing new business solutions in a shop.

The Group's impact on **responsibility for others** is also high, which indirectly affects the stakeholders of the Entrepreneurs, especially the local communities in which they run their business.

We also asked Entrepreneurs which aspects of Eurocash Group activities they believe have the greatest impact on the development of entrepreneurship. According to their answers, the following aspects are of the greatest impact on this:

- chain commercial conditions – bonuses
- social support, which includes employees of Entrepreneurs,
- support in opening a shop,
- inspiration to introduce new technological solutions,
- educational offer and marketing support,
- wide assortment.

* The data was collected during a survey conducted by Kantar in February 2021 on a group of 650 Entrepreneurs – Customers cooperating with Eurocash Group.

2.2. Everyday Business Activity

2.2.1. Purchasing Power

By means of the economies of scale, the Eurocash Group gives entrepreneurs – who run their independent stores – a much greater purchasing power. In this way we are able to increase their competitiveness in relation to large chains, we open up for our Customers access to the products of the largest producers while providing them with comprehensive support in negotiations as well.



67%

of our Customers

states that Eurocash Group strengthens its purchasing power, so that they could offer good prices to consumers*

* NPS Survey.

Own Brands

One of the forms of supporting the Entrepreneurs are own brands created by Eurocash Group. They help build a competitive advantage for independent Polish Entrepreneurs: they can offer consumers access to quality products at an affordable price.

Eurocash Group ensures safety and high quality of its own brand products. We perform this task in cooperation with suppliers and an external, independent and accredited laboratory. We make sure that own brand products are of a high quality: palm oil is gradually eliminated from them and their sugar content is reduced.





“Equal in Business” Ranking

Through the “Equal in Business” ranking, for several years Eurocash Group has been drawing the attention of the largest FMCG manufacturers to the fact that Polish consumers want to buy a branded assortment at a good price in proximity to their home. The epidemic has made this need even clearer.

Few consumers are aware that prices and range of products available in the stores are determined by trade strategies adopted by producers. This way they can influence conditions on which their products are offered in some shops with respect to some others. For consumers, this means that they may not always find their favourite product in the local shop, the closest one to their home, in the right weight and at an affordable price.

Eurocash Group through the “Equal in Business” ranking organised since 2017, **strives for a situation in which the offer of the largest suppliers in Poland is fair to customers of all types of shops.** Especially since many consumers can only shop quickly, conveniently and safely in independent shops, which account for around 40% of the retail market in Poland.

The ranking is compiled quarterly on the basis of data from the Nielsen research agency. It analyses prices, distribution to different sales

channels, market shares, the contribution of local shops to the sales growth of given manufacturers and the presence of special products in particular types of shops. In 2020, it covered the 35 most popular product categories and more than 180 major suppliers.

The ranking is prepared quarterly on the basis of data by Nielsen research agency. It analyses such aspects as: prices, distribution to various sales channels, market shares, local store contribution to increases in sales of given producers and presence of special products in given types of stores. In 2020 year it covered 35 of the most popular product categories and over 180 major suppliers. In 2020 it covered 35 of the most popular product categories and over 180 major suppliers.

In 2020, the ranking results (compared to 2019) were better for independent shop Customers in 15 out of 35 product categories, and remained the same in 5 of them. This resulted in increased sales at local shops and confirmed that they are able to meet customers' expectations regardless of circumstances – even during epidemics.

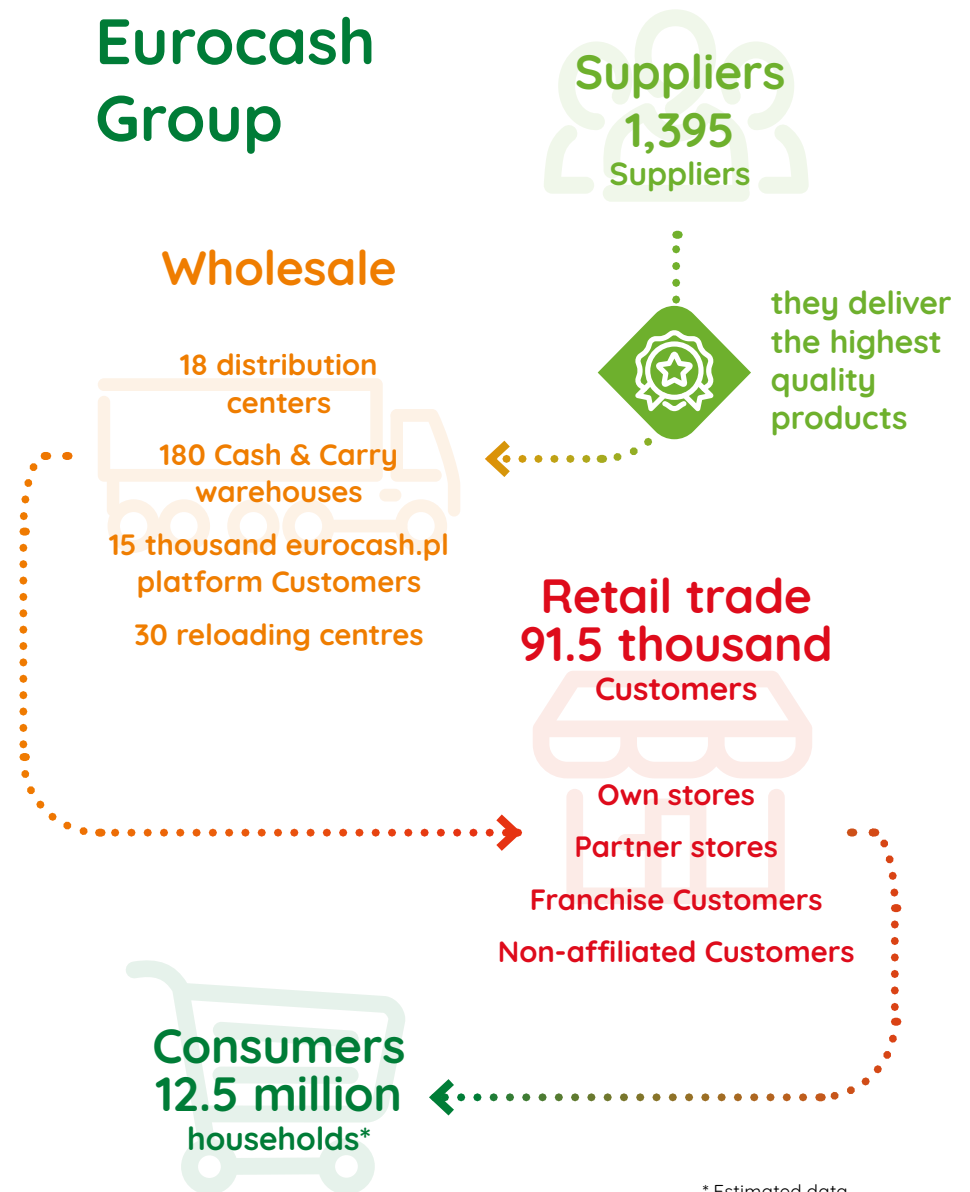


2.2.2. Distribution Formats

Eurocash Group is the largest Polish company dealing with wholesale distribution of food products and marketing support for independent Polish Entrepreneurs running their retail businesses. The franchise and partner chains supported by Eurocash associate about 16 thousand independent shops operating under such brands as abc, Groszek, Delikatesy Centrum, Lewiatan, Euro Sklep or Gama.

Through a number of distribution formats, Eurocash Group focuses its business activities on wholesale distribution of goods to Customers from all significant segments of the modern independent trade, in particular to retail stores (small supermarkets and grocery stores), convenience stores, the segment of petrol stations and restaurants, hotels and café chains.

Eurocash Group



* Estimated data.

2.2.3. Retail Concepts and Projects

Eurocash Group offers its Customers a wide choice of retail brands, so that different Entrepreneurs can find a convenient cooperation model that suits them best.

Retail brands and Eurocash Group projects



More about retail concepts and projects can be found in the annex to the report "Retail Concepts and Projects of the Eurocash Group" on p. 145.



2.2.4. Tools

Eurocash Group supports independent entrepreneurs in every aspect of cooperation – it cares not only about business factors, but also development and education of shop owners and their employees. The Eurocash Academy of Skills has been supporting our Customers in this area for 11 years. We are also constantly working to ensure independent entrepreneurs' competitiveness against hypermarkets, supermarkets and discount stores. Irrespective of the selected model of cooperation, Eurocash Group provides comprehensive marketing support: from attractive promotion tools to long-term loyalty programs.



* NPS Survey.



eurocash.pl

It is the largest B2B FMCG e-commerce platform in Poland, thanks to which independent Entrepreneurs save time and manage their shops more efficiently. Among other things, it is a source of information about consumers in the closest vicinity of the shop, which makes it possible to tailor assortment to the needs of the local market. Eurocash.pl is already used by more than 15 thousand independent retailers. New functionalities are planned all the time. Online ordering is already a global trend, which significantly accelerated during the COVID-19 outbreak. As part of the platform eurocash.pl operates the eurocash.pl Market, which offers a very wide assortment. For more information, visit: eurocash.pl.

eurocash.pl Market Platform

The aim of the eurocash.pl Market platform is to support independent retailers in competition with organised chains. It connects independent suppliers with Customers of the Eurocash Group operating within its own and partner networks. The platform may also be used by non-associated Customers, who buy products from our wholesalers. The platform helps them adapting to the ever-changing assortment expectations of the consumers and provides the sellers with secure and convenient access to even wider range of products.

them. We expect the highest quality standards from the producers. We have a quality control team in each of our warehouses. Team members check fresh deliveries to the warehouses on a daily basis. Currently, we deliver fresh products from 5 warehouses located in Krosno, Cracow, Sosnowiec, Błonie and Wrocław. Next year, we will begin deliveries from the warehouse in Lublin. Within two years we intend to cover almost all Customers of Eurocash Dystrybucja.

Project Fresh

Fresh is another Eurocash Group project aimed at developing competitiveness of our clients in 4 key fresh product categories: meat, processed meat, vegetables and fruit. The offer includes over 700 items. Products are delivered 6 days a week by a modern fleet specially designated for this purpose. The strategic aim of the project is the highest and consistent quality of fresh products, always to the specification. As part of the Fresh project, we employ auditors and quality technologists who continuously cooperate with our suppliers, and also verify and control





Innovative Trading Platform (ITP)

In 2020, the Innovative Trading Platform was also launched – at the beginning of 2021, there were already more than 1 thousand shops on it (from the Groszek, Euro Shop and ABC chains), which thus gained access to modern technology, knowledge and – as a result – more effective sales tools. One of the most important benefits for the shops that joined ITP is access to retail promotions that increase their attractiveness in the eyes of consumers.

Entrepreneurs who have joined ITP can also replace their old fiscal cash register for a modern device – an original Platform's solution. They have already been provided to over 300 shops. What is more, in contrast to the solutions of other manufacturers, ITP can freely develop functionalities and integrate them with mobile applications. As a result we have made it possible for member shops to use tools, which until now were developed mainly in large networks and were simply unavailable to individual entrepreneurs. Now, in addition to access to promotions and the ITP solution, shops associated in chains such as Groszek or Euro Shops can also use **the mobile consumer application**.

Heroes of Entrepreneurship

In 2020, preparations for the fourth edition of the contest were thwarted by the COVID-19 epidemic. It was a particularly difficult time for Entrepreneurs and all retail employees. This is why Eurocash Group decided to run a social campaign heralded as **Everyday Heroes** [original spelling: Herosi Codzienności] which aimed to recognize the commitment of retail workers in the fight against the epidemic.

HEROSI Codzienności

Heroes of Entrepreneurship – History of the Plebiscite

The first plebiscite "Heroes of Polish Entrepreneurship – Plebiscite of Retail Trade" took place in 2017 and aimed at rewarding Entrepreneurs who run their business with sheer commitment and passion. The second edition in 2018 was "Local Heroes – 100 initiatives of Entrepreneurs for the 100th anniversary of Independence" with a record number of 1.5 million votes submitted. In 2019, the "Heroes of Innovation" were awarded. Innovation was defined as ideas for improving the business run by the Entrepreneur or causing a positive change in the environment. Projects could be submitted in 3 categories: I change the world locally, I invest in technology and I focus on practical solutions.

HEROSI Polskiej Przedsiębiorczości

2017 edition

- 130 projects
- 15 prizes
- ca 500 thousand votes submitted
- PLN 350 thousand – prize pool of the contest

LOKALNI **HEROSI**

100 inicjatyw przedsiębiorców na 100-lecie niepodległości

2018 edition

- 403 projects
- 100 prizes
- 1.5 million votes submitted
- PLN 550 thousand – turnover from submitted receipts (in order to vote one had to upload a receipt of purchases from the Entrepreneur's store)
- PLN 1.5 million – prize pool of the contest

HEROSI INNOWACYJNOŚCI

2019 edition

- 661 projects
- 54 prizes
- over 538 thousand votes submitted
- PLN 1 million – prize pool of the contest
- PLN 100 thousand – the highest grant

Heroes at the Start

In 2020, the competition **Generation P – Heroes at the Start** [original spelling: **Generacja P – Herosi na Starcie**] was organised for young, ambitious and creative people who dream of an entrepreneurial career and want to develop their own business projects. The participants submitted their innovative business ideas, which at the same time carry a promising social impact. The competition was held in two age categories: 16-19 and 20-26 years old. **190 projects** were submitted to the competition, out of which **10 winning teams** were awarded, and the total prize pool amounted to nearly **PLN 80 thousand**.

HEROSI na Starcie

2.3. Eurocash Academy of Skills

[GRI 102-1] [GRI 103-2] [GRI 103-3]

The Eurocash Academy of Skills is Poland's largest comprehensive education and training programme supporting Polish independent retail stores associated in franchise and partner chains of Eurocash Group (ABC, Delikatesy Centrum, Euro Sklep, Gama, Groszek, Lewiatan, Duży Ben and Kontigo). By training the staff of the shops and the Entrepreneurs themselves (Eurocash Group stakeholders), it improves the quality of functioning of their businesses and provides them with constant access to up-to-date knowledge or modern solutions in trade.

The Academy is the only training and educational institution in Poland that provides such a wide access to knowledge about online and offline retail, at different levels of competence and from each thematic area concerning store management.



Eurocash Academy of Skills in numbers

11
years
of experience



112 thousand
participants
in all forms
of training
courses



42 thousand
workshop participants
across Poland



120
e-learning courses
(including
11 in Ukrainian)



138
expert articles



168
introductory and training
films on AUE TV



6 sets
of induction trainings
for 6 positions
in the store



18
workshop topics



21 thousand
users of our
educational
platform



25 thousand
attendees
of educational
conferences



240
post-graduate students and
participants in course
at the Warsaw
School of
Economics



2 comprehensive
programs improving skills
and competences
at the Warsaw
School of
Economics



Agata Wrzecionowska-Dzierba
Manager, the Eurocash Academy of Skills

The FMCG market is incredibly dynamic and constantly changing, like its consumers. Ours is one of Poland's largest educational and training programmes for independent trade. Participants in the Eurocash Academy of Skills include both retail business owners as well as their workers wishing to increase their competences and expand their knowledge of commerce. We grant them access to a web-based learning management system, organise dedicated workshops, conferences and

even postgraduate study programmes in cooperation with SGH Warsaw School of Economics. Prior to the epidemic, we held most of our activities "on location", either in meeting rooms or on the premises of shops belonging to Eurocash Group franchise holders – which was our attendees' favourite form of training. However, 2020 forced us to change our mode of operation. We had no choice but to suspend in-person training and almost immediately moved to the virtual classroom. We have been running free webinars and online workshops from the beginning of the coronavirus epidemic. In 2020, they attracted well over 23 thousand participants.

The Eurocash Academy of Skills in 2020

[WW 3] [WW 4] [WW 5]
[WS 1.5] [WS 1.5]



2.3.1. Pillar of the Academy: Educational Platform

Thanks to the educational platform (available on the Academy's website), shop owners can train their employees at any place and at any time. The platform provides unlimited online access to more than 70 free and interactive e-learning courses (including 11 in Ukrainian). The subject matter of the courses covers all areas of shop operation.

Due to epidemic restrictions in Poland, the Academy swiftly moved all its training activity online, organising over **125 webinars** that gathered almost **24 thousand participants**. During the webinars, experts representing various industries provided Entrepreneurs with clear insights on the latest changes in the law. The sessions' accessible format allowed attendees to pose questions that would be answered in the course of the webinar. All the webinars have been recorded and made available on the Academy's viewing platform AUE TV, which currently offers access to **168 videos** and boasts **21,464 active users**!



2.3.2. II Pillar of the Academy: Workshops

The workshops are a practical part of the Eurocash Academy of Skills training programme. This is a great opportunity to complete your knowledge and develop your skills. In 2020, over **3.5 thousand convenience store owners and workers** in **70 different locations** throughout Poland attended Academy-organised workshops. The trainings were compliant with sanitary restrictions resulting from the COVID-19 epidemic.

2.3.3. III Pillar of the Academy: Educational Conferences

The substantive conferences are **meetings of thousands of Entrepreneurs from all over Poland**, during which the participants deepen their knowledge about shop management and learn about **the latest trends and solutions** in retail. To date, **over 25 thousand-participants** have attended conferences organised by the Eurocash Academy of Skills.

In 2020, the Academy celebrated its 10th anniversary. Although a Congress could not be organised on the occasion due to the epidemic situation, we invited our Entrepreneurs to 10 dedicated webinars led by well-known and outstanding speakers, including Jacek Santorski, Rafał Ohme, Marek Zuber, Wojciech Eichelberger, Jakub B. Bączek, Szymon Kudła, Natalia Hatałska, Nikolay Kirov, and Paweł Tkaczyk. The sessions explored themes related to management, consumer trends, interpersonal relations and coping with pandemic and crisis-related stress.

2.3.4. Pillar IV of the Academy: Postgraduate Studies

Post-graduate studies and the course at SGH also contribute to changes in the perception of shop owners. The faculty created by Eurocash Group shows that running a shop requires appropriate knowledge, and also positions Polish retail Entrepreneurs as representatives of the dynamically developing field of economy.

Since 2020, sessions for postgraduate studies and course programmes have shifted to online format. We thus managed to ensure both an effective learning experience and our participants' safety.

2.3.5. Special Programme for Trade and Vocational Schools: Promoting Careers in Sales

Since 2018, the Eurocash Academy of Skills has **actively promoted careers in sales** through an initiative conducted under the auspices of the Polish Centre for Education Development (ORE). Within the initiative, we run practical **trainings and educational workshops** for pupils of vocational and technical schools. This way, we support youth education and help pupils make informed career choices, while offering insights into the non-apparent aspects of working in commerce. Since 2019, the Academy has been an active contributor to the European Vocational Skills Week.

On November 9, 2020, the Academy connected with over 25 schools throughout Poland for the **“Virtual Vocational Skills Festival”**. During the events, pupils got a glimpse into a working day of Eurocash Group employees in sales, logistics and warehouses, explored their talents and personal strengths during coaching sessions and learned how to build their career and plan their future. The event gathered 681 participants, including 38 teachers.



2.3.6. Induction Programmes for New Hires in Commerce

Due to the ongoing pandemic, the job market situation has been constantly evolving. Many Entrepreneurs were able to fill their job vacancies. Anticipating the needs of our Customers, in May, 2020 the Academy developed a **dedicated and comprehensive induction programme** intended to assist independent retailers in safely and effectively training their newly hired personnel.

Although similar induction programmes have been available through the Academy for the past few years, the newest addition has been significantly expanded and adapted to the ever-changing job market conditions caused by the coronavirus epidemic and **takes place online**.

The programme has been developed for **6 retail positions**, with each having a dedicated learning and training track lasting up to 4 weeks. Learning resources are available in various formats including e-learning courses, films, recordings from webinars and online workshops, press articles, information materials and e-books. **Participants have unlimited access** to these resources and can review learning material whenever and as many times as they like. The programme has been designed so that any new employee can complete it without external help. It is intuitive in use – users just need to log into the learning management system and follow the instructions.

Learning material has been **supplemented with information pertaining to the novel coronavirus**. The programme duly addresses all epidemic-related procedures and regulations. As soon as they are hired, new employees learn how to ensure that they and Consumers visiting their store stay safe.

Between May and November 2020, active users of the platform completed 11,767 induction programmes.

To learn more about the Eurocash Skills Academy's history, offer, activity and programmes, visit www.akademiaeurocash.com.pl.





3. Uncompromising Quality for Everyone

Pillar II of the Sustainable
Development Strategy
of Eurocash Group

3.1. Culture of Quality

[GRI 103-1]

[GRI 102-9]

Eurocash Group is the largest Polish company engaged in wholesale distribution of FMCG on the Polish market. We cooperate with a group of 1,395 trade suppliers, whose products reach over 91,500 Customers through our logistics.



This way we form an important part of the food supply chain for consumers across the country and for the entire organisation. **Most of our suppliers are Polish companies, including local producers, which means that we actively support the local market.**

Our suppliers

[GRI 103-2] [GRI 103-3]

Our suppliers are bound to comply with the requirements contained in the “**General Terms and Conditions of Product Delivery**”, which regulates: characteristics and documentation of products, rules of audits, setting the purchase price, organisation of deliveries, returns, circulation of documents, promotional activities, financial flows or penalties.

We start our cooperation with food suppliers with a so-called preliminary food safety audit, which allows us to assess a potential partner. This audit is carried out on the basis of the audit list prepared by Eurocash experts. Further negotiations are conducted only with those suppliers who have obtained a positive preliminary audit. In addition, regular supplier audits are carried out already during the cooperation.

We are also one of the biggest companies in Poland that works with **11.8 thousand non-commercial suppliers.**

As a logistics, wholesale and retail operator, we make sure that our products meet the highest quality and safety standards. We provide our Customers with access to the widest possible range of products at prices that allow them to achieve a competitive advantage. Thanks to our extensive logistics network, we deliver our goods as closely as possible to Customers – and thus we are able to reach the widest possible range of consumers.

[GRI 308-1] [GRI 414-1]

In 2020, we have introduced new rules for the suppliers' self-evaluation and started collecting information on their approach to social and environmental issues – a declaration was collected from 8.7% of all suppliers (data collected since September 2020).

Eurocash Group has also started to work on a **Code of Good Purchasing Practices** in the area of non-commercial purchases.



3.1.1.

Product Quality and Safety

It is crucial for our Group to ensure the highest standards of product safety and quality.

Food safety policy

The food safety policy was defined by the Management Board of Eurocash S.A. on the basis of the adopted strategy and it is the foundation of the Group's activities in this respect. Our primary goal is to provide customers with a comprehensive implementation of safe food supply and to meet their ever-increasing demands.

All Eurocash Group commitments, activities and services must be recognised examples of quality.

- The safety of the food offered and the standard of service are the basis for the Group's long-term development.
- We strive to maintain the quality of our services at a level that our Customers find unreachable by none of our competitors.
- The most important quality criteria are safe food and satisfaction of our Customers.
- Safety in food products trade is the priority for every employee in the company.
- We are building a work culture in which the safety of our products, people and the environment is important.
- The priority is to eliminate the sources of all non-compliances.



To achieve this:

- We are building a modern organisation and an efficient management system.
- We are reinforcing the strong position of our services in the food supply market.
- We ensure continuous process development through effective cooperation with our partners – Customers and suppliers.

Certificates

Eurocash S.A.

ISO 22000

First non-mandatory food safety standard was implemented in Eurocash already in 2010. External audits are conducted on a three-year cycle: every year 1/3 of Eurocash S.A. locations are audited. The processes of reception, storage, transport, hygiene, training, etc. are then verified. In 2020, 66 locations were audited. The certificate was maintained for the eleventh time.



Eurocash Gastronomia (location in Błonie, Sosnowiec and Plewiska)

BRC S&D

A global storage and distribution standard designed to ensure product safety and quality during the storage and distribution of food, packaging and other products applied in logistics processes. This audit is carried out on an annual basis.



Eurocash Gastronomia (location in Błonie, Sosnowiec and Plewiska)

MSC/ASC Supply Chain Standards

- **MSC (Marine Stewardship Council)** – The certificate guarantees that fish and seafood products bearing it come from sustainable and stable, well-managed fisheries. This audit is carried out on an annual basis.



- **ASC (Aquaculture Stewardship Council)** – Certification means that the fish come from sustainable farms. This audit is carried out on an annual basis.



Eurocash Dystrybucja i Franczyza (Kraków, Krosno, Błonie, Wrocław, Sosnowiec and Krągola)

Ecological production certificate

The certificate authorises to trade BIO products in the fruit and vegetable category. In 2020, the certification was confirmed with the AGRO BIO TEST audit. This type of certification verifies the way products are identified and it confirms the fulfilment of the requirements of Regulation (EC) no 834/2007 on organic production and labelling of organic products.



Blulog System

Eurocash Group has introduced the Blulog temperature control system, based on active RFID radio technology, to its logistics facilities. It allows for constant measurement of temperature in real time, so that the high quality of all products can be maintained and the losses resulting from its changes can be minimized. The system has been installed in most of the distribution centres and in all wholesale warehouses throughout Poland and in Eurocash Gastronomia warehouses.

Internal audits of food safety systems

Internal audits were conducted in 2020 by Eurocash Group auditors and in cooperation with BCD Business Development Centre. They are implemented in ISO 22000, BRC SD and, in the case of shops, HACCP systems. Audits are held periodically. It is intended that each location should be audited at least once a year, while a distribution centre should be audited quarterly.

In 2020, improvement in the food safety standard at wholesalers was observed, it has increased from 78,02% (in 2019) to 80,61%.

[WW 11]

	2020	2019
Quality controls	621	473
Audits of suppliers	411	467
including own brand audits	104	119
Quality supervisions in site	75	197
Trainings	431 persons directly trained in food safety	1,096 persons directly trained in food safety
Product testing	1,491 (own brand) 118 (fresh products)	1,769 (own brand) 114 (fresh products)

Year 2020 led to:



Improvement in the food safety standard at wholesalers from 78,02% in 2019 to 80,61% in 2020



268

audits within internal units



Own Brands

Own labels quality in 2020 in numbers:

- supervision over suppliers – 104 audits of own brand suppliers were carried out, as a result their compliance with the Eurocash Group standard was confirmed,
- sensory evaluation of own brand products – 297 sensory panels,
- laboratory tests of own brand products – 1,491 tests in external, accredited laboratories, which confirmed the appropriate physicochemical, microbiological and sensory quality of the articles,
- ensuring that own brand products are labelled in line with the law – a total of 1,063 passports and labels were verified and approved,
- internal product inspections conducted at the premises of Eurocash Group commercial facilities (at warehouses, wholesale outlets and in shops) – a total of 34 inspections, during which a total of 185 own-labelled products were assessed,
- certification of 33 articles of household chemistry under the brand HELP and SILIA. Customers can recognise certified products by the presence of the TÜV Nord logo on the label – a tested product.



3.2. Responsible Buyer, Responsible Seller

3.2.1. Responsible Selling Policy

Eurocash Group is a leader in the wholesale distribution of FMCG products, which are offered to consumers all over Poland through its own chain of stores and in Customers' stores. We are aware that among the products we sell, there are also those that – when misused, or consumed in excessive quantities – may endanger the safety and health of consumers.

Aware of our role and responsibility, we have developed a "Responsible Selling Policy" on tobacco and alcohol sales. It defines our priorities and areas of action in the area of responsible sales of specific categories of products resulting not only from legal regulations but also from our understanding of the role and mission of Eurocash Group, which is to provide consumers with a wide choice of products with simultaneous care for the health and safety of buyers.



4. We use less, we don't waste

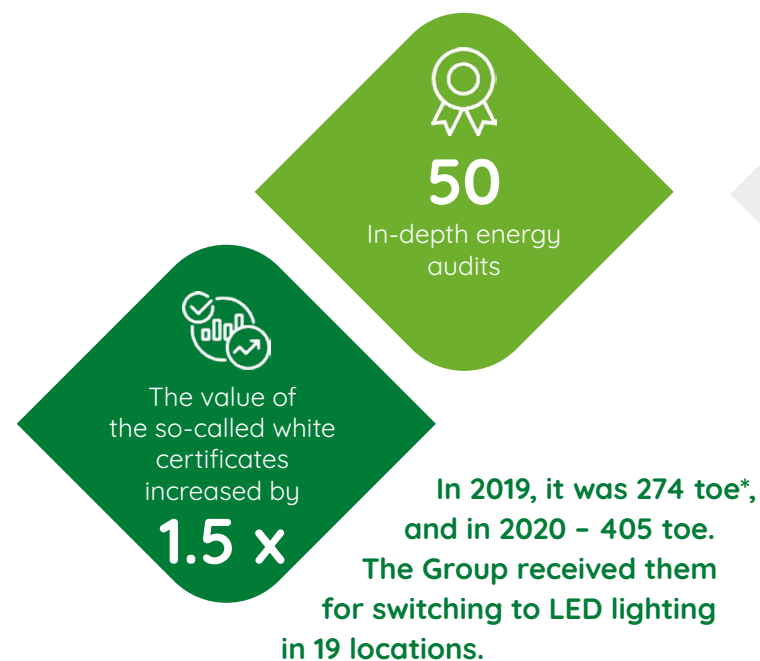
Pillar III of the Sustainable
Development Strategy
of Eurocash Group



4.1. Green Infrastructure

[GRI 103-1] [GRI 103-2]

In Eurocash Group we perfectly understand the need to take care of the natural environment. The company has an environmental policy, and as the leader in wholesale distribution of FMCG products on the Polish market, we strive to minimize our impact on the environment. This awareness of the importance of environmental issues makes the current operation and planned development of the Group emphasize compliance with applicable environmental regulations and standards, take local conditions into account and consider all environmental aspects. Issues related to environmental care are also significantly included in our Group's Sustainable Development Strategy.



* Tonne of oil equivalent.

[GRI 103-3]

In order to improve the effects of its environmental policy, Eurocash Group has set itself the following objectives:

- Comply with all legal and regulatory requirements in the area of environmental protection and our impact on the environment, which relate to our business.
- Systematic raising of environmental awareness among our employees and our partners, with particular emphasis on waste segregation and recycling.
- Preventing environmental pollution, including reduction of waste and harmful emissions.
- The rational use of natural resources, including air, water, energy and fuels.
- Perfecting technology and logistic processes so that they are environment friendly on the one hand and on the other hand meet the needs and expectations of current and future contractors as well as other parties.
- Preventing emergencies.
- Creating pro-ecological activities among suppliers and Customers.

Green Office Certification

As a part of “Zielone Biuro” [Green Office] project, all offices belonging to the Eurocash Group, received the Green Office certificate. Currently, together with the Foundation for Ecological Education, we run educational activities among our employees in this area.



[GRI 302-1]

	2020	2019
1. Total energy consumption from non-renewable sources broken down by raw materials from which it was produced (GJ/Year)		
natural gas	166,267.19	166,926.99
heating oil	19,373.87	20,308.36
propane gas	17,682.11	11,761.51
eco-pea coal	768.43	287.50
3. Total consumption (GJ/year)		
electric energy	549,410.86	564,410.81
thermal energy	83,603.56	77,894.10
chill	0	0
steam	0	0
5. Total energy consumption (GJ/year)	837,105.97	841,589.27

Standards, methodologies, assumptions or tools used: units conversion: 1 [kWh] = 0,0036 [GJ]; 1 [GJ] = 277,777 777 777 [kWh]; caloric value (CV) multiplied by fuel consumption = [MJ/year]; conversion 1 [MJ] = 0,000 277 777 777 777 78 [MWh].

The source of the conversion coefficients used: calorific values based on the National Centre for Emission Management and Balancing and www.gaz-system.pl website.

The data include companies: Eurocash S.A., Delikatesy Centrum sp. z o.o., Eurocash Serwis, FHC-2 sp. z o.o., Madas sp. z o.o.

[GRI 302-3]

	2020	2019
1a. Organization's energy intensity index [kWh/(m²*year)]	200.45	201.52
1b. Selected denominator for the ratio calculation (specific for the organisation)	area (m ²) = 1,160,030.55 (m ²)	area (m ²) = 1,160,030.55 (m ²)
1c. The types of energy included in the fuel energy efficiency index [kWh/(m²*year)]		
natural gas	39.81	39.97
heating oil	4.64	4.86
eco-pea coal	0.18	0.07
propane gas	4.23	2.82
electric energy	131.56	135.15
thermal energy	20.02	18.65

chill	NO				NO			
steam	NO				NO			
all	NO				NO			
3b. Business units or plants [kWh/(m²*year)]								
Delikatesy Centrum	325.30				324.79			
Eurocash Serwis	135.74				142.22			
MADAS	385.31				388.27			
FHC2_DT	474.70				473.35			
Eurocash S.A.	159.52				160.88			
3c. Types of energy source								
renewable	0.026 [kWh/(m ² *year)] in relation to the area of the entire organisation				0,008 [kWh/(m ² *year)] in relation to the area of the entire organisation			
non-renewable	gas: 39.81	heating oil: 4,64	propane gas: 4.23	eco-pea coal: 0.18	gas: 39.97	heating oil: 4.86	propane gas: 2.82	eco-pea coal: 0.07

The data include companies: Eurocash S.A., Delikatesy Centrum sp. z o.o., Eurocash Serwis, FHC-2 sp. z o.o., Madas sp. z o.o.

[GRI 302-4]

	2020	2019
1. Reduction in energy consumption achieved as a direct result of maintenance (modernisation) or efficiency-increasing initiatives (GJ/year)	2,262.26	0
2. Type of energy included in the above-indicated reduction in energy consumption:		
fuels	NO	NO
electric energy	YES	YES
thermal energy	NO	NO
chill	NO	NO
steam	NO	NO
3a. Base year or baseline	2019	2019

The data include companies: Eurocash S.A., Delikatesy Centrum sp. z o.o., Eurocash Serwis, FHC-2 sp. z o.o., Madas sp. z o.o.

[GRI 303-3]

	2020	2019
1. Total water withdrawal by the organisation at all locations, in megalitres (MI), by source:		
surface waters	not applicable	not applicable
groundwater	not applicable	not applicable
sea waters	not applicable	not applicable
production water (obtained from the extraction, processing or use of any other raw material)	not applicable	not applicable
water obtained from an indirect source (e.g. local water supply system)	177.14	173.19

2. Total water abstraction by the organization at locations with water scarcity in megalitres (MI)	not applicable	not applicable
3. A breakdown of the total water abstraction from each of the sources mentioned in points 1 and 2, in megalitres (MI), according to the following categories:		
fresh water [<1000 mg/l total dissolved substances (TDS)]		
surface waters	not applicable	not applicable
groundwater	not applicable	not applicable
sea waters	not applicable	not applicable
production water (obtained from the extraction, processing or use of any other raw material)	not applicable	not applicable
water obtained from an indirect source (e.g. local water supply system)	177.14	173.19
other sources [<1000 mg/l total dissolved substances (TDS)]	not applicable	not applicable

[GRI 305-1], partly

	2020	2019
1. Gross greenhouse gas emissions in tonnes (t) of CO₂ eq. or equivalent unit measure, excluding fleet	16,352.36	21,779.71
1c. Type of emission source (without fleet)		
combustion in stationary sources (a)	10,477.82	10,450.05
process (b)	Brak	Brak
volatile (d)	5,874.54	11,329.66
1a. Gases included in the calculation	CO ₂	
2. Base year adopted for calculations, with indication	2019	2019
base year emissions	21,779.71	21,779.71

The data include companies: Eurocash S.A., Delikatesy Centrum sp. z o.o., Eurocash Serwis, FHC-2 sp. z o.o., Madas sp. z o.o.

[GRI 305-2]

	2020	2019
1. Gross indirect emissions (scope 2) by location in tonnes (t) of CO₂ eq. or equivalent unit measure, including	128,153.90	130,579.26
1c. Type of energy		
electric	109,729.56	112,725.38
thermal	18,424.34	17,853.88
chill	0	0
steam	0	0
2. If applicable: gross indirect emissions (scope 2) on a market basis, in tonnes (t) of CO₂ eq. or equivalent unit measure		
3. Gases included in the calculation	CO ₂	
4. Base year adopted for calculations, with indication	2019	2019
base year emissions	130,579.26	130,579.26

The data include companies: Eurocash S.A., Delikatesy Centrum sp. z o.o., Eurocash Serwis, FHC-2 sp. z o.o., Madas sp. z o.o.

[GRI 305-4]

	2020	2019
1. Organisation GHG intensity rate (t/m²)	0.1105	0.1126
2. Selected denominator for the ratio calculation (specific for the organisation)	total area of the Group's facilities = 1,160,030.55 [m ²]	
4. GHG emissions types used for indicator (t)		
scope 2	128,153.90	130,579.26
5. Gases included in the calculation	CO ₂	

The data include companies: Eurocash S.A., Delikatesy Centrum sp. z o.o., Eurocash Serwis, FHC-2 sp. z o.o., Madas sp. z o.o.

[GRI 305-5]

	2020	2019
1. Achieved reduction in GHG emission resulting from the actions taken [in tonnes (t) of CO₂ equivalent]	2,397.60	0
1a. Gases included in the calculation	CO ₂	
1b. Base year adopted for calculations, with indication	2019	2019
why the year was chosen	2019 is the first year in which the Group's GHG emissions were calculated	
base year emissions	130,579.26	130,579.26
1c. The ranges within which the emission reductions have been achieved		
scope 1	YES	YES
reduction level	-27.77	0
scope 2	YES	YES
reduction level	2,425.36	0

The data include companies: Eurocash S.A., Delikatesy Centrum sp. z o.o., Eurocash Serwis, FHC-2 sp. z o.o., Madas sp. z o.o.

[GRI 306-2]

Waste by type and waste management method

	2020	2019
Total weight of non-hazardous waste broken down by waste management methods, in megagrams (Mg)	2020	2019
recycling	13,829	10,227
incineration (at waste incineration plants)	736	182
landfill	1,628	1,914
Total weight of hazardous waste broken down into waste management methods, in megagrams (Mg)		
recycling	17.283	0.364

4.2. The Green Fleet

Since 2017, a hybrid revolution has been underway at Eurocash Group. At that time, we decided to buy almost 350 cars with hybrid drive (B-segment cars), in 2018 we completely withdrew from buying diesel cars. In 2019, we decided that all cars in the B, C and D* segments would be equipped with a hybrid drive. By the end of 2020, the fleet comprised 1,289 hybrid cars.



A fleet of companys' hybrid cars

	2017	2018	2019	2020	In total
Number of new hybrid cars	349	158	493	289	1,289

Just building green transport in our company is not enough. In addition to the gradual transition to a fully hybrid fleet, the project also aims to educate drivers about eco-driving styles that directly translate into reduction of harmful emissions.

*Segment B are Toyota Yaris class cars, segment C refers to Toyota Corolla/Auris class cars, segment D comprises such cars as Toyota Camry/Avensis or similar.

[WS III.2]

Emissions per km driven (reported per category of vehicles and type of fuel used)

	Average CO ₂ emissions g/km	
	PB 95	Diesel
Vehicles >3,5 t	259.89	417.18
Vehicles ≤3,5 t	122.90	168.15

[GRI 305-1] partly

Direct greenhouse gas emissions, scope 1 (data for Eurocash Group*, fleet)**

	Year	PB 95	DIESEL	LPG	Total
Fuel consumption (in litres)	2020	2,976,651	5,861,795	0	8,838,446
	2019	3,452,661	6,004,935	21,926	9,479,523
CO ₂ emissions (tonnes)	2020	6,935.60	15,650.99	0	22,586.59
	2019	8,044.70	16,033.18	32.6701423	24,110.55
Total km driven	2020	102,730,247.74			

* The data include the following companies: AMBRA sp. z o.o., Cerville Investments sp. z o.o., Eurocash S.A., Eurocash Serwis sp. z o.o., DEF sp. z o.o., Eurocash Franczyza sp. z o.o., EKO Holding S.A. w likwidacji, Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Groszek sp. z o.o., Partnerski Serwis Retailiczny S.A., MILA, LEDI, PayUp, PDA, Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Frisco S.A.

** Calculations based on KOBIZE indicators.



Awards of “Rzeczpospolita” Journal

The editors of “Rzeczpospolita” decided to award FMCG companies that in their opinion coped best during the epidemic. Apart from the award for implementing innovative solutions in retail/wholesale trade, Eurocash Group was also distinguished for the company’s effective actions concerning the environment, natural resources and climate protection. The justification states: “Eurocash is actively working to reduce CO₂ emissions by investing in a modern fleet of hybrid vehicles”.

4.3. We don't waste!

[WW 1] [WW 2] [WS III.3]

In 2020, we began implementing comprehensive solutions towards our key goal of reducing food waste across the entire logistics chain. Our activities focused on identifying exactly where products are wasted – a special "We don't waste!" desktop was created to manage this process. In the reporting period the volume of product losses in relation to the volume of products sold was 0.7%.

Cooperation with NGOs

In 2020, we developed our cooperation with NGOs in donating food to people in need. In total, Eurocash Group donated 173,680.09 kg* (13,657.02 kg in 2019) of food in 2020. We also expanded our cooperation with non-governmental organisations – we actively donate food to 56 local public benefit organisations, these are:

- 18 Caritas centres
- 15 centres of Towarzystwo Pomocy im. Świętego Brata Alberta [St. Brother Albert's Aid Society]
- 8 Food Banks
- 15 other institutions (Akcja Humanitarna "Życie", Teen Challenge, "Serce dla Maluszka" Foundation among others)

Cooperation reported per organisation

Organisation	Quantity of food donated (in kg)
Caritas	78,879.43
Food Banks	25,537.47
Towarzystwo Pomocy im. Świętego Brata Alberta [St. Brother Albert's Aid Society]	16,128.6
Teen Challenge	13,196.13
Ogólnopolskie Stowarzyszenie Arka Noego	11,989.49
Centrum Pomocy RN PKPS	8,618.00
PSWONU "Razem"	8,287.95
Hospitals	5,391.97
Stowarzyszenie Centrum Pomocy Panaceum	5,009.54
Other foundations	18,288.76
In total	191,327.34

We have also conducted educational projects for our employees and Entrepreneurs to raise their awareness of this topic. For both groups we prepared special webinars and educational materials.

* Food does not come from food collections.



5. Employees Safety and Commitment

Pillar IV of the Sustainable Development Strategy of the Eurocash Group

5.1. Employees

[GRI 103-1] [GRI 103-2] [GRI 103-3]

Eurocash Group is one of the largest employers on the Polish market. For 26 years we have been providing our employees with permanent and good working conditions and the possibility of comprehensive development in many areas of our business. In the reporting period, we employed nearly **21,277 employees** across the country.

Work in Eurocash Group is primarily a perspective of constant growth. The scale and diversity of our company's operations and the multiplicity of entities with which we cooperate provide an opportunity not only to work in many industries, but also to develop continuously. We observe that our employees change employment within the Group throughout their career.

The Group also collaborates with thousands of suppliers and Entrepreneurs, thus having an indirect impact on hiring more people and developing local communities.

In our company, we know that people are most important. It is only thanks to their commitment, reliability, entrepreneurship and daily hard work that we are able to achieve the ambitious goals set for the entire Group. This is why, with our attitude and actual actions addressed to our employees we have been striving for years to be considered a responsible employer.

The year 2020, because of COVID-19, was a particular year that demonstrated the great role we have to play as a responsible employer. The epidemic caused rapid changes in the labor market. In order to provide the Group's employees with a sense of stability, we strengthened the internal recruitment system – employees from departments less burdened with responsibilities were smoothly transferred to work in those business areas that needed support due to the epidemic. All recruitment processes were conducted online. In the end, our workforce decreased by only 5% in 2020.

In Eurocash Group, work is open to anyone regardless of age, gender, national and ethnic origin, race, religion, disability, sexual orientation or political views. No discriminatory actions or behaviour against another employee, contractor or third party are tolerated in the Company.



Communication with employees through dialogue is a priority for us. That is why we take care of internal communication to reach employees working all over the country with relevant information. This was particularly important during the COVID-19 outbreak.

Eurocash Group internal communication	Actions
Employee Opinion Survey	Every year, an Employee Opinion Survey is conducted among all Group employees – in 2020, 82% of employees participated in it.
Eurocash Intranet	The platform for all Eurocash Group employees and the main source of knowledge about the Company. Employees can find here such types of content as: Group news, information about benefits, competitions, business units or procedures.
Workplace by Facebook	A social platform for employees where they create their profiles, integrate into groups on topics of their interest, chat, and comment on news.
„Udanego Tygodnia!” [„Have a good week!”] Weekly Newsletter	The Newsletter is a way for the CEO, Luis Amaral, to inform about the most important topic in the life of the Company during the week. It is additionally printed and displayed in visible places of the Group's units.
Live chats with the Management	Monthly live online meetings of the CEO, Luis Amaral with the employees. During these meetings Employees have the opportunity to ask questions, which Luis Amaral answers in real time. There were 14 such meetings.

5.2. Safety

5.2.1. Safety – a common cause!

[GRI 103-1] [GRI 103-2] [GRI 103-3]

Eurocash Group, as the leader of the wholesale market and one of the largest logistics operators in Poland, takes care of the safety of its employees in the workplace.

Safe Working Conditions during the COVID-19 Epidemic

See how we took care of the safety of our employees during the COVID-19 epidemic.

Safety at Workplace

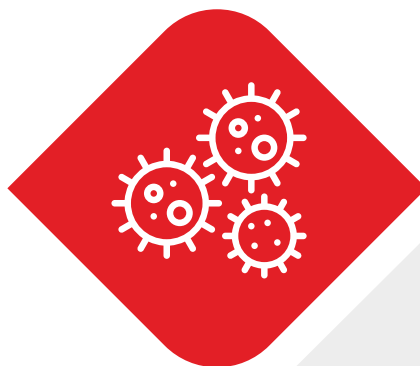
The annual reduction of accidents at work is one of our priority goals in the area of safety. An effective preventive system is thus very important. The one we have implemented consists of trainings for Group employees, daily reminders and supervising application to safety rules.

[GRI 403-5] [GRI 403-7]

All employees are provided with initial training on hazards and accident management, fire protection and first aid. Training in these issues takes place during the first two days of work in our company. Due to the epidemic, most of the trainings in 2020 was held on-line.

Specialist training courses are offered for employees of distribution centres and fork-lift operators.

The prevention system also includes **“Strzał w 10”** [“Bullseye”], **“Krzyż bezpieczeństwa”** [“The Safety Cross”] and **„Kapitan Bezpieczeństwo”** [“Safety Captain”] programmes. They all focus on promoting safe behaviours in the workplace.



Our company is one of the largest logistics operators throughout Poland, which makes driving a car a permanent part duties of many employees of our Group. We are reducing accidents in this area, promoting not only safe, but also ecological driving. More about this in [“The Green Fleet”](#) chapter.

In the reporting period, the situation regarding the number of accidents and safety at workplace in Eurocash Group was as follows:

[GRI 403-9] [WS IV.1]

Eurocash Group employees	2020	2019
Number of fatalities due to work-related injuries	0	0
Rate of fatalities due to work-related injuries	0	0
Number of serious work-related injuries (excluding fatalities)	2	1
Rate of serious work-related injuries (excluding fatalities)	0.1	0.1
Rate of work-related injuries	253	449
Main types of work-related injuries	14.8	24.8
Number of employees*	tripping, falling, twisting, crushing, fracture of lower/upper limbs, injury to upper limbs	tripping, falling, twisting, crushing, fracture of lower/upper limbs, injury to upper limbs
Number of employees*	17,141	18,099

* Status according to data from the SAP HR system.

Employees who are not employed by Eurocash Group, but whose work and/or workplace is controlled by the Group	2020	2019
Number of fatalities from work-related injuries	0	0
Rate of fatalities due to work-related injuries	0	0
Number of serious work-related injuries (excluding fatalities)	0	0
Rate of serious work-related injuries (excluding fatalities)	0	0
Number of work-related injuries	49	40
Rate of work-related injuries	11.99	11.99
Main types of work-related injuries	tripping, falling, twisting, crushing, fracture of lower/upper limbs, injury to upper limbs	tripping, falling, twisting, crushing, fracture of lower/upper limbs, injury to upper limbs
Number of employees	3,336	3,336

Work-related hazards that pose a risk of serious injuries, including	
How the hazards have been identified	post-accident proceedings
Which of these hazards caused or contributed to serious injuries of employees in the reported period	traffic accident – road accident, caused by another user involved
Actions taken to eliminate or reduce these hazards by applying to the hierarchy of control	eco driving
Actions taken to eliminate and minimize other work-related hazards by applying to the hierarchy of control	
Specify if the indices had been calculated based on 200,000 or 1,000,000 hours worked	calculation of accident frequency (number of accidents x 1000) /number of employees

5.2.2.

Good working conditions

[GRI 403-6]

As good health and sport improve the quality of life and have a positive impact on our employees' day-to-day performance, Eurocash Group supports **medical and sports packages**.

Each employee is entitled to enrol in **a private healthcare plan**, which can also be extended to their immediate family, as well as parents/parents-in-law (packages for senior citizens). Around 4,400 employees, or 25% of the workforce, have benefitted from medical packages.

All Eurocash Group employees may also opt for a sports package. When choosing a sports card, each employee can include one additional person (adult and/or children). Employees and their loved ones can choose one of two sports card types. Almost 2600 sports packages, accounting for ca.15% of all employees, have been purchased to date.

Eurocash Group has its own sports leagues for football, bowling, and volleyball. Each year, funds are set aside to support local initiatives promoting physical activity among our employees. Forecasts include almost 100 beneficiaries from various cities in northern, central, southern and western Poland.

Our employees compete in **charity sports events** on an annual basis. Any costs incurred through participation in these events are covered by Eurocash Group. In 2020, we were represented at Wings for Life, which due to the pandemic was held online. Despite the difficult year, a group of runners competed in smaller running events, including the Bison Ultra Trail in Podlasie region.

We have been continuously encouraging our employees to keep active and healthy lifestyle. As part of the **#Nasze Zdrowie** [literally: #OurHealth] programme, we developed **webinars and on-line pro-health campaigns** for them.



Eurocash Group also ensured its employees have access to psychological support. A psychological support hotline was launched, offering employees consultations over the phone. Additionally, we distributed a psychological handbook containing techniques for at-home energy healing and relaxation as well as practical advice on stress management.

In its campaigns, our company also addresses the children of our employees. **“Fulfil Your Dreams” Scholarship Programme** was established with them in mind. Summer camps are organised annually. Our Foundation also introduced a welfare stipend for orphaned underage children whose parents worked at Eurocash Group. Recipients receive a monthly stipend ten times in a year (i.e. throughout the school year) until they complete their secondary education. There are currently 35 children benefitting from the stipend, which is funded exclusively by Eurocash Group.

Online Christmas Party

In 2020, during Eurocash’s online Christmas party, the company’s Management shared their season’s greetings with the employees. This was the first event of this kind in the history of Eurocash Group, with **almost 6.5 thousand registered employees**, who were all able to attend it along with their family members from the comfort of their own homes. Attendees were treated to a live Christmas concert featuring Polish musicians and were encouraged to participate in a range of entertainments and competitions, including a company anniversary quiz and a special Christmas game.

Active participation of attendees, high holiday spirits and pure fun have all contributed to the party being deemed as the **The Best Online Event in 2020!**



Gwiazdka
z EUROCASH

As a responsible employer we provide our employees with extensive access to various benefits and non-wage packages.

[GRI 401-2]

Benefits available to all regular staff at Eurocash Group

Benefits fully funded by Eurocash Group



Benefits available for a small charge



* Cancelled in 2020 due to epidemic-related restrictions.

** In 2020, an online company-wide Christmas party replaced all scheduled holiday meetings.

*** Starting in 2021, employees will be able to choose from two healthcare operators, Medcover and LuxMed.

5.3. Commitment

5.3.1.

Development and commitment

Trainings

The strength and most important capital of our company are people and their competences. Due to the scale and nature of its operations, Eurocash Group cooperates with a very diversified group of employees, who are able to develop their professional competences and engage in social projects at many levels.

The development of professional competence takes place through a wide range of training courses available for our employees. The offer includes both internal and external trainings, funding of higher education is also possible. Specialised or job-based trainings are offered to individual groups of employees whose work is of a specialized nature. Apart from trainings strictly related to their duties, the Group's employees can enroll to numerous courses developing interpersonal competences.

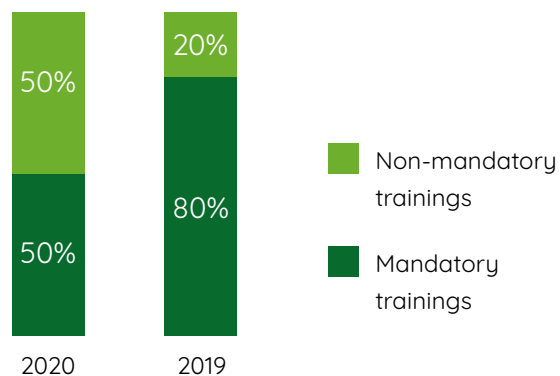
Our employees have access to a modern e-learning platform, which hosts several dozen of on-line trainings available for them. Our educational offer is constantly expanding.

In 2020, the number of mandatory e-learning courses decreased by 26.04%, which resulted from the lower number of newly hired employees. On the other hand, the share of non-compulsory e-learnings has increased (non-compulsory e-learnings are all those trainings for which the employee reaches voluntarily, out of his own need).



	2020	2019
Total e-learning courses (completed with positive result)	8231	11344
Number of e-learning courses per 1 employee	0.48	0.63
Number of employees who performed e-learning course (with positive result)	3,984	5,489
Ratio of the number of people who graduated (completed with positive result) at least 1 e-learning to total number of e-learning courses performed	2.07	2.07
The ratio of all e-learning courses performed in comparison to compulsory e-learning (4 topics) for new employees	52.1% (4,288)	78.14% (8,864)

Ratio of mandatory to non-mandatory e-learning trainings



Number of e-learning courses in 2020, broken down by gender

Total number, including	8,231
Women	4,184
Men	4,047

Average number of e-learning courses per 1 employee, broken down by gender

Total number, including	0.49
Women	0.40
Men	0.63

The scope of e-learning programmes is very broad and spans over 48 subject areas (15 more than in 2019), ranging from onboarding for new hires through information safety and management training programmes. Additionally, employees can participate in webinars on labour law and 206 have done so in 2020. In total, 354 training events were offered in 2020.

Number of trainings on an hourly schedule in the reporting period is as follows:

[GRI 404-1]

	2020	2019
Average number of hours of training per 1 employee	1.8	Data not available
Average number of training hours, held by employees in the reporting period, broken down by:		
Gender		
Female	1.57	1.99
Male	2.11	2.82
Employment category		
Senior staff /top management	15.19	14.45
Mid-level management	3.09	5.44
Professionals	4.50	5.74
Other employees	0.50	1.00

* The data include the following companies: Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Retailiczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., EKO Holding S.A. w likwidacji, Delikatesy Centrum sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Sushi 2 Go sp. z o.o., Eurocash Convenience sp. z o.o., Retail Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Delikatesy Centrum Sklepy sp. z o.o.

Training Events and Activities during COVID-19 Epidemic

After the outbreak of the epidemic, almost all of trainings regularly run within Eurocash Group have moved online been immediately transferred to the internet. Implementation trainings (INDUCTION) for new employees were held on-line as well. They were led by an internal trainer facilitator and Katarzyna Kopaczewska, Member of the Management Board. In total, **324 employees** have been trained.

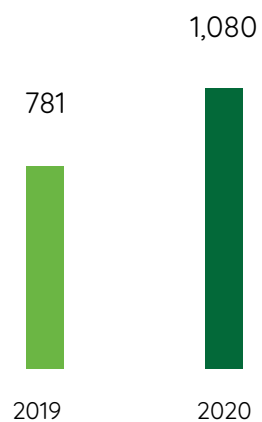
Employees who switched to remote work were offered e-learning trainings boosting effectiveness of working from home and improving work organisation in home office mode.



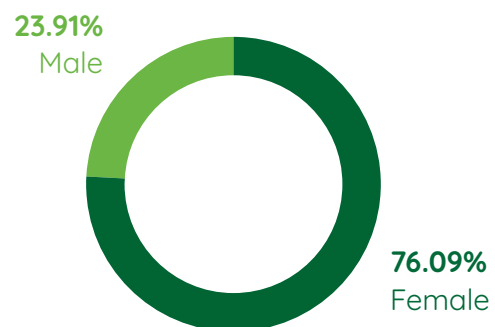
Library

Out of respect for tradition, we operate a company library with an ever-expanding book collection. Starting in 2020, to satisfy the needs of users who are working remotely and thus cannot borrow books from our office, we have made the library resources available online.

Number of loans:



Library users by gender



Programs for Students, Graduates and Other Learners



Management Trainee Programme

Eurocash Group runs the Management Trainee (MT) programme addressed to students and recent university graduates. The programme aims to groom managerial staff able to lead complex projects in different Eurocash Group departments.

Each participant in the Management Trainee programme undergoes an intensive two-month onboarding training across different Eurocash Group departments and locations. Due to the epidemic and resulting restrictions on meetings, these were mostly held online and involved management staff across business departments and units.

In the next stage of the programme, participants complete two 6-month internships in two different departments. One of the internships is always in Operations, so that future managers gain a thorough understanding of how the company functions.

In 2020, 9 participants enrolled in the Management Trainee programme (4 females and 5 males).



Ambassador Programme

Eurocash Group has established partnerships with Polish higher education institutions to implement its Ambassador Programme. In the 2020/2021 academic year, the Group is represented by six student ambassadors (4 females and 2 males).

In Warsaw, ambassadors are active at SGH Warsaw School of Economics and University of Warsaw, while in Poznań the group is represented by students from the Poznań University of Economics and Business as well as Adam Mickiewicz University. Ambassadors are also active at the University of Katowice.

Selected students support the Group in events organised at partner universities including “Open Lectures with Practitioners” and other events organised by the institutions. Ambassadors also help establish ties with local student bodies, including study groups (koła naukowe). During remote learning, ambassadors support the Group in its online activity, including during job fairs.

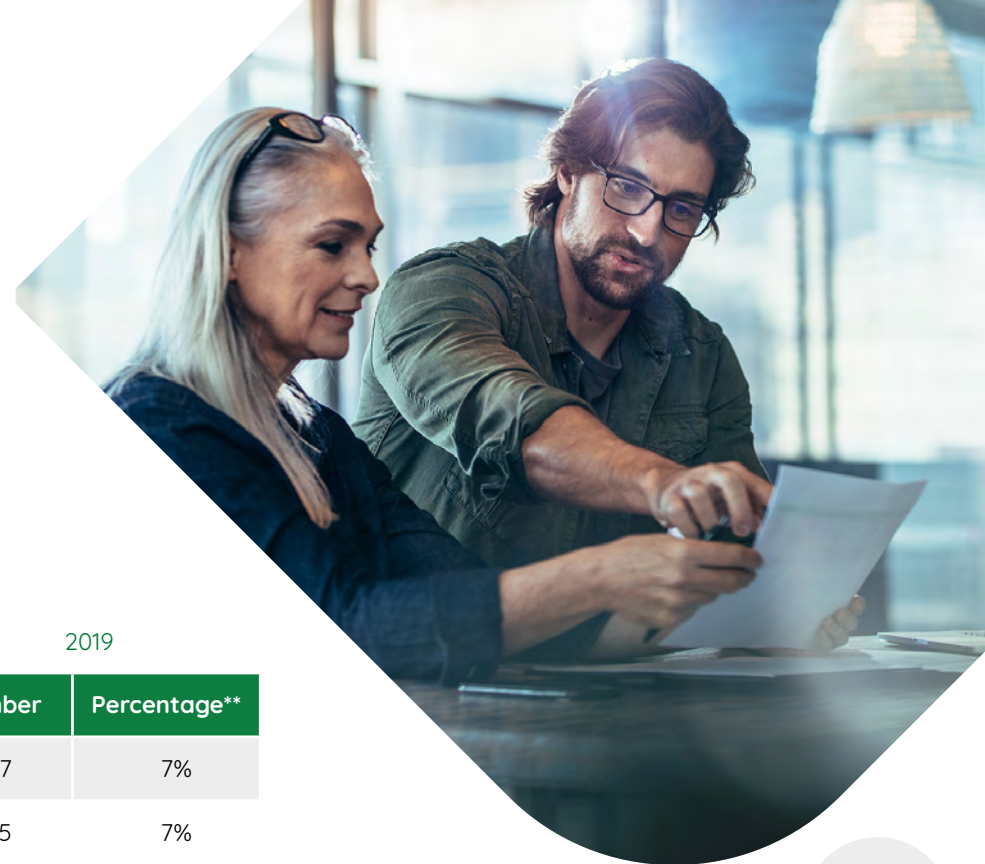
Education subsidies

In 2020, 48 employees received education subsidies.

[GRI 404-3]

360/180 Performance Review

In 2020, 3,408 employees completed 360* or 180* performance reviews, submitting evaluation forms (their own self-review and reviews from the manager, subordinates and co-workers) as per employment category.



		2020		2019	
Gender		Number	Percentage**	Number	Percentage**
Female		1,440	8.5%	1,337	7%
Male		1,339	7.9%	1,255	7%
Employment category					
Senior staff	Management board and directors	74	0.4%	115	1%
Mid-level management	Managers	212	1.2%	141	1%
Professionals	Department managers	1,010	5.9%	1,076	6%
Others	Professionals	1,483	8.8%	1,260	7%
All		2,779	16.4%		

* Employee 180 performance review is based on information from the employees and their managers, while the 360 review is based on information from a number of sources (including the employees and their managers, co-workers, subordinates and department colleagues).

** Data from SAP HR system.

“Mam ten Gen!” (“That Gene is in Me!”)

The image campaign “Mam ten Gen!” [“That Gene is in Me!”] was launched to celebrate the 25th anniversary of Eurocash Group and included 7 promotional videos under the motto “That Gene is in Me!” The Group was represented by 23 employees across business units and locations and with different seniority levels. What they all had in common were traits representative of the entrepreneurial gene, namely innovativeness, motivation, courage, perseverance and a sense of responsibility for others.



Entrepreneurship is something that all our employees share. When combined with the aforementioned traits, it can take us as an organisation even further. We are not afraid to take risks, we are constantly looking for new solutions, motivating one another, we are tenacious in what we do, but most importantly – we take responsibility for others. These statements by the Group’s employees helped us showcase diversity within our company. Every employee represents a completely unique story that we all had a chance to discover.

For more information, visit: mamtengen.grupaeurocash.pl.



5.3.2. Employee Volunteering

Employee volunteering at Eurocash Group bases on independent activity of the volunteers as well as their own initiatives, allowing for a flexible approach in identifying and responding to the needs of the immediate surroundings. This volunteering model has worked well during the COVID-19 pandemic. Thanks to the social sensitivity of our employees combined with a grant programme offered by the company, we were involved in mask-sewing, printing face shields using 3D technology as well as offered ongoing financial support to institutions providing accommodation for single mothers and soup kitchens, the latter including Zupa na Głównym [Soup at Poznań's Central Railway Station]

We also engaged in health-promoting campaigns among our employees. Apart from the regular COVID-19-related educational campaigns prepared by the Group, our volunteers also participated in **Dzień na Różowo [A Day in Pink]** initiative, which monetized their physical activity. As a result, apart from encouraging prevention in personal healthcare, we lent financial support to **IpoRaku** programme run by **Rak'n'Roll Foundation** working with cancer patients.

A long-term goal for Eurocash Group's volunteering strategy is running projects connected with the realms of other people, entrepreneurship, and ecology, all while having an increasing number of employees engage in skill-based volunteering. In 2020, the volunteering strategy implementation focused on other people.

[WW 8] [WW 9] [WW 10]

Volunteer work	2020	2019
Number of volunteers	1,405	355
Volunteer work time input	2,450 hours, or 305 workdays	60 days (2 month)
Number of beneficiaries	1,900	no data

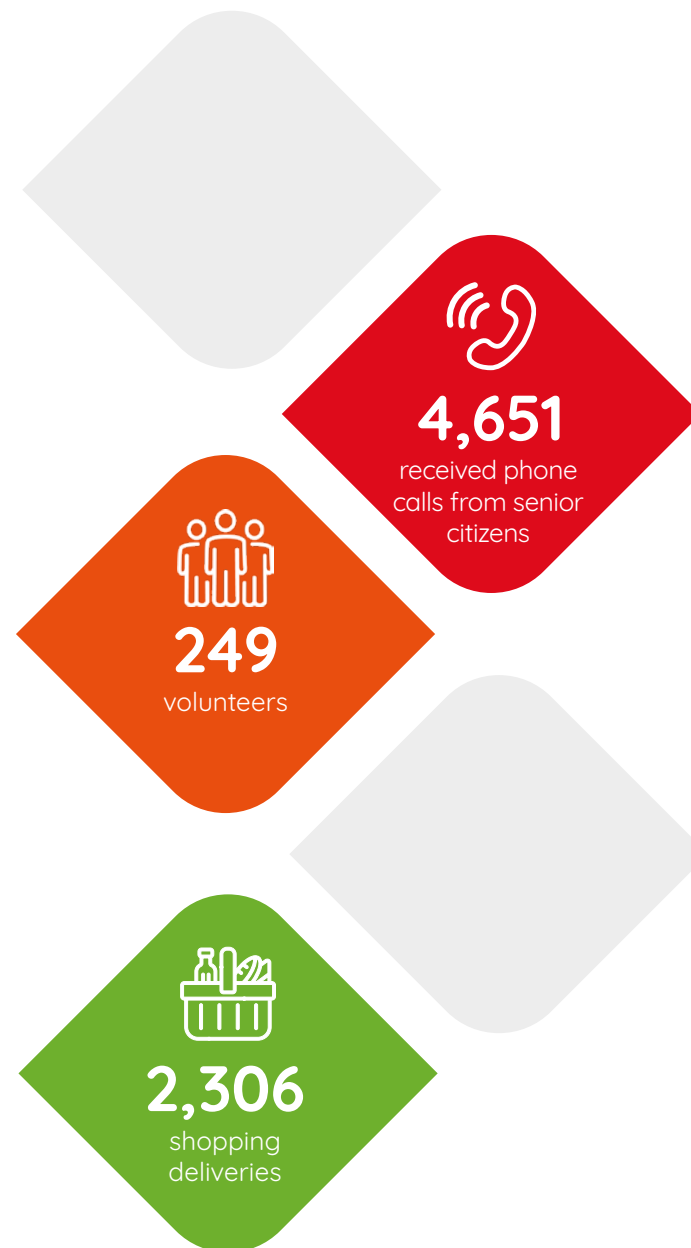
Employee volunteering strategy assumes involvement in three areas:



Zakupy dla Seniora 60+ [Shopping for Senior Citizens 60+]

The campaign „Zakupy dla Seniora 60+” [“Shopping for Senior Citizens 60+”] was one of the most important projects implemented by volunteer employees. It was launched and coordinated by the Eurocash Academy of Skills. It started on March 23rd and lasted until June.

The main idea was to deliver shopping to senior citizens, for whom the consequences of infection with COVID-19 are most dire. The campaign’s rules of participation were simple. Senior citizens contacted a local hotline created especially for the campaign to declare their shopping needs, while volunteers, Eurocash Group employees throughout Poland as well as associated retail business owners and their employees, consulted the shopping list with each caller and delivered the purchased goods to the specified address on the agreed date. Volunteers were provided with personal protection equipment, namely facemasks, face-shields, gloves and protective suits.



5.4. Data

[GRI 102-8]

Number of employees*
of Eurocash Group**

	2020	2019
Wholesale	10,168	10,600
Retail	6,661	6,935
Projects	220	361
Other	92	203
In total	17,141	18,099

Form of employment*

	Year	Fixed-time employment contract			Indefinite-time employment contract		
		Total	Female	Male	Total	Female	Male
Wholesale	2020	2,007	818	1,189	8161	3,437	4,724
	Retail	2,375	982	1,393	8,225	3,422	4,803
Retail	2020	2,580	2,355	225	4,081	3,660	421
	Others	3,017	2,679	338	3,918	3,498	420
Projects	2020	94	68	26	126	85	41
	2019	224	169	55	137	83	54
Others	2020	5	4	1	87	82	5
	2019	48	41	7	155	135	20

* Data include companies managed with SAP HR system

In 2020: Eurocash S.A., Eurocash Serwis sp. z o.o., AMBRA sp. z o.o., 4Vapers sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Retailiczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., Delikatesy Centrum sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Retail Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Cerville Investments sp. z o.o., Podlaskie Delikatesy Centrum sp. z o.o., Polska Dystrybucja Alkoholi sp. z o.o., Innowacyjna Platforma Handlu sp. z o.o.

In 2019: Eurocash S.A., Eurocash Serwis sp. z o.o., DEF sp. z o.o., AMBRA sp. z o.o., 4Vapers sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Retailiczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., EKO Holding S.A. w likwidacji, Delikatesy Centrum sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Sushi 2 Go sp. z o.o., Eurocash Convenience sp. z o.o., Retail Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Delikatesy Centrum Sklepy sp. z o.o.

Type of employment*

		Full-time employment contract			Half-time employment contract			Different-time dimension contract		
	Year	Total	Female	Male	Total	Female	Male	Total	Female	Male
Wholesale	2020	9,875	4,015	5,860	78	58	20	215	182	33
	2019	10,275	4,144	6,131	84	58	26	241	202	39
Retail	2020	6,533	5,897	636	85	79	6	43	39	4
	2019	6,784	6,048	736	92	78	14	59	51	8
Projects	2020	214	148	66	3	2	1	3	3	0
	2019	345	243	102	7	3	4	9	6	3
Others	2020	92	86	6	0	0	0	0	0	0
	2019	202	175	27	1	1	0	0	0	0

* Data include companies managed with SAP HR system.

In 2020: Eurocash S.A., Eurocash Serwis sp. z o.o., AMBRA sp. z o.o., 4Vapers sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Retailiczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., Delikatesy Centrum sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Retail Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Cerville Investments sp. z o.o., Podlaskie Delikatesy Centrum sp. z o.o., Polska Dystrybucja Alkoholi sp. z o.o., Innowacyjna Platforma Handlu sp. z o.o.

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[GRI 401-1]

Number of newly hired people (persons per year)*

			Gender		Age		
	Year	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020	1,895	760	1 135	1,034	793	68
	2019	3,128	1,167	1 961	1,652	1,347	129
Retail	2020	2,196	1,960	236	1,031	952	213
	2019	3,300	2,739	561	1,550	1,415	335
Projects	2020	84	62	22	53	31	0
	2019	226	178	48	161	60	5
Others	2020	5	4	1	3	2	0
	2019	16	15	1	6	10	0

Index of new employees hired in the organisation in the reporting period*

			Gender		Age		
	Year	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020	2,677	990	1 687	1,112	1,347	218
	2019	3,171	1,070	2 101	1,319	1,635	217
Retail	2020	2,655	2,295	360	1,045	1,277	333
	2019	3,772	3,133	639	1,584	1,734	454
Projects	2020	221	155	66	146	67	8
	2019	143	104	39	103	37	3
Others	2020	21	16	5	6	14	1
	2019	18	18	0	2	12	4

* Data include companies managed with SAP HR system

In 2020: Eurocash S.A., Eurocash Serwis sp. z o.o., AMBRA sp. z o.o., 4Vapers sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Detaliczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., Delikatesy Centrum sp. z o.o., Delikatesy Centrum Sklepy sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Detal Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Cerville Investments sp. z o.o., Podlaskie Delikatesy Centrum sp. z o.o., Polska Dystrybucja Alkoholi sp. z o.o., Innowacyjna Platforma Handlu sp. z o.o., Eurocash Convenience sp. z o.o., Sushi 2 Go sp. z o.o.

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Index of new employees hired in the organisation in the reporting period*

			Gender		Age		
	Year	In total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020	18%	17%	18%	38%	12%	6%
	2019	29%	27%	31%	67%	19%	11%
Retail	2020	32%	32%	33%	66%	23%	19%
	2019	45%	42%	65%	93%	32%	27%
Projects	2020	30%	30%	29%	30%	31%	0%
	2019	74%	88%	46%	91%	53%	34%
Others	2020	5%	4%	11%	16%	3%	0%
	2019	14%	14%	12%	31%	15%	0%

Employee turnover in the reporting period*

			Gender		Age		
	Year	In total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2020	25%	22%	27%	41%	20%	19%
	2019	30%	25%	33%	54%	23%	18%
Retail	2020	39%	38%	51%	67%	31%	30%
	2019	51%	48%	75%	95%	39%	36%
Projects	2020	78%	75%	88%	84%	67%	101%
	2019	47%	51%	38%	58%	33%	20%
Others	2020	21%	17%	57%	32%	23%	5%
	2019	16%	17%	0%	10%	18%	16%

* Data include companies managed with SAP HR system
In 2020: Eurocash S.A., Eurocash Serwis sp. z o.o., AMBRA sp. z o.o., 4Vapers sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., EURO SKLEP S.A., Partnerski Serwis Detaliczny S.A., Groszek sp. z o.o., Eurocash Franczyza sp. z o.o., Delikatesy Centrum sp. z o.o., Delikatesy Centrum Sklepy sp. z o.o., Kontigo sp. z o.o., Duży Ben sp. z o.o., ABC na kołach sp. z o.o., Detal Finanse sp. z o.o., Akademia Umiejętności Eurocash sp. z o.o., Cerville Investments sp. z o.o., Podlaskie Delikatesy Centrum sp. z o.o., Polska Dystrybucja Alkoholi sp. z o.o., Innowacyjna Platforma Handlu sp. z o.o., Eurocash Convenience sp. z o.o., Sushi 2 Go sp. z o.o.

In 2019: 4Vapers sp. z o.o., AMBRA sp. z o.o., DEF sp. z o.o., Eurocash S.A., Eurocash Serwis sp. z o.o., EURO SKLEP S.A., Groszek sp. z o.o., Lewiatan Podkarpacie sp. z o.o., Lewiatan Północ sp. z o.o., Lewiatan Kujawy sp. z o.o., Lewiatan Wielkopolska sp. z o.o., Lewiatan Opole sp. z o.o., Lewiatan Orbita sp. z o.o., Lewiatan Zachód sp. z o.o., Lewiatan Podlasie sp. z o.o., Lewiatan Śląsk sp. z o.o., PSD S.A., Delikatesy Centrum sp. z o.o., MILA, LEDI, ABC na kołach sp. z o.o., Duży Ben sp. z o.o., Eurocash Convenience sp. z o.o., Kontigo sp. z o.o., Sushi 2 Go sp. z o.o.

6. Responsible Education



6.1. Educating Entrepreneurs about Sustainable Development

We are aware that for both the business and the social world around us, themes and challenges related to sustainable development are becoming increasingly important. They impact the broadly defined business environment as well as legislation and the society. This manifests itself is through consumer behaviour, as people are making increasingly more conscious purchasing decisions and demand more regarding ethics related to products and their origin.

We know that our Customers find social matters and engagement in the local community where they run their businesses especially important and pay attention to environmental protection and technical solutions that facilitate it. One proof of this is the overwhelming interest in The Heroes of Entrepreneurship [Herosi Przedsiębiorczości] campaign that our company has been running for Entrepreneurs since 2018.

Entrepreneurship Development is one of the pillars of Eurocash Group's Sustainable Development Strategy 2020+.

Our Group supports entrepreneurship spirit of our Customers on multiple levels, as you can read [here](#).



In 2020, as part of the Eurocash Academy of Skills activities we have introduced a new educational cycle in the area of sustainable development for our Customers: **Responsible webinars**. Their first edition was held in the fall of 2020. It consisted of 5 expert webinars about different aspects of managing and running business in a responsible way. We invited various specialists to participate in this project: those who work for Eurocash Group on a daily basis, as well as external experts – practitioners and researchers in the field of sustainable development.

The subject of the meetings included aspects related to the entrepreneur's social role, offering support and motivating employees, advantages of HACCP system implementation in ecological store management, use of photovoltaics as a green energy source and reducing food waste.

The first edition of the cycle was attended by nearly 900 entrepreneurs and 98% of them found the knowledge they gained during the meetings useful in running their businesses. In 2021 we will continue the meetings with Entrepreneurs on Responsible webinars. We plan that the cycle will include 15 sessions with topics focused on four areas of sustainable development which are strategic for Eurocash Group. We invite recognised experts and practitioners in the field of responsible business management to cooperate with us. We also plan to introduce the knowledge on sustainable development and responsible business management to other educational tools offered by the Eurocash Academy of Skills.



Sustainability issues are also a topic permanently present on the Eurocash Group [blog](#) where in an accessible form, periodically, we publish articles allowing our Customers to deepen their knowledge in this area.

6.2. Educating Employees about Sustainable Development

In 2019, we adopted Eurocash Group's Strategy for Sustainable Development 2020+, which outlines our goals in four key areas. We know that the success of its implementation is related to the commitment of our employees to company efforts. Since 2019, we have been offering dedicated educational activities to various employee groups. The aim of all these activities is to introduce newly hired staff to Eurocash Group's CSR efforts, to offer a broad explanation of topics

related to sustainable development as well as equipping our employees with the knowledge and tools necessary for their professional duties.

In 2020, 40 members of the taskforce working on Eurocash Group's Corporate Social Responsibility report participated in workshops on Global Reporting Initiative (GRI) standards. These employees, each responsible for one strategy area, can count on ongoing support from relevant specialists.

We are continually educating our staff on sustainable development, using our inner media to disseminate recurrent information posts and articles on this topic. In 2020, over 30 such texts were published.



Green (Home) Office

In 2020, we ran an educational campaign addressing a wide group of employees in connection with Eurocash Group receiving the Green Office certification for all its administrative facilities. The campaign included workshops and articles on ecological approaches to office work published in company media. As in 2020 most of our employees due to SARS-CoV-2 epidemic worked from home, they were also able to make use of the newly acquired knowledge in home office.

Educational Campaign against Food Waste

In fall 2020, our company joined a global campaign against food waste. Our employees had the chance to access relevant educational materials and participate in workshops on sustainable food management. Additionally, in cooperation with Spizarnia Caritas [Caritas Pantry], we organised a public awareness campaign targeting our own employees as well as Customers of Cash & Carry warehouses.

In 2021 we continue our educational efforts and implement new tools to do so. We launched a webinar series with guests including sustainable development specialists and practitioners. In the future, we also plan a specialised CSR course for leaders working in this area at Eurocash Group.





7. Responsible Communication

7.1. External Communication on Sustainable Development

The year 2020 was unprecedented. The COVID-19 pandemic made lasting impact on how societies and the economy function and introduced accelerated changes to the commerce industry. Eurocash Group prioritised offering support to its network of Entrepreneurs and raising public awareness of the essential role that retail workers serve in times of crisis.



7.1.1. Everyday Heroes

Two editions of the Everyday Heroes Campaign were organised in 2020. The first edition focused on retail employees, while the second spotlighted local stores as venues for safe shopping.

The first edition was launched in spring, during the first wave of the coronavirus epidemic, in order to make the public aware of the role and importance of local store owners as well as – in broader terms – retail workers whose daily work exposes them to significant risks and who provide Poles with uninterrupted access to food. Although their daily work in the early months of the epidemic meant going into high gear, thousands of these workers volunteered their time to assist the needy, including senior citizens and medical personnel.

The campaign's second winter edition used a promotional video as well as a broad publicity and influencer marketing campaign to encourage the Polish public to support local stores, presenting them as locations allowing for a quick and safe daily shopping experience.

Most importantly, the campaign highlighted the significance and role of these “corner shops” for local communities and Poles in general. It presented Entrepreneurs running such outlets as Everyday Heroes who not only serve the Polish public despite the risks involved, guaranteeing uninterrupted access to products of daily use, but also find the strength to help those most needy.

The campaign thus contributed to improving the image of local retail shops in Poland, giving them a competitive edge on the FMCG market and winning them consumer approval. In this manner, Eurocash Group provided support to its Customers – Entrepreneurs operating independent retail shops – in this difficult time. Supporting these retail workers – in crisis and non-crisis situations – has lain at the heart of the Group's corporate social responsibility for the past 26 years.

Eurocash Group decided against placing its brand logotypes in the promotional video and campaign materials. By not doing so, the Group wanted to underline the social importance of retail owners and workers in all independent retail, regardless of their affiliation with a franchise or partner network.

Between May and December 2020, **the campaign reached an audience of over 7.5 million.**

HEROSI Codzienne

Retail Concepts and Projects of the Eurocash Group





Delikatesy Centrum

- Poland-wide chain • 21 years on the market • 1,554 shops
- 1,135 franchise stores • 419 own stores

One of the important elements of our strategy is to create the largest retail chain of supermarkets located close to the consumer. At the end of 2020 year, the rebranding process of acquired in 2018 Mila stores has been completed. All stores currently managed by Eurocash Franczyza and Delikatesy Centrum operate under the common name Delikatesy Centrum with one central structure. Since mid-2020, an external identification has been implemented in all new stores, its motive reminds that in Delikatesy Centrum one can find high-quality products from fresh category and originating from local suppliers as well. The offer has been personalized for the Delikarta loyalty program participants, the owners of the Łapp Kupony application had also received attractive Coupons.



Delikatesy Centrum for Entrepreneurs

To entrepreneurs who want to start cooperation with Delikatesy Centrum, the chain guarantees benefits resulting from integration with a large network, the quality and experience of the Delikatesy Centrum brand, constant supply of the highest quality products and general support in such areas as: marketing, store arrangement, operational-related issues, customer care assistance and Delikarta loyalty programme.

Delikatesy Centrum for Local Communities

The network supports local Polish suppliers. For all customers who appreciate traditional Polish cuisine and miss the tastes of childhood, a new delicatessen line of products has been created: Jak Babcię Kocham! Implying with its name “Like at Granny’s” taste, these products are manufactured by a small family business from the geographic region near Lublin.

The chain participates in various charity campaigns on a regular basis, including:

- supporting Brzozów hospital in ventilator purchase and raising over PLN 20 thousand for the cause;
- contributing to a charity campaign Zbiórka dla Tosi [„Fundraiser for Tosia”] to fund an operation in Lausanne; the chain’s franchise-holders and administrative staff participated in the fundraiser, collecting a total of almost PLN 45 thousand;
- contributing to assistance extended to the chain’s shops in Małopolska region that had been affected by floodings, with Delikatesy Centrum’s operations team being most actively involved in allowing these outposts resume their business activity;
- #GaszynChallenge, accompanied with collecting the funds necessary for treatment of 6-month-old Sandra with SMA.

Delikatesy Centrum for the Environment

Delikatesy Centrum also engage in activities related to sustainable development. In 2020, a new shop concept had been implemented, with energy-efficient lighting and other pro-ecological solutions, such as fitting doors in fruit and vegetable display coolers, thus further adding to energy saving. The chain had also prepared bids for purchasing baling presses that leads to reduction both in the volume of waste paper as well as in the frequency of its collection. Suggestions how to benefit from state-of-the-art **heat recovery and photovoltaic solutions** have been developed for new shops.

The chain has made a conscious choice to keep the amount of plastic wrappings low; thus, these are neither used for fruits nor vegetables, trays are not used at all, apples sold by the chain are not stickered and only paper is used to pack meat, cold cuts and cheeses.

See the chain’s activity during COVID-19 epidemic.

www.delikatesy.pl



ABC

• 20 years on the market • 9,000 locations • Poland's largest grocery store chain

Since 1999, Eurocash Cash & Carry has been establishing ABC partner shops, becoming Poland's largest grocery store network in the process. The universal shop concept has proven suitable for both large cities as well as small townships.

ABC for Entrepreneurs

Entrepreneurs who decide to partner with the network gain not only a recognizable logo for their business, but also marketing assistance and stock replenishment. However, Entrepreneurs themselves decide about their shop's final look and product offer. For the past 20 years, these Entrepreneurs have been the driving force behind the ABC chain. The aim of establishing partnerships is to build and continuously improve ABC stores' competitive edge on the market.

See the chain's activity during [COVID-19 epidemic](#).

sklepyabc.pl



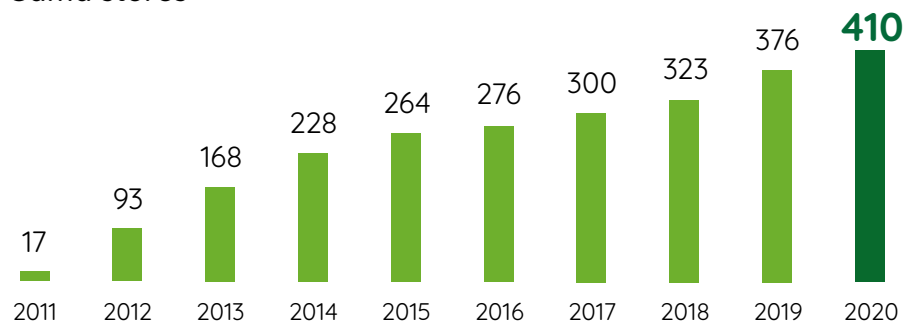
Gama

• 410 shops • 10 years on the market

Poland-wide chain of grocery stores

The first Gama shop opened in 2011 and today, the chain spans 410 locations throughout Poland that are established either on foundations of existing shops owned by Spółdzielnie cooperative, communal co-ops in rural areas or individual Customers, or through gaining new market locations. Sales area at over 62% of Gama supermarkets is ca. 220 m². Throughout Poland, Gama shops follow uniform standards as regards visual identification, core product range and service. The chain has seamlessly adapted to the independent market, with most of its locations being convenience stores located in close proximity to their Consumers' homes.

Gama stores



In 2020, Gama entered the e-commerce industry: spring 2020 saw the launch of SklepyGama24.pl online shop, with 6 brick-and-mortar locations offering online shopping in addition to in-house sales. Gama shops also offer the click&collect service.

Gama for Entrepreneurs

The Gama chain offers Entrepreneurs a very appealing cooperation model, granting them access to a range of benefits while allowing them to retain their hitherto autonomy and independence in their business activity. Among others, the chain provides Entrepreneurs with modern visual identification for their shops, favourable commercial contracts with producers, advertising, advanced marketing tools, 60 products from its house brand, employee training programmes and support from experienced customer service consultants.

Gama's portfolio includes a number of shop formats to choose from. „Gama Mini” and „Gama Expressowe Zakupy” are intended for locations with sales area of 100 m² or less. Shops with sales area smaller than 60 m² can benefit from a specialty shop concept (first and foremost, Gama Mini Alkohole).



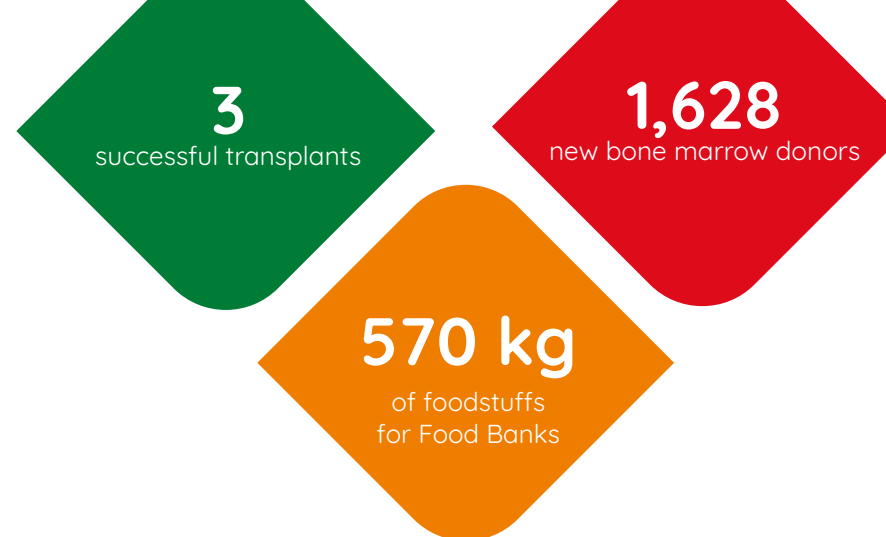
Given the dynamic growth of the convenience store trend globally, the chain aims to anticipate the needs and expectations of its Customers and is already adapting its existing locations to the growing consumer demands. Gama Bistro Cafe is a bistro corner prepared especially for the Gama chain. This innovative service aims to increase the chain's competitive edge and sales potential.

Gama for Local Communities

As a chain, Gama has been involved in numerous activities on community level for many years. Among others, educational programmes for children have been implemented in daycare centres, schools and during local festivities, including „Bezpieczeństwo na drodze” [Road Safety] with Miś Gamuś [Gamuś the Bear] as the programme Ambassador; „Pamiętajcie dzieci: segregujcie śmieci” [Remember to recycle, children] and „Zdrowe odżywianie” [Healthy Eating]. Since 2017, the programmes have reached over 1,500 children.

Bone Marrow Donor Days

For the past 6 years, Gama shops are joined by DKMS Foundation for an annual Bone Marrow Donor Days in participating locations. The campaign resulted in 1,628 new donors added to the DKMS database and 3 successful transplants. In 2020, the pandemic halted the campaign, but it is planned to resume in 2021.



Collaboration with the Polish Food Bank Federation

In 2020, in collaboration with the Polish Food Bank Federation, Gama organised a Poland-wide food collection campaign. The campaign had 19 participating Gama shops that collected a total of 570 kg of foodstuffs. The collaboration is slotted to continue in 2021.

Gama for the Environment

Ecobags in Gama stores

Since April 2020, Gama has been offering its Customers cotton tote or paper bags as alternatives to those made of plastic. The growing popularity of both alternative bags stems from the fact that they are not just practical, but also serve as indicators of an environmentally-conscious approach. Additionally, they are the best form of advertising. In September 2020, selected stores offered their Consumers a free gift in the form of a tote bag bearing Gama's new logo.

See the chain's activity during [COVID-19 epidemic](#).

www.sklepygama.pl



Groszek

• 2,000 shops • 1,500 Entrepreneurs

The Groszek chain consists of almost 2,000 shops in Poland. Thanks to the trust of customers, it has transformed from a small, local chain into one of the largest franchise chains in the country.



Residents of different locations have different needs, therefore the Groszek's mission is to adjust the offer of each store to the needs of the local market. It is equally important to participate in the life of the local community and to respond to its needs.

Groszek for Entrepreneurs

Entrepreneurs may count on cooperation in the franchise model. The chain offers a training package (also for the staff), assistance in stocking and opening so that it meets a certain standard, and afterwards provides marketing support as well. While running the shop, the Entrepreneur can count on constant care of a Customer advisor and marketing tools. The network also helps in implementing consumer campaigns. The Entrepreneur can also benefit from a wide training offer.



Groszek for Local Communities

The owners of Groszek shops are willing to engage in various initiatives improving the quality of local people's life. The chain supports them in these activities. The franchisees in great numbers submit entries to the annual competition "Heroes of Entrepreneurship". Many initiatives advanced by the owners of Groszek shops have been positively evaluated and successfully implemented. Thanks to the competition new playgrounds were built in many towns and cities in Poland, school children received teaching aids and adults participated in training sessions. The Groszek chain is also trying to get involved in initiatives concerning support for those most in need. In the run-up to Christmas nearly 200 Groszek stores got involved in the Christmas Food Collection organised by the Food Banks.

Groszek for the Environment

Apart from social activities, the Groszek chain systematically implements solutions contributing to caring for the environment, e.g. aiming at reducing plastic consumption. Two types of cotton bags, as well as reusable and paper bags were introduced for shopping. Compostable paper is being used to pack cold cuts and cheese. All these products were enthusiastically received by customers. In addition, a competition promoting ecological behaviour was organised on Groszek's Facebook fanpage. The prizes included reusable bamboo cutlery, cups and straws for drinks, as well as durable shopping bags with the Groszek logo.

See the chain's activity during [COVID-19 epidemic](#).

www.groszek.com.pl





Euro Sklep

• 450 shops • 24 years on the market

This franchise chain was established in 1997 in the south of Poland. Currently it associates 450 shops.

Since 2017, it has intensively focused on promoting and creating a local brand image. For this purpose it organises consumer campaigns, not only nationwide, but also involving the local community of a given shop, and thus meeting a great response from consumers.

Euro Sklep for Entrepreneurs

Entrepreneurs cooperating with Euro Sklep may count on cooperation in the franchise model. The chain offers a training package (including trainings for personnel), assistance in stocking and opening a shop, so that it meets a certain standard. It also provides marketing support. While running a shop, the Entrepreneur can benefit from the assistance of a Customer advisor, marketing comprehensive support and access to a wide training offer. They also have access to a membership platform, where one can find all the necessary information on running a shop associated in the network. There is also an advisory body for Entrepreneurs – the Euro Sklep chain shop council.

Euro Sklep for local communities

The chain conducts a "Locally Active" campaign, which supports its franchisees in many types of local initiatives. Euro Sklep also organises various activities supporting local kindergartens, such as visits of the chain mascot, Eurombie, to schools and teaching children how to cross the street safely.

Euro Sklep for the environment

Taking care of the environment, Euro Sklep introduced ecological reusable paper and cotton bags, and compostable paper for wrapping cold cuts. As part of the promotion, 50 thousand such bags were given away.

See the chain's activity during COVID-19 epidemic.

www.eurosklep.eu



PSH Lewiatan

• 27 years on the market • 30,000 employees • PLN 14.2 billion turnover • 3,200 outlets

Established in 1994, the Polish Trading Network Lewiatan is one of the longest operating franchise chains and one of the most recognizable retail store brands on the Polish market. Currently in Poland it associates over 3,200 retail outlets employing over 30,000 employees. It is one of the biggest employers in Poland. The total turnover, which in 2020 exceeded PLN 14.2 bln, put the chain at the forefront of retail organisations in Poland.

The Eurocash Group is the major shareholder in Lewiatan Holding and in 9 Regional Companies making up the Polish Trading Network Lewiatan.



Lewiatan for Entrepreneurs

Over 2,100 Entrepreneurs cooperate with Lewiatan. The network operates in the franchise model. Entrepreneurs receive a wide package of support in the form of training, assistance in opening a shop, a wide assortment, own label products, regional cooperation, technology and marketing assistance. By operating within the chain, they can count on its continuous support.



PSH Lewiatan Foundation. Close to your needs

In September 2020, **PSH Lewiatan established the Foundation PSH Lewiatan. Blisko Twoich Potrzeb [Close to your needs. PSH Lewiatan Foundation]**. The objectives pursued by it are:

- **popularization and support of initiatives** for local communities,
- **coordination of national aid campaigns**,
- **building awareness** of corporate social responsibility,
- **substantive support for Entrepreneurs** in the organisation of charitable charity activities,
- **catalyst for local initiatives**, inspiration to undertake actions.

The first actions which the Foundation has organised or patronized in Q4 2020 are:

- **National food collection conducted jointly with the Federation of Food Banks** – nearly 400 shops collected 8 tons of products.
- **Second round of "Lewiatan for hospitals" aid** – 20 hospitals received 83 pallets of bottled water and paper towels worth PLN 57.5 thousand.

- **Pilot action "I support local"** – regional public collection of food products organised in 60 shops of the Lewiatan Mazowsze, 2 tonnes of products were collected for Mazovian hospitals in Mazovia.
- **St. Nicholas' Day in Opoczno** – 250 parcels for children under the care of the hospital's children's ward and children of employees.
- **Packages for children under the care of "Calineczka" and "Maluch"**, which are care and educational facilities in Włocławek. Together with employees of Lewiatan Holding, 10 individual presents were prepared, 2 group presents and parcels with books, sweets and hygiene products.

Lewiatan for the Environment

PSH Lewiatan, implementing the assumptions of corporate social responsibility has introduced ecological packaging in its shops:

- durable bags made of kraft paper
 - innovative cardboard boxes made of durable, fully recyclable corrugated texture
 - eco-friendly bread bags. Sausages and cakes are packaged in eco-paper.
- All paper products with the Lewiatan logo for packaging carry FSC [Forest Stewardship Council®] certificate.



Lewiatan has also implemented other ecological undertakings, the effects of which are:

- photovoltaic installation on buildings (around 100 shops)
- shopping baskets made of recycled fishing lines – a novelty in 2020 (approx. 100 baskets)
- heat recovery installations (approx. 10 shops)
- equipment (balers) for cardboard and foil waste (92 shops)

See the chain's activity during COVID-19 epidemic.

www.lewiatan.pl



abc na kołach

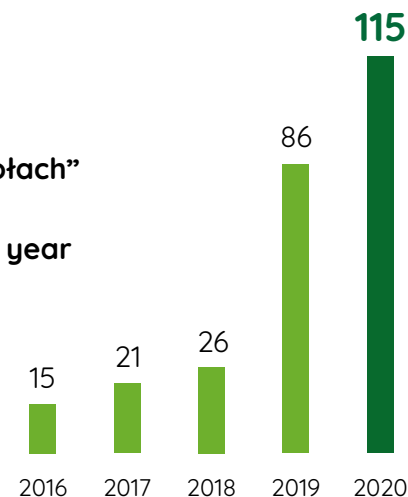
• 7 voivodeship regions • 115 mobile shops • 5 years on the market

A network of convenient, general food mobile shops which regularly visit customers in the smallest towns and villages, where stationary shops are mostly lacking. Our "abc na kołach" is a socially responsible business, which improves the life of residents of villages and small towns, providing them with all the necessary basic products, as well as ensuring a sense of security and independence through stability and continuity of supplies.

The "abc na kołach" project was established in 2015, when approximately 4.6 million Poles did not have easy access to a brick-and-mortar grocery shop.

In 2020, "abc na kołach" will celebrate its 5th anniversary. For many people, "abc na kołach" is still the only possibility to do shopping in a comfortable and safe manner. "Abc na kołach" is also an innovative business concept.

Number of „abc na kołach” vehicles
at the end of a given year



Voivodeship
regions with „abc
na kołach”presence

“abc na kołach” for Entrepreneurs

“abc na kołach” is a network that provides Entrepreneurs with a stable model of cooperation. By opting for it, the Entrepreneur receives a fully stocked, specialised shop-cart with a complete checkout system, a contract for an indefinite period of time and guaranteed remuneration, as well as an additional commission system. “abc na kołach” also means stability of being a member of Eurocash Group. Before starting to work Entrepreneurs undergo specialist training. Throughout the entire period of cooperation they may count on the support of the entire “abc na kołach” team.

Support for Entrepreneurs



contests



trainings



private health care
by Medcover



Christmas parcels



“abc na kołach” for Local Communities

The network is also involved in the life of the local community, organising numerous actions. It makes every effort to be more than just an ordinary shop, but also mobile spot of attraction for the local community. On various occasions, “small holidays” are introduced, such as the distribution of sweets and greeting cards for Women’s Day, during the festive period Entrepreneurs run shops wearing Santa hats, offering sweets to customers, decorate their mobile shops in festive mood.

5 good initiatives for the 5th birthday of “abc na kołach”

“abc na kołach” celebrated its anniversary as befits a socially responsible business – in a good way, by organizing 5 good initiatives.

First good initiative: “abc na kołach” entrepreneurs sent photos of the towns and cities they visit. Out of these photographs a calendar for 2021 was created, the proceeds were donated to a selected local charity.

Second good initiative: “abc na kołach” promoted healthy eating among the residents of rural areas. The entrepreneurs distributed more than 4,000 apples together with an educational leaflet about healthy and proper nutrition.

Third good initiative: “abc na kołach” entrepreneurs donated 100 smiles to children in small towns. The people running our shops distributed 100 parcels to children in need – each Entrepreneur chose a family and gave it a parcel (including food products and an educational English game for children designed and published by “abc na kołach”).

Fourth good initiative: Entrepreneurs lit the “Flame of Memory”, i.e. a symbolic candle in places of their choice: unknown graves, places of historical significance and locations important for other reasons, which should be remembered.

Fifth good initiative: At the turn of November and December, “abc na kołach” reminded the residents of the village of safe walking on the roads through educational material and reflective armbands.

See the chain’s activity during
[COVID-19 epidemic.](#)

www.abcnakolach.pl





Duży Ben

• 131 shops

Duży Ben is a chain of 131 modern alcohol stores, which are distinguished by both responsible and highly qualified service, as well as care for their immediate surroundings. In 2020 Duży Ben appeared in the Łódzkie Voivodship and in Silesia. In 2021 further expansion is planned.

Duży Ben for Entrepreneurs

Entrepreneurs can cooperate with the Duży Ben network in the agency model. Prior to commencement of operations the network offers the Entrepreneurs the following specialist training – first they learn about key topics concerning running a business through e-learning. The next stage are on-line trainings and trainings in a special training shop. The whole process ends with a test. At the same time, employees and entrepreneurs are also directed to training shops, where they acquire the knowledge and skills necessary to work as an advisor. The network also offers support in running the shop: it helps to stock the shop. Coaches and trainers support Entrepreneurs in their daily operations (there is a wide range of training courses to choose from, covering also specialised issues concerning the alcohol industry).

Duży Ben for Local Communities

The chain wants the purchase of alcohol not to take place before 10.00 a.m. The availability of sales from the early morning hours can contribute to the spread of alcoholism in in society. Particularly popular is the purchase of miniature flasks on the way to work (between 7.00 and 8.00 a.m.). Big Ben, as a responsible business, prevents the purchase of small amounts of alcohol at this time. This rule is obeyed both in the chain's own shops and in shops run by affiliates.

Duży Ben for the Environment

Big Ben also pays attention to the environment. Out of concern for care for the closest environment the company initiated a campaign, which evolved into the annual Caps Day, celebrated every year on 21st September.

See the chain's activity during COVID-19 epidemic.

www.duzyben.pl





Kontigo

• 36 stationary stores • on-line store • 6 years on the market

It's a chain of women's beauty salons. The word Kontigo comes from Portuguese and means "with you" – the name conveys the most important message of the brand. In each of our salons a woman can feel wellgroomed and unique, and our consultants are always happy to help and advise her – a high standard of service is a characteristic feature of our salons. With women in mind,

Kontigo offers one of the wider ranges of natural and healthy cosmetics on the Polish market. The Polish brand Biolove, fully based on natural ingredients, was also created. Kontigo also thinks about women working in this business, most often they are just starting their professional career.

Thanks to their work in Kontigo they have a chance to gain professional experience and undergo specialized training.

Kontigo for Entrepreneurs

Entrepreneurs are offered an opportunity to work with Kontigo through a franchise. The chain provides a wide range of training programmes as well as stock replenishment and covers utility costs. Shopowners can rely on the chain's full support at each step of their business activity.

Kontigo for Local Communities

Support for Polish Women's Rights Centre

Kontigo was created with women in mind. To underline this solidarity, the chain decided to offer financial support to Women's Rights Centre, an institution with quarter-century worth of experience that for years has been actively helping women in need. Between October and November 2020, over PLN 30,000 have been donated to aid this organisation.

See the chain's activity during COVID-19 epidemic.

www.kontigo.com.pl

**PLN 30
thousand**

support for Centrum
Praw Kobiet [Centre
for Women
Rights]



Frisko.pl

• supermarket on-line • Warsaw • Wrocław

Frisko.pl is a supermarket that operates exclusively online. In the reporting period Frisko.pl operated in Warsaw, and at the end of December it appeared in Wrocław. At the beginning of 2021 an expansion to other locations is planned.

10

delivery cars
in Wrocław

70

delivery cars
in Warsaw

Frisko.pl for Local Communities

Local Suppliers – supporting local brands #SupportLocally

Frisko.pl supports local producers who make products sustainably and using local ingredients. To this end, a special Local Suppliers section was created in 2019, which presents small, Polish brands whose products are available in the Frisko.pl shop. Thanks to the cooperation with Frisko.pl, local producers gain an additional distribution channel, which turned out to be especially important during the lockdown caused by the coronavirus epidemic. At that time, traditional distribution channels, such as fairs, markets, culinary events or own retail spaces were closed. Since the outbreak of the epidemic, Frisko.pl's offer has been expanded by another 7 local suppliers, with a total of 25 of them currently working with the chain. In 2020, the value of sales of local producers' products on Frisko.pl amounted to over PLN 6 million, and almost 55% of all orders at the peak of the epidemic included products from local suppliers.

Nearly

55%

of orders contained
local products

Over


PLN 6 million

sales value
on local
products

Promotion of a plant-based diet – The Plant Zone

Frisco.pl promotes a plant-based, balanced diet and supports consumers in changing their eating habits by limiting the consumption of meat and other animal products. Such a diet has also less negative impact on the environment. Promotional activities and educational activities include:

- **The category Vegetarian Zone:** among the products, the Vegetable Zone category has been singled out. Vegetarian and vegan articles can be searched for, certified vegan products have also been labelled.
- **Education about the plant-based diet** – together with the content partner, ProVeg International, educational activities were carried out, including one on the occasion of International Plant Milk Day.
- **Support for Polish Entrepreneurs** – as part of the Plant Zone, Frisco.pl cooperates with many Polish brands, which introduce innovative plant-based characterised by a reduction of negative impact on the natural environment. Frisco.pl offers both products of Polish food-tech start-ups and innovative products of well-established brands. As part of these activities, Frisco.pl cooperates with the FoodForward accelerator and the ProVeg International association.



Nearly
**PLN 76
thousand**
support for
UNAWEZA
Foundation

Support for the UNAWEZA Foundation

Frisco.pl continuously cooperates with the UNAWEZA Foundation founded by Martyna Wojciechowska, whose mission is to provide equal economic, social and educational opportunities for women. The aim of the action is to provide the Foundation with continuous financial support, enabling it to achieve its statutory goals.

Charity action “By buying you help”

A periodic charity action, which aims to provide in-kind support to non-governmental organisations helping people in need. It involves a specific pool of products donated by the commercial partners of Frisco.pl. For every product purchased by consumers during the action, the same product is handed over to the beneficiaries of the action. The permanent partner of the action is the UNAWEZA Foundation, which supports Frisco.pl in the selection of beneficiaries, contacting them and promoting the action.

In each edition of the action other beneficiaries are selected:

- **Easter 2020** – JUNONA Association for Women, Po Drugie Foundation, Ambulans z Serca.
- **Christmas 2020** – coordinators: Food Bank SOS in Warsaw, Food Bank in Wrocław.

Frisko.pl for the Environment

Reducing the use of plastic

Frisko.pl aims to reduce the amount of plastic used in the process of packaging and delivery of purchases. Due to the outbreak of the coronavirus some of these activities have been put on hold. Currently, safety and minimizing the contact of the chain's employees with food is the priority.

Actions:

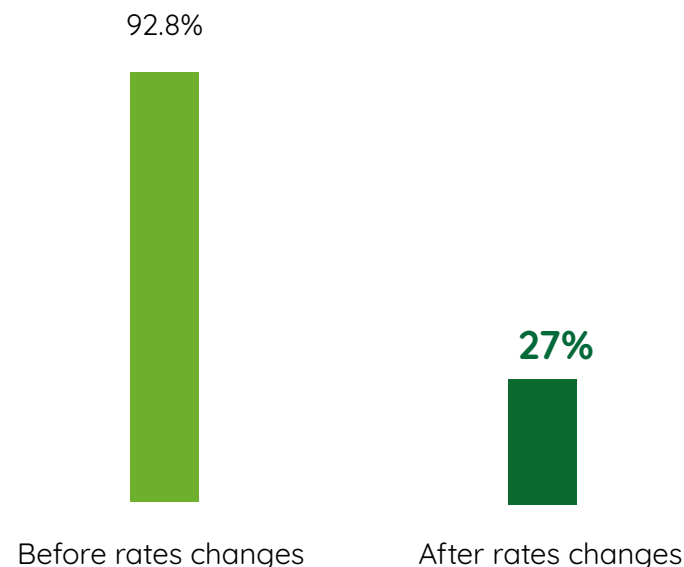
- Changing packaging fees – lowering the cost of packaging purchases in paper bags and increasing the price for packing in plastic bags.
- Changing the plastic bags used with thinner bags and optimising the number of those used.
- Replacement of polystyrene trays with paper ones.
- Reducing the amount of plastic packaging used for fruit and vegetables – the company's fruit and vegetable packaging has been reintroduced due to the coronavirus outbreak in order to minimize staff contact with food in the picking and delivery of purchases.

The change in packaging charges has contributed to a significant reduction in plastic bags used in the packaging process.

See the chain's activity during [COVID-19 epidemic](#).

www.frisko.pl

Percentage of orders packed in plastic bags



8. Responsible Reporting



8.1. About the Report

[GRI 102-54] We are pleased to present to you the report on Eurocash Group's non-financial activities prepared in accordance with the Global Reporting Initiative Standards, in the Core Compliance option.

[GRI 102-50] The data presented herein, both qualitative and quantitative, relate to the period from 1/01/2020 to 31/12/2020, unless otherwise stated.

[GRI 102-46]

The process of defining the content of the 2020 report was based on the results of the work carried out in 2019 for the 2019 report – these were reviewed and verified with our stakeholders.

In 2019, key areas of Eurocash Group's impact on the environment and important topics for the organisation and stakeholders were identified.

Approach taken:

- analysis of the environment (desk research),
- project team workshops,
- dialogue with stakeholders (investor survey).

Description of this study as well as topics relevant to the stakeholders can be found in the section [Our Stakeholders](#).

All these topics are reflected in the content of the present Report.

In addition, as a topic of relevance in 2020, the Eurocash Group recognised the COVID-19 epidemic, which is why it was additionally included in the Report.

The Report is the result of an ambitious work and commitment of several dozen of the Group's employees, who were responsible for preparing the data and other content for it, and who give the shape to the social responsibility spirit in our company through their daily work.

We thank them from our hearts for it!

[GRI 102-56] The report has not been subject to external audits.
[GRI 102-52] Eurocash Group reports its non-financial activities in annual cycle. [GRI 102-51] The last report was published on March 31st 2019.

The report is based on both internal data of the Eurocash Group and external data obtained for the purposes of the report.

[GRI 102-48]

Compared to the report for the year 2019, the following adjustments were implemented with respect to indicators:

- [GRI 302-1] [GRI 302-3] [GRI 302-4] – the adjustment resulted from the decision that this data will be reported for more companies belonging to the Eurocash Group,
- [GRI 205-3] – Due to the epidemic, work in the field of anti-corruption policy were suspend because of the need to move resources to another area; anti-corruption policy will be implemented in the current 2021,
- [GRI 405-1] – the change in this indicator results from a change in the counting method.

Adjustments in the above-mentioned indicators do not exert changes within other data disclosed in the report for 2019. Due to their nature and scale are not material changes that could have an effect on understanding the impact of the Eurocash Group on the environment and that is why these do not distort results of the analysis in the scope of ESG of Eurocash Group.



[GRI 102-55]

8.2. Table of GRI, own and strategic indicators

WW – own indicator


WS – strategic indicator


Indicator No.	Name of the indicator	Place in the report	Page
Organisation profile			
102-1	Name of the organisation	1.1. Who are we?	12
102-2	Description of the organisation's activities, main brands, products and/or services	1.1. Who are we? 1.1.2. Business Model of the Eurocash Group	2
102-3	Location of the organisation's headquarters	ul. Wiśniowa 11, 62-052 Komorniki, Poland	
102-4	Location of operating activity	1.1. Who are we?	12
102-5	Form of ownership and legal structure of the organisation	1.1. Who are we?	13
102-6	Markets served	1.1. Who are we?	12
102-7 102-7	Scale of operations	Eurocash in numbers	7, 13
102-8	Data on employees and other persons working for the organisation	5.4. Data	133
102-9	Description of the supply chain	3.1. Culture of Quality	96
102-10	Significant changes over the reporting period in size, structure, form of ownership or value chain	1.1. Who are we?	14
102-11	Explanation of whether and how an organisation applies the precautionary principle	1.5. Risk Management	47



102-12	External economic, environmental and social declarations, principles and other initiatives adopted or supported by the organisation	None	
102-13	Membership in associations and organisations	„Razem dla środowiska” UNEP Partnership Polska Izba Handlu [Polish Chamber of Commerce] Polska Organizacja Franchyzodawców [Polish Organisation of Franchisers] Polska Rada Biznesu [Polish Business Council] Pracodawcy RP [Employers of Poland]	
102-14	Statement by top management	Interview with the President of the Management Board	2
102-15	Description of key impacts, opportunities and risks	Interview with the President of the Management Board	2
102-16	Values of the organisation, code of ethics, principles and standards of behaviour	1.4. Ethics and Values	44
102-17	Mechanisms for advice and concerns about ethics – mechanisms for seeking advice about ethical and lawful behavior, and organisational integrity	1.4. Ethics and Values	45
102-18	Governance structure of the organisation, including committees of the highest governance body	1.1. Who are we?	16
102-20	Executive-level responsibility for economic, environmental, and social topics	1.1. Who are we?	15
102-23	Chair of the highest governance body	1.1. Who are we?	15
102-26	Role of highest governance body in setting purpose, values, and strategy	1.1. Who are we?	15
102-32	Highest governance body's role in sustainability reporting	1.1. Who are we?	16
102-40	A list of stakeholder groups engaged by the organisation	1.1. Who are we?/1.1.5. Our Stakeholders	32
102-41	Collective bargaining agreements	0	


102-42	The basis for identifying and selecting stakeholders with whom to engage	1.1. Who are we?/1.1.5. Our Stakeholders	32
102-43	The organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	1.1. Who are we?/1.1.5. Our Stakeholders	32
102-44	Key topics and concerns that have been raised through stakeholder engagement, including: i. how the organisation has responded to those key topics and concerns, including through its reporting	1.1. Who are we?/1.1.5. Our Stakeholders	33
102-45	A list of all entities included in the organisation's consolidated financial statements	1.1. Who are we?	14
102-46	Defining report content and topic Boundaries	8.1. About the Report	166
102-47	List of material topics	1.1. Who are we?/1.1.5. Our Stakeholders	35
102-48	Information about effect of any restatements of data given in previous reports, and the reasons for such restatements (Restatements can result from: mergers or acquisitions, change of base years or periods, nature of business, measurement methods)	8.1. About the Report	167
102-49	Significant changes from previous reporting periods in the list of material topics and topic Boundaries	No significant changes	
102-50	Reporting period	8.1. About the Report	166
102-51	Date of most recent report	8.1. About the Report	167
102-52	Reporting cycle	8.1. About the Report	167
102-53	Contact point for questions regarding the report	8.4. Contact	178
102-54	Claims of reporting in accordance with the GRI Standards (in Core or Comprehensive option)	8.1. About the Report	166
102-55	GRI content index	8.2. Table of GRI, Own and Strategic Indicators	168
102-56	Organisation's policy and current practice with regard to seeking external assurance for the report	8.1. About the Report	167


Aspect: Economic impact			
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103-2	The management approach and its components	1.1. Who are we?	12
103-3	Evaluation of the management approach	1.1. Who are we?	12
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WS I.1	Independent market share in the entire Polish FMCG market (according to Nielsen)	1.3. Sustainable Development Strategy of the Eurocash Group	40
WS I.2 WS I.2	Total impact on income in the economy thanks to the Eurocash Group's activities (direct, non-direct and induced impact)	1.3. Sustainable Development Strategy of the Eurocash Group 1.1.3. Eurocash Group's Influence on Society and Economy	29, 40
WS I.3 WS I.3	Company's added value contribution to the Polish gross domestic product (GDP) (direct, non-direct and induced impact)	1.3. Sustainable Development Strategy of the Eurocash Group 1.1.3. Eurocash Group's Influence on Society and Economy	30, 40
WS I.4.	Percentage of Customers using eurocash.pl platform	1.3. Sustainable Development Strategy of the Eurocash Group	40
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WS II.1	Number of customer complaints about fresh products	1.3. Sustainable Development Strategy of the Eurocash Group	41
WS II.2	Volume of losses in products (in tonnes) due to their	1.3. Sustainable Development Strategy of the Eurocash Group	41
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WS III.3 WS III.3	The percentage of food wasted (wasted to sold food ratio)	1.3. Sustainable Development Strategy of the Eurocash Group 4.3. We don't waste!	42, 114
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Aspect: Compliance and anti-corruption policy			
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205-2	Communication and training for employees and managerial staff about anti-corruption policies and procedures	1.4. Ethics and Values	44
307-1	Non-compliance with environmental laws and regulations	In the reporting period, Eurocash Group did not receive any significant financial or non-financial penalties for noncompliance with laws or regulations on environmental issues	
415-1	Political contributions, i.e. total value of donations to parties, politicians, and related organisations	0	
419-1	Non-compliance with laws and regulations in the social and economic area – monetary value of significant penalties for noncompliance with laws and regulations on deliveries, and use of products and services	In the reporting period, there were no non-compliance with laws and regulations in the social and economic areas	

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302-1	Energy consumption within the organisation	4.1. Green Infrastructure	106
302-3	Energy intensity	4.1. Green Infrastructure	106
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305-1 305-1	Direct (Scope 1) GHG emission	4.1. Green Infrastructure	109, 113
305-2	Energy indirect (Scope 2) GHG emissions	4.1. Green Infrastructure	110
305-4	GHG emissions intensity	4.1. Green Infrastructure	110
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WS III.1	Energy consumption per m ² (broken down by building categories)	1.3. Sustainable Development Strategy of the Eurocash Group	42
WS III.2 WS III.2	Average CO ₂ emission per km traveled (by vehicle category and kind of fuel used)	1.3. Sustainable Development Strategy of the Eurocash Group 4.2. The Green Fleet	42, 113
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Aspect: Employment, development and diversity			
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103-2	The management approach and its components	5.1. Employees	116
103-3	Evaluation of the management approach	5.1. Employees	116
401-1	The total number and percentage of new employees hired, and the total number of leaves during the reporting period	5.4. Data	135
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404-1	Number of trainings on an hourly schedule broken down by employment category	5.3. Commitment /5.3.1. Development and Commitment	126
404-3	Percentage of employees subject to regular performance and career development reviews, by gender	5.3. Commitment /5.3.1. Development and Commitment	129
405-1	Composition of supervisory bodies and workforce broken down by employee categories by gender, age, minority appurtenance and other diversity indicators	1.1. Who are we?	17
406-1	Total discrimination count	5.1. Employees	116
WS I.5 WS I.5	Number of Entrepreneurs and Employees who participated in the initiatives of the Eurocash Academy of Skills	1.3. Sustainable Development Strategy of the Eurocash Group 2.3. Eurocash Academy of Skills	40, 90
WS IV.2	Employees' commitment rate	1.3. Sustainable Development Strategy of the Eurocash Group	43
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	Decent Work and Economic Growth	5. Pillar IV. Employees Safety and Commitment	115

Aspect: Health and safety			
103-1	Explanation of the material topics and their boundaries	5.2. Safety /5.2.1. Safety – a Common Cause!	118
103-2	The management approach and its components	5.2. Safety /5.2.1. Safety – a Common Cause!	118
103-3	Evaluation of the management approach	5.2. Safety /5.2.1. Safety – a Common Cause!	118
403-5	Employee trainings on work safety issues	5.2. Safety /5.2.1. Safety – a Common Cause!	118
403-6	Promotion of healthy lifestyle among employees	5.2. Safety /5.2.1. Safety – a Common Cause!	121
403-7	Prevention and reduction of occupational phenomena and events affecting employees' health and safety	5.2. Safety /5.2.1. Safety – a Common Cause!	118
403-9	Work-related injury rate	5.2. Safety /5.2.1. Safety – a Common Cause!	119
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WW 5	Number of schools and students participating in the programmes	2.3. Eurocash Academy of Skills	90
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WW 7	Value of granted scholarships in a given year	1.6. The Eurocash Group Foundation	55
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WS I.5 WS I.5	Number of Entrepreneurs and Employees who participated in the initiatives of the Eurocash Academy of Skills	1.3. Sustainable Development Strategy of the Eurocash Group 2.3. Eurocash Academy of Skills	40, 90
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8.3. Reports' library

Earlier Eurocash Group publications regarding sustainable development:

- 2019
- 2018
- 2017
- 2016
- 2015
- 2014
- 2013
- 2012





8.4. Contact

Thank you for reading the “Social Responsibility Report of the Eurocash Group for 2020”.

When preparing the content for it, we took into account our Stakeholders' opinion – we asked them to evaluate our previous Report in this respect. Nearly 75% of them have read it or viewed it, 80% of Stakeholders recognised it complete and discussing all the issues they found themselves interested in.

Nearly 75% of respondents states that the reports' content was exhaustive and substantial. 75% of them found its form reader-friendly and coherent.

We hope that this year's report will also meet your expectations. If any of the content requires clarification or it is of particular interest to you, please contact us.

[GRI 102-53]

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We invite you to visit our website!