

# Eurocash Group

## Corporate Social Responsibility Report for 2021





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# Introduction







Paweł Surówka

President of the Management Board  
of the Eurocash Group

# Letter from the President of the Management Board

GRI 102-14 GRI 102-15

Ladies and Gentlemen,

we are sharing with you the edition of “Eurocash Group’s Corporate Social Responsibility Report for 2021” that presents an overview of actions and initiatives we engaged in on behalf of company’s stakeholders. As always in our social responsibility efforts, we strive to create the best and safest possible workplace for our 20 thousand workers

and serve as a strong business partner for almost 89 thousand Entrepreneurs we work with, supporting them in their growth.

As Poland’s largest wholesale distributor of FMCG products, we are responsible for the quality and safety of products that reach the homes of almost 12.5 million Polish families daily. Through its distribution centres and warehouse network, Eurocash Group forms one of the largest food supply chains in Poland. We acknowledge how great our social responsibility is and for this reason since 2019 we have been implementing all our activities in line with the Sustainable Development Strategy of Eurocash Group 2020+.

In the last two years we have faced a health crisis. Since February 24, when Russia attacked Ukraine, we have been facing a humanitarian crisis unprecedented in the 21<sup>st</sup> century. Almost 3 million

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Ukrainian citizens, mostly women and children, have sought refuge in Poland. Social expectations towards corporate behaviour are currently very high and influence consumer choices.

I am proud to manage a company that reacts immediately, even when faced with a crisis of immense proportions. In the first hours of the conflict, we made decisions that led to around 400 families of our Ukrainian employees being safely relocated to Poland and provided with accommodation, as well as psychological and linguistic support. We hope that some of these family members will soon join our workforce and thus prepared a few hundred positions for them to fill. Almost 100 tonnes of our products have been distributed to those in need via Caritas Poland and other non-governmental organisations. In the first weeks of the conflict, we were also physically at the border; our mobile grocery chain abc na kołach [“abc on wheels”] distributed almost 16 tonnes of

food. Furthermore, we support employees who have welcomed families from Ukraine into their own homes and donated their time to volunteering. Retails chains led and co-led by the Group have also been involved in support efforts. To date, we have donated over PLN 2 million in various forms.

In 2021, we continued supporting our Entrepreneurs in their business activity, which is reflected in the fact that the indicator measuring our company’s impact on fostering entrepreneurship among our Customers measured 41.2%. We strive to provide access to CSR-related knowledge and tools our Entrepreneurs need in their daily operations. We note growing interest among Entrepreneurs in this subject matter and see them joining an increasing number of initiatives, supporting local communities, working with regional suppliers but also noticing current challenges related to climate change. Suffice it to say that sessions on sustainable business





available through the online education platform Eurocash Academy of Skills were attended by 1200 Entrepreneurs. Our Customers are most passionate about initiatives related to countering food waste – over 50% are already active in this field. For this reason, we invited them to partake in “We Respect, We Don’t Waste!” social campaign that involved all chains our company operates. Entrepreneurs can benefit from a dedicated training program that allows them to improve on their sustainability efforts. They also have access to expert knowledge, especially that related to legislation. In 2022, we plan another campaign on preventing food waste as well as a range of activities that will continue to support Entrepreneurs in socially responsible management of their shops.

Eurocash Group is first and foremost people. As an employer of 20 thousand people we are responsible for their health, safe working conditions

and professional development. We are still working on earning the title of a sustainable employer. In 2021, we launched a new training program “Your Professional Growth in your Hands” and conducted detailed studies on our employees’ safety. For many years now we have strived to prevent work accidents; in 2022, we plan to implement a new safety system.

In 2021, we took a closer look at climate-related issues and reported more thoroughly on them than in previous years. As a major logistics operator, we acknowledge our obligations related to climate change and reducing our negative impact on the natural environment. Our efforts are reflected in the management structure – on February 1, 2022, we isolated ESG-related area within our Group that is now overseen directly by the Group’s CEO. Additionally, we plan to open ESG-related positions this year as well. Our 2021 report has again been

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of the Management Board







written according to GRI standards and has undergone an external audit this year.

In preparation for the report, we also surveyed our stakeholders to ensure issues relevant to them are included in this publication. We strive for transparent communication with our stakeholders and do not shy away from difficult topics. Hence, this year's report provides an in-depth explanation regarding the penalty imposed on us by the Polish Office of Competition and Consumer Protection.

**Preparation of this annual publication is a demanding process involving a dozens of our company's employees.**

**I thank them for their support and present you with the results of Eurocash Group's ESG-related efforts, wishing you an interesting reading experience!**

**Introduction** ←

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## Actions within Eurocash Group

- Humanitarian aid
- Withdrawal of Russian and Belarusian products from Group-owned shops and wholesalers as well as franchise and partner networks
- Support for employees engaging in aid work for refugees (parcels with essential products, employees are also eligible for grants from Eurocash Group Foundation).
- Eurocash Group Foundation – aid initiatives
- Collaboration with Caritas Poland – over 65 tonnes of donated products

## Business unit and retail chain activities

- Grassroot initiatives – products donated by **Ambra** and **Eurocash Gastronomica**, regional actions conducted by **Eurocash Logistyka**, distribution centres and **Employee Programme Team**.
- **Ongoing support from abc na kołach** in towns on Polish-Ukrainian border (over 16 tonnes of products have been donated in total).
- **Collection of products at Eurocash Cash & Carry** wholesalers – the Group donates double the value of goods collected (donations to date are worth PLN 80 thousand, the campaign is still ongoing).

- **Frisco.pl** and its partners have donated altogether 19 tonnes of products in various aid campaigns
- **Delikatesy Centrum** donated almost PLN 200 thousand through shopping with Delikarta\* and a further PLN 30 thousand to 10 grocery stores in border towns or locations with large refugee presence.
- **Lewiatan** – PLN 200 thousand donation to the Polish Red Cross.
- **Retail chain consumers engaged** in a host of different initiatives including collections of food, medication and essential products, making in-kind donations to refugee aid centres, offering assistance in finding accommodation and work, preparing and distributing of hot meals, offering transport from the border, providing financial support to charity organisations.

\* The campaign lasted a week.







# 27 years of Eurocash Group in Poland

GRI 102-7



45.7%  
small-format channel  
share in the entire  
Polish FMCG market\*



more than  
89 thousand  
Customers



12  
retail  
brands



148 thousand  
people took part in  
trainings at Eurocash  
Academy of Skills\*\*



nearly  
20 thousand  
employees



nearly  
PLN 7.3 million granted  
for scholarships\*\*\*

\* Source: Eurocash, according  
to NielsenIQ - [to see details](#)

\*\* In years 2010-2021.  
\*\*\* In years 2013-2021.



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27 years of Eurocash  
Group in Poland







# Our Business Activity



**Leader**  
in the wholesale  
distribution of FMCG  
goods in Poland



**18**  
distribution  
centres



**179**  
Cash & Carry  
wholesale warehouses



**30**  
reloading  
centres



**1558**  
suppliers



more than  
**89** thousand  
Customers



**19** thousand  
Customers at  
eurocash.pl  
platform



more than  
**10** thousand  
franchise holders  
running nearly



**16** thousand  
stores



See a video about  
our business

[LINK](#)

To learn more  
about Our Business  
Activity click here

[LINK](#)

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Our Business  
Activity







## Eurocash Group's Influence on Society and Economy\*

GRI 203-2



34 104 people  
The total impact  
on employment  
in the economy



PLN 840 million  
Total impact on income  
in the economy thanks  
to the Group's activities



PLN 4.1 billion  
The total value created  
by the Group's business  
activities

Total value created by the Group's business  
activities See complete results of the study

[LINK](#)

\* Own survey carried out in 2019, data collected in a 3-years cycle

# Influence of the Eurocash Group on Entrepreneurship and the Socio-economic Environment



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Influence of the Eurocash  
Group on Entrepreneurship  
and the Socio-economic  
Environment







Learn more about "Report on the Eurocash Group's Impact on the Entrepreneurial Growth of its Customers for 2020"

[LINK](#)



## Impact of the Eurocash Group on its Customers' Entrepreneurial Growth\*

41.2%  
Impact of the Eurocash Group



Innovation  
13.2%



Responsibility for others  
8.8%



Motivation to develop  
8%



Business courage  
6%



Perseverance in action  
5.2%

\* Study from 2021, impact calculated for 2020, data collected over a 3-year cycle.



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Impact of the Eurocash Group on its Customers' Entrepreneurial Growth\*







# 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.



76%

of our Customers agreed with the statement that Eurocash Group conducts its business in a responsible way



61%

of Customers states that we are a socially responsible company

\* NPS survey, 2021.

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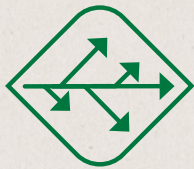
Sustainable  
Development Strategy  
of Eurocash Group 2020+







# Sustainable Development Strategy of Eurocash Group 2020+



Pillar I  
Entrepreneurship  
Development



Pillar II  
Uncompromising  
Quality for Everyone  
and Food Waste  
Prevention



Pillar III  
We Use Less



Pillar IV  
Health, Safety  
and Employee  
Commitment

In 2019, we have worked out the Sustainable Development Strategy of Eurocash Group 2020+. Its four pillars relate to our most important stakeholders, namely our employees,

Entrepreneurs and consumers who stock up in our stores. Furthermore, we care for the local environment and work to reduce food waste.

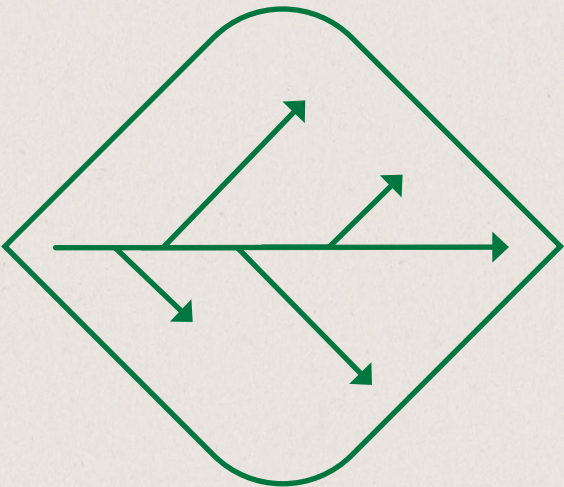






# Pillar I

## Entrepreneurship Development



We want to create a responsible entrepreneurial spirit that will ensure the sustainable development of the country's society and economy at large.



Introduction

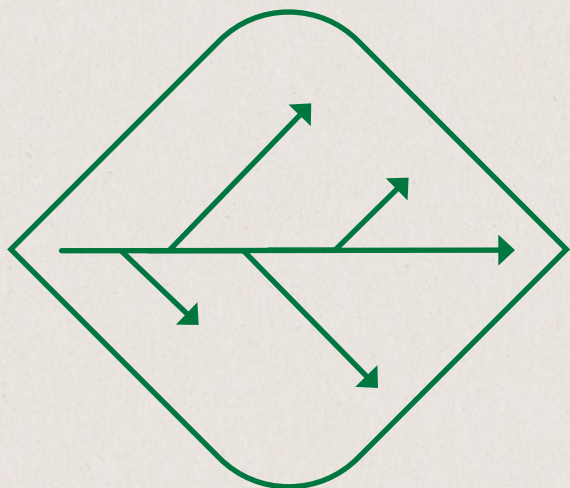
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Pillar I. Entrepreneurship Development







We have an impact on our Customers' innovative attitude and tenacity, we drive them to grow, provide them assistance in taking bold business decisions and encourage responsible social behaviour.



41.2%

– Impact of Eurocash Group on its Customers' Entrepreneurial growth

[For more information on this topic](#)

LINK



16 thousand franchise stores



24 thousand users at the platform of the Eurocash Academy of Skills in 2021

[To learn more on the Eurocash Academy of Skills](#)

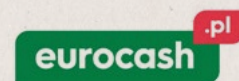
LINK



Innovative Trade Platform

[For more information on this topic](#)

LINK



19 thousand Customers at eurocash.pl platform

[For more information on this topic](#)

LINK



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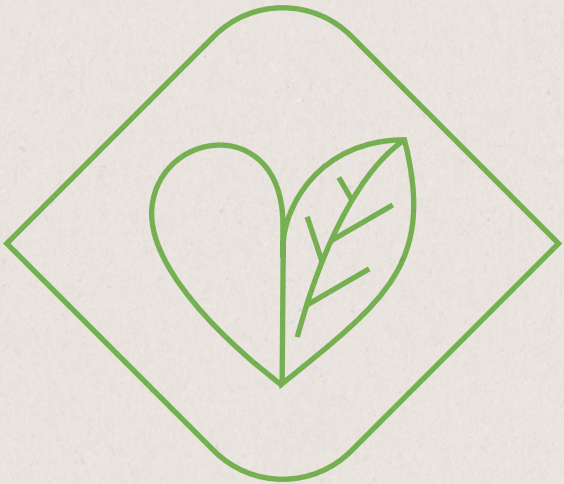
Pillar I. Entrepreneurship  
Development





## Pillar II

# Uncompromising Quality for Everyone and Food Waste Prevention



Our prime objective is to deliver safe, high-quality food products to every customer (i.e. Entrepreneur, who is the store owner) and as a result to reach the broadest possible range of consumers across Poland. We also take great care to limit the food wastage to absolute minimum, throughout accurate procedures implemented in the whole logistics chain for which we are responsible.



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Pillar II. Uncompromising  
Quality for Everyone and  
Food Waste Prevention







We make sure that our products meet the highest quality and safety standards.



1,558 suppliers



2,290  
quality controls  
of own-labelled  
products



369,702 fresh  
products lots were subject  
to quality controls



154  
quality audits carried  
out at suppliers premisses



48  
visits of quality  
technologists

To learn more  
on quality and food  
safety of our products

[LINK](#)



0.39%  
wasted food  
index



4.15%  
saved from wastage  
food index

To learn more on food  
waste prevention

[LINK](#)



nearly 300 tonnes  
of products donated  
to the needy



58  
number of NGOs  
we cooperate with

Social campaign

”We respect,  
we don’t waste!”



our partner  
in campaign

For more information  
on the campaign

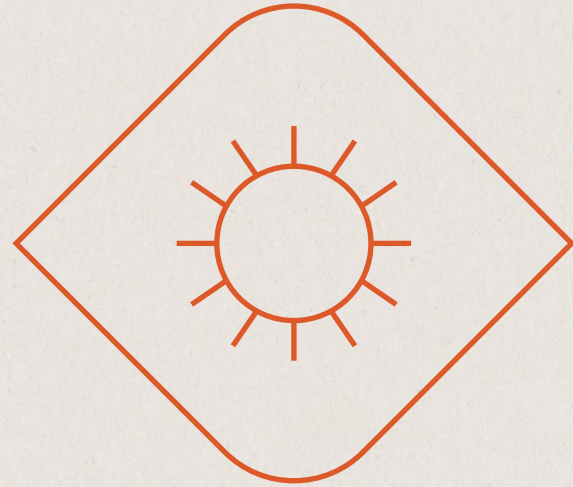
[LINK](#)

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Pillar II. Uncompromising  
Quality for Everyone and  
Food Waste Prevention







In the Eurocash Group, we care for the environment and pay great attention on minimizing our negative impact on the environment, that is why, while running our operations we keep following our environmental policy in this respect.



## Pillar III

### We Use Less

Introduction

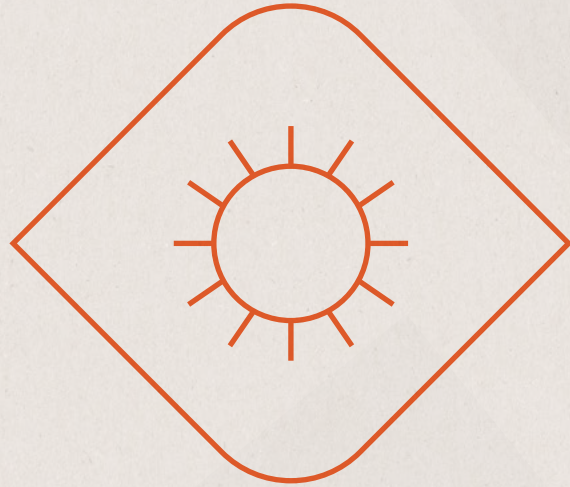
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Pillar III.  
We Use Less







1,840  
number of hybrid drive  
cars, which means that  
75% of our fleet is green



CO<sub>2</sub> emissions generated by  
the fleet were reduced by  
4.84%\*

For more information  
on our Green Fleet

[LINK](#)

\* Compared to 2020



ca 700  
facilities located  
throughout Poland



the greenhouse gas  
intensity emissions ratio  
0.1428 t/m<sup>2</sup>

For more information  
on our Green Infrastructure

[LINK](#)





## Pillar IV

# Health, Safety and Employee Commitment



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.



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Pillar IV. Health, Safety  
and Employee Commitment







20 thousand  
employees

WS IV.1



14.0  
was the rate  
of work-related injuries

[To learn more  
about safety](#)

LINK



10  
Number of benefits provided  
to our employees.  
We care about their health,  
good working conditions  
and develop pro-health  
programmes.

[To learn more on  
good working conditions](#)

LINK



42%  
employee  
commitment rate\*

[To learn more about  
commitment](#)

LINK



1,130  
employees involved in  
volunteering programme

[To learn more on  
employees volunteering  
programme](#)

LINK

\* Employee Opinion Survey, January 2022.





We care about creating a positive image of Entrepreneurs.



Visit our blog for Entrepreneurs

LINK



In quarterly published newsletter "CSR News" addressed to employees we present the latest information about events concerning sustainable development within the Group.



2,266 employees and Entrepreneurs took part in our webinars and workshops

# Responsible Education and Communication

See our publications

LINK



To learn more on Education and Communication

LINK



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Responsible Education  
and Communication





# Responsible Reporting

We would like to thank the entire team of 40 employees of the Eurocash Group involved in collecting and elaborating the data for the "Eurocash Group Corporate Social Responsibility Report for 2021".

We kindly invite you to read it!



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Responsible Reporting





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# Report







# Chapter 1. Responsible Management

Introduction

**Report** ←

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Chapter 1.  
Responsible  
Management







## 1.1. Get to Know Us!

GRI 102-1

GRI 102-4

GRI 102-6

GRI 103-1

GRI 103-2

GRI 103-3

### Leader in the wholesale distribution of FMCG goods in Poland.

Eurocash Group is the largest Polish company dealing with the wholesale distribution of FMCG\*. On the one hand, our activity is based on creating the widest possible range of FMCG products – which we deliver to our Customers\*\* at affordable prices giving them the opportunity to compete with the large format market. On the other hand, we support our Customers in their entrepreneurial growth by providing them with new concepts and business models or new channels to reach consumers as well as offering them access to educational programmes. Availability of such tools and instruments enable our Customers to continuously develop their business in line with the latest retail trends.



To learn more about our activities for the entrepreneurial growth of Eurocash Group's Customers, please see the "Report on the Eurocash Group's Impact on the Entrepreneurial Growth of its Customers for 2020".

[LINK](#)

\* EN. Fast Moving Consumer Goods include first-need products, of such categories as food, over-the-counter drugs, domestic chemicals, tobacco products.

\*\* i.e. the Entrepreneurs – shop owners





## 1.1.1. Key Facts about the Eurocash Group

### Management Structure

GRI 102-5

The main shareholder of the Eurocash Group is Luis Amaral (directly and indirectly) holding 44.04% of the Company's shares (as at December 31, 2021). The parent company in the Group is Eurocash S.A., which accounts for the majority of the Group's sales.

Detailed description of the shareholding structure – available here

LINK

See our "Consolidated Annual Report for 2021"

LINK

\* EN. ESG – E (environmental), S (social responsibility), G (corporate governance).

GRI 102-7

In 2021, revenues from the sale of products amounted to over PLN 26 billion.

More about results of the Eurocash Group – see the appendix

LINK

GRI 102-18

GRI 102-32

From February 1, 2022, within the structure of the Group, an ESG area\* was defined for which the President of the Management Board is personally in charge.







GRI 102-23

## Management Board

The managing body of Eurocash Group is the Management Board. As at 1 February 2022 it was composed of 9 (nine) members.

**Paweł Surówka**  
President of the  
Management  
Board

**Arnaldo Guerreiro**  
Management  
Board Member

**Jacek Owczarek**  
Management  
Board Member

**Katarzyna  
Kopaczewska**  
Management  
Board Member

**Przemysław Cias**  
Management  
Board Member

**Tomasz Polański**  
Management  
Board Member

**Pedro Martinho**  
Management  
Board Member

**Luis Amaral**  
Management  
Board Member

**Dariusz Stolarczyk**  
Management  
Board Member

Members of the Management Board jointly define the goals, values and strategy of the organization.

## Supervisory Board

Composition of the Supervisory Board of Eurocash Group as at 1 February 2022.

**dr Hans Joachim Körber**  
Chairman of the Supervisory Board  
status: independent

**Francisco José Valente Hipólito dos Santos**  
Member of the Supervisory Board  
status: dependent

**Jorge Mora**  
Member of the Supervisory Board  
status: independent

**Przemysław Budkowski**  
Member of the Supervisory Board  
status: independent

To see the composition of the Management Board as at 31 December 2021 – see the appendix

[LINK](#)





## 1.1.2. Our Business Activity

Wholesale



18  
distribution centres



179  
Cash & Carry warehouses



30  
reloading centres



1,840  
hybrid car fleet – 75%  
of the fleet



1,558  
suppliers



19 thousand Customers  
at eurocash.pl platform



Eurocash Cash & Carry  
mobile application







## Distribution and logistics



over  
4.6 thousand employees



over  
1.6 thousand trucks



1.7 billion kg of delivered  
goods



reaching  
29 thousand outlets



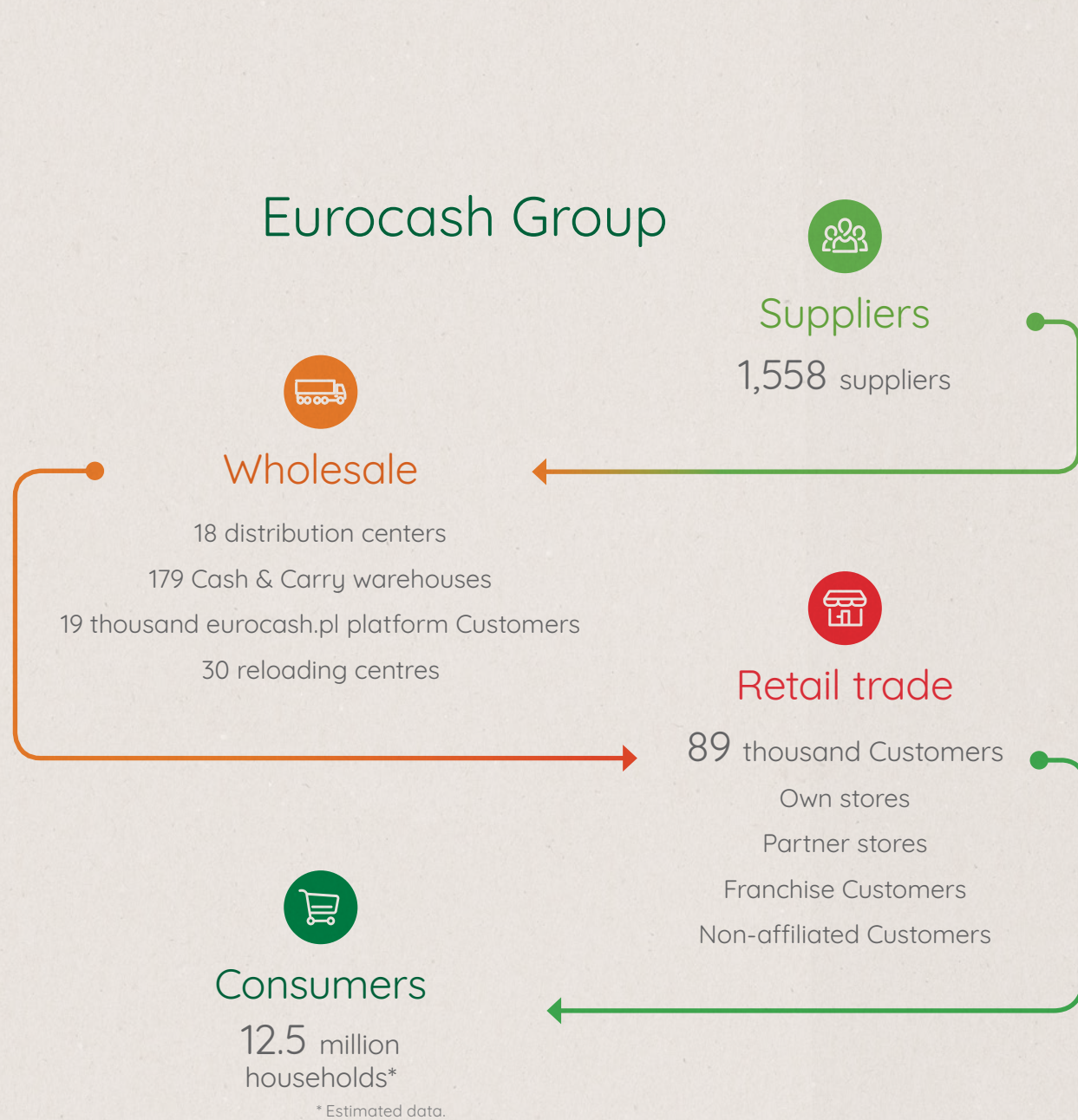
more than  
209 thousand  
Customer's orders

Modern solutions and innovative  
projects implemented in logistics:

- voice picking – already operative in dry product warehouses, tested in Fresh warehouses, as well,
- Inspection app for verifying the quality of pallets sent to Customers, based on photo checks
- tests of autonomous trucks and the pick-to-light system,
- automatic warehouse map – adopted algorithm optimizes the distribution of articles in the warehouse, speeds up the work of thousands of employees completing ordered goods for Customers,
- warehouse automation in Krosno and Lublin, allowing for higher technological efficiency based on a low carbon footprint.







deliver  
the highest  
quality  
products







## Retail

The franchise, agency and partner networks gathered around by Eurocash associate 15,971 independent stores operating under such brands as ABC, Groszek, Delikatesy Centrum, Lewiatan, Euro Sklep, Gama, Arhelan, abc na kołach [“abc on wheels”], Frisco.pl, Kontigo, Duży Ben, Koliber and Inmedio.

We also run the Ambra project offering household chemicals and cosmetics.



12  
retail brands



10,322  
franchisees



15,971  
franchise stores







## Customers

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.



89,278  
Customers



53,896 Customers  
running a grocery store



5,533 Customers  
running a specialistic store



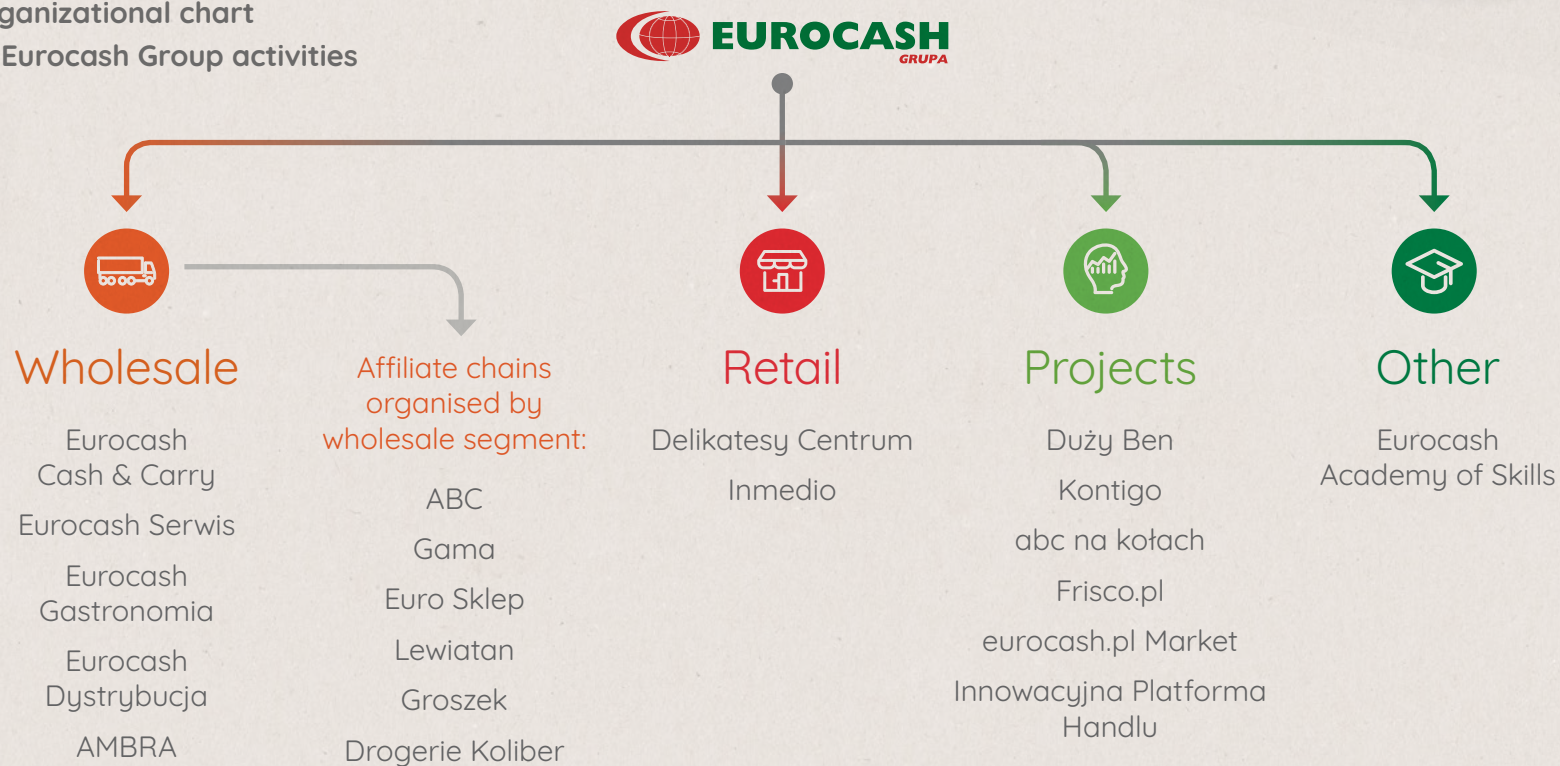
18,879 Customers  
at eurocash.pl





GRI 102-2

## Organizational chart of Eurocash Group activities



See detailed financial and operational  
data of Eurocash Group in the appendix

[LINK](#)

See our “Consolidated Annual Report  
of the Eurocash Group for 2021”

[LINK](#)

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### 1.1.3. The Most Important Events of 2021 in the Eurocash Group

GRI 102-10

In 2021, the Eurocash Group acquired 49% of shares in the company running the Arhelan chain of stores. The Frisco.pl chain has expanded its operations to Poznań, Kraków, Wieliczka, Katowice, Sosnowiec, Mysłowice and the Tri-City.

[More about the Group's history](#)

LINK

### 1.1.4. 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. In the reporting period, Entrepreneurs with whom we cooperate



76% of our Customers agreed with the statement that Eurocash Group conducts its business in a responsible way\*



61% of Customers states that we are a socially responsible company\*



42% was the index of commitment among our employees in 2021\*\*

on a daily basis resulted the most important group of stakeholders for the company.

In Eurocash Group we care about dialogue with our stakeholders – we are continuously measuring the NPS coefficient and evaluate the applicability of various tools available for Entrepreneurs on a constant basis. At the same time, we foster relations with our workers by launching annual Employee Opinion Surveys. However, we refrain from defining a centralised approach to these issues that would be binding throughout the Group.

\* NPS survey, 2021.

\*\* Employee Opinion Survey, January 2022.





GRI 102-40

## Our Stakeholders

### Our Stakeholders

#### Customers

- warehouse agents
- franchise holders and independent store-owners

#### Consumers

#### Employees

#### Suppliers and subcontractors of

- goods
- services (such as transport, cleaning, etc)

#### Shareholders

#### Others

- 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

GRI 102-44

The topics relevant to the stakeholders of the Eurocash Group were defined in an on-line survey. The study, carried out in period from January 18 to February 1, 2022, involved 409 respondents from two research groups: external stakeholders and the company's management. 17 areas out of 26 were considered significant. Among them, issues related to climate, employee health and safety, purchasing practices and diversity – turned out to be of particular importance. In this report, in response to the expectations of our stakeholders, we provide information on these areas.

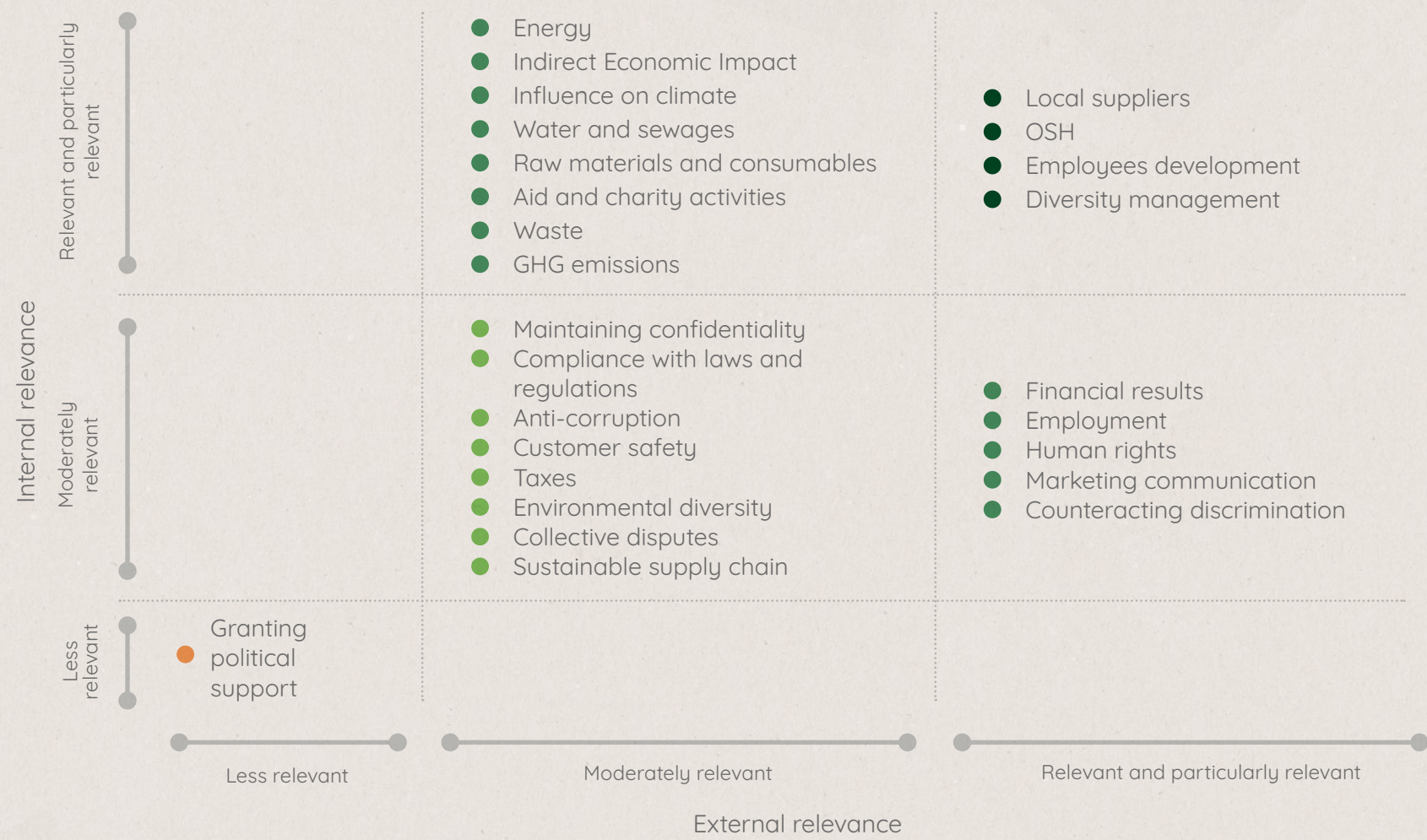






GRI 102-47

### Map of topics relevant to stakeholders



- Issues recognised by stakeholders as particularly relevant
- Issues recognised by stakeholders as moderately relevant
- Issues recognised by stakeholders as relevant
- Issues recognised by stakeholders as less relevant





## How do we communicate with our stakeholders?

GRI 102-43

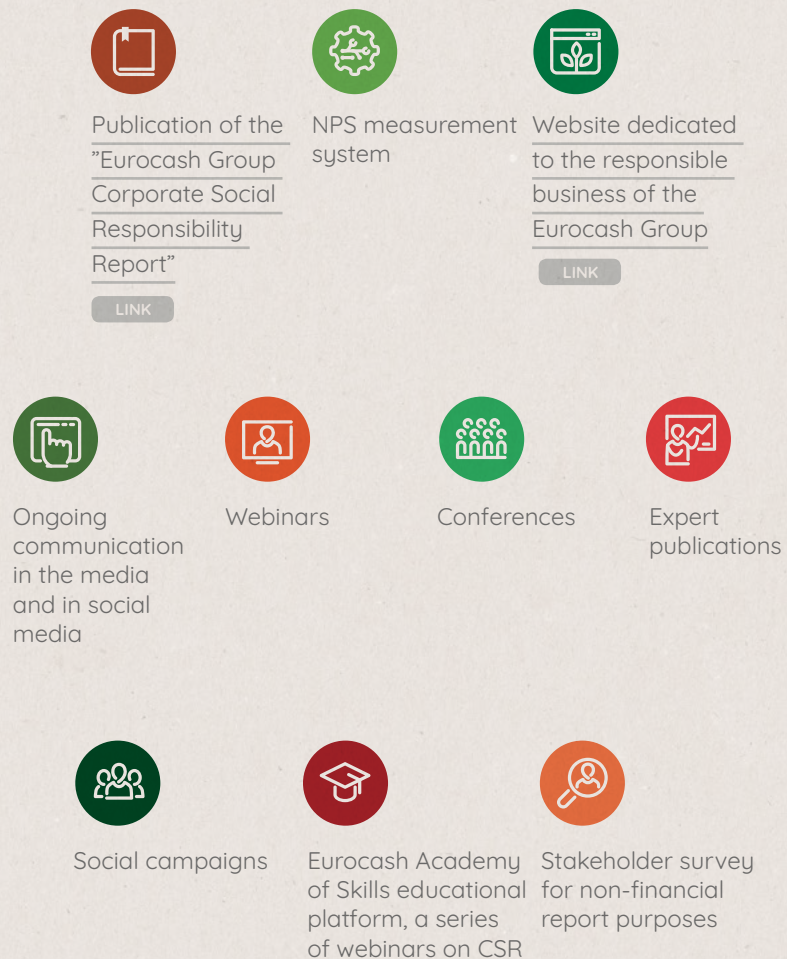






How do we communicate actions in the area of sustainable development?

Eurocash Group



Communicating to the Group's stakeholders about activities concerning the sustainable development area.



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## 1.2. Strategy of the Eurocash Group

The Management Board of the Eurocash Group aims at the sustainable development of the Group's operations and of its Customers. 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.

### 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.

In response to the ongoing consolidation process of the food distribution market in Poland, including the wholesale distribution of FMCG products, the Eurocash Group's strategy also assumes further organic growth in every distribution format and the possible continuation of acquisitions of other wholesalers, franchise networks and retail chains. Acquisition of other entities allow for relatively quick achievement of the scale effect, which translates into the ability to offer better conditions for the purchase of goods to the Group's customers (independent retail). It would possibly contribute to the improvement of the Group's competitiveness and market position as well.

See also our "Consolidated  
Annual Report for 2021"

[LINK](#)







## 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.

Our approach to sustainable development is outlined in the Eurocash Group Strategy of Sustainable Development 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 environment and work to reduce food waste. The Sustainable Development Strategy is viable thanks to a responsible approach to management processes.

### GRI 102-20

From February 1, 2022, within the structure of the Group, an ESG area\* was defined for which the President of the Management Board is personally in charge.

Our activities are followed by educational projects related to sustainable development available to our employees and Entrepreneurs.

\*In the reported period, its implementation has been overseen by Eurocash Group's Management Board Member and managers who lead the efforts on each of the strategy pillars. From 2018 to the end of 2021, the Marketing Director of the Group was responsible for the area of sustainable development. In 2019, a CSR manager responsible for the implementation of the strategy and reporting in this area was employed. CSR manager reports directly to the Group's CEO.



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GRI 102-15

# Sustainable Development Strategy of Eurocash Group 2020+

## Pillar I. Entrepreneurship Development

Key topics	Our ambitions	Sustainable Development Goals
<ul style="list-style-type: none"> <li>Providing businesses with purchasing power, retail concepts and development tools</li> <li>Supporting succession and young Entrepreneurs, increasing the number of people employed in trade</li> <li>Increasing the role of Entrepreneurs in society by promoting their activities for society</li> <li>Creating conditions for developing innovative solutions for small and medium-sized enterprises</li> </ul>	Building responsible entrepreneurship, which ensures sustainable development of society and economy of the whole country	<div> <div>4 QUALITY EDUCATION</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> </div>

Strategic Key Performance Indicators [KPI]

Project: Everyday Business Activity

I.1. Independent market share in the entire Polish market

WS I.1

Value of the Small Format channel (small-format trade <300 m²)

	2021	2020
Food	36.4%	37.6%
Drug	48.6%	47.7%
Tobacco products	88.1%	89.0%
Food& Drug	38.4%	39.3%
Total FMCG	45.7%	46.4%

I.2. Total value of income generated in the economy from the Eurocash Group activities (direct impact, indirect impact, induced impact)

WS I.2

2019\*

PLN 840 mln

\* Data collected in a 3-years cycle.

I.3. Total added value generated in the economy (GDP) from the Eurocash Group activities (direct impact, indirect impact, induced impact)

WS I.3

2019\*

PLN 4.1 pln

\* Data collected in a 3-years cycle.

I.4. Impact of Eurocash Group on its Customers' entrepreneurial growth

WS I.4

2020\*

41.2%

\* Data collected in a 3-years cycle.

I.5. Percentage of customers using the eurocash.pl platform

WS I.5

	2021	2020
Percentage value	21%	16.8%
Number of Customers	18,879	15,549

Project: Eurocash Academy of Skills

I.6. Number of Entrepreneurs and employees who participated in the initiatives of the Eurocash Academy of Skills

WS I.6

	2021	2020
Number of participants	36,139 persons	33,000 persons
Number of participants from the foundation of the Academy	148,139 persons	112,000 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.







## Pillar II. Uncompromising Quality for Everyone

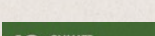
Key topics	Our ambitions	Sustainable Development Goals
<ul style="list-style-type: none"><li>• Providing top quality products</li><li>• Ensuring product safety</li><li>• Providing consumers with products that are always good quality, safe and at an affordable price</li><li>• Building a responsible supply chain</li><li>• Ensuring supply chain continuity</li></ul>	Delivering safe, high-quality food to every Customer (who owns the store) and to the widest possible range of consumers throughout Poland	 

Strategic Key Performance Indicators [KPI]					
Project: Culture of Quality		Project: Responsible Buyer, Responsible Seller		Project: We Don't Waste!	
II.1. Customers' complaints on fresh products		II.2. Percentage of suppliers that have been certified to comply with their own declarations on social and environmental approach		II.3. Percentage of food wasted (ratio of food wasted to sold)	
<div>WS II.1</div>		<div>WS II.2</div>		<div>WS II.3</div>	
2021	2020	2021	2020	2021	2020
0.034%	0.027%	30%	8.7% of active suppliers	0.39%	0.40%





## Pillar III. We Use Less

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

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### Strategic Key Performance Indicators [KPI]

Project: Green Infrastructure

III.1. Energy consumption per m<sup>2</sup> (reported per building category)

WS III.1

Outlet category	2021	2020
Stores	409.47	261
Offices	32.69	40
Distribution centres	132.65	145
Reloading centres	58.34	102
Warehouses/storage facilities	52.01	65

Project: The Green Fleet

III.2. Average CO<sub>2</sub> emissions per km driven (reported per category of vehicles and type of fuel used)

WS III.2

	2021					2020	
	Vehicles ≤ 3,5 t			Vehicles > 3,5 t			
	Petrol	Diesel	LPG	Total	Diesel		
Fuel consumption (liters)	2,867,250	2,721,591	21,062	5,609,903	2,753,379	Vehicles > 3,5 t	259.89
Emission converter (kg CO <sub>2</sub> e/litre)	2,19352	2,51233	1,55709		2,51233		417.1
Emission CO <sub>2</sub> e (tonnes)	6,289.37	6,837.53	32.80	13,159.70	6,917.40	Vehicles ≤ 3,5 t	122.90
km driven	53,416,485	28,970,082	290,395	82,676,962	12,671,420		168.1
Average emission (g CO <sub>2</sub> /km)	117.74	236.02	112.93	466.69	545.91		





Pillar IV. Health, Safety and Employee Commitment

Key topics	Our ambitions	Sustainable Development Goals
<ul style="list-style-type: none"><li>Ensuring safety in the workplace</li><li>Empowering employee growth and commitment</li></ul>	Creating the best working conditions for everyone	<div><div>4 QUALITY EDUCATION</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div></div>

Strategic Key Performance Indicators [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			WS IV.2	
	2021	2020	2021	2020
Indicator	14	14.6	42%	42%
Number of employees*	15,677	17,166		

\* Based on data recorded within the SAP HR system.





## 1.4. Ethics and Values

### 1.4.1. Values of the Eurocash Group

GRI 102-16



#### Entrepreneurship

Entrepreneurship is the DNA of our company. We are convinced that in each of us there is a sense of the Entrepreneur, which – when used well – allows us to achieve the impossible. We actively analyse the environment in which we operate and identify development opportunities for our Customers and our company. We act innovatively and consciously take risks, believing that we can be the Number One.



#### Accountability

We believe that we are the forgers of our own fate, and the challenges we face are an opportunity to demonstrate and introduce new solutions and improvements.

We follow a 360-degree philosophy, according to which we are evaluated by our supervisor as well as by subordinates, internal Customers and people in parallel positions.



#### Responsibility

Each of us has precise goals and is responsible for achieving them. Thanks to the effective use of available resources we strive to cope with the challenges we face. In this way, we all contribute to the Group's growth and increase its profits.



#### Transparency

In Eurocash Group we are guided by high ethical standards towards employees, Customers and suppliers. Everyone should act in accordance with the law and the principles of integrity, and show respect to all those with whom they work. We comply with all corporate governance rules of listed companies, and information on the company's operations and performance is fully available.





## Profit sharing

When Eurocash Group achieves its goals, individual employees also have a share in profit. Each of us is evaluated according to the tasks we perform – the best performers are rewarded higher than the others. Courage in decision-making, flexibility, focus on increasing efficiency and meeting ambitious challenges are highly valued.



## Teamwork

In such a complex and dynamically developing organisation as Eurocash Group, we can achieve results thanks to effective cooperation, ability to adapt to changes and motivation of all employees. The dynamism of action, creativity and numerous synergy effects resulting from teamwork allow us to achieve results that bring satisfaction both to the whole company and to every employee.



## Customer orientation

We believe that only by meeting the expectations of our Customers can we grow and generate greater profits. The priority for Eurocash Group is and will be to satisfy the Customers' needs and implement solutions to increase the competitiveness of their offer. As a result, our Customers can strengthen their market position and increase the profitability of their business.



## Job satisfaction

In Eurocash Group we care about being an attractive employer. We achieve this by fairly rewarding the results achieved. It is also very important for the employees to derive satisfaction and joy from the succeeding in the challenges they face. The working environment in Eurocash Group is informal, giving the opportunity to develop and gain experience in an exciting, passionate and energetic environment.





## 1.4.2. Ethics

GRI 103-1

GRI 103-2

GRI 103-3

Running our business in ethical and responsible way is one of the key principles of the Eurocash Group. Eurocash S.A. as well as all entities of the Capital Group are obliged to act in compliance with applicable law, market standards and ethical rules.

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.

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 102-17

Eurocash Group operates a helpline as laid out in the Standard Operating Procedure on Recording and Reviewing Infringements in Eurocash Group. Employees have access to dedicated webinars and trainings explaining the helpline’s terms of use. Furthermore, most pertinent information about the helpline is shared out via intranet as well as posters and flyers wherever intranet is not available.

Infringement cases are recorded by an Internal Audit Department, an independent administrative unit within Eurocash S.A. that ensures confidentiality and anonymity of the whistleblowers (if they choose to remain anonymous) as well as personal data protection.

To report a violation, employees have a choice of various contact channels: by e-mail, telephone, traditional mail or by means of an anonymous application form. Employees who report violations are protected from retaliation and unfair treatment.

Incidents that should be reported include infringements of common law, internal regulations as well as ethical principles. Incidents are reviewed within 3 months of being recorded. Management has been granted online access to a registry of all recorded incidents with basic information pertaining to each, as well as a statistics report pertaining to units and case types. No personal data is shared in either of the two aforementioned documents. By contacting the helpline, employees can also receive instructions on due conduct. In 2021, 77 cases had been reported, 64 of which had been resolved within the same year. All outstanding cases have been reviewed in the subsequent year, within the deadline set out in the SOP.

In 2021, the Anti-mobbing Policy was prepared in order to counteract mobbing, it also regulates areas related to discrimination and unequal treatment in employment in all companies of the Eurocash Group. The policy will be implemented in 2022.





## 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 company takes preventive actions in the area of social and natural environmental.

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.

In Eurocash Group, in the area of measurable risks, a series of mechanisms of risk level monitoring have been implemented, including registers, periodic reports, institutional controls, planned audits and *ad hoc* audits.

### Regulations

In Eurocash Group, following compliance-related regulations have been introduced:

1. Anti-corruption policy in Eurocash Group
2. Procedure for managing conflicts of interest in the Group
3. Procedures against money laundering and financing terrorism
4. Procedure for accepting and examining notifications about violations in Eurocash Group
5. Supplier verification procedure in Eurocash Group
6. Ethics Code in the Eurocash Group





## Key compliance risks

The following key compliance risks have been identified in Eurocash Group:

1. Legal risk
2. Regulatory risk
3. Litigation risk
4. Money laundering and terrorism financing risk
5. The risk of conflict of interest
6. The risk of losing reputation
7. The risk of outsourcing
8. Personnel risk
9. The risk of breach of business secrets
10. The risk of corruption

### 1.5.1. Risk Management System

See the chart  
in appendix

[LINK](#)







## 1.6. Anti-Corruption Measures and Policies

GRI 103-1

GRI 103-2

GRI 103-3

All and any corruption activities are against our policy of corporate social responsibility, which is based on lawfulness, transparency and honesty. We strive for a strong anticorruption culture at our company and thus any incidents offering, promising, providing or accepting undue financial and non-financial benefits is not acceptable.

The Eurocash Group Anti-corruption Policies are in line with the common law, recommended standards for anti-corruption activity in compliance with management systems as well as whistleblower protection measures for joint-venture companies listed on the Warsaw Stock Exchange, ISO 37001:2016 standard for anti-corruption

management systems and ISO 37001:2021 standard for Whistleblowing Management Systems.

The risk of corruption is difficult to quantify. In assessing this particular risk, we relied on historical data and known existing loopholes in our operating procedures, we also used professional judgment-based risk assessment tools.

An assessment of corruption-related risks has been conducted in Eurocash Group that allowed us to identify a higher risk of corruption during the purchasing process, especially for non-commercial purchases. For this reason, we have introduced higher standards and stricter regulations for holding tenders and verification of potential suppliers, as well as mechanisms preventing conflicts of interest and control mechanisms for the suppliers' selection process. We have also ensured functional and institutional supervision.





GRI 205-1

**Business units assessed  
for corruption-related risks**

Total number of business units / divisions of the organization	18
Number of business units / divisions assessed for the risk of corruption	18
Percentage of business units / divisions assessed in terms of the risk of corruption	100%

**A significant risk of corruption has been identified in the course of assessments of:**

- Conflict of interest risk
- Risk of personal (material or non-material) due to favourable treatment of a particular supplier,
- Lack of tenders for commercial and non-commercial deliveries resulting in higher prices for the service,
- Risk of partial single-handed decision-making regarding the choice of supplier,
- Lack of secondary control
- Lack of automation in selection of non-commercial suppliers
- Risk of non-formal meetings/talks with potential suppliers

GRI 205-3

No confirmed instances of corruption in Eurocash Group have occurred in the reported period.

GRI 205-2

All Board members as well as upper and middle management have been briefed on anti-corruption policies and measures. Nearly 500 employees from the Commercial and Non-Commercial Purchasing Department also underwent the obligatory anti-corruption training. It is important for this department due to the increased risk of corruption in purchasing.







## 1.7. Principles of Free Competition and Anti-Trust Practices

GRI 206-1

**Legal actions taken against organisation due to violation of free competition principles and antimonopolistic practices.**

In the reporting period Eurocash S.A. was a party to 7 court cases and one administrative proceeding.

### Clarification on the administrative proceeding

On 28 September 2020, the President of UOKiK (the Office for Competition and Consumer Protection) issued a decision to initiate ex officio proceedings against Eurocash S.A. concerning practices which unfairly exploited contractual advantage. In doing so, he found that it should be verified whether certain practices applied by Eurocash S.A. could be qualified as exploitation of contractual advantage. In his decision,

the UOKiK President pointed to two questionable forms of settlements between Eurocash S.A. and its suppliers: charging remuneration for network-wide services and sales support services, as well as for market extension services. As part of the pending proceedings and in response to UOKiK President's demand, the Company communicated that since 2017 it has not charged any remuneration for market expansion services, while in the period from 1.01.2019 to 31.10.2020 it charged suppliers a total of approximately PLN 19 million for the provision of network-wide and sales support services. At the same time, as of 1.01.2021, the Company, implementing the strategy of simplifying its relations with suppliers that had been started in 2017, ceased to provide network-wide and sales support services and to collect remuneration on this account, of which it informed the UOKiK President. In his decision dated 30 November 2021, President of the Office for Competition and Consumer Protection (UOKiK) found that the Company had committed a practice of unfairly exploiting contractual advantage by requiring suppliers of agricultural and food products to pay for services either not performed for them at all or







performed without the suppliers' being informed about them (including their costs and results). For this reason, UOKiK imposed a fine on the Company to the amount of PLN 76,019,901.23. The Company disagrees with the position of UOKiK President. Therefore, on 30 December 2021, it appealed against the decision at the Court of Competition and Consumer Protection. The obligation to pay the fine imposed by UOKiK President will come into force only after the decision becomes final, i.e. after the verdict of the Court of Second Instance (Court of Appeals) is issued. At present, proceedings from issuance of the decision to the final verdict by the Court of Appeal last approximately 4–5 years.

## Court cases

There are several court proceedings against the Company initiated each year by suppliers seeking reimbursement for past costs they had incurred from the Company (these include fees other than trade margin for accepting goods for sale, known as shelf charges) under the provisions of the Act on Combating Unfair Competition. In 2021, verdicts

were issued in 2 cases, as a result of which the Company paid the suppliers approximately PLN 300 thousand.

Currently, the Company is implementing a new policy of managing relations with suppliers, which requires confirming with suppliers (through a dedicated IT tool) their commissioning of any promotional and marketing services to the Company, rules for implementation of such services and the entailed remuneration due to the Company. Suppliers must also confirm that such services have been provided as requested.

The implementation of the aforementioned solution will avoid the risk of future court disputes with suppliers (and their settlements to the detriment of the company) regarding the scope and proper execution of services and the remuneration due.







## 1.8. The Eurocash Group Foundation



**Katarzyna Kopaczewska**  
President of Eurocash Foundation

One of our values at Eurocash is sharing – our knowledge, experience as well as the financial outcomes of our success. For the past 8 years, we have invested in the young generation in Poland, enabling Polish youth an easier start into adult life and fostering conditions that would allow them to pursue their dreams.

We value families and thus offer support to surviving family members of our deceased employees. We launched a Caregiver Stipend Program that aims to overcome discrepancies in learning abilities among children who had lost a parent. We launched the programme in response to deaths of our employees

due to COVID-19. Stipends are awarded to orphaned children irrespective of the cause of their parent's death. As much as we like to see number increases at Eurocash Group, Caregiver support program is our only initiative where we are happy to note lack of increases.

### 2021 in Eurocash Group Foundation

WW 6 WW 7



PLN 925,946  
in stipend-related support



173 talent-based scholarships



32 caregiver stipends





In 2021, Eurocash Group Foundation continued its talent-based scholarship programme for youth, introducing a new form of financial support offered to children surviving our company’s employees. To differentiate the two initiatives, the former is known as Talent-Based Scholarship Programme, while the latter is known as Caregiver Stipend Programme.

The mission and criteria for talent-based scholarship remain unchanged. The program fosters talent and eagerness to learn among high schoolers and university students whose parents work for Eurocash Group or either of our business partners.

Scholarships are awarded based on merit as well community service work. In the Caregiver Stipend Programme, we assume that overcoming the trauma of parental loss is a sufficient challenge. Support offered takes the form of monthly stipends paid out until the end of secondary-level education.

The stipend is meant to foster educational opportunities for those who have had them limited due to loss of a parent. In 2021, 32 children benefitted from this new programme.

This year, for the first time, five of the scholarships have been paid for with private funds of Eurocash Board Members.

Amount of support through all scholarship programmes offered by the Foundation

Amount of support offered through Talent-Based Scholarship Programme since 2013, including	PLN 7,135,946
Support in 2020	PLN 910,000
Support in 2021	PLN 925,946
Amount of support offered through Caregiver Stipend Programme:	PLN 131,643
In total	PLN 7,267,589







Number of Talent-Based Scholarship Holders over the years







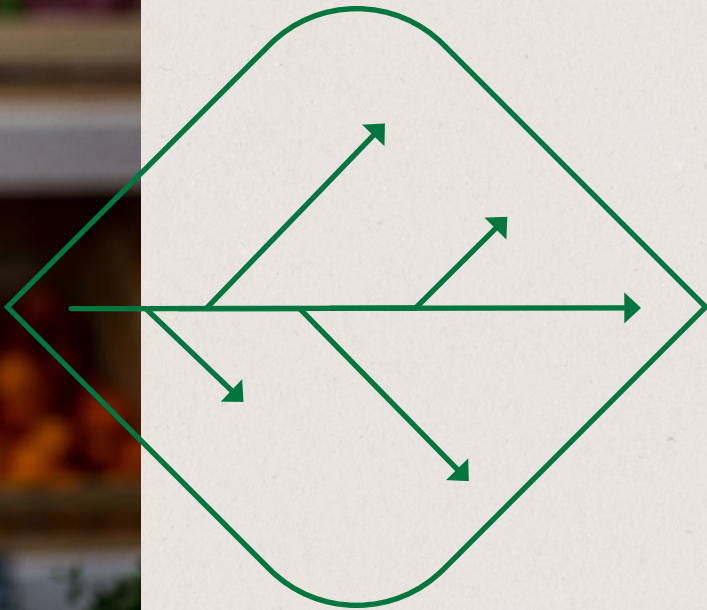
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of Eurocash Group



Chapter 2.  
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Development







## Eurocash Group - the Strength of the Modern Entrepreneur

Supporting Entrepreneurs in their business development  
is our key social responsibility.

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 89 thousand Entrepreneurs  
can increase their innovation, responsibility for others,  
motivation to develop, courage in running business and  
persistence in action.







## 2.1. Everyday Business Activity

### 2.1.1. Responsible store

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 also in terms of choosing a retail concept that would meet the needs of the addressed consumers. Eurocash-organised chain of franchise-shops, partners and agents are as follow: ABC, Groszek, Lewiatan, Euro Sklep, Gama as well as franchise and own Delikatesy Centrum outlets, and "abc na kołach" ("abc on wheels"), Inmedio, Arhelan and Frisco mobile networks. We also run Ambra – a concept offering household chemicals and cosmetics, as well as Koliber and Kontigo drugstores. Duży Ben liquor store is another specialist concept present on the market. In total, we cooperate with over 10 thousand franchisees who run almost 16 thousand shops.

To learn more about our retail concepts

[LINK](#)







## Good practices in retail chains run and co-run by the Eurocash Group

The networks implement targeted activities in line with the Sustainable Development Strategy of Eurocash Group 2020+

### Pillar I. Entrepreneurship Development

Chain	Good Practices
<b>Delikatesy Centrum</b>	<ul style="list-style-type: none"><li>• Manual of Standards. The Manual of Standards created for Customers is a tool that outlines all the most important areas related to the functioning of the store. It is a tool that includes both practices useful in store management on a daily basis and the knowledge necessary to train employees. All materials have been created as clear, understandable and attractive to the reader.</li><li>• Fairs for Franchisees – during the fair, an interesting program for participants comes along with the opportunity to purchase various types of goods.</li><li>• "Jak Babcię Kocham". The own labelled "Jak Babcię Kocham" line of products, implying with its name "Like at Granny's" taste, manufactured by a small family business from the geographic region near Lublin in 2021 has expanded its offer by as many as 5 new different flavours of healthy soups.</li></ul>
<b>PSH Lewiatan</b>	<ul style="list-style-type: none"><li>• PSH Lewiatan implements the "Born Entrepreneurs" initiative, which promotes entrepreneurial spirit and substantively supports entrepreneurs in running a business.</li><li>• One of many important activities supporting entrepreneurs is also the "I Choose Local" campaign. It has been already carried out for years by promoting regional products and supporting cooperation with local suppliers and producers (there are more than 10 thousand nationwide of them!). The attitude to promote local goods has already become distinctive for the Lewiatan chain. As part of the campaign, every year we organize the Festival of Local Products, which gathers crowds of our customers and business partners.</li><li>• PSH Lewiatan Foundation. Close to Your Needs. Willing to spread the values nourished by local development, Lewiatan has supported a series of socially-committed initiatives. PSH Lewiatan Foundation Close to Your Needs offers support to Lewiatan Entrepreneurs by giving them the opportunity to actively participate in important initiatives while carrying out projects for the benefit of local communities.</li></ul>

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<b>Groszek</b>	<ul style="list-style-type: none"> <li>• The Groszek Franchise Council connects Entrepreneurs and the network organizer, helps them develop joint and effective solutions.</li> <li>• Brand new positioning and visual identity – refreshing the brand image, building the brand's position as more attractive to consumers</li> <li>• System integration based on a unified Groszek POSM system allowing Entrepreneurs to implement attractive promotions and compete with organized retail chains.</li> </ul>
<b>Euro Sklep</b>	<ul style="list-style-type: none"> <li>• Creation of a portal for franchisees (euroraporty.pl), where franchisees can find information facilitating their daily work.</li> <li>• Support for new franchisees in opening stores – the assistance concerns, among others finding the right location for the store and acquiring partners for cooperation.</li> </ul>
<b>PSD Gama</b>	<ul style="list-style-type: none"> <li>• The chain provides Entrepreneurs with access to trainings related to the chain's standards. Over the course of last 10 years 15 thousand people have participated in such trainings.</li> </ul>
<b>Frisco.pl</b>	<ul style="list-style-type: none"> <li>• Local Suppliers – is a section fostering Customers to buy products from Polish, family-run companies. Its offer includes over 300 products, among which one can find regional specialties as well as delicatessen and products of non-animal origin.</li> </ul>
<b>abc na kołach</b>	<ul style="list-style-type: none"> <li>• We support Entrepreneurs mainly by offering them substantive trainings enabling them to start cooperation with us. Each Entrepreneur receives the equipment necessary for work, i.e. a properly stocked mobile store, granted the possibility of exchanging products intended for sale, a laptop and a telephone. In addition, you can count on assistance from the headquarters, including: category department, accountancy as well as marketing departments, which regularly provides Entrepreneurs with advertising materials.</li> </ul>
<b>ABC</b>	<ul style="list-style-type: none"> <li>• The ABC chain has started the rebranding process and by the end of 2021, 700 stores have already gained the new ABC visuals. The chain offers a number of solutions to be implemented within the activity run by Entrepreneurs, including courier deliveries, payment terminals, the ABC Cash Register System with attractive retail promotions, and many others. Additionally, the ABC chain invited its Entrepreneurs to participate in the Heroes of Entrepreneurship competition.</li> </ul>
<b>Ambra (Shelf Program)</b>	<ul style="list-style-type: none"> <li>• It provides stores with effective tools to compete on the market in the area of both independent and the so-called modern channels, by selecting the assortment based on market data, providing knowledge about the consumer and business competitors.</li> <li>• It also creates ingenious and effective POSM communication. In 2021, the materials were updated and refreshed and now fulfil their function better.</li> </ul>
<b>Ambra (Koliber)</b>	<ul style="list-style-type: none"> <li>• We provide IT support in the field of sales and loyalty programmes for consumers, as well as marketing support and communication in social media.</li> </ul>
<b>Wholesale chain Cash &amp; Carry*</b>	<ul style="list-style-type: none"> <li>• Eurocash Cash &amp; Carry mobile app, in-app coupons, marketplace, Weighing scales, Self-service, Click &amp; Collect.</li> </ul>

\* Eurocash Cash & Carry is a wholesale network operated by the Group, however, it was included in this list due to contributory solutions introduced by the chain that support our Customers.

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## Pillar II. Uncompromising Quality for Everyone and Food Waste Prevention

Chain	Good Practices
<b>Delikatesy Centrum</b>	<ul style="list-style-type: none"> <li>Quality has already become a tradition of Delikatesy Centrum stores. In 2021, 358 audits of suppliers and 3,164 verification of product labels were carried out. Technicians have been appointed to ensure products freshness and prevent food waste at the fresh produce stalls.</li> <li>One of good practices applied in Delikatesy Centrum stores refers to apples. They are Polish crops, not subject to sorting, which means that fruits of non-standard shape or with slight deformations on the peel are not rejected.</li> <li>Cooperation with local suppliers of dairy products and bakeries, most of the meat available in the stores comes from Polish suppliers, too.</li> <li>The furnishings and store lighting are designed in such a way that vegetables, fruit and bread retain high quality and freshness for as long as possible. The offer includes special packaging articles made of eco-friendly materials enabling to preserve product freshness.</li> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>
<b>PSH Lewiatan</b>	<ul style="list-style-type: none"> <li>100% of the Lewiatan own brand suppliers of food and petfood boast food and feed safety systems certificates. Producers of convenience articles are ISO certified. We carry out 90 tests of own-labelled product per month in an external laboratory (1080 per year).</li> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>
<b>Groszek</b>	<ul style="list-style-type: none"> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>
<b>Euro Sklep</b>	<ul style="list-style-type: none"> <li>We are working with local suppliers to ensure the freshest products available.</li> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>
<b>PSD Gama</b>	<ul style="list-style-type: none"> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>
<b>Frisco.pl</b>	<ul style="list-style-type: none"> <li>The store offers over 1,000 certified brands of cosmetics and household cleaning products.</li> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>
<b>abc na kołach</b>	<ul style="list-style-type: none"> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>
<b>ABC</b>	<ul style="list-style-type: none"> <li>Participation in the campaign "We respect, we don't waste!".</li> </ul>





<b>Ambra (Shelf Program)</b>	<ul style="list-style-type: none"><li>• From January 2021, as a part of our Shelf Programme, a new "Eco shelf" with ecological products has been launched. Additionally, as a result of cooperation with one of cosmetic brands, products with 100% recycled and further recyclable packaging has been launched.</li></ul>
<b>Ambra (Koliber)</b>	<ul style="list-style-type: none"><li>• The Green Fair. Clearance sale of fully fledged end of collection articles and overstocks at specially reduced prices for the Group's employees. The offer includes 3 types of boxes of different value. For each set, the buyer received a rich package of giveaways.</li></ul>
<b>Wholesale chain Cash &amp; Carry</b>	<ul style="list-style-type: none"><li>• Participation in the campaign "We respect, we don't waste!".</li></ul>







### Pillar III. We Use Less

Chain	Good Practices
<b>Delikatesy Centrum</b>	<ul style="list-style-type: none"> <li>Lighting. Each new and remodelled store is fitted with led lighting. Photovoltaic panels in selected stores are being installed. The trolleys in the stores are 100% made of recycled plastic. Vegetables and fruits are not foil-wrapped, we avoid application of stickers on apples as well. In 2021, we reduced quantity of printed promotional materials by 55%.</li> </ul>
<b>PSH Lewiatan</b>	<ul style="list-style-type: none"> <li>Continuation of the "Eko pakowanie w Lewiatanie" ["Eco packaging in Lewiatan"] project – propagation of eco-friendly wrapping machinery and appliances: 53% of stores have already implemented products and solutions of the "Eco packaging in Lewiatan" line. In 2021, the pilot project of installing bottle-collecting machines in front of the chain's stores was continued, too.</li> </ul>
<b>Groszek</b>	<ul style="list-style-type: none"> <li>Paper and shopping bags available in the offer.</li> </ul>
<b>Euro Sklep</b>	<ul style="list-style-type: none"> <li>Offers prepared to Entrepreneurs for a photovoltaic installation. Franchisees have the option of purchasing paper bags, in 2021, the volume of paper bags sold amounted to 806,400 pcs.</li> </ul>
<b>PSD Gama</b>	<ul style="list-style-type: none"> <li>From 2018, paper and cotton bags are available in chain stores. Plastic has been eliminated from the meat and cold-cuts counters, the products are packed with paper, instead.</li> </ul>
<b>Frisco.pl</b>	<ul style="list-style-type: none"> <li>Changing the way of packing of vegetables and fruit. A system of returnable packaging between Frisco.pl and suppliers has been introduced, thanks to which most vegetables and fruit are delivered to customers in bulk. The main goal of Frisco.pl for 2022 is to further reduce both plastic consumption and CO<sub>2</sub> emissions. To this end, we are planning further changes in the method of packaging purchases, as well as numerous campaigns to be launched together with producers.</li> </ul>
<b>ABC</b>	<ul style="list-style-type: none"> <li>Introduction of the ABC biodegradable bag.</li> </ul>
<b>Ambra</b>	<ul style="list-style-type: none"> <li>Switch from bottled water to water dispensers available in all locations. Collecting plastic caps and batteries. Replacement of diesel cars with hybrid ones. Currently 34 cars have been replaced. In 2022, the replacement of another 15 vehicles is planned. Withdrawal from distribution service, reduction of the circulation of printed materials in favour of an electronic newsletter.</li> </ul>
<b>Duży Ben</b>	<ul style="list-style-type: none"> <li>The KapsLove Days ["CapsLove Days"] campaign combines care for the cleanliness of the environment with the propagation of the idea of recycling materials for secondary use.</li> </ul>





#### Pillar IV. Health, Safety and Employee Commitment

Chain	Good Practices
<b>Delikatesy Centrum</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants) to employees and subsidizing those stores where COVID cases were diagnosed.</li></ul>
<b>PSH Lewiatan</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>
<b>Groszek</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>
<b>Euro Sklep</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>
<b>PSD Gama</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>
<b>ABC</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>
<b>Ambra</b>	<ul style="list-style-type: none"><li>• Opinion surveys on quality and satisfaction on interdepartmental cooperation. Integration meetings. Optimizing the rules of internal communication. Adjusting workstations for remote work. Monthly newsletters. Involvement in social activities related to cancer prevention.</li></ul>
<b>Kontigo</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>
<b>Duży Ben</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>
<b>Wholesale chain Cash &amp; Carry</b>	<ul style="list-style-type: none"><li>• Providing personal hygiene and protection products (masks, gloves, disinfectants).</li></ul>







### Supporting local communities and charitable activities

Chain	Good Practices
Delikatesy Centrum	• Cooperation with NGOs in the area of counteracting food waste.
PSH Lewiatan	• The Lewiatan chain cooperates with numerous NGOs all over Poland.
Euro Sklep	• Locally Active Program supporting social, sports and cultural events in the proximity of the store.
PSD Gama	• Cooperation with Food Banks. "Feed the doggie with Gama" action.
Frisco.pl	• Cooperation with the UNAWEZA Foundation and the Warsaw Food Bank.
abc na kołach	• The charity campaign "Dobry Kalendarz" ["Good Calendar"], the purpose of which was to sell calendars and the total income from the campaign was donated to a good cause chosen by the Entrepreneurs. Ultimately, they decided by a majority of votes that the "Nasz dom" Complex of Care and Educational Institutions in Ostrowiec Świętokrzyski would be supported. Due to the fact that the final of the action took place on Children's Day, the children received travel suitcases from us so that the trip to the holiday camps would not be a problem for them.
ABC	• Szlachetna Paczka ["Noble Box"] charity campaign, WOŚP [the Great Orchestra of Christmas Charity].
Ambra	• Help for fire victims from Nowa Biała and support for the EndoMama Foundation.



In 2021, our store chains took part in organized by the Eurpocash Group campaign supporting Entrepreneurs in the fight against food waste.

Find out more about  
the campaign

[LINK](#)







## 2.1.2. Support for Business Development

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.



70%

of customers believe that the Eurocash Group is increasing its purchasing scale so that they can offer good prices to consumers\*



73%

of Customers believe that Eurocash Group provides them with tools and solutions to help them develop their business\*

\*NPS Survey, 2021.



The Eurocash Group supports independent Entrepreneurs in every aspect of cooperation – it cares not only about business factors, but also for the development and education of store owners and their employees. The Eurocash Academy of Skills has been supporting our Customers in this area for 12 years. We do our best to provide independent Entrepreneurs with solutions enabling competitiveness in relation to hypermarkets, supermarkets and discounters. Regardless of the chosen model of cooperation Entrepreneurs receive comprehensive marketing support from Eurocash Group including attractive promotion tools to long-term loyalty programmes.







## Innowacyjna Platforma Handlu [Innovative Trading Platform]

### The Entrepreneur in the Centre of Attention

The Innowacyjna Platforma Handlu [Innovative Trading Platform] is a company established by the Eurocash Group in 2020. It connects the Entrepreneur with producers, the organizer of a chain and the final consumer. It improves the flow of information and optimizes processes related to store management. Thanks to the platform, Entrepreneurs have access to a detailed analysis of data collected in clear reports, an efficacious tool – when it comes to making everyday business decisions. Via the platform, small shop owners get acquainted with the digitization process. Entrepreneurs who have joined ITP gained access to modern technology, knowledge and – as a result – more effective sales tools, they can also use the mobile application developed by the Platform for consumers.

[iph.com.pl](http://iph.com.pl)

## 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. Eurocash.pl already boasts more than 19 thousand independent retailers.

[eurocash.pl](http://eurocash.pl)

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## merket.eurocash.pl Marketplace Platform

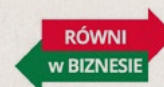
The aim of the merket.eurocash.pl platform is to support independent retailers in competition with organised chains. The platform helps them adapting to the ever-changing assortment expectations of the consumers and provides the sellers with secure and convenient access to even wider range of products.

[merket.eurocash.pl](https://merket.eurocash.pl)

## Project Fresh

Fresh is another Eurocash Group project aimed at developing competitiveness of our Customers 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 to maintain the highest and consistent quality of fresh produce, always compliant to the specification. As part of the Fresh project, auditors and quality technologists continuously cooperate with our suppliers, carry out controls and verifications. We expect our producers to perform the highest quality standards. 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 6 warehouses located in Krosno, Modlniczka, Sosnowiec, Błonie, Lublin and Wrocław.



## “Equal in Business” Ranking

Through the “Equal in Business” ranking [original script “Równi w Biznesie”], 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. 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. 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. The ranking is compiled quarterly on the basis of data from the Nielsen research agency.

**Its fourth edition has covered the 35 most popular product categories and more than 180 major suppliers.**

[Find out more about the ranking](#)

LINK



## Heroes of Entrepreneurship

"Heroes of Polish Entrepreneurship" is a Polish-wide plebiscite of retail trade organised by Eurocash Group and aimed at rewarding those Entrepreneurs who run their retail business with sheer commitment and passion. In 2021, 1,002 entries were qualified for the competition in 5 categories: persistence in action, motivation for development, responsibility for others, innovation and business courage. 100 Entrepreneurs were awarded. The winners of the competition were awarded nearly PLN 700 thousand. In 2021, the "Heroes at the Start" [original spelling: Herosi na Starcie] competition was also announced for young, ambitious and creative people who dream of a career as an Entrepreneur and want to develop their own business projects.

[www.herosiprzedsiębiorczosci.pl](http://www.herosiprzedsiębiorczosci.pl)

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## 2.2. Influence of Eurocash Group on Entrepreneurship Growth and Socioeconomic Environment

GRI 203-2

WS 1.2

WS 1.3

### Eurocash Group's Impact on Society and Economy

In Eurocash Group we have carried out a study on the impact of the Eurocash Group on society and economy\*. The study covered such variables as: employment, income and added value in the economy.

[See the full study description of the Eurocash Group's Impact on Society and Economy](#)

LINK

\* The study was carried out in 2019, data is being collected in a 3-years-cycle.



34,104 people  
is the Eurocash Group's total impact on employment in the economy



PLN 840 million  
Total impact on income in the economy thanks to the Group's activities



PLN 4.1 billion  
Total value created by the Group's business activities







## Impact of Eurocash Group on its Customers' Entrepreneurial Growth

WS 1.4

In 2021, for the first time, we published the "Report on the Eurocash Group's Impact on the Entrepreneurial Growth of its Customers", in which, using a specially developed model, we examined our impact on the Entrepreneurs cooperating with us. From the study, we learned that we most strengthen their willingness to search and implement innovative solutions in business, which is an important element in building their competitive advantage. The Group's influence on responsibility for others is also high, it indicates the level of sensitivity to social problems and Entrepreneurs' relationship with the local community. A visibly strong influence of the Group we have noticed also on the Entrepreneurs' motivation to grow, their business courage and persistence in action.

"Report on the Eurocash Group's  
Impact on the Entrepreneurial  
Growth of its Customers for 2020".

[LINK](#)



41.2%  
Impact  
of the  
Eurocash  
Group



\* Study from 2021, impact calculated for 2020, data collected over a 3-year cycle.





## 2.3. Eurocash Academy of Skills

GRI 103-1

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, Kontigo, abc na kołach, Frisco.pl, Ambra, Arhelan). By training the staff of the shops and the Entrepreneurs themselves, it improves the quality of their businesses' performance 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.



The highest quality of the Academy's educational offer is confirmed by the ISO 9001:2015 certificate for the implementation of training, development-oriented and consulting services through the educational platform, conferences, workshops, webinars, courses, as well as educational services in secondary schools and in cooperation with the hosts of postgraduate studies.



At the end of 2020, the Academy launched the "Your Professional Growth in your Hands" ["Rozwój w Twoich rękach"] project addressed to the company's employees. It has been continued in 2021. Its aim is to show employees that development depends on them, and the company provides them with necessary educational tools.

See more about  
this project

[LINK](#)





WW 3 WW 4 WW 5 WS 1.6

## Eurocash Academy of Skills in 2021



23,950  
platform users



11,353 workshop participants  
(5,681 participants among franchisees  
and their employees, 5,672 internal  
participants)



1,251 participants  
of workshops on topics related  
to sustainable development



113 webinars



19,311  
Webinar participants



5,670  
conference participants



89,747 e-learning undertaken  
(54,368 by franchisees and their  
employees, 35,379 by internal employees)



36 graduates of postgraduate  
studies (4th edition) and 33 people  
during their studies (5th edition)



4,155 students participating  
in Promoting Career in Sales programme



99 vocational schools  
our Academy of Skills works with





12 years of experience  
of the Eurocash Skills Academy



58 thousand  
workshop participants all over  
Poland (workshops for stores,  
schools and internal employees)



148 thousand  
Entrepreneurs and employees participating  
in the initiatives of the Academy



281 students at a course at the Warsaw School  
of Economics and other postgraduate studies



295 e-learning courses  
(including 11 in Ukrainian)



43 topics of workshops (18 topics of workshops  
for franchisees and their employees, 25 topics  
for employees of the Eurocash Group)



The Academy pursues its goals through four pillars  
of its activity: I. educational platform, II. workshops,  
III. educational conferences, IV. postgraduate studies  
and special programmes.

[Learn more about the pillars  
and programmes run by the Academy](#)

LINK

[See our educational projects related  
to sustainable development](#)

LINK





# Chapter 3. Uncompromising Quality for Everyone and Food Waste Prevention



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## 3.1. Culture of Quality

### 3.1.1. Product Quality and Safety

It is crucial for our Group to ensure the highest quality and safety standards of our products. To achieve our goals in this scope, a special Food Safety **Policy has been defined and implemented** – it became the foundation of the Group's activities in that matter. Our primary goal is to provide Customers with a comprehensive implementation of safe food supply and to meet their ever-increasing demands.

[Learn more on the Food  
Safety Policy](#)

LINK

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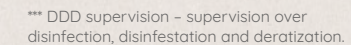
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## Temperature control







GRI 103-1

GRI 103-2

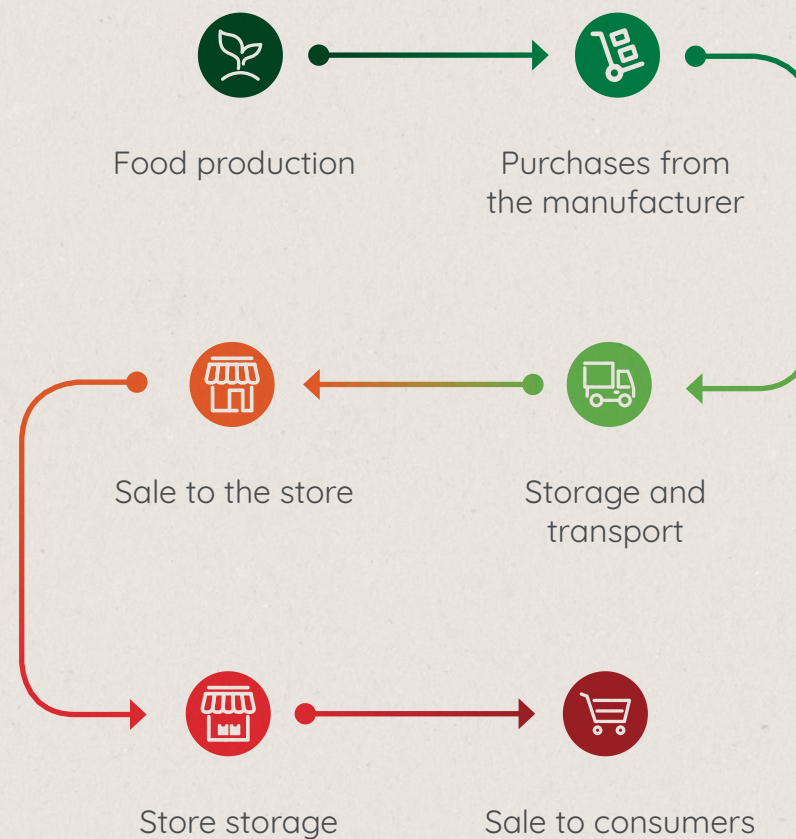
GRI 103-3

GRI 102-9

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.



### A simplified diagram of the supply chain in Eurocash Group



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## Our suppliers

We cooperate with 11,800 providers and 1,558 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.

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 continued only with those suppliers who have obtained a positive preliminary audit result. In addition, regular supplier audits are carried out also during the cooperation.

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 concerning audits,
- setting the purchase price,
- organisation of deliveries,
- returns,
- circulation of documents,
- promotional activities,
- financial flows,
- penalties.



1,558  
trade suppliers



11,800  
providers







GRI 308-1    W II.2

Suppliers environmental assessment

From 2020, we have been auditing suppliers in terms of environmental criteria. In 2021, out of 1,185\* active suppliers, 537 (i.e. 45.31%) were analyzed with regard to environmental criteria. Among them, 219 (i.e. 18.48%) have implemented an environmental responsibility policy, and 318 (i.e. 26.83%) have not implemented it (including 41, i.e. 3.46% was planning to implement it).

GRI 414-1

Assessment of suppliers in terms of social responsibility

537 (45.31%) of the 1,185 active suppliers were assessed with regard to social responsibility, 223 (18.81%) declared having a social policy, and 314 (26.50%) did not have it (including 41, i.e. 3, 46% was planning to implement it).

\* Out of 1,185 active suppliers, not all of them undergo the quality assessment process due to the type of assortment supplied to the Eurocash Group, as well as the provisions of trade agreements regulating these issues. Please also note that some suppliers receive recommendations for 12 months or more, so in 2021 they were not scheduled for qualitative verification.

In 2021, 106 new suppliers\*\* underwent the process of pre-qualifying.

Number and percentage of new suppliers assessed with regard to environmental and social criteria

Total number of new suppliers	106
Total number of new suppliers matched by taking into account the criteria of their environmental and social impact	32
Percentage of new suppliers selected taking into account the criteria of their environmental and social impact	30%

\*\* 32 of them have implemented a social responsibility policy, 4 was planning such implementation, and 58 suppliers was not planning activities in the area of the sustainable development policy; 12 suppliers did not agree to reply.





## Certificates

### Eurocash S.A.

#### ISO 22000

The first non-mandatory food safety standard that was implemented in Eurocash in 2010. External audits are being carried out in a three-year cycle: 1/3 of Eurocash S.A. locations undergo audits every year. The audit verifies such processes as: acceptance, storage, transport, hygiene and training. In 2021, it has covered 72 locations. The certificate was maintained for the twelfth time and its compliance with the new ISO 22000: 2018 standard was confirmed.



## Eurocash Gastronomica

Location: Błonie, Sosnowiec and Plewiska

#### BRC GS S&D

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



Storage and  
Distribution

CERTIFICATED



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## Eurocash Gastronomia

Location: Błonie, Sosnowiec and Plewiska

### MSC (Marine Stewardship Council) and ASC (Aquaculture Stewardship Council) Standards

Sustainable Seafood Chain of Custody MSC and ASC Standards guarantee that fish and seafood products bearing it come from sustainable fisheries (MSC) or responsible farming (ASC) and that its origin can be traced throughout the supply chain. The audits are carried out on an annual basis.

By participating in the MSC Chain of Custody Standard and selecting MSC certified seafood, Eurocash Group protects the natural resources of the seas and oceans. The ASC certificate proves that the selected fish and seafood come from farms managed in a responsible manner and with a limited impact on the natural environment. By including these products in its offer, Eurocash Group acquires a position of a socially responsible company.

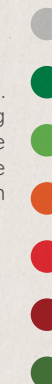


## Eurocash Dystrybucja i Franczyza

Location: Kraków, Krosno, Błonie, Wrocław, Sosnowiec and Krągola

### Organic production certificate

The certificate entitles you to trade BIO products from the vegetables and fruit category. In 2021 as a result of the AGRO BIO TEST the accreditation was confirmed. This type of certification verifies the way of identifying products and meeting the requirements of the EC Regulation No 834/2007 in the field of organic production and organic products labelling.







## Blulog System

Electronic system for continuous temperature and humidity monitoring. It has been installed in most distribution centres and in all wholesalers throughout Poland as well as in Eurocash Gastronomica warehouses.

## Internal audits of food safety systems

In 2021 internal audits were carried out by Eurocash Group's auditors and in cooperation with BCD Centrum Rozwoju Biznesu\*. They are implemented in ISO 22000, BRC GS S&D 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 2021, the food safety index\*\* at wholesaler was 80.32% (respectively 80.61% in 2020 ; and 78.02% in 2019).

\* BCD Centrum Rozwoju Biznesu – a company dealing with the implementation of quality systems and performing audits. In Eurocash Group it is responsible for internal audits.

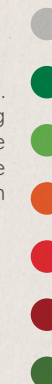
\*\* This refers to ISO 22 000 internal audit result expressed as a percentage. The minimum value of the requirements to be met by the facility is 70%. Failure to achieve the required minimum results in increased quality supervision over the facility that must be executed in the form of an additional internal audit.



272 internal audits  
of units



80.32%  
food safety index  
in wholesalers







Quality controls, audits, site visits, training

WW 11

	2021	2020
Quality checks at the suppliers' site	202	621
Audits regarding suppliers	537	411
Including own-labelled brands	98	104
Quality supervisions in site	120	75
Trainings (directly by the Quality Department)	299	people directly trained in food safety-related area
Products that were subject to control tests	2,290 (own brands) 191 (fresh products)	1,491 (own brands) 118 (fresh products)

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### Quality of fresh products

Suppliers of fresh products (meat, fish, fruit and vegetables), in addition to the qualification process, are also subject to direct quality controls at the suppliers' site. This means that the appointed quality controllers and technologists of Eurocash Group directly supervise the preparation of fresh products at the producer's. In 2021, 154 quality controls were carried out at suppliers' place and 48 visits by technologists had place.

All fresh products are checked by a team of specialized quality controllers, holders of Expert Auditors certificates. Each delivery to the distribution centre is controlled for compliance with the parameters developed by a team of technologists and indicated in the product specifications.

In 2021, 369,702 lots of fresh category products were assessed.

In 2021, quality inspectors also carried out 1,207 storage tests.

See also information  
about the Fresh project

[LINK](#)







## Own Brands

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 quality testing laboratories. We make sure that own brands products are of a high quality ingredients; we gradually eliminate palm oil from them, lower the sugar content, increase the juice content in beverages (e.g. in Volcano drinks), and improve the quality (e.g. in popcorn).

In 2021, a new brand, Kanka was launched (dairy, cheese and butter category). The Kanka brand line of products meet the main needs of our stores and consumers – they are great tasting, good-quality dairy products at an affordable price. It comprises of nearly 50 articles which are distinguishable by good quality, simple composition, and the absence of such ingredients as thickeners, preservatives and powdered milk. Kanka products are available in our stores only, which also increases the advantage of this channel's offer compared to competitors.







### Own brands quality in 2021 in numbers:



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Non-compliance with regulations related to information about products and services

GRI 417-2

Total number of cases of non-compliance with regulations and voluntarily applied codes concerning information and labelling of products and services, broken down by type of effect	2021
Number of incidents of non-compliance with regulations resulting in a penalty or fine	5
Number of incidents of non-compliance resulting in a warning	0
Number of incidents of non-compliance with voluntarily applied codes	0

The table shows cases where an external institution imposed a fine for inappropriate labelling of products (3 cases for own brand products as a result of an inspection at the Customer's place, 2 cases as a result of an inspection at the Eurocash warehouse).



In 2021, there were also 19 cases in which Eurocash S.A. launched the recall procedure due to the incompatibility of the ingredients in the product with the information on the label (e.g. underweight, maltose and starch content, inconsistent product classification – olive oil).

The non-conformity occurred at the stage of production of own brand articles of Eurocash Group (9 cases) and other products (10 cases). In total, the recall procedure was launched for 63 products of other brands and 10 own-labelled articles.







### 3.1.2. Food Safety Culture



At Eurocash Gastronomy, following the idea of building employees' awareness in the field of food safety – the KAIZEN project was launched. The project aims to encourage employees to submit improvement projects focused on such areas as: technology, enhancing organization and work comfort, process quality and hygiene aspects. The project lasted for six-month, during that period 13 projects were submitted, 10 of them received approval.

**The Innovator of the Year Prize [Innowator Roku] was to the representatives of Eurocash Gastronomia for the HELP SAP project.**

The Help Sap ECG project aims to create a common knowledge database on SAP transactions in the form of simple instructions and knowledge sharing among those who have already acquired it (and just wish to boost their skills) and those who seek this knowledge undertaking the effort of self-education. The project was implemented using the MS Teams tool.





At Eurocash Cash & Carry, the topic of food safety was included in the gamification project "Eurocash Mission" – the question pool of the quiz included issues related to the process of products acceptance. The aim of the project, addressed mainly to hall employees, was to foster their commitment and knowledge using mechanisms and techniques known from games.

Employees solve problems they may encounter in a real situation in a warehouse, yet they can do it in a friendly and modern form with elements of entertainment (e-learning).

**Main rules of the "Eurocash Mission" game are as follows:**

- replacing the league unavailable to all employees with a tool that would be available to everyone all the time via phone,
- increasing the achievement in operational and sales-related goals,
- team competition – building a team and increasing comfort at work in the hall.



Both projects will be continued in 2022.



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**EUROCASH GRUPA** Siła Nowoczesnego Przedsiębiorcy

# Szanujemy, nie marnujemy!

**Partner kampanii**

Delikatesy LEWIATAN euro ABC frisco.pl gama groszek aabc NA KOŁACH

**Partner edukacyjny** Akademia FDEE **Partner społeczny** Caritas

**Hurtownia Dystrybucja Biuro Sklep Dom**

## 3.2. Don't waste!

WW 1 WW 2 WS II.3

	2021		2020
	Relative to mass	Related to amount	Relative to mass
Waste rate*	0.39	0.47	0.40
Saved Food ratio **	4.15	3.79	was not calculated
Donated to food sold food ratio	0.02	0.02	was not calculated

\* Waste rate – wasted to sold mass of food ratio

\*\* Saved Food ratio – the ratio of the mass of food donated to NGOs to the sum of the mass of food wasted and donated (potentially going to be wasted).



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### 3.2.1. Cooperation with NGOs

In 2020, we developed our cooperation with NGOs in the field of food donation to people in need.

In 2021, we continued our activities in this area and handed over 290,267.27 kg of products\* (in 2020: 1,327.34 kg). We actively cooperate with 58 local social organizations.

We donate food to:

- 20 Caritas Polska centres
- 15 centres of Towarzystwo Pomocy im. Świętego Brata Alberta [St. Brother Albert's Aid Society]
- 4 Food Banks
- 19 others (including Akcja Humanitarna Życie [literally: Life Humanitarian Action], Teen Challenge, Fundacja "Serce dla Maluszka" [literally: Heart for a Toddler Foundation])

Organisation	Mass (kg)	Amount (PLN)
Caritas	70,650.07	432,027.39
Towarzystwo Pomocy im. Świętego Brata Alberta [St. Brother Albert's Aid Society]	42,238.65	296,633.64
Teen Challenge	35,599.18	234,177.89
Polska Akcja Humanitarna	19,825.94	140,999.14
Ogólnopolskie Stowarzyszenie Arka Noego	16,924.63	,91 055.87
Banki Żywności 15 558,80 110 285,51	15,558.80	110,285.51
Stowarzyszenie Pomocy Humanitarnej	11,817.22	75,041.59
PSWONU "Razem"	11,328.05	63,095.75
Stowarzyszenie Centrum Pomocy Panaceum	11,299.10	74,366.85
Other Entities	55,025.63	383,503.60
<b>Total</b>	<b>290,267.27</b>	<b>1,901,187.23</b>

Including: Eurocash S.A. 282,314.55 kg (PLN 1,820,063.22); Delikatesy Centrum sp. z o.o. 6,830.12 kg (PLN 68,964.38).

\* Food does not come from a food drive.







### 3.2.2. Educational projects

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.

Fulfilling the obligation arising from the act on counteracting food waste, Eurocash Group organized a socio-educational campaign "We respect, we do not waste!". Eight chains have joined the campaign: ABC, Delikatesy Centrum, Gama, Groszek, Euro Sklep, Lewiatan, abc na kołach, and Frisco.pl.

More about the campaign

[LINK](#)

See our activities  
on responsible  
communication

[LINK](#)

## 3.3. Responsible Buyer, Responsible Seller

### 3.3.1. 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.



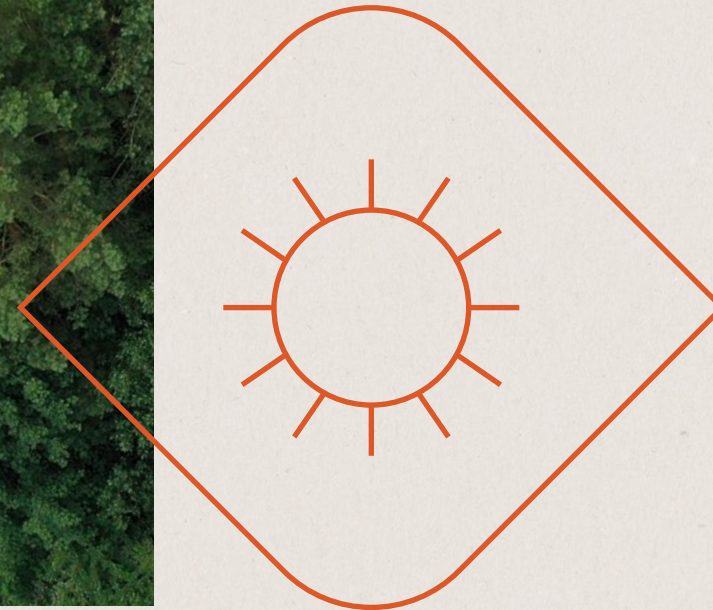




# Chapter 4. We use less



Pillar III of the  
Sustainable  
Development Strategy  
of Eurocash Group



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We use less







## 4.1. Green Infrastructure

GRI 103-1   GRI 103-2   GRI 103-3

In Eurocash Group we take care of the environment. In our activity, we strive to minimize our negative impact on the natural surroundings, thus we have implemented an environmental policy.

The 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. We consider all environmental aspects, local conditions are taken into account as well. Issues related to environmental care are also included in our Group’s Sustainable Development Strategy.

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

- Comply with all legal and regulatory requirements related to our business in the area of environmental

- protection and the impact we have on the environment.
- 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 and other stakeholders.
- Preventing emergencies and damages.
- Launching and spreading pro-ecological activities among suppliers and Customers.

### Green Office Certificate

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. In 2021, the certificate for the Warsaw office was renewed.







## 4.2. Climate

Climate-related topics have been partially included in the Eurocash Group Strategy of Sustainable Development 2020+, especially in its pillar II (Uncompromising Quality for Everyone and Food Waste Prevention) and pillar III (We use less). The Group does not have an integrated system of managing climate-related risks and opportunities. Various activities related to this area have been undertaken within the framework of the abovementioned strategy pillars.

Until February 1, 2022, the sustainable development-related area was subordinated to the Management Board Member, and from February 1, 2022, an ESG area reporting directly to the President of the Management Board was appointed. In 2022, positions dedicated to climate management will be created.

**Since 2021, the Eurocash Group has begun implementing the Task Force on Climate-related Financial Disclosures.**

See the TCFD guidelines

[LINK](#)

### 4.2.1. Emissions

**GRI 305-1** Direct greenhouse gas emissions amounted to 39,540.76 in tonnes (t) of CO<sub>2</sub> equivalent] and were 4.5% higher than in 2020. **GRI 305-2** Indirect emissions (Scope 2) amounted to 102,888.56 in tonnes (t) of CO<sub>2</sub> equivalent which means they decreased by 3,573.09 tonnes (3.36%) compared to 2020. **GRI 305-4** Organisation GHG intensity rate (t/m<sup>2</sup>) amounted to 0.1428. **GRI 305-5** Achieved reduction in GHG emission resulting from the actions taken 1,858.13 tonnes of CO<sub>2</sub> equivalent.

Detailed data on gas emissions  
can be found in the appendix

[LINK](#)







## 4.2.2. The Green Fleet

In 2021, we continued to purchase more hybrid cars and at the moment the fleet consists of 1,840 cars, which is already 75% of our entire fleet.

### Company's fleet of hybrid cars

	2017	2018	2019	2020	2021	Total
Number of new hybrid cars	349	158	493	289	551	1,840

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.

\* 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

The Group's fleet includes rented trucks as well.

Building green transport in our company is not the only action we undertook in order to reduce car-generated harmful emissions. Gradual transition to a fully hybrid fleet is followed by projects aiming at educating drivers about safe and eco-driving styles. In 2021, 1/3 of hybrid fleet drivers completed safe driving courses, and an online training "Eurocash car fleet: we focus on safety and ecology!" for 514 drivers.

In 2021, 75 petrol and 95 diesel cars were withdrawn from the fleet and replaced with 149 petrol-hybrid drive cars.

### Switching from petrol and diesel cars to hybrid drive.

	Number of cars	Change 2020/2021
Petrol engine	-75	-27.47%
Diesel engine	-95	-22.09%
Hybrid drive engine	149	11.58%
Total	-21	-1.06%





WS III.2

Emissions related to vans and trucks

Vehicles ≤3,5 t					Vehicles >3,5 t	
	Petrol	Diesel	LPG	Total	Diesel	
Fuel consumption (in litres)	2,867,250	2,721,591	21,062	5,609,903	2,753,379	
Emission converter (kg CO <sub>2</sub> e/litre)	2.19352	2.51233	1.55709		2.51233	
CO <sub>2</sub> e emissions (tonnes)	6,289.37	6,837.53	32.80	13 159.70	6,917.40	
Total km driven	53,416,485	28,970,082	290,395	82 676 962	12,671,420	
Average CO <sub>2</sub> emissions (g CO <sub>2</sub> /km)	117.74	236.02	112.93	466.69	545.91	

GRI 305-1 partially

Direct greenhouse gas emissions, scope 1, fleet\*

	Petrol (in litres)		Diesel (in litres)		LPG (in litres)		Gas for forklifts (in tonnes)	Total	
	2021	2020	2021	2020	2021	2020	2021**	2021	2020
Fuel consumption (in litres)	2,867,250	2,976,651	5,474,970	5,861,795	21,062	11,302	96.382	8,363,282	8,849,748
Emission conversion ratio petrol, Diesel, LPG: kg CO <sub>2</sub> e/ litre	2.19352	2.16802	2.51233	2.54603	1.55709	1.55537	2,939.29		
gas for forklifts: kg CO <sub>2</sub> e/ tonne									
CO <sub>2</sub> emissions (tonnes)	6,289.37	6,453.44	13,754.93	14,924.31	32.80	17.58	283.29	20,360.39	21,395.32
2021					2020				
Total km driven	95,348,381				102,730,247.74				

\* Calculations based on DEFRA 2021 and DEFRA 2020 indicators.

\*\* For 2020, data on forklifts gas consumption was non defined.







### 4.3. Energy

In 2021, 50 extended energy audits were carried out at the facilities of the Eurocash Group. The auditors assessed the condition of a facility in terms of energy efficiency, checked what actions could be taken to use less energy within the facility premises: e.g. whether it was possible to replace the equipment with one that consumes less energy; apply technical solutions reducing heat loss or water consumption.



50 extended energy  
audits

**GRI 302-1** Total energy consumption from non-renewable sources in the organization in 2021 was 862,989.42 GJ/year, while the amount of the achieved reduction in energy consumption was 827.81 GJ.

### 4.4. Water

**GRI 103-1** **GRI 103-2** **GRI 103-3**  
**GRI 303-1** **Interactions with water as a common resource**  
Water-related matters are described in detail in the ISO 22000 Hygiene Manual under Water Supplies. Water installations in the facilities are supplied from municipal water supply networks. The Manual describes the methods adopted for water quality testing, defines the rules of supervision over the record and distribution of documents, indicates who performs the tests, what is the frequency of testing, what actions must be undertaken in the event of exceeding the requirements established for drinking water and for water used for economic purposes.

Detailed information on water supply can be found in appendices

**LINK**

**GRI 303-2** **Water management and water consumption**  
Standards that the organization has set for its facilities where there are no established local drainage requirements. Wastewater is discharged only to the municipal sewage system, and in its absence to a drainless reservoir.







### Internal quality standards or guidelines water

The description of the standards is included in the **GRI 303-1**: indicator: microbiological and physicochemical content of the tested water should adhere to the regulations for potable water and water for economic use.

Water testing is conducted by an accredited lab and includes a total of 15 physicochemical and microbiological parameters.

### **GRI 303-3** Water withdrawal

In 2021, the Eurocash Group took 137.09 ml of water from 110 the local water supply network\*.

\* The information obtained from invoices for 2021 was used as the data source. The data includes the following companies: Delikatesy Centrum, Duży Ben, Eurocash Serwis, Eurocash S.A., FHC-2, Kontigo and Madas.







## 4.5. Waste

GRI 306-1

GRI 306-2

GRI 103-1

GRI 103-2

GRI 103-3

Waste generated by Eurocash Group as an organisation is mainly of municipal solid waste category, packaging (waste paper and foil) and food. Each category is collected selectively, and municipal waste is subject to sorting into following fractions: paper, plastic and metal, glass, bio and mixed solid waste. Waste is picked up by accredited companies only, and collection of waste other than municipal, whenever it occurs, must be recorded in the BDO System\* by issuance of the Waste Transfer Card [Karta Przekazania Odpadów]. In this way, by using the BDO functionalities, the Company's registry of waste is kept. On its basis, every year, i.e. by March 15, the Company submits reports on waste management to the marshal's offices.

\* BDO System - [Baza Danych o Produktach i Opakowaniach oraz o Gospodarce Odpadami (BDO)] - is the official Waste Management System in Poland integrated with the Evidence Registry. It allows entities enrolled in the Registry keeping waste records and submitting their annual reports on waste, product and packaging management in electronic version.

The Company is responsible for introducing packaging for the Eurocash Group's own labelled products to the market. Every year, we are obliged to recycle certain quantities of them, and to recovery specific types of packaging. This obligation is fulfilled through cooperation with Interseroh – a packaging recovery organization.

The waste management process is supervised by Department of Quality Assurance and Environmental Protection, in line with the following guidelines:

- OPRP Waste Management Manual,
- Guidelines received from Eurocash Group units for the collection of waste by paper and plastic foil category.

No significant risks related to waste have been identified.







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GRI 306-3 GRI 306-4 GRI 306-5

	2021	2022
<b>Total weight of waste generated, in megagrams</b>	<b>17,547.857</b>	<b>16,210.283</b>
Including:		
<b>Waste diverted from disposal by recovery operation</b>		
<b>non-hazardous waste diverted from disposal by recovery operation, in megagrams (Mg)</b>		
Recycling	14,595.024	13,829
including products unfit to consumption	1,612.544	
including municipal waste sorted into following fractions*:	223.895	
Paper	47.905	
Plastic	19.66	
Glass	87.759	
Bio	68.571	
<b>Total weight of hazardous waste, by waste management methods, in megagrams (Mg)</b>		
Recycling	33.578	17.283
<b>Waste destined for neutralization</b>		
Incineration (in incineration plants)*	866.878	736
Waste landfill *	2,052.377	1 628

Eurocash S.A., Delikatesy Centrum Sp. z o.o.

\*Only for Eurocash S.A.

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We use less







# Chapter 5. Employees Health, Safety and Commitment

Pillar IV of the  
Sustainable  
Development  
Strategy of the  
Eurocash Group

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Chapter 5.  
Employees  
Health, Safety  
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## 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 27 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 20 thousand employees across the country. 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.

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 and thus gain new

experience and competences. The epidemic caused rapid changes in the labour market. In order to provide our employees with a sense of stability, we strengthened the internal recruitment system.

WS IV.2

The commitment rate is consistently high among our employees. In 2021, it amounted to 42% (in 2020 idem). This result is by 5 pp. better than observed in retail industry. A record-breaking was the rate of employees who took part in the survey, and it amounted to 88% (which was by 2 pp. better result in comparison to the previous year).



42%  
Employees commitment ratio



88%  
employees took part in the survey

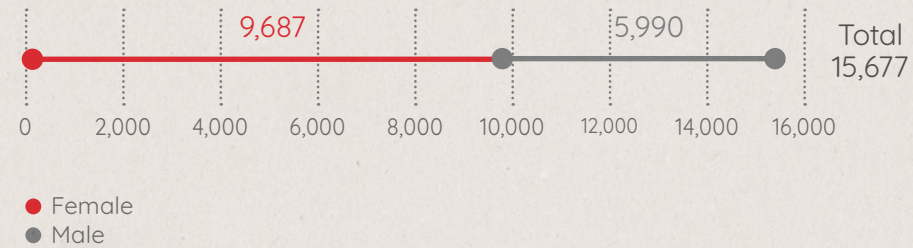
The Group also collaborates with thousands of suppliers and Entrepreneurs, thus having an indirect impact on hiring more people and developing local communities.



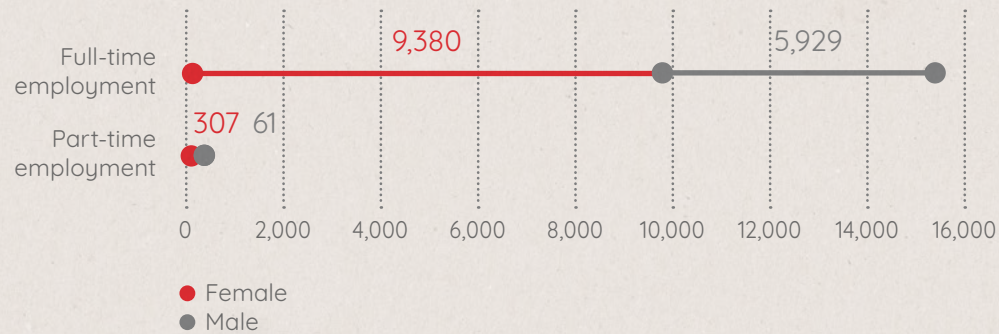


GRI 102-8 Employees\*

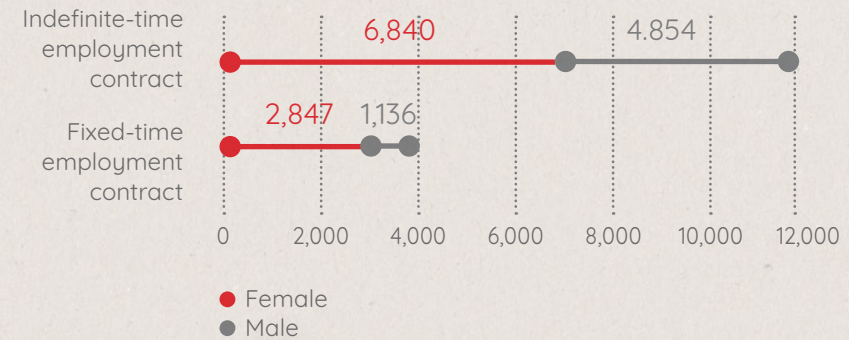
Total number of employees broken down by gender



Total number of employees broken down by form of employment and gender



Total number of employees broken down by type of employment contract and gender



Detailed data related to **GRI 102-8**  
can be found in appendices

[LINK](#)

\*Calculation of all indicators related to the Group's employees was based on data recorded within the SAP HR system.

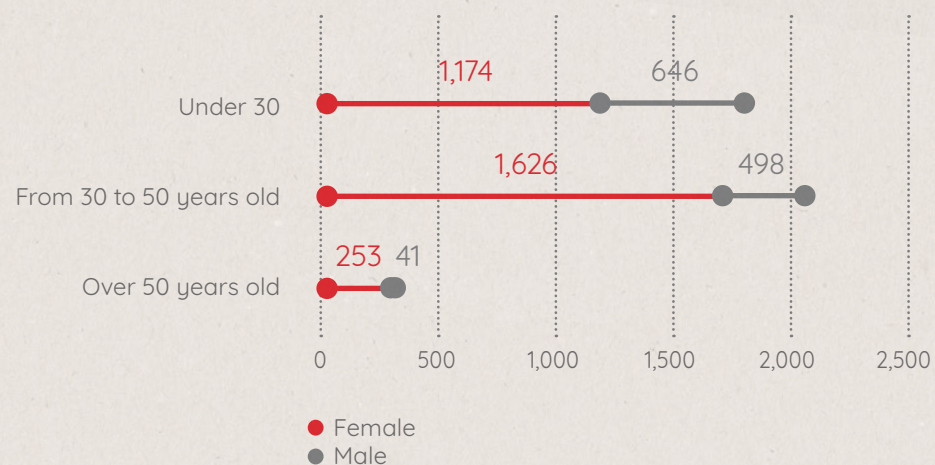




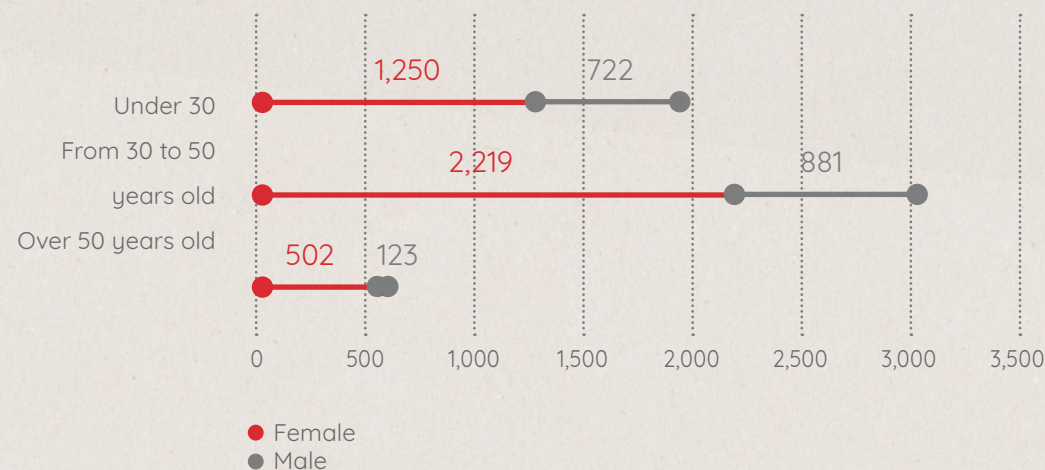
GRI 401-1

## New hires and employees rotation\*

Total number of new hires broken down by gender and age



Total number of employees leaving by gender and age \*



Detailed data related to  
**GRI 401-1** can be found in  
appendices

[LINK](#)

\*Calculation of all indicators related to the Group's employees was based on data recorded within the SAP HR system.

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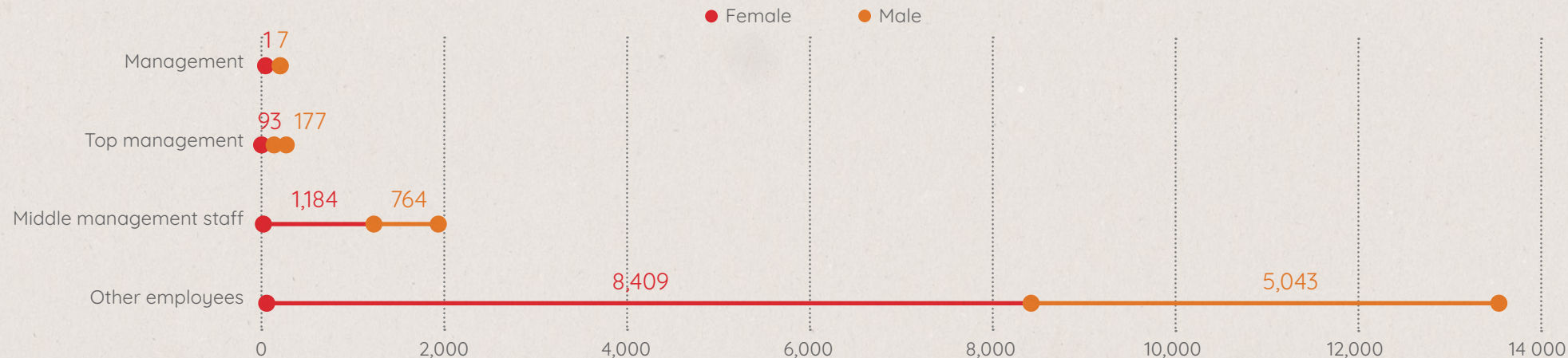
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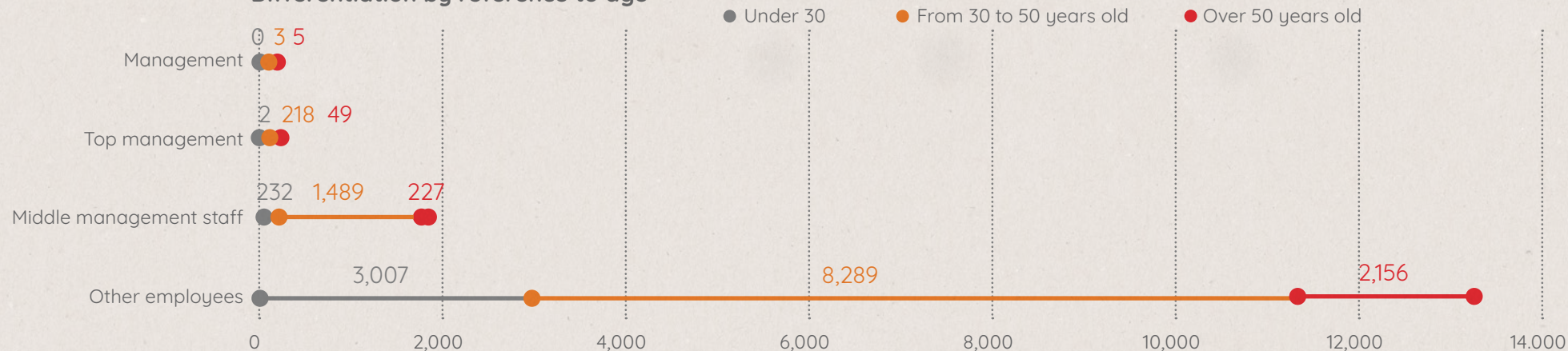


**GRI 405-1** Diversity of employees and governing bodies \*

**Differentiation by reference to gender**



**Differentiation by reference to age**



\*Calculation of all indicators related to the Group's employees was based on data recorded within the SAP HR system.

Detailed data related to **GRI 405-1**  
can be found in appendices

[LINK](#)





GRI 103-2   GRI 103-3

Communication with employees based on dialogue is a priority for us. That is why we take care of internal communication to reach employees working across Poland with relevant information.

Internal communication in Eurocash Group	Actions
Employee Opinion Survey	Every year, the Employee Opinion Survey is carried out among all employees of the Group – in 2021, 88% of employees took part in it.
Intranet Eurocash	A platform available to all employees of Eurocash Group and the main source of knowledge about the company. Employees can find there, among others: news, information on benefits, competitions, business units and procedures.
Workplace by Facebook	A social platform for employees on which they create their profiles, integrate into groups on topics of interests, they talk, comment and send messages.
"Have a Nice Week!" weekly newsletter	The Newsletter is a way for the President of the Management Board 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 Management	On-line and live meetings with the President of the Management Board.







In Eurocash Group, work opportunities are 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.

**GRI 406-1** No case of discrimination in Eurocash Group has been recorded in the reported period.







## 5.2. Health

GRI 103-1

GRI 103-2

GRI 103-3

### 5.2.1 Medical Care

Each employee of Eurocash Group is entitled to enrol in a private healthcare plan. Medical packages are co-financed by the employer. In 2021, 3,309 individuals opted for health plans with one of the two available providers, which is tantamount to 21% of all permanent employees\*.

In September 2021, a new medical services provider was introduced, increasing healthcare access for employees all around Poland. Our hashtag #MaszWybór [“You have a choice”] and “Choose and Cheers!” slogan [“Dajemy Ci wybór na Zdrowie!”] indicate that employees can choose healthcare providers and plans tailored to their particular needs. All employees choose which provider they wish to use and have the option to include their family members in their health plan.

Employees can find detailed information pertaining to health services and ways of accessing them on a dedicated subpage of the company’s intranet. All information is also available through a platform for claiming employee benefits and through the employee helpline.

\* Employed under an employment contract according to the SAP HR system: 15,677 people







GRI 403-10

Occupational health problems

No instances of occupational health problems or fatal accidents among the Group’s employees nor individuals whose work or workplaces are controlled by Eurocash have been recorded in the reporting period.

Among employees, no occupational illnesses have been recorded. (There has been no data recorded in that respect among non-employees at Eurocash-controlled jobs or workplaces).

Workplace Hazards

Hazards	Hazard identification methods:	Hazard mitigation
Monotypic occupation: work with a computer keyboard and mouse	Occupational risk analysis, job description – task timing, medical certificates	Exercise, work breaks as stipulated by the Labour Code







## 5.3. Safety

GRI 103-1

GRI 103-2

GRI 103-3

### 5.3.1. Safety – a common cause!

GRI 403-1

Employee health and safety are important to Eurocash Group not only due to the employer-related obligations as stipulated by labour law, but also due to hazard exposure of occupational groups that are essential for the organisation. Eurocash Group has not yet implemented a formal occupational safety system (it is currently under development), but safety rules based on such systems have already been adopted.







## Safety at workplace

GRI 403-3 GRI 403-7

One of our top priority safety-related goals is annual reduction of occupational accidents. For this reason, a preventive system, based on employee trainings as well as daily reminders and enforcement of safety rules is of key importance. Most of the occupational tasks in the Group are connected to manual and mechanical transport, while the largest hazard category are trips, falls, cuts, hits, being crushed or ran over by a vehicle, as well as overburdening of the musculoskeletal system while lifting, moving and storing products. Between 2020 and 2021, the occupational risk assessment has been updated,

with all potential hazards analysed using the RiscScore method. Furthermore, preventive measures have been connected to existing standard operating procedures and instructions related to workplace safety regulations.

Eurocash Group keeps a registry of:

- accidents at work
- incidents that are potentially accident-related
- occupational illnesses

Based on all of the above, the Group conducts analyses of causes and establishes action items and areas for improvement.







WS IV.1

### Work-related injury rate \*\*

	Numer of injuries	Numer of employees**	conversion	Accidents frequency	Amount (rounded)
Retail	95	6,201	1000	15.32010966	15.3
Wholesale	125	9,424	1000	13.26400679	13.3
Other	0	52	1000	0	0
<b>Total</b>	<b>220</b>	<b>15,677</b>	<b>1000</b>	<b>14.03240209</b>	<b>14.0</b>

In 2021, the rate of total work-related injuries was 14.0, i.e. it resulted by 0.6 lower than in 2020.

GRI 403-9

### Accidents at workplace

Number of fatalities due to work-related injuries	0
Number of serious work-related accidents	1
<b>Number of all accidents</b>	<b>220</b>
Fatalities ratio (number of fatalities to number of hours worked; multiplied by 200,000 h)	0.0
Serious accidents ratio (number of accidents / number of hours worked; multiplied by 200,000 h)	0.00644
<b>All accidents ratio*** (number of accidents / number of hours worked; multiplied by 200,000 h)</b>	<b>1.417</b>

\* The indicator is calculated according to the formula: number of injuries / number of employees x 1000, which means that for every 1000 employees in the Group there were 14 accidents in a year.

\*\* Calculation of all indicators related to the Group's employees was based on data recorded within the SAP HR system.

\*\*\* It means that for every 100 employees in the Group there were 1.4 accidents in a year.







GRI 403-2

Injuries at workplace

Business unit	Type of work-related injuries	Notes	Countermeasures to minimize risk
Grupa Eurocash including Delikatesy Centrum, Eurocash S.A.	tripping, falling, hitting, getting crushed	Risk occurring in following situations: working at the same level, working at different levels, climbing up / down, taking into hands, putting away (including above the shoulder girdle), carrying from one place to another	• introductory trainings
Delikatesy Centrum	cut	Risk occurring when working with a slicer	• Obligatory introductory training (meat position) • Retrofitting meat stations with anti-cut gloves
Eurocash S.A.	Getting crushed	Risk occurring at work with electric trolleys	• Development and implementation of special procedures outlining clearly the rules for moving around the facility (binding both machine operators and pedestrians), and adequate communication in this area. • Truck operators must complete a specialised course on electric forklift operations and pass mandatory exams in the field of handling these devices. • Workplace training for operators adapted to different types of trucks
Number of employed under an employment contract (either on full-time and part-time basis) in 2021 according to the SAP HR system: 15,677 people			

\* Calculation of all indicators related to the Group's employees was based on data recorded within the SAP HR system.  
\*\* Personnel who are not employed by the Group but whose work or place of work are controlled by the organization; no data on work-related injuries of these personnel was collected in 2021.





**GRI 403-5 Occupational Health and Safety (OHS)**

**Trainings for Employes**

All workers are required to complete introductory training on hazards, rules of conduct in an event of an accident, fire protection measures and first aid. Training in these issues takes place during the first two days of work in our company. Distribution centre workers and forklift operators complete dedicated specialized trainings related to their particular positions.

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. We also use gamification-based methods to promote employees’ awareness in the area of OHS.

Details on the safety of drivers are presented in subchapter 4.2.2. Green Fleet.

[LINK](#)

Basic trainings	Trainings related to particular occupational hazards
<div>1. Onboarding and periodical trainings for employee groups:<ul style="list-style-type: none"><li>• management,</li><li>• office administration,</li><li>• workers.</li></ul></div> <div>2. On-the-job trainings: pertaining to particular positions</div>	<div>1. On-the-job training for meat department jobs</div> <div>2. On-the-job training for working at height</div> <div>3. On-the-job training for working with chemicals</div> <div>4. On-the-job training for electric forklift depending on forklift type:<ul style="list-style-type: none"><li>• stackers,</li><li>• pallet jacks</li><li>• side loaders</li><li>• front loaders</li><li>• gas cylinder replacement</li></ul></div> <div>5. Training on storage and transportation method of chemical agents</div> <div>6. Trainings on manual transport and warehouse ergonomics</div>







## Eurocash Group's impact on Entrepreneurs' health and safety\*

GRI 103-1

GRI 403-7

Activities	Chain of stores
A compendium of knowledge for franchisees was developed (it also covered OHS issues).	Delikatesy Centrum
Supervising visits at agents' stores focused on security aspects.	Delikatesy Centrum Duży Ben Kontigo
Health and safety service for franchise holders in the field of OHS trainings.	Delikatesy Centrum Kontigo
Service in the field of fire protection for agents.	Delikatesy Centrum Duży Ben Kontigo

\* Franchisees and franchisees and employees of their stores.

### 5.3.2. Safe working conditions during COVID-19

Unfortunately, 2021 was another year in which the company was forced to operate in an epidemic reality. Similar to the previous year, we ensured our workers' safety through:

- COVID-19 vaccination efforts;
- hosting health webinars
- ongoing communication with workers about potential hazards
- consistently supplying personal protection and preventive measures
- providing free-of-charge COVID tests,
- continuous operation of the COVID-19 taskforce.

Due to the limitations resulting from the COVID-19 pandemic, some office workers switched to remote work. To facilitate operations, each employee who uses a computer in their daily work was provided with an access to Office 365 set of applications, including Teams.

We have also carried out a series of training webinars for employees, during which they could gain knowledge on how to effectively use the application in on-line team work.

[See how we took care of our employees' safety in 2020.](#)

[LINK](#)





### 5.3.3. 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

[LINK](#)

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.

2302 sports packages have been purchased to date, which means that 14.54% of all employees\* have benefitted from such an option.

There are sports leagues (for football, bowling and volleyball) functioning at Eurocash Group. Each year, a dedicated budget is set aside for funding local initiatives connected to workers' physical activity. Each year, Eurocash sportsmen and -women participate in charity sports events.







# Benefits and non-wage packages

GRI 401-2

Business unit	Type of benefits provided to full-time employees not eligible for temporary or part-time employees.	Description
Business units within Eurocash Group	Medical care (two providers to choose from)	<p>New medical operator was appointed – the cooperation started in September 2021. The motto: #MaszWybór – Dajemy Ci wybór na zdrowie! – alluding with its meaning in polish language to cheering one’s health by choosing from medical care options offered by the Group – renders perfectly the idea that guided to its creation. In 2021, a total of 3,309 individuals purchased a health care package choosing between two medical operators available. It means that 21% of employees* have enrolled in the programme.</p> <p><a href="#">See more</a></p> <p><a href="#">LINK</a></p>
Business units within Eurocash Group	Sports package (two operators to choose from)	<p>One of the benefits most desired by employees are sports cards co-financed by the Company. When choosing a sports card, each employee can include their loved ones additionally. In 2021, the cards were used by 2,302 individuals, i.e. 14.65% of all employees*.</p>
Business units within Eurocash Group	“Sport i Kultura” Card [Sport & Culture Card]	<p>In September 2021, a new benefit was launched: the Sport and Culture Card. It was designed with both culture and sports enthusiasts in mind among our employees, as they want to take advantage of cultural activities, but at the same time do not want to give up physical activity. The packages are partially financed by both the employee and the employer. From September to the end of 2021, nearly 260 people ordered new cards.</p>

\* Employed under an employment contract according to the SAP HR system: 15,677 people.





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Business units within Eurocash Group	Eurocash challenge – sports gamification	<p>In 2021, a pilot gamification project addressed to all employees of the Eurocash Group was launched. It was created with our employees' well-being in mind, perceived in terms of physical and mental welfare and consisted in incentivising our employees to take on various challenges. Attractive prizes were at stake to be selected from the prize catalogue available at the platform on which the competition was hosted. 1,250 employees joined the action. In 2 months-time of the project duration, they performed 3 thousand challenging activities together with their relatives, they walked 9 million steps and burned 6 million calories.</p> <p>It was the exceptional activity and involvement of the participants that prompted us to organize the second edition of the Eurocash Challenge, with its final on May 31, 2022. This time, another several hundred people joined us, and during the 7 challenges which were carried out by the end of 2021, the participants walked over 3.7 million steps and burned 1.5 million calories.</p>
Business units within Eurocash Group	Competitions for employees	<p>As part of our activities, we organize various contests for all employees. Most competitions are launched through internal channels: our intranet and Workplace, however special contest for our staff who do not use computers at work on a daily basis, such as workers in stores and distribution centres, are being prepared too. Winners can earn attractive prizes. In 2021, 32 competitions were held, and 1600 individuals were awarded. Separate categories are: Art Contest and Children's Day Contest. The aim of the first one is to foster creativity of our employees and their children. In addition to the category for children and adolescents, a category for employees has appeared once again. In total, we received 556 applications, awarded 31 prizes to children and 9 prizes to employees.</p> <p>As part of the competition on the occasion of the International Children's Day, we asked our employees to give examples on how they spend time with their children in a creative way. We awarded the 15 most interesting answers. We also organized a competition for employees of our distribution centres, in which we awarded 144 people.</p>
Business units within Eurocash Group	Co-financing summer holidays for employees' children	<p>Due to the ongoing pandemic, we've decided to subsidize summer holidays for our employees' children instead of launching own "Holidays with Eurocash" project. Such a solution gained popularity among our employees. In total, we subsidized vacations for nearly 480 children from all over Poland. The final support amounted to PLN 224 thousand.</p>

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Business units within Eurocash Group	#WyprawaEurocash – Rajdowe Lato z Eurocash  [literally: #EurocashExpedition – Trekking Summer with Eurocash]	A special series of events under the name #WyprawaEurocash – Rajdowe Lato z Eurocash [literally: #EurocashExpedition – Trekking Summer with Eurocash] made it possible to meet our employees on hiking tours. For employees who registered their participation and presented themselves at the designated starting point, a gift and provisions for the route were prepared. To manage the project, a special task force was appointed; during its meetings at Teams platform assumptions for the new project were explained and technical issues as well as benefits arising from participating in trekking events were discussed. During 34 hiking races across Poland, we met nearly 3.5 thousand people. We walked almost 40 million steps, and as a result we have supported the Las na Zawsze [Forest Forever] foundation donating funds to plant 2 thousand square metres of forest. We have also awarded over 400 prizes to contest participants.
Business units within Eurocash Group	Christmas with Eurocash (second edition)	On 11 December 2021, Eurocash Group has organized an on-line Christmas meeting for all employees. It was the second event of this kind in the history of the Group during which we shared season greetings and enjoyed the occasion to get into the Christmas mood. Scheduled posts on the intranet and Workplace, printed materials and a special event website allowed for the registration of over 6.3 thousand people, while other 2 thousand watched us live during the meeting. We have distributed 350 prizes in that occasion. It has already become a tradition in Eurocash Group, that such exceptional meetings emerge as great opportunity to support the most needy. In 2021, as part of the #ŻyczyMYPomagaMY campaign [which can be translated as #WeWishToHelp], we donated a total of PLN 35 thousand; of which PLN 20 thousand supported projects run by “Dobrze, że jesteś” [„It’s good to have you”] Foundation and PLN 15 thousand was donated to “Ocalenie” [“Salvation”] Foundation.
Business units within Eurocash Group	Holiday packages and prepaid gift cards for Christmas	Every year, on the occasion of Christmas, employees of Eurocash Group receive gifts in the form of prepaid cards that they can use for Christmas shopping. We also prepare occasional packages for our employees’ children, comprised of sweets and special children’s gift cards. In December 2021, 14,554 prepaid cards were delivered to our employees. We have prepared 10,507 packages for our employees’ children. As every year, we also took care of our pensioners, to whom we sent holiday prepaid cards and remembered about children under social care – a courier with a Christmas present paid them a visit too.

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## 5.4. Commitment

### 5.4.1. Employees development and commitment

GRI 103-1

GRI 103-2

GRI 103-3

GRI 404-2

#### 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, providing them with means to develop their professional path 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 enrol 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.

#### Co-financing education

In 2021, 49 employees benefitted from co-funding for education.







## “Your Professional Growth in your Hands” [“Rozwój w Twoich rękach”] open trainings for employees of the Eurocash Group

In 2021, we launched the “Your Professional Growth in your Hands” project. Its purpose is to demonstrate to our employees that the development of their carrier depends on them. Our role as an organization is to do everything we can to facilitate this process. We are responsible for every single employee, thus we make sure that we give them adequate tools and create space for them to grow. Regardless of job position, internal workshops are available to everyone working at the Eurocash Group. An employee can attend 4 on-line trainings of own choice, in a year time.

In 2021, we divided the project in two training campaigns (the first lasted from April to August, the second one – from September to December). For related dates, we presented our employees with topics of trainings and accompanying events potentially advantageous for

career development planning. During the campaign, we also examine the needs of our employees so that we can respond to them in the best possible way in subsequent editions of the project; program, trainer and organization are three areas – subject to post training evaluation.

We have prepared:

- an interactive training catalogue containing 25 workshop topics,
- Eurocash Academy of Skills platform for comprehensive management on development and training planning, including tools designed to support personal development, such as: e-learning courses, e-library, AUE TV-incentive videos,
- recurring speeches of well-known lecturers during webinars focused on topics related to wellbeing and personal development.



3,177  
trained people



4.86  
average rating of the  
trainer's work



327 workshops  
on 25 topics



6 webinars





GRI 404-1

In 2021, a total of 26,970 training hours were organised in Eurocash Group, of which 16,076 were attended by women and 10,894 by men. The average number of training hours per employee was 1.72 (respectively – 1.66 per women; 1.82 per men). The average number of training hours attended by senior managerial staff was 11.83, by middle managerial staff 3.77, and 1.22 by others.

Detailed data on the [GRI 404-1](#) can be found in appendices

[LINK](#)

GRI 412-2

**Total number of employee training hours on human rights policies or human rights-related procedures that are relevant to the organization’s operations (including percentage of employees trained)**

Number of training hours (1 hour = 60 minutes) devoted to training in human rights policies or human rights-related procedures relevant to the run activity	1.5
Number of employees who have undertaken trainings in human rights policies or related procedures relevant to the business run by the organization	151
Total number of employees (based on the index 102-8)	15,677
Percentage of employees who have undertaken trainings in human rights policies or related procedures relevant to the business run by the organization	1%

Employees took part in the webinar: “Counteracting mobbing and discrimination in the workplace (considerations, claims, conflict resolution)”.



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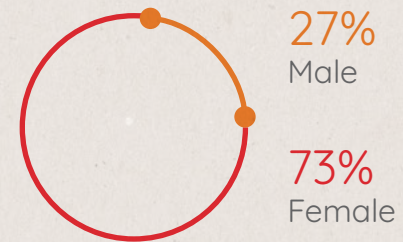
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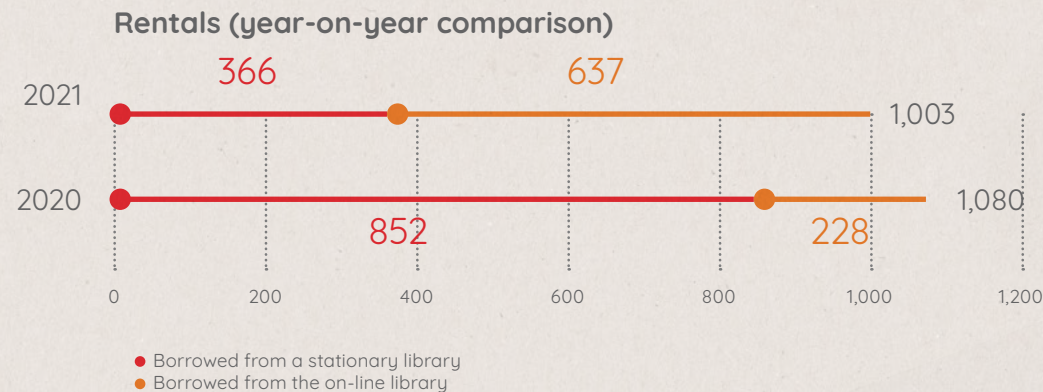


## Library

In 2020, the Eurocash Group launched an on-line library. Its creation was strictly related to changes occurred in the work mode, as many employees switched to remote work and their access to the stationary library became apparently limited. Since September 2021, it's been available to all employees and Eurocash S.A. related companies. The on-line library is available anywhere, anytime. In the library employees find reach collection of e-books, and audiobooks are also available.



Readers of the stationary library in 2021, by gender







## Programmes for Students, Graduates and Other Learners



### Management Trainee Programme

The Management Trainee (MT) programme aims to groom future managerial staff of the Eurocash Group. Due to numerous transfers between departments and business units, they gain broad business and organisational knowledge.

Within the programme, the participants have the opportunity to foster leadership skills and abilities, so that in future they can lead strategic projects for the company or manage its different business units. The programme offers occasions to gain working experience in several different departments (two six-month

internships, followed by opportunities to cover various functions within internal transfers from one division to another), which is the best way to learn from competent practitioners and managers. They can see the way in which selected departments operate and what the needs of different stakeholder groups are. In addition, as part of the second internship, they take part in designing, implementation or coordination of a project at the Eurocash Group headquarters or within selected business unit departments.

The Management Trainee participant, having passed onboarding process and completing two six-month internships, now equipped with business knowledge is ready to take on new, more and more difficult challenges.

Many employees of different Group's departments and units are involved in this programme starting with the Human Resources Department, which carries out a multi-stage recruitment process to select candidates with appropriate competences and skills, and ending at the management staff of various departments, who







run onboarding trainings. A lot of effort is also put by superiors who delegate tasks and look after the participants during their internships.

There is also a mentoring program tailored especially for them, during which qualified directors and managers help them choose the best direction of development and share their experience with the participants.







## Ambassador Programme

Eurocash Group has created the Ambassador Programme, which gives students the opportunity to develop and gain first job experience with no need to engage themselves on full-time basis. Instead, the organization gains Eurocash Group representatives among students environment. The Ambassador Program was adapted to the current reality and thus has been implemented on-line.



events organised at partner universities including “Open Lectures with Practitioners” and other events organised by the institutions. Ambassadors also helped establish cooperation with local student bodies, including study groups [“koła naukowe”].

During remote learning, ambassadors supported the Group in its online activity, including during job fairs.

Thanks to the cooperation with students operating within the frame of the Ambassador Programme, Eurocash Group marked its presence in students’ minds, contributing to a series of initiatives at universities, and demonstrating development opportunities available within the Group by launching such projects as the Summer Internship or the Managerial Programme.





## Summer Intership Programme

The Summer Internship Programme is an annual initiative addressed to students from the 1<sup>st</sup> to the 5<sup>th</sup> year of full-time studies. By joining it with the programme the Group aims to familiarize young and ambitious students with different aspects of working in the FMCG industry, so they can learn how it really looks like. We also try to meet the expectations of young people and help them take the first step in their professional career. In 2021, 17 people joined us as part of the programme. For two months (July and August) they actively participated in our company's life. To each of the apprentices an internship supervisor was assigned, their role was not only to supervise the implementation of the programme, but also to delegate ambitious tasks to the young trainees.

As part of the Summer Internship Programme, at the end of the project, the participants assessed the level they reached while acquiring new skills and experiences with our help. In 2021, we were scored 4.41 (on a 5-point scale).

During 2 months of the programme, the apprentices carry out tasks commissioned by their tutors and take part in team project within the Eurocash Trainee Challenge. This project is carried out under the supervision of mentors (participants of the Management Trainee programme), and the apprentices work in teams on a common business topic. In 2021, they worked, among others on the development of a mobile application or promotion of own-labelled products. The summer internships were carried out in 16 different departments and business units of the Group.





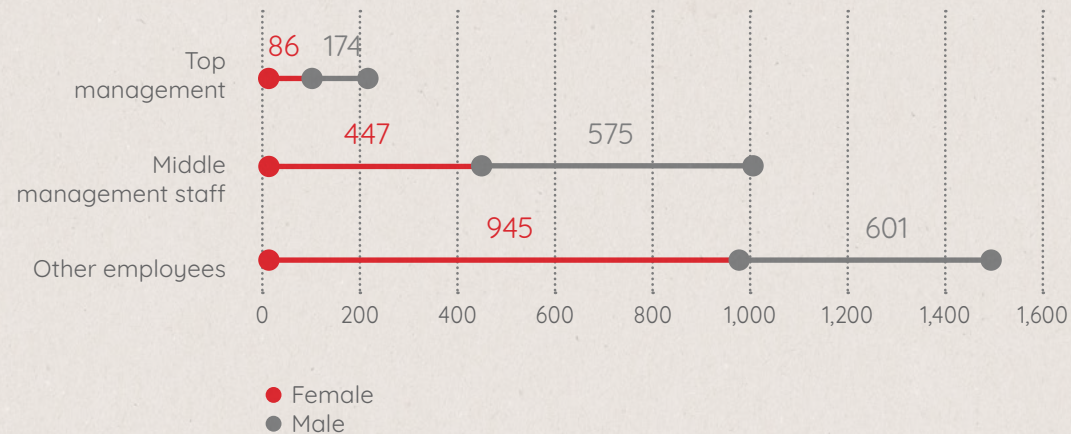


## Work evaluation and assessment in career development

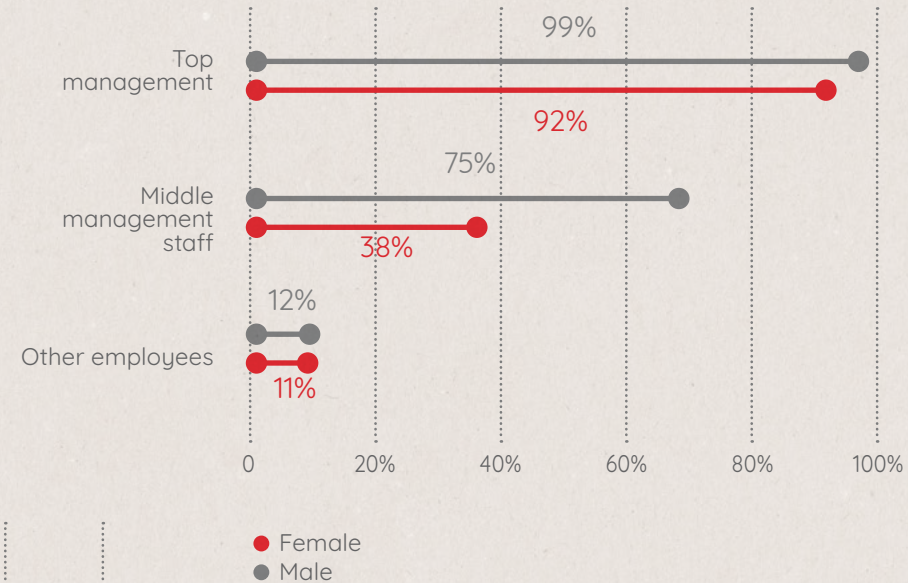
GRI 404-3

Percentage of employees regularly receiving job and career development appraisals – 360° evaluation  
Number of employees who received regular periodic assessments, broken down by gender and employee category in 2021.

### Number of employees receiving regular periodic appraisals – breakdown by gender and employee category



### Percentage of employees receiving regular periodic assessments 18%.



Detailed data on **GRI 404-3**  
can be found in the appendix

[LINK](#)





## 5.4.2. Employee volunteering

Employee volunteering at Eurocash Group bases on independent activity of the volunteers including choosing on their own among initiatives in which they engage. This approach allows for a flexible identifying and responding to the needs of the immediate surroundings.

In our activities, we follow the volunteering strategy developed in 2019, a long-term goal of which is

	WW 8	WW 9	WW 10
Volunteering	2021	2020	
Number of volunteers	1,130	1,405	
Working time expenditure on volunteering	897 hours, i.e. 112 days of work	2,450 hours, i.e. 305 days of work	
Number of beneficiaries	6,575	1,900	
Number of institutions covered by the cooperation	38	No data	
Value of the transferred help	PLN 250 thousand	No data	

implementation of projects in the realms of people, entrepreneurship and ecology.

Due to the ongoing pandemic, all initiatives requiring direct contact have been limited to a minimum in 2021. Instead, a number of new projects were invented allowing employees to get involved in a safe way, often in online format.

In 2021, we focused on scaling up recurring volunteering initiatives already present in employee calendars. These included:

- ShoeBox – international collection of toiletries for women in need. In 2020, we created 25 sets of toiletries, in 2021 we prepared close to 150 sets.
- #PinkOctober [#RóżowyPaździernik] – companywide women’s cancer prevention campaign has this year been augmented by Movember [Wąsopad], an oncology awareness campaign for male members of Eurocash Group and an initiative promoting self-testing among Koliber network customers.





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- Wish Upon a Christmas Tree [Choinka Pełna Życzeń] – company-wide program through which employees prepare – as a team or individually, with their family members – packages for people in need: patients in stationary hospice or home hospice care as well as nursing home and youth detention centre residents. In 2020, we collected packages for 93 recipients in Poznań and Warsaw areas. In 2021, packages went to 190 people in need living in Poznań, Warsaw, Krosno and Gdańsk.
- Charity campaigns accompanying the company Christmas party have also become a tradition. This year's initiative #życzyMypomagaMy [#WeWishToHelp] allowed employees to send season's greetings to wards and volunteers of selected charity organisations, with each greeting bringing a donation to the virtual donation box. Campaign beneficiaries included Fundacja Ocalenie [Salvation Foundation] that advocates on behalf of refugees and Fundacja "Dobrze, że jesteś" ["Good to have you"] supporting oncology and hematology patients.

- Eurocash Distribution Centres located all around Poland delivered Christmas presents to local institutions such as orphanages, nursing homes and schools
- Eurocash Group Headquarters in Komorniki donated over 9 tonnes of non-perishable food items (including 7000 bottles of water) to Poznań's makeshift COVID hospital and children's vaccination centre and a further 6 tonnes to a number of local care facilities.
- CapsLove Campaign led by Duży Ben joint-stock company combined environmental care with recycling of secondary raw materials.

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# Chapter 6. Responsible Education and Communication

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## 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 through consumer behaviour, as people are making 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. The 'Report on the Eurocash Group's Impact on the entrepreneurial Growth of its Customers' published in 2021 shows that for more than 50% of our Customers, topics related to sustainable development – such as counteracting food waste or energy saving – are important, and many of Entrepreneurs have already undertaken specific actions in these areas.







Therefore, we have taken steps to provide Entrepreneurs with broad knowledge on sustainability aspects, so that they could better manage their business. In 2020, we introduced a new series of trainings on social responsibility to our educational offer at Eurocash Academy of Skills, and in 2021 we continued it, expanding its scope and offering new educational tools.

	2021	2020
Webinars	12	5
Number of participants	1,251	859
Number of experts	20	8
Ratings	4.7	4.8
Posts at our blog	30	20
E-manuals	2	
Conferences	1	
Number of experts at conferences	17	

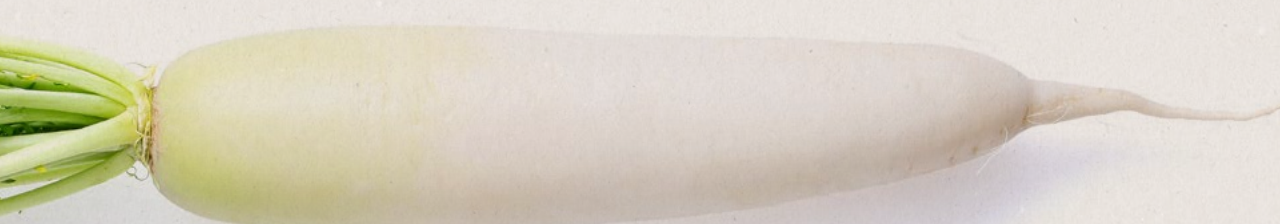
In 2021, the leading topics were related to counteracting food waste. During a series of meetings, we provided Entrepreneurs with comprehensive knowledge, practical solutions and useful tools for communicating with their store customers. By doing this, we can help them with daily management on aspects related to food waste prevention and fulfilling obligations imposed on them by law.

Other themes of concern were related to social responsibility of Entrepreneurs, including most effective methods of communicating with consumers about activities undertaken in that matter. In 2022, these topics will be continued during meetings and in educational materials we plan to propagate among our Customers. In this way, we help them build the image of responsible Entrepreneurs.

Sustainable development is also a reoccurring theme at our blog where in accessible form, we periodically publish articles that allow our Customers to deepen their knowledge in this field.







## 6.2. Educating Employees about Sustainable Development

Upon adopting Eurocash Group’s Sustainable Development Strategy 2020+, we launched an educational campaign related to this topic among our employees. We know that an in-depth understanding of this subject matter will allow them to more effectively implement the company ideals and goals. A series of educational activities had been planned, while internal communication offers ongoing information on the Group’s current activities related to sustainable growth.

The works on the report for 2021 was accompanied by a series of webinars “We report responsibly!” addressed to all employees. From January to March 2022, nearly 300 people participated in 9 meetings devoted to Corporate Social Responsibility matters. The initiative was prepared in cooperation with:



Webinars	7
Workshops	4
Number of participants	1015
Number of experts	15
Ratings	4.6
Contests	2
E-manuals	2
Conference	1
Number of experts at our conference	17
Posts at Workplace platform	40
Quarterly newsletter “CSR News”	4

Learn about our educational activities in 2020

[LINK](#)





## 6.3. Social Campaign against Food Waste – “We Respect, We Don’t Waste!”

Along with implementing Eurocash Group’s Sustainable Development 2020+ Strategy, we launched We Don’t Waste! [Nie marnujemy!] programme which aims to counteract food waste. Among Entrepreneurs in our affiliate network, 54 thousand of whom run grocery shops, we see a growing awareness and the need to efficiently manage this field of activity. Especially given that food waste has a wide social, economic, and ethical impact. According to the first edition of “Report on the Eurocash Group’s Impact on the Entrepreneurial Growth of its Customers’ for 2020”, over half – or a staggering 53% of our Customers has already taken actions to counteract food waste.

The “We Respect, We Don’t Waste!” slogan highlighted the respect for all people involved in the production, distribution and sales of food as well as joint efforts aiming to reduce food waste. By participating in the campaign, Entrepreneurs declared that their grocery stores are managed in a responsible and sustainable



way, a fact that Consumers pay increasingly more attention to. Our franchise, agent and partner chains all participated in the campaign, these including ABC, Groszek, Lewiatan, Euro Sklep, Gama as well as franchise and own Delikatesy Centrum outlets, and “abc na kołach” [“abc on wheels”] and Frisco mobile networks. Caritas Poland supported the campaign as a social partner while the Foundation for Ecological Education [Fundacja dla Edukacji Ekologicznej] and Eurocash Academy of Skills served as educational partners.





"We respect, we don't waste!" social campaign aimed to equip Entrepreneurs with educational tools supporting shop management operations that would mitigate food waste. Entrepreneurs were given a dedicated e-book, provided with access to conference "We respect, we don't waste! Sustainable Entrepreneur, Sustainable Shop" ["Szanujemy, nie marnujemy! - odpowiedzialny przedsiębiorca, odpowiedzialny sklep"] that was held on October 16, 2021 (in honour of the World Food Day) and invited to a series of expert webinars available through Eurocash Academy of Skills platform. A series of articles published on the company blog addressed, among others, current legislation concerning food waste prevention and was prepared especially with grocery shop owners in mind.

Each of the participating chains had its own dedicated visual identification. Chains invested a lot of time and efforts into the campaign, promoting it actively in their social media (and reaching an audience of 565,000 on Facebook). Some even prepared dedicated websites, shared recipes intended to avoid food waste through their social media channels (Facebook, YouTube) and distributed information flyers among Consumers.

### Campaign in numbers



1,140,870  
coverage of articles  
in the press and media



415  
webinar  
participants



565,000  
Facebook posts  
audience



17  
experts at the  
conference



450  
unique blog  
users



4,500  
posters printed



6,879  
views of the dedicated  
Delikatesy Centrum website



# "We Respect, We Don't Waste!" Campaign

E-book for Entrepreneurs and Employees



Download the manual

[LINK](#)



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## “We Respect, We Don’t Waste!” Campaign

Posters designed for individual stores networks



See more

[LINK](#)







# Chapter 7. Responsible Reporting

Introduction

**Report** ←

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## 7.1. 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 1/01/2021 to 31/12/2021, unless otherwise stated. In 2021, we implemented an internal reporting system that aims to keep employees informed on Eurocash Group's CSR activities on an ongoing basis.

**GRI 102-56** The report was subject to external verification carried out by Deloitte. **GRI 102-52** The Eurocash Group reports its non-financial activities on an annual basis.

**GRI 102-51** The last report has been published March 31, 2020.

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

### **GRI 102-46**

The process of defining the content of the 2020 report was based on the results of the survey carried out among our stakeholders, and devoted work of special Report Task Force. Description of the survey, along with topics significant to the stakeholders are included in the section 1.1.4. Our Stakeholders. All these topics are reflected in the content of the present Report.

### **GRI 102-45**

Unless otherwise noted, data presented in the report pertains to all companies included in the consolidated financial report, following the structure of Eurocash Group.

More detailed information on the structure of Eurocash Capital Group SA [Joint-Stock Company] with a list of units included in the consolidation can be found in the appendix to the annual consolidated financial report.







## 7.1.1. Table of GRI, own and strategic indicators, NPS indicators, and employee-related issues indicators

GRI 102-55

Indicator Category	Indicator	Explanation	Occurrence in the Report
GRI 102: General Disclosures Indicators 2016			
1. Organisational Profile	102-1	Name of the organisation	1.1. Get to Know Us!
	102-2	Description of the organisation's activities, main brands, products and/or services	1.1.2. Our Business Activity
	102-3	Location of headquarters	ul. Wiśniowa 11 62-052 Komorniki
	102-4	Location of operations	1.1. Get to Know Us!
	102-5	Form of ownership and legal structure of the organisation	1.1.1. Key Facts about the Eurocash Group Appendices to Chapter 1.1.1. Key Facts about the Eurocash Group
	102-6	Markets served	1.1. Get to Know Us!
	102-7	Scale of operations	Introduction/27 Years of Eurocash Group in Poland 1.1.1. Key Facts about the Eurocash Group Appendices to Chapter 1.1.1. Key Facts about the Eurocash Group Appendices to Chapter 2.1. Everyday Business Activity
	102-8	Data on employees and other persons working for the organisation	5.1. Employees Appendices to Chapter 5.1. Employees
	102-9	Supply chain	3.1.1. Product Quality and Safety
	102-10	Significant changes to the organisation and its supply chain	1.1.3. The Most Important Events of 2021 in the Eurocash Group
	102-11	Precautionary Principle or approach	1.5. Risk Management Appendices to Chapter 1.5. Risk Management
	102-12	External economic, environmental and social declarations, principles and other initiatives adopted or supported by the organisation	No such external declarations, principles or initiatives have occurred
	102-13	Membership in associations and organisations	Polska Izba Handlu [Polish Chamber of Commerce] Polska Organizacja Franchyzodawców [Polish Organization of Franchisees] Pracodawcy RP [Employers of the Republic of Poland]





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Indicator Category	Indicator	Explanation	Occurrence in the Report
2. Strategy	102-14	Statement from senior decision-maker	Letter from the President of the Management Board
	102-15	Key impacts, risks, and opportunities	Letter from the President of the Management Board 1.3. Sustainable Development Strategy of Eurocash Group 2020+ Appendices to Chapter 1.5. Risk Management
3. Ethics and Integrity	102-16	Values, code of ethics, principles and norms of behaviour	1.4.1. Values 1.4.2. Ethics
	102-17	Mechanisms for advice and concerns about ethics. Internal and external mechanisms for seeking advice about ethical and lawful behaviour, and organisational integrity.	1.4.2. Ethics
4. Governance	102-18	Governance structure of the organisation, including committees of the highest governance body.	1.1.1. Key Facts about the Eurocash Group Appendices to Chapter 1.1.1. Key Facts about the Eurocash Group
	102-20	Executive-level responsibility for economic, environmental, and social topics	1.3. Sustainable Development Strategy of Eurocash Group 2020+
	102-23	Chair of the highest governance body	1.1.1. Key Facts about the Eurocash Group
	102-32	Highest governance body's role in sustainability reporting	1.1.1. Key Facts about the Eurocash Group
	102-40	List of stakeholder groups	1.1.4. Our Stakeholders
5. Stakeholders Engagement	102-42	The basis for identifying and selecting stakeholders with whom to engage.	1.1.4. Our Stakeholders
	102-43	The organisation's approach to stakeholders engagement, including frequency of engagement by type and by stakeholder group	1.1.4. Our Stakeholders
	102-44	Key topics and concerns raised by the stakeholders and how the organisation has responded to them, including reporting	1.1.4. Our Stakeholders



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Indicator Category	Indicator	Explanation	Occurrence in the Report
6. Reporting Practice	102-45	Entities included in the consolidated financial statements	7.1. About the Report
	102-46	Defining report content and topic Boundaries	7.1. About the Report
	102-47	List of material topics identified	1.1.4. Our Stakeholders
	102-48	Restatements of information The effect of any restatements of information given in previous reports, and the reasons for such restatements (mergers or acquisitions, change of base years or periods, nature of business, measurement methods).	No restatements occurred
	102-49	Significant changes from previous reporting periods in the list of material topics and topic Boundaries.	No significant changes occurred
	102-50	Reporting period	7.1. About the Report
	102-51	Date of most recent report	7.1. About the Report
	102-52	Reporting cycle	7.1. About the Report
	102-53	Contact point for questions regarding the report	7.3. Contact
	102-54	Claims of reporting in accordance with the GRI Standards	7.1. About the Report
	102-55	GRI content index	7.1.1. Table of GRI Idicators...
	102-56	Organisation's policy and current practice with regard to external assurance for the report	7.1. About the Report







Indicator Category	Indicator	Explanation	Occurrence in the Report
Detailed Disclosures with Regard to Material Topics			
Economic Topics			
Reporting Aspect: Indirect Economic Impact			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	1.1. Get to Know Us!
	103-2	The management approach and its components	1.1. Get to Know Us!
	103-3	Evaluation of the management approach	1.1. Get to Know Us!
GRI 203: Significant Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	2.2. Eurocash Group's Impact on Society and Economy
Reporting Aspect: Anti-corruption			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	1.4.2. Ethics
	103-2	The management approach and its components	1.4.2. Ethics
	103-3	Evaluation of the management approach	1.4.2. Ethics
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	1.6. Anti-corruption Policy
	205-2	Communication and training about anti-corruption policies and procedures	1.6. Anti-corruption Policy
	205-3	Confirmed incidents of corruption and actions taken	1.6. Anti-corruption Policy
Reporting Aspect: Anti-competitive Behaviour			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	1.7. Principles of Free Competition and Anti-monopolistic Practices
	103-2	The management approach and its components	1.7. Principles of Free Competition and Anti-monopolistic Practices
	103-3	Evaluation of the management approach	1.7. Principles of Free Competition and Anti-monopolistic Practices







Indicator Category	Indicator	Explanation	Occurrence in the Report
GRI 206: Anti-competitive Behaviour 2016	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	1.7. Principles of Free Competition and Anti-monopolistic Practices
Environmental Topics			
Reporting Aspect: Energy			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4.1. Green Infrastructure
	103-2	The management approach and its components	4.1. Green Infrastructure
	103-3	Evaluation of the management approach	4.1. Green Infrastructure
GRI 302: Energy 2016	302-1	Energy consumption within the organisation (electricity, heating, cooling, and steam consumption) from non-renewable or renewable sources	4.3. Energy Appendices to Chapter 4.3. Energy
Reporting Aspect: Water and Effluents			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4.4. Water
	103-2	The management approach and its components	4.4. Water
	103-3	Evaluation of the management approach	4.4. Water
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	4.4. Water Appendices to Chapter 4.4. Water
	303-2	Management of water discharge-related impacts	4.4. Water
	303-3	Water withdrawal	4.4. Water
Reporting Aspect: Emissions			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4.1. Green Infrastructure
	103-2	The management approach and its components	4.1. Green Infrastructure
	103-3	Evaluation of the management approach	4.1. Green Infrastructure





Indicator Category	Indicator	Explanation	Occurrence in the Report
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	4.2.1. Emissions 4.2.2. The Green Fleet Appendices to Chapter 4.2.1. Emissions
	305-2	Energy indirect (Scope 2) GHG emissions	4.2.1. Emissions Appendices to Chapter 4.2.1. Emissions
	305-4	GHG emissions intensity	4.2.1. Emissions Appendices to Chapter 4.2.1. Emissions
	305-5	Reduction of GHG emissions	4.2.1. Emissions Appendices to Chapter 4.2.1. Emissions
Reporting Aspect: Waste			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4.5. Waste
	103-2	The management approach and its components	4.5. Waste
	103-3	Evaluation of the management approach	4.5. Waste
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	4.5. Waste
	306-2	Management of significant waste-related impacts	4.5. Waste
	306-3	Waste generated	4.5. Waste
	306-4	Waste diverted from disposal	4.5. Waste
	306-5	Waste directed to disposal	4.5. Waste







Indicator Category	Indicator	Explanation	Occurrence in the Report
Reporting Aspect: Suppliers Environmental Assessment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	3.1.1. Product Quality and Safety
	103-2	The management approach and its components	3.1.1. Product Quality and Safety
	103-3	Evaluation of the management approach	3.1.1. Product Quality and Safety
GRI 308: Suppliers Environmental Assessment 2016	308-1	Percentage of new suppliers that were screened using environmental criteria.	3.1.1. Product Quality and Safety
Social Topics			
Reporting Aspect: Employment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	5.1. Employees
	103-2	The management approach and its components	5.1. Employees
	103-3	Evaluation of the management approach	5.1. Employees
GRI 401: Employment 2016	401-1	Total number and rate of new employee hires during the reporting period, by age group, gender and region	5.1. Employees Appendices to Chapter 5.1. Employees
	401-2	Benefits provided to full-time employees	5.3.3. Good Working Conditions
Reporting Aspect: Occupational Health and Safety (OHS)			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	5.3. Safety 5.2. Health
	103-2	The management approach and its components	5.3. Safety 5.2. Health
	103-3	Evaluation of the management approach	5.3. Safety 5.2. Health







Indicator Category	Indicator	Explanation	Occurrence in the Report
GRI 403: Occupational Health and Safety (OHS) 2018	403-1	Occupational health and safety management system	5.3.1. Safety – a Common Cause!
	403-2	Hazard identification, risk assessment, and procedures adopted in work-related hazards investigation and elimination	5.3.1. Safety – a Common Cause!
	403-3	Occupational health services	5.3.1. Safety – a Common Cause!
	403-4	Worker participation, consultation, and communication on occupational health and safety	In the company there are no formal processes for worker participation in evaluation on occupational health and safety. Employees can submit any comments regarding health and safety to the OHS Department.
	403-5	Workers training on occupational health and safety	5.3.1. Safety – a Common Cause!
	403-6	Promotion of workers health	5.3.3. Good Working Conditions
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.3.1. Safety – a Common Cause!
	403-8	Workers covered by an occupational health and safety management system	In accordance with the law, all employees are covered by the health and safety policy of the organisation
	403-9	Work-related injuries	5.3.1. Safety – a Common Cause!
	403-10	Work-related ill health	5.2.1. Medical Care
Reporting Aspect: Employees Training and Education			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	5.4.1. Employees Growth and Commitment 2.3. Eurocash Academy of Skills
	103-2	The management approach and its components	5.4.1. Employees Growth and Commitment 2.3. Eurocash Academy of Skills
	103-3	Evaluation of the management approach	5.4.1. Employees Growth and Commitment 2.3. Eurocash Academy of Skills







Indicator Category	Indicator	Explanation	Occurrence in the Report
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	5.4.1. Employees Growth and Commitment Appendices to Chapter 5.4.1. Employees Growth and Commitment
	404-2	Programs for upgrading employee skills and transition assistance programmes	5.4.1. Employees Growth and Commitment
	404-3	Percentage of employees receiving regular performance and career development reviews	5.4.1. Employees Growth and Commitment Appendices to Chapter 5.4.1. Employees Growth and Commitment
Reporting Aspect: Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	5.1. Employees
	103-2	The management approach and its components	5.1. Employees
	103-3	Evaluation of the management approach	5.1. Employees
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	5.1. Employees Appendices to Chapter 5.1. Employees
Reporting Aspect: Non-discrimination			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	5.1. Employees
	103-2	The management approach and its components	5.1. Employees
	103-3	Evaluation of the management approach	5.1. Employees
GRI 406: Non-discrimination 2016	406-1	Total number of incidents of discrimination	5.1. Employees







Indicator Category	Indicator	Explanation	Occurrence in the Report
Reporting Aspect: Human Rights Assessment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	5.4.1. Employees Growth and Commitment
	103-2	The management approach and its components	5.4.1. Employees Growth and Commitment
	103-3	Evaluation of the management approach	5.4.1. Employees Growth and Commitment
GRI 412: Human Rights Assessment 2016	412-2	Total number of hours in the reporting period devoted to training on human rights policies	5.4.1. Employees Growth and Commitment
Reporting Aspect: Supplier Social Assessment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	3.1.1. Product Quality and Safety
	103-2	The management approach and its components	3.1.1. Product Quality and Safety
	103-3	Evaluation of the management approach	3.1.1. Product Quality and Safety
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	3.1.1. Product Quality and Safety
Reporting Aspect: Marketing and Labelling			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	3.1.1. Product Quality and Safety
	103-2	The management approach and its components	3.1.1. Product Quality and Safety
	103-3	Evaluation of the management approach	3.1.1. Product Quality and Safety
GRI 417: Marketing and Labelling 2016	417-2	Total number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labelling	3.1.1. Product Quality and Safety







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Strategic Indicators	Indicator Denomination	Occurrence in the Report
WS I.1	Small-format channel share in the entire Polish FMCG market	1.3 Sustainable Development Strategy of Eurocash Group 2020+
WS I.2	Total impact on income in the economy thanks to the Group's activities (direct, indirect and induced impact)	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 2.2. Eurocash Group's Impact on Society and Economy
WS I.3	Total added value generated in the economy (GDP) from the Eurocash Group activities (direct impact, indirect impact, induced impact)	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 2.2. Eurocash Group's Impact on Society and Economy
WS I.4	Eurocash Group's Impact on the Entrepreneurial Growth of its Customers	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 2.2. Eurocash Group's Impact on Society and Economy
WS I.5	Percentage of Customers using the eurocash.pl platform	1.3. Sustainable Development Strategy of Eurocash Group 2020+
WS I.6	Number of Entrepreneurs and employees who participated in Eurocash Academy of Skills initiatives	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 2.3. Eurocash Academy of Skills
WS II.1	Number of customer complaints about fresh products	1.3. Sustainable Development Strategy of Eurocash Group 2020+
WS II.2	Percentage of suppliers that have been certified to comply with their own social and environmental declarations	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 3.1.1. Product Quality and Safety
WS II.3	Waste rate - wasted to sold mass of food ratio	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 3.2. We Don't Waste! Food Waste Prevention
WS III.1	Energy consumption per m2 (broken down by building category)	1.3. Sustainable Development Strategy of Eurocash Group 2020+
WS III.2	Average CO <sub>2</sub> emission per km driven (by vehicle category and kind of fuel used )	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 4.2.2. The Green Fleet
WS IV.1	Work-related injury rate (number of injuries / number hours worked x 1000)	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 5.3.1. Safety – a Common Cause!
WS IV.2	Employees commitment ratio	1.3. Sustainable Development Strategy of Eurocash Group 2020+ 5.1. Employees



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Own Indicators	Indicator Denomination	Occurrence in the Report
WW 1	Number of NGOs Eurocash Group cooperates with in the field of food waste prevention	3.2. We Don't Waste! Food Waste Prevention
WW 2	Number of tonnes of food donated to social organisations yearly	3.2. We Don't Waste! Food Waste Prevention
WW 3	Number of Entrepreneurs and employees who participated in initiatives of the Eurocash Academy of Skills – by pillars (4 pillars)	2.3. Eurocash Academy of Skills
WW 4	Number of schools cooperating with the Eurocash Academy of Skills	2.3. Eurocash Academy of Skills
WW 5	Number of schools and students participating in the programmes	2.3. Eurocash Academy of Skills
WW 6	Number of scholarships awarded in a given year	1.8. The Eurocash Group Foundation
WW 7	Value of granted scholarships in a given year	1.8. The Eurocash Group Foundation
WW 8	Number of volunteers	5.4.2. Employee Volunteering
WW 9	Number of days worked by volunteers	5.4.2. Employee Volunteering
WW 10	Number of beneficiaries	5.4.2. Employee Volunteering
WW 11	Number of food quality audits	3.1.1. Product Quality and Safety





NPS Indicators	Areas subject to Survey
76%	Customers who agreed with the statement that Eurocash Group conducts its business in a responsible manner
61%	Customers who stated that Eurocash Group is a socially responsible company
70%	Customers who believe that the Eurocash Group is increasing its purchasing scale so that they can offer good prices to consumers
73%	Customers who believe that the Eurocash Group provides them with tools and solutions to help them develop their business

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Employee-related issues		
Were there any collective dismissals <sup>[1]</sup> and/or other measures undertaken as defined in the national labour code affecting the directly employed workforce during the reporting period?	Yes	There were collective dismissals, and an agreement with the trade unions was signed, in this context. A layoff plan has not been developed, the reasons for dismissals were specified in the agreement. Criteria on the basis of which the employment contract was terminated were individual.  In Delikatesy Centrum chain, selected own stores were transformed into agency stores.
Are any collective dismissals planned for the directly employed workforce in the next year?	Yes	The Company is considering possible collective dismissals in line with the agreement concluded with the trade unions.
Were there any changes to: <ul style="list-style-type: none"><li>• worker representation at the Project facilities?</li><li>• collective agreements?</li></ul>	No	
Have there been any strikes or other collective disputes related to working conditions in the reporting period?	No	
Have employees and contractors raised any grievances concerning the Project or the Customer including working conditions?	No	
Have employees and contractors raised any grievances concerning any type of discrimination, harassment (including sexual harassment) or bullying during the reporting period?	Yes	Two complaints were submitted in writing (by 2 women) to the Anti-mobbing Committee.
Is there an Equal Opportunities Action Plan/ Gender Action Plan (GAP) for the Company?	No	

\* Collective dismissals cover all multiple dismissals that are a result of an economic, technical, or organisational reason; or other reasons that are not related to performance or other personal reasons.







## 7.1.2. Task Force on Climate-related Financial Disclosures, TCFD.

CORPORATE GOVERNANCE	
Description of Management supervision on climate-related risks and opportunities	Chapter 4.2. Climate
Description of the managerial staff role of in the assessment and management of climate-related risks and opportunities.	Chapter 4.2. Climate
Strategy	
Description of the climate-related risks and opportunities that the organization has identified in short, medium and long term.	Issue not covered by the report
Description of the impact of climate-related risks and opportunities on the organization's business activities, strategy and finances.	Issue not covered by the report
Risk Management	Issue not covered by the report
Description of the processes for identifying and assessing climate-related risks.	Issue not covered by the report
Description of climate-related risk management processes.	Issue not covered by the report
Description of how the processes of identifying, assessing and managing climate-related risks are integrated into the organisation's overall risk management.	
Indicators and goals	Issue not covered by the report
Indicators uses by organization to assess climate-related risks and opportunities in line with its risk management strategy and processes.	Chapter 4.2.1. Emissions Scope 3 is not reported
Greenhouse gas emissions for ranges 1, 2 and, if relevant, 3; with a description of the related risks.	Issue not covered by the report
Description of the goals appointed by the organization for managing climate-related risks and opportunities, and the results achieved in meeting these goals.	







## 7.1.3. EU Taxonomy

### Eligibility\* Analysis

EU Regulation on "Taxonomy", or creating a classification system for sustainable economic activities, sets the framework for identifying and fostering sustainable economic activities.

This is the first time Eurocash Group has prepared such an analysis, which encompasses all key performance indicators of activating aiming to mitigate and adapt to the climate change for fiscal year 2021.

European Commission has given priority to 13 sectors deemed responsible for highest greenhouse gas emissions. None are directly connected to Eurocash Group's field of business activity. Hence, just a few areas of the company's main scope activity are Taxonomy-aligned according to the Regulation. At the same time, some of the Group's activity that may have a significant impact on sustainable growth, remains excluded from the analysis and impacts the KPIs presented further on this document.

\*Standard information for non-financial companies

### Analysis of EU Taxonomy-aligned sustainable economic activities

- A review of activities related to the first two environmental objectives (climate change mitigation and climate change adaptation) has been conducted.
- NACE sectors applicable to the Group's business activity have been identified and verified whether they are included in the Taxonomy.
- Data related to revenue, CapEx and OpEx at Capital Group-level had been compiled based on the template suggested by Annex II of the afore-mentioned delegated regulation.
- Part of the identified revenue as well as CapEx and OpEx in all companies comprising our Group has been allocated using the methodology described in the delegated regulation (EU) 2021/2178 dated July 6, 2021, all information presented herein refers to sustainable economic activities.





Proportion of revenue from Taxonomy-eligible activities in relation to total revenue (REVENUE KPI)

- After an initial analysis of regulations that came into force in the second half of 2021, especially Commission-delegated Regulations (EU) 2021/2139 and 2021/2178 supplementing Regulation (EU) 2020/852 presenting detailed lists of economic activity eligible for the taxonomy, the proportion of the Group's activity eligible for the classification system has been calculated.
- As regards the turnover, revenue from the consolidated profit-and-loss statement as of December 31, 2021 included in the Capital Group's annual consolidated financial reports (consolidated revenue) served as basis for the reported KPI.
- Taxonomy-aligned activities include revenue from real estate sales and sublets, sales of vehicles and revenue generated by educational activity of Eurocash Group's Academy of Skills.
- Due to the fact that the Regulations makes no mention of the industry in which Eurocash Group operates, the share of eligible revenue in relation to the Group's total revenue was expected to be negligible.

The ratio of the turnover eligible for the EU Taxonomy was defined as follows:

Year	2021		
Total turnover	26,281,430,813		
Currency	PLN		
Taxonomy-eligible activities	NACE Code	Turnover value	Percentage of turnover (%)
1. Real estate sale and sublets	L68	32,977,608	0.12%
2. Sale of vehicles	H49.32, H49.39, N77.11	2,131,390	0.01%
3. Educational activity	P85	2,152,484	0.01%
Turnover from activities non-eligible for Taxonomy		26,244,169,330	99.86%







Proportion of Taxonomy-aligned capital expenditures in relation to total capital expenditures (CAPEX KPI)

- Key performance indicator for Taxonomy-aligned capital expenditures had been calculated as a quotient of the sum of Taxonomy-aligned capital expenditures divided by the sum of capital expenditures included in the Group's consolidated report for 2021.
- Taxonomy-aligned capital expenditures related to financing the adopted strategy as well as initiatives and projects related to renovation and modernisation of buildings used for the Group's operations and IT expenditures related to information and communication.
- The sum of capital expenditures included:
  - 56,708,548 PLN in intangible assets
  - acquisition of fixed assets worth 147,476,676 PLN

The capital expenditure rate covered by the Delegated Act is as follows:

Year	2021		
Capital Expenditures (CapEx)	204,185,224		
Currency	PLN		
Taxonomy-eligible activities	NACE Code	Expenditures value	Percentage of expenditures (%)
1. Modernization works in buildings	F43	22,776,421.03	11.15%
2. Expenditures for IT (information and communication)	J62, J63.11	37,725,211.94	18.45%
Capital expenditure (CapEx) on the activity not eligible for the Taxonomy		143,683,591.03	70.37%







## Proportion of Taxonomy-aligned operational expenditures in relation to total expenditures (OPEX KPI)

- As per the Regulation, operational expenditures included for the purposes of calculating the Taxonomy-aligned OPEX KPI covered the cost of company asset management and maintenance, improving energy efficiency of operational processes and limiting greenhouse gas emissions (with results of the expenses incurred visible soon after the project had ended).
- These expenditures thus included non-capitalised costs related to research and developments, personnel costs related to maintenance, repair, renovations and cleaning, fire safety, utility control, leasing, building security, equipment legalisation and all other expenses related to fixed assets' maintenance incurred by

Entrepreneurs or third parties contracted to perform tasks necessary for the assets' continuous and efficient operation.

- The Group's Taxonomy-aligned Operational Expenditures KPI had been calculated as a quotient of the Taxonomy-aligned operational expenditures divided by the sum of operation expenditures included in the Group's consolidated report for 2021.
- Taxonomy-aligned activities include first and foremost expenses related to freight transport by road, modernization and maintenance of buildings used for the Group's operations and cost of IT work.





The operational expenditure rate covered by the Delegated Act is as follows:

Year	2021		
Operational Expenditures (OpEx)	3,304,087,339		
Currency	PLN		
Taxonomy-eligible activities	NACE Code	Expenditures value	Percentage of expenditures (%)
1. Road transport services + motorbike transport, transport by passenger cars and light commercial vehicles	H49.4	338,419,803	10.25%
2. Renovation / modernization / reconstruction / maintenance of buildings	F43	55,968,176	1.69%
1. Activities related to software, consultancy in the field of IT and related activities + processing data; website hosting and similar activities	J62, J63.11	34,871,526	1.06%
Capital expenditure (CapEx) on the activity not eligible for the Taxonomy		2,874,827,832	87%







## 7.2. Auditor's Certificate

To the Management Board of Eurocash S.A.  
ul. Wiśniowa 11  
62-052 Komorniki

Independent Limited Assurance Report  
on Indicators Presented in the Corporate  
Responsibility Report of Eurocash Group  
for the year ended 31 December 2021.

### Scope of work performed and applicable criteria

We have undertaken a limited assurance engagement on the indicators presented in the Corporate Responsibility Report of Eurocash Group for the year from 1st January 2021 – 31st December 2021 (the “The ESG Report”), developed by Eurocash S.A. (the “Company”). The indicators included in the GRI index presented in the ESG Report have been reported in the “Core” option in the manner defined in the GRI Standards – Sustainability Reporting Guidelines, issued by the Global Reporting Initiative (GRI).

Our limited assurance engagement has been limited to the indicators presented in the ESG Report and does not extend to the other information included in the report, nor the report as a whole. Accordingly, our conclusion below applies only these GRI indicators and not all data presented or any other information included in the ESG Report.

### Responsibility of the Management Board of the Company

The Management Board of the Company is responsible for the preparation and presentation of the indicators presented in the Sustainability Report in accordance with Sustainability Reporting Guidelines GRI Standards for the “Core” option, as issued by Global Reporting Initiative (GRI). This responsibility includes establishing and maintaining appropriate performance management and internal control systems from which the reported information is derived.







The Management Board of the Company is also responsible for the provision of reliable, correct, and fair information, and for the correct preparation of the documentation provided to us.

**Our Independence and Quality Control**

In performing the service, we have complied with the independence and other ethical requirements set out in the International Code of Ethics for Professional Accountants (including International Standards of Independence) developed and approved by the International Ethics Standards Board for Accountants, which includes independence requirements and other requirements based on integrity, objectivity, professional competence and due care, confidentiality and professional conduct.

In accordance with International Quality Control Standard No 1, issued by the International Federation of Accountants IFAC, we maintain a comprehensive system of quality control that includes documented policies and procedures for ensuring compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

**Our Responsibility**

Our responsibility is to express a limited assurance conclusion on the indicators as marked in the GRI index presented in the ESG Report based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standards on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the selected GRI indicators presented in the ESG Report are not inconsistent with the GRI Standards Guidelines for Sustainability Reporting.

The procedures performed under the limited assurance engagement are different in nature and limited in scope both in terms of risk assessment procedures, including an understanding of internal control, and in terms of the procedures performed in response to the risks assessed compared to the reasonable assurance engagement. As a result, the level of assurance obtained through







an assurance service providing limited assurance is significantly lower than the level of assurance that could be obtained through an assurance service providing reasonable assurance.

The procedures we performed were based on our professional judgement, our assessment of the risk of material misstatement of the indicators due to intentional actions or misstatements, and included interviews, observations of the processes performed, examination of documents, analytical procedures, assessments of the appropriateness of calculation methods and reporting policies, and reconciling with underlying records.

In order to form our conclusion on the indicators as marked in the GRI index presented in the ESG Report, we undertook in the period 25th January 2022 – 27th April 2022 the following procedures:

- Through inquiries, obtained an understanding of Eurocash Group's control environment and information systems relevant to reporting the indicators under review, but did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness.
- Obtained through inquiries, analytical procedures, observation and other applicable evidence gathering procedures on a sample basis, an understanding of the key structures, systems, processes, procedures and internal controls relating to collation, aggregation, validation and reporting of data for the indicators under review.
- Evaluated whether Eurocash S.A. methods for developing estimates are appropriate and had been consistently applied. However, our procedures did not include testing the data on which the estimates are based or separately developing our own estimates against which to evaluate Eurocash S.A. estimates.







- Compared the information included in the Sustainability Report to internal documentation of the Company.

The process the organization adopts to define, gather and report data on its non-financial performance is not subject to the formal processes adopted for financial reporting. Therefore, data of this nature is subject to variations in definitions, collection and reporting methodology with no consistent, accepted standard. This may result in non-comparable information between organizations and from year to year within the organization as methodologies develop. The accuracy and completeness of the information disclosed in the Sustainability Report is subject to inherent limitations given its nature and the methods for determining, calculating or estimating such information.

### Conclusion

Based on our work, we find that nothing has come to our attention, in all material respects, that would make us believe that the indicators included in the GRI index presented in the ESG Report prepared by Eurocash S.A. do not comply with the GRI Standards for the preparation of sustainability reports for the "Core" option issued by the Global Reporting Initiative.

Deloitte Audyt sp. z o.o. sp. k.  
Warsaw, 27th April 2022







## 7.3. Contact

Thank you for reading the "Corporate Social Responsibility Report of the Eurocash Group for 2021".

If any of the content requires clarification or it is of particular interest to you, please contact us.



GRI 102-53

**Marta Kukowska**

CSR Manager

Marta.Kukowska@eurocash.pl

## 7.4. Reports Library

Previous Eurocash Group publications regarding sustainable development:

- 2020
- 2019
- 2018
- 2017
- 2016
- 2015
- 2014
- 2013
- 2012

Introduction

**Report** ←

Appendices





# Appendices







# Appendices

## Chapter 1. Responsible Management

Introduction  
Report  
**Appendices** ←

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Chapter 1.  
Responsible  
Management







## 1.1. Get to Know Us!

### 1.1.1. Key Facts about the Eurocash Group

#### GRI 102-7 Eurocash Group Results

	2021	2020	Zmiana %
Revenues from the sale of products, goods and materials (PLN million)	26,281.43	25,398.60	3.48%
Gross profit on sales (PLN million)	3,409.35	3,342.51	2.00%
Gross profitability on sales	12.97%	13.16%	-0.19 pp.
EBITDA (EBIT + depreciation) (PLN million)	708.16	785.23	9.81%
EBITDA margin(%)	2.69%	3.09%	-0.4 pp.
Operating profit – EBIT (PLN million)	97.53	250.43	-57.91%
(Operating profit margin – EBIT%)	0.37%	0.91%	-0.54 pp.
Gross profit (PLN million)	(0.94)	89.21	-101.05%
Net profit (PLN million)	(99.34)	49.36	-301.26%
(Net profit margin%)	-0.38%	0.19%	-0.57 pp.

#### The Company's shareholding structure as at December 31, 2021

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%

\* Via Politra B.V.S.à.r.l. and Westerngate Private Investments Ltd.





## Organizational structure of the Group Eurocash as at December 31, 2021

GRI 102-5

Luis Amaral  
(via Politra B.V. str.a.r.l.)

↓ 44.04%

Eurocash S.A.



### Wholesale

- 75% Eurocash Serwis sp. z o.o.
- 100% Cerville Investments sp. z o.o.
- 100% AMBRA sp. z o.o.
- 100% Polska Dystrybucja Alkoholi sp. z o.o.



### Franchise (Wholesale)

- 100% Eurocash Franczyza sp. z o.o.
- 66.6% Lewiatan Holding S.A.
- 100% Lewiatan Podkarpacie sp. z o.o.
- 100% Lewiatan Północ sp. z o.o.
- 100% Lewiatan Kujawy sp. z o.o.
- 100% Lewiatan Wielkopolska sp. z o.o.
- 100% Lewiatan Opole sp. z o.o.
- 100% Lewiatan Orbita sp. z o.o.
- 100% Lewiatan Zachód sp. z o.o.
- 100% Lewiatan Podlasie sp. z o.o.
- 100% Lewiatan Śląsk sp. z o.o.
- 100% Euro Sklep sp. z o.o.
- 50% Partnerski Serwis Detaliczny S.A.
- 100% Groszek sp z o.o.
- 100% ABC sp. z o.o.
- 100% Partner sp. z o.o.



### Retail

- 51% Inmedio sp. z o.o.
- 50% Firma Rogala sp. z o.o.
- 50% Delikatesy Rogala sp. z o.o.
- 100% FHC-2 sp. z o.o.
- 100% Madas sp. z o.o.
- 100% EKO Holding S.A. w likwidacji
- 100% Delikatesy Centrum sp. z o.o.
- 100% Podlaskie Delikatesy Centrum sp. z o.o.
- 49% Arhelan sp. z o.o.
- 49% Stormer sp. z o.o.
- 49% Maximix sp. z o.o.



### Projects

- 100% Kontigo sp. z o.o.
- 100% Duży Ben sp. z o.o.
- 100% ABC na kołach sp. z o.o.
- 100% Innowacyjna Platforma Handlu sp. z o.o.
- 100% 4Vapers sp. z o.o.



### Other

- 100% Frisco S.A.
- 100% Dorvest sp. z o.o.
- 100% FR24 sp. z o.o.
- 100% Premium Distributors sp. z o.o.
- 100% Przedsiębiorstwo Handlu Spożywczego sp. z o.o.
- 100% Eurocash VC3 sp. z o.o.
- 100% Detal Finanse sp. z o.o.
- 100% Eurocash Nieruchomości sp. z o.o.
- 100% Akademia Umiejętności Eurocash sp. z o.o.
- 100% Eurocash Trade 1 sp. z o.o.
- 100% Delikatesy Centrum 2 sp. z o.o.
- 100% Delikatesy Centrum 3 sp. z o.o.
- 100% Delikatesy Centrum 4 sp. z o.o.
- 65% Gama Detal sp. z o.o.

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GRI 102-18

## Composition of the Management Board of Eurocash Group as at December 31, 2021

**Luis Amaral**  
President of the  
Management Board

**Katarzyna Kopaczewska**  
Management Board  
Member

**Rui Amaral**  
Management Board  
Member

**Pedro Martinho**  
Management Board  
Member

**Arnaldo Guerreiro**  
Management Board  
Member

**Przemysław Ciał**  
Management Board  
Member

**Jacek Owczarek**  
Management Board  
Member

**Noel Colette**  
Management Board  
Member

## Composition of the Supervisory Board of Eurocash Group as at December 31, 2021

**dr Hans Joachim Körber**  
Chairman of the Supervisory Board  
status: independent

**Francisco José Valente Hipólito dos Santos**  
Member of the Supervisory Board  
status: dependent

**Renato Arie**  
Member of the Supervisory Board  
status: independent

**Jorge Mora**  
Member of the Supervisory Board  
status: independent

**Przemysław Budkowski**  
Member of the Supervisory Board  
status: independent

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## 1.1.2. Our Business Activity

GRI 102-2

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

The activities of the Eurocash Group focus on the territory of Poland.

**Wholesale** – wholesale distribution format:

• **Eurocash Dystrybucja** – which includes:

- companies running active distribution (Eurocash S.A. after the merger with Tradis 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.),

- **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 Gastronomica** – supplies for restaurant chains, hotels and independent catering outlets,
- **Other** – revenues from the sale of Cerville Investments sp. z o.o.





**Retail** – Eurocash Group retail sales and Eurocash wholesale:

- **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 stores** own stores, managed by the companies: FHC-2 sp. z o.o., Madas sp. z o.o., Podlaskie Delikatesy Centrum sp. z o.o. (Eurocash owns 100% of shares), Rogala sp. z o.o. (Eurocash owns 50% of shares) and Arhelan sp. z o.o. (Eurocash owns 49% 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 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 2021 (PLN million)

(PLN million)	2021	2020	Change %
Wholesale	19,252.27	18,892.61	1.90%
Eurocash Cash & Carry	4,423.79	4,666.89	-5.21%
Tobacco & impulse products	7,704.63	7 328.40	5.13%
Eurocash Dystrybucja	6,933.57	6,679.83	3.80%
Eurocash Gastronomia	165.79	176.76	-6.21%
Others	24.50	40.74	-39.86%
Retail	6,381.83	6,091.10	4.77%
Delikatesy Centrum	2,436.53	2,373.10	2.67%
Own supermarkets	3,458.92	3,270.53	5.76%
Inmedio	486.38	447.47	8.69%
Projects	532.83	300.41	77.37%
Eurocash Group	26,166.94	25 284.13	3.49%

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

	As at 31/12/2021	As at 31/12/2020
Cash & Carry warehouses	179	180
ABC chain of stores	9,149	9,317
Franchise and partner chains*	5,570	5,251
Inmedio newsagents	417	432
Small supermarkets	1,608	1,573
including Delikatesy Centrum brand	1,569	1,545

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





# 1.5. Risk Management

GRI 102-11   GRI 102-15

## 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"><li>• Risk of public corruption</li><li>• Risk of corruption in relations with counterparties</li><li>• Risk of abuse against employees</li><li>• Risk of abuse against counterparties</li><li>• The risk of a conflict of interests</li></ul>	<ul style="list-style-type: none"><li>• Eurocash Group Code of Ethics</li><li>• Eurocash Group values – clearly defined and communicated to employees</li><li>• A line of trust for employees to anonymously report cases of abuse with no risk of being identified</li><li>• 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</li><li>• Anti-mobbing policy</li><li>• Training for employees concerning aspects of Eurocash Group values and ethics</li><li>• Instructions for accepting gifts from counterparties (giving them to charity)</li><li>• 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</li></ul>







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Legal risk	<ul style="list-style-type: none"><li>• The risk of violating consumer protection laws</li><li>• The risk of breaching the competition law</li><li>• The risk of violation of regulations concerning prohibited agreements</li><li>• The risk of breaching legal regulations on payment gridlocks</li><li>• The risk of failure to adhere to antitrust and competition laws</li><li>• The risk of non-compliance with applicable data protection rules</li><li>• The risk of violating the provisions of the Commercial Companies Code</li><li>• The risk of violating business secrets and confidential data of the organisation</li><li>• The risk of violating advertising regulations and Intellectual Property related laws</li></ul>	<ul style="list-style-type: none"><li>• Policies and procedures regarding monitoring compliance with the consumer rights</li><li>• Training and raising awareness among employees</li><li>• Mechanisms for monitoring the profile and level of risks identified in the Group</li><li>• 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</li><li>• 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</li><li>• Implementation of an uniform system for developing and publishing marketing content</li></ul>
Task-related risk	<ul style="list-style-type: none"><li>• Risk of incorrect calculation and /or recognition of tax (PIT /CIT /VAT tax)</li><li>• Risk of incorrect verification of contractors</li><li>• Risk of ineffective implementation of procedures regarding reporting obligations in the scope of taxability</li></ul>	<ul style="list-style-type: none"><li>• Implementation of procedures ensuring the correct calculation of tax liabilities</li><li>• Designing tools supporting the calculation of tax liabilities</li><li>• Implementation of effective due diligence contractors-related procedures</li><li>• Trainings in areas of tax risks and contractors verification process</li></ul>





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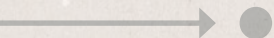
#### Human resources / workplace

- 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
- 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





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





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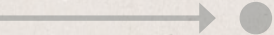
Social and business  
environment

- 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
- 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





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Natural environment	<ul style="list-style-type: none"><li>• Risk of contamination or poisoning of the environment</li><li>• Risk of excessive CO<sub>2</sub> emissions</li><li>• Risk of uncontrolled energy consumption in buildings and the transport fleet</li><li>• Risk of generation of environmentally harmful waste</li><li>• Risk of significant amounts of waste (e.g. damage, excessive quantities of expired food)</li><li>• The risk of not keeping a proper segregation of waste and secondary raw materials</li></ul>	<ul style="list-style-type: none"><li>• Energy efficiency audits</li><li>• Introduction of a fleet of hybrid cars</li><li>• Introduction of an eco-driving programme</li><li>• Monitoring of fuel consumption, driving style and emissions</li><li>• Continuous improvement of logistics chain efficiency</li><li>• Continuous optimisation of loss management in logistics</li><li>• Cooperation with NGOs engaged in food donation activities</li><li>• Waste segregation and management of secondary raw materials</li></ul>
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# Appendices

## Chapter 2. Entrepreneurship Development

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Appendices  
to Chapter 2.  
Entrepreneurship  
Development







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## 2.1. Everyday Business Activity

GRI 102-7

### 2.1.1. Responsible Store

Overview of Eurocash Group's chain of stores and business concepts

Delikatesy Centrum



Number of stores: 1,569



Number of Entrepreneurs: 519



Coverage: Poland-wide chain

[www.delikatesy.pl](http://www.delikatesy.pl)

One of the important elements of Delikatesy Centrum strategy is to create the largest retail chain of supermarkets located close to the consumer. The chain operates two models of stores: own and franchise stores. In 2021, a repair program in 180 own facilities was implemented, as these units coped poorly in the market and were less effective than Delikatesy Centrum operated by our franchisees. In case of 50 out of these 180 stores, the measures taken did not bring sufficient improvement, so a decision was made to close them by the end of 2021.





## Lewiatan



Number of stores: 3,220



Number of Entrepreneurs: 2,100



Number of Employees: 30,000 \*



Coverage: Poland-wide chain

[www.lewiatan.pl](http://www.lewiatan.pl)

Lewiatan chain of stores is one of the largest franchise Polish networks in the country. Despite the difficulties due to the pandemic, the chain opened 204 new facilities under Lewiatan brand last year. Currently, PSH Lewiatan runs 3,220 stores and prides itself on cooperating with more than 2,100 Entrepreneurs who generate a turnover of over PLN 13.3 billion (according to estimated data for 2021) and employ approx. 30 thousand employees\*.

\* Number of employees in G9 companies; number of employees excluding the employees of G9 companies is 15,472.



### Awards

- PSH Lewiatan was chosen by suppliers the “Retailer of the Year 2020”
- Lamal laundry detergents was awarded with the “Laur Konsumenta 2021” [Consumer’s Laurel]
- Laur Konsumenta [Consumer’s Laurel] Emblem was awarded a title of “Odkrycie roku 2021” [Discovery of the Year]

## ABC



Number of stores: 9,000



Coverage: Poland-wide chain

[www.sklepyabc.pl](http://www.sklepyabc.pl)

The largest chain of grocery stores in Poland, ABC Partner Stores have been developed since 1999 as part of Eurocash Cash & Carry enterprise to become the largest chain of stores in Poland.





## Groszek



Number of stores: 2,100



Number of Entrepreneurs: 1,500



Coverage: Poland-wide chain

[groszek.com.pl](https://groszek.com.pl)

In 2020, Groszek refreshes its logo and implements a new store image.



Awards

- Golden Hermes of Poradnik Handlowca in the “franchise network” category.

## Euro Sklep



Number of stores: 470



Number of Entrepreneurs: 380



Coverage: Upper and Lower Silesia, Masovia, Lesser Poland, Opolskie, Świętokrzyskie, Lubelskie, Łódzkie and Subcarpathia regions.

[www.eurosklep.eu](https://www.eurosklep.eu)





## PSD Gama



Number of stores: 463



Number of Entrepreneurs: 187



Number of Employees: 61,651



Coverage: Poland-wide chain

[sklepygama.pl](https://sklepygama.pl)

The Gama concept was founded in 2010 upon the initiative of PSD and its partners - Spółdzielnia Społem Cooperative, Communal Cooperatives and Individual Customers - Private Store Owners enrolled in the PSD organisation.

## Frisco.pl



Delivery cars: 117



Coverage: Warsaw, Wrocław, Poznań, Cracow, Wieliczka, Katowice, Sosnowiec, Mysłowice, Tri-City

[www.frisco.pl](https://www.frisco.pl)

Frisco.pl is an online supermarket providing its customers with a wide range of products along with delivery service. In several years, Frisco.pl has gained the leading position in the Warsaw's e-commerce market. In 2020, further network expansion has begun, as a result the residents of Wrocław and the surrounding area gained access to putting their orders at the platform. In 2021, extension to other cities had place, and Poznań, Cracow, Wieliczka, Katowice, Sosnowiec, Mysłowice and Tri-City were also included.



Awards

- Food & Retail Awards 2021 in the retail category





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## abc na kołach



Mobile stores: 110



Number of Entrepreneurs: 110



Coverage: 7 regions (Masovia, Silesia, Lesser Poland, Łódzkie, Świętokrzyskie, Lubelskie, and Subcarpathia region)

[www.abcnakolach.pl](http://www.abcnakolach.pl)

A network of convenient grocery mobile shops that regularly reach customers in the smallest towns and villages, where stationary shops are mostly lacking. Our “abc na kołach” is a socially responsible business, which brings enhancement to life comfort of many residents of small towns and villages, providing them with the necessary products, as well as ensuring a sense of security and independence through stability and continuity of supplies.

The “abc na kołach” [abc on wheels] project started in 2015, when approximately 4.6 million Poles did not have easy access to a brick-and-mortar grocery shop. In 2022, further expansion of the network in other regions across Poland is planned.









For over 30 years, the enterprise has been operating as a wholesale distributor of cosmetic, hygiene and household chemicals, serving several thousand Customers on a regular basis. Ambra is the organizer of Koliber Drogerie Partner Network and it manages chemical and cosmetics category shelves in grocery stores as part of the innovative Shelf Programme.


[ambra.expert](http://ambra.expert)


### Shelf Programme

 Number of shops: 228

 Coverage: 9 regions (Świętokrzyskie, Lesser Poland, Silesia, Opolskie, Lower Silesia, Łódzkie, Lubelskie, Masovia, and Subcarpathia region)




 Number of stores: 183

 Coverage: 7 regions (Silesia, Lesser Poland, Upper Silesia, Greater Poland, Łódzkie, Masovia, and Subcarpathia region)

[drogeriekoliber.pl](http://drogeriekoliber.pl)



Kontigo

 Number of stores: 32, including 4 islets located in shopping centres

 on-line store

[kontigo.com.pl](http://kontigo.com.pl)



## 2.3. Eurocash Academy of Skills



### First Pillar of the Academy: online education platform

Thanks to the online education platform, shop owners and their employees can train anytime and anywhere. The platform offers unlimited access to almost 300 free interactive e-learning courses (11 of which are available in Ukrainian). The courses cover all aspects of operating a store and more.

The epidemic and COVID-related limitations forced the Academy to modify its operations and adapt to the new reality. Two years ago, we were already working on increasing our online presence and accessibility.

Due to the staggering popularity of this training mode, we continued offering webinars that in 2021 gathered an audience of over 19,000 participants. The sessions' welcoming environment offers participants an opportunity to engage in Q&A sessions with experts on a regular basis. All webinars are recorded and broadcast on the Academy's TV channel, with over 300 recordings available in its archives. The platform currently boasts almost 24,000 users.

### Second Pillar of the Academy: workshops

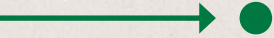
Workshops constitute the practical aspect of ESA's training programme and offer an opportunity for further learning and development of personal skills. In 2021, over 5,500 grocery shop owners and employees participated in the trainings. For the first time, shop personnel had the opportunity to participate in online training workshops through Microsoft Teams.







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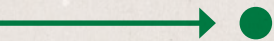


## Third Pillar of the Academy: educational conferences

Educational conferences gather thousands of Entrepreneurs from all around Poland and allow them to gain new knowledge on store management and latest trends and solutions pertaining to retail commerce. This year's conference focusing on Delikatesy Centrum chain took place on June 29, 2021 and for the second year running was held online. Entitled "Time for Maximum Opportunities", the conference explored topics related to consumers and standards contributing to the power and image of Delikatesy Centrum grocery chain on the Polish market. The event received a rating of 4.7 (on a scale of 1-5) in participant surveys and gathered an audience of almost 1,400. On September 29, 2021, the 5th Congress of Polish Trade Entrepreneurs, held for the first time exclusively online, attracted almost 4,300 participants. The event's motto "Generation E. United by

the Power of Generations" referenced the generational change currently occurring in the industry. The congress received a general rating of 4.8 (on a scale of 1-5) among participants surveyed. To date, a total of over 30,000 people have participated in all conferences organized by the Academy.





## Fourth Pillar of the Academy: post-graduate studies

Post-graduate studies and a study course offered through SGH Warsaw School of Economics have contributed to the shift in the public's perception of shop managers. The study programme developed by Eurocash Group demonstrates that running a shop requires specific knowledge and situates Polish retail Entrepreneurs as representatives of an economic sector that is undergoing dynamic and rapid growth. What distinguishes Eurocash Skill Academy and the postgraduate study programme is the faculty, comprising of outstanding specialists and market practitioners from a range of different backgrounds. Studies consist of 10 thematic blocks and total 160 hours of instruction on various topics related to operating a retail trade company. Between October 2020 and September 2021, 36 participants completed the fourth edition of "Enterprise Management in Retail Trade" postgraduate study programme at SGH Warsaw School of Economics. Due to the pandemic, the fourth edition was held completely online. An average rating of all sessions

amounted to 4.7 (on a scale of 1-5). In October 2021, the 5th edition of the study programme was launched in hybrid form (with online and in-person instruction) for 33 participants.

## Special programme for trade and vocational schools aimed at promoting careers in sales.

Since 2017, Eurocash Academy of Skills has worked together with vocational and trade schools throughout Poland. Since 2018, ESA's efforts have been conducted under the honorary auspices of the Centre for Education Development. In September 2021, the auspices were renewed to last through 2024. The Academy's initiative to promote occupations of sales manager, warehouse operative, commerce technician and logistics technician aligns with the qualifications and professional needs currently in demand on the labour market. In 2021, the Academy organised two Virtual Festivals of Professional Skills that attracted almost 4,200 pupils and teachers from 88 Polish secondary schools. Both festivals received an average rating of 4.6 (on a scale of 1-5) from participants.





# Appendices

## Chapter 3. Uncompromising Quality for Everyone and Food Waste Prevention

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Chapter 3.  
Uncompromising  
Quality for Everyone  
and Food Waste  
Prevention







## 3.1. Culture of Quality

### 3.1.1 Product Quality and Safety

#### Food security policy

Food security policy, established by Eurocash Group's Board of Managers in line with the adopted strategy, serves as basis for the Group's activity in this sphere of activity. Our top priority is to ensure our Customers receive complete and safe deliveries of foodstuffs and to answer their ever-growing demands.

- All obligations, activities and services provided by Eurocash Group need to be recognized as quality benchmarks.
- Safety of the foodstuffs and standard of the services offered are fundamental for the Group's long-term growth.
- We strive to retain the quality of our services at a level that our Customers deem paramount in comparison

to what our competitors offer.

- The most important quality criteria are foodstuff safety and Customer satisfaction.
- Safety related to circulation of food products is key priority for all company employees.
- We create a work culture which values the safety of products offered, people as well as natural environment.
- Eliminating all sources of inconvenience is a priority.

#### To this end:

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





# Appendices

## Chapter 4. We Use less

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Appendices  
to Chapter 4.  
We Use Less







## 4.2. Climate

### 4.2.1. Emissions

#### **GRI 305-1** Direct (Scope 1) GHG emissions

Gross direct (Scope 1) GHG emissions in tonnes of CO2 equivalent.	2021	2020*
Country:		
Poland	39,540.76	37,825.80
Business units or facilities:		
Group	39,540.76	37,825.80
Type of source:		
Stationary combustion	11,134.77	10,555.93
Non-stationary combustion	20,360.39	21,395.32
Process	-	-
Fugitive	8,045.60	5,874.54
Type of activity		
Trade	39,540.76	37,825.80
Gases included in the calculation:		
CO <sub>2</sub>	Yes	Yes
CH <sub>4</sub>	Yes	Yes
N <sub>2</sub> O	Yes	Yes
HFC	Yes	Yes
PFC	-	-
SF <sub>6</sub>	-	-
NF <sub>3</sub>	-	-
All	-	-





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Base year for calculation	2020	
And, if applicable, the rationale for choosing it	To determine the trend and scale of changes in the emissions level on an annual basis	
Emissions in the base year	37,825.80	Trend +4.5%
the context for any significant changes in emissions that triggered recalculations of base year emissions	-	-
Source** of the emission factors and the Global Warming Potential (GWP) rates used, or a reference to the GWP source	National Center for Emission Management and Balancing – National Research Institute DEFRA – Department for Environment, Food and Rural Affairs of the United Kingdom of Great Britain and Northern Ireland	
Consolidation approach for emissions; whether equity share, financial control, or operational control	-	-

\* Values for 2020 have been updated - Group companies that were not initially reported in 2020 have been included.

\*\* Calculation Method and Data Sources were described [here](#).





GRI 305-2

## Energy indirect (Scope 2) GHG emissions

Gross location-based energy indirect (Scope 2) GHG emissions in tonnes of CO <sub>2</sub> equivalent, including (if it allows for greater transparency or comparability over time) broken down into:	
Countries:	
Poland	102,888.56
Business units or facilities:	
Group	102,888.56
Type of energy	
electricity	97,460.98
heating	5,427.57
cooling	-
steam	-
Type of activity	
Trade	102,888.56
gross indirect emissions (scope 2), in market approach, in tonnes (t) of CO <sub>2</sub> equivalent or equivalent unit	-
Gases included in the calculation:	
CO <sub>2</sub>	Yes
CH <sub>4</sub>	Yes
N <sub>2</sub> O	Yes
HFC	-
PFC	-
SF <sub>6</sub>	-
NF <sub>3</sub>	-
All	-





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Base year for calculation	2020*	
the rationale for choosing the base year	To determine the trend and scale of changes in the level of emissions on an annual basis.	
Emission level in the base year	106,461.65	Trend -3.36%
The context for any significant changes in emissions that triggered recalculations of base year emissions.	-	
Source** of the emission factors and the Global Warming Potential (GWP) rates used, or a reference to the GWP source	National Center for Emission Management and Balancing - National Research Institute DEFRA - Department for Environment, Food and Rural Affairs of the United Kingdom of Great Britain and Northern Ireland	

\* Values for 2020 have been updated - Group companies that were not initially reported in 2020 have been included.

\*\* Calculation Method and Data Sources were described [here](#).





GRI 305-4 GHG emissions intensity		
	2021	2020**
GHG emissions intensity ratio for the organization (in t/m2)	0.1428	0.1278
Organization-specific metric (the denominator) chosen to calculate the ratio. Total area of the Group's facilities (in m2)	997,604.11	1,129,016.59
a breakdown of the GHG emissions intensity ratio by:		
Countries		
Poland (in t/m2)	0.1428	0.1278
Business units or facilities:		
Group (in t/m2)	0.1428	0.1278
Emission source		
Stationary combustion	0.0112	0.0093
Non-stationary combustion	0.0204	0.0190
Process	-	-
Fugitive	0.0081	0.0052
Type of activity		
Trade	0.1428	0.1278
Types of GHG emissions included in the intensity ratio		
Scope 1 (t)	39,540.76	37,825.80
Scope 2 (t)	102,888.56	106,461.65
Scope 3	-	-







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Gases included in the calculation:		
CO <sub>2</sub>	Yes	Yes
CH <sub>4</sub>	Yes	Yes
N <sub>2</sub> O	Yes	Yes
HFC	Yes	Yes
PFC		
SF <sub>6</sub>		
NF <sub>3</sub>		
All		

\* The data for the calculations were taken from the values of the GRI 305-1 and GRI 305-2 indicators; calculation Method and Data Sources were described [here](#).  
Values for 2020 have been updated - Group companies that were not initially reported in 2020 have been included.







**GRI 305-5 Reduction of GHG emissions\***

GHG emissions reduced as a direct result of reduction initiatives, in tonnes of CO <sub>2</sub> equivalent.	1,858.13
Gases included in the calculation:	
CO <sub>2</sub>	Tak
CH <sub>4</sub>	Tak
N <sub>2</sub> O	Tak
HFC	Tak
PFC	
SF <sub>6</sub>	
NF <sub>3</sub>	
All	
Base year for calculation	2020
the rationale for choosing the base year	Possibility to show the trend on an annual basis
Emission level in the base year (in tonnes of CO <sub>2</sub> equivalent)	144,287.44
Scopes in which reductions took place:	
Scope 1	Nie
Year-to-year change	1,714.96
Scope 2	Tak
Year-to-year change	-3,573.09
Scope 3	-
Year-to-year change	-

\* The data for the calculations were taken from the values of the GRI 305-4 for 2021 and 2020; calculation Method and Data Sources were described [here](#).

\*\* Values for 2020 have been updated - Group companies that were not initially reported in 2020 have been included.

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## 4.3. Energy

### GRI 302-1 Energy consumption within the organization\*

Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used (GJ/year)	2021	2020**
Natural gas	174,079.40	166,652.11
Heating oil	25,074.36	19,373.87
Propane gas	5,354.68	9,765.04
Coal	1,591.78	768.43
Petrol	98,576.06	101,372.83
Diesel	209,121.95	223,264.05
LPG	550.48	294.9822
Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.		
No data available		
Total consumption of:		
Electricity	538,103.38	562,635.62
Heating	114,444.48	95,049.47
Cooling	Not applicable	Not applicable
Steam	Not applicable	Not applicable
Volume of energy sold, including:		
Electricity	Not applicable	Not applicable
Heating	Not applicable	Not applicable
Cooling	Not applicable	Not applicable
Steam	Not applicable	Not applicable
Total fuel consumption within the organization in joules or multiples(GJ/year)	1,166,896.57	1,179,176.40
Trend		-1.1%

\* Calculation Method and Data Sources were described here.

\*\* Values for 2020 have been updated – Group companies that were not initially reported in 2020 have been included.

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Eurocash Group  
Corporate Social  
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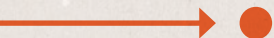
### Reduction of energy consumption\*

Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples (in GJ)	12,279.83
Types of energy included in the reductions:	
Fuel	Yes
Electricity	Yes
Heating	Yes
Cooling	No
Steam	No
All	No
The basis for calculating the reduction in energy consumption, including:	
Base year or base level for calculation	2020**
the rationale for choosing the base year or the base level	Possibility to show the energy consumption trend on an annual basis

\* The data for the calculations were taken from the values of the GRI 302-1; calculation Method and Data Sources were described [here](#).

\*\* Values for 2020 have been updated - Group companies that were not initially reported in 2020 have been included.





## Calculation Method and Data Sources

GRI 305-1 GRI 305-2 GRI 305-4 GRI 305-5 GRI 302-1

Unless otherwise stated, all data pertains to Eurocash Group as a whole in the fiscal year starting on 1/01/2021 and ending on 31.12.2021. Additionally, this data has been compared to the reference period between 1.01.2020 and 31.12.2020.

Emissions reported encompass include scope 1 and scope 2 emissions. Emissions that have no significant impact on the company's carbon footprint, namely refrigerants used by transport fleet and diesel consumed by power generators, have been excluded from the report. Scope 3 emissions have been excluded from the report. Scope 1 emissions include emissions coming from fuel of vehicles used directly by Eurocash Group (including leased vehicles and forklifts), heating fuels (natural gas, propane, coal and heating oil) used in location under the company's operative control as well as emissions resulting from leakage of refrigerants from company-controlled installations.

Scope 2 emissions include emissions generated by electricity and district heating provided at facilities used

or operated by the company. Data regarding use of each particular energy carrier was collected from sales and distribution invoices, receipts for fuel bought as well as technical reports on refrigerant charging. In cases of missing data (related to electricity, district heating and natural gas) estimates of use submitted by energy providers were used for calculations.

Emission factors as well as net calorific values of fuels have been taken from data made available in publications by the National Centre for Emissions Management KOBiZE: "Emission Factors for CO<sub>2</sub>, SO<sub>2</sub>, NO<sub>x</sub>, O and fine particles for electricity in 2020" ["Wskaźniki emisyjności CO<sub>2</sub>, SO<sub>2</sub>, NO<sub>x</sub>, O i pyłu całkowitego dla energii elektrycznej za rok 2020"]. Data from this source was used for both 2020 and 2021, as no newer data was available at the time. Other sources included "Calorific Values (CV) and CO<sub>2</sub> Emission Factors [...] for Reporting within the Emission Trading Scheme [...]" for 2020 and 2021, respectively, as well as DEFRA (Department for Environment, Food & Rural Affairs for United Kingdom and Ireland) document "UK Government GHG Conversion Factors for Company Reporting" for 2020 and 2021, respectively.





**The following emission factors have been adopted:**

- CV for natural gas = 0,18316 kg CO<sub>2</sub>e/kWh
- CV for propane gas = 1,54354 kg CO<sub>2</sub>e/l
- CV for heating oil = 2,54014 kg CO<sub>2</sub>e/l
- CV for coal = 2883,26 kg CO<sub>2</sub>e/t
- CV for electricity = 652,03 kg/MWh
- CV for heat energy = 0,17073 kg/kWh

**Conversions:**

- kWh for GJ calculated based on the conversion: 1 kWh = 0,0036 GJ
- Litres of heating gas oil have been converted to GJ, assuming the calorific value equal to 36 MJ/l
- Litres of propane gas have been converted to GJ based on the calorific value equal to 7,21 kWh/l.
- Kilograms of coal have been converted to GJ, based on calorific value of coke at 30 MJ/kg and eco pea coal – 23 MJ/kg

**GRI 302-1**

Information from invoices for 2021 provided data used for calculating this emission factor.

The invoices relate to the following companies: Delikatesy Centrum, Duży Ben, Eurocash Serwis, Eurocash S.A., FHC-2, Kontigo and Madas.







## 4.4. Water

GRI 303-1

### Interactions with water as a common resource

1. Water systems at our facilities – with the exception of Tęgoborze Distribution Centre which has its own deep water well – use municipal water supply networks. Water from this source is potable and can be used for business purposes and in some cases for ice production.
2. Water quality control in appliances supplying water is conducted:
  - at each new facility before commissioning,
  - on an annual basis in all distribution centres,
  - on an annual or bi-annual basis in all other facilities,
  - whenever a problem with a water supply occurs
3. Quality Assurance Department oversees records and distribution of water quality control documents. Water testing is conducted by an accredited lab and includes a total of 15 physicochemical and microbiological parameters.
4. The frequency of the services and methodology are described in detail in the executed contract. Water testing schedule corresponds to expiration dates of the current tests in each facility. Water sampling dates are announced to facilities by email and a report on the test results is also sent by email in a PDF format up to two weeks after the samples have been made.
5. Microbiological and physicochemical content of the tested water should adhere to the regulations for potable water and water for economic use.
6. If the allotted microbiological and physicochemical norms have been exceeded, the lab informs the Quality Assurance Department immediately and a decision to repeat the test and/or block access to non-potable water is reached. The Technical Department and Unit Managers are responsible for







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blocking access to non-potable water. During this time, information that any human use of water is strictly forbidden needs to be clearly signposted at the facility and an alternative source of quality water must be provided. A subsequent water control test in an accredited lab should be conducted by the building administrator.

7. Additionally, information about any exceeded norms and water control test reports are to be shared by the lab with competent regional or state sanitation authorities in cases of:

- exceeding the allotted sample parameters of *Escherichia coli*, enterococci, and cola-group bacteria by a value  $\geq 10$  units (NPL)/100 ml,
- confirmed exceeded value in a warm water sample of *Legionella* sp. of over 1000 units/100 ml or over 100 units/1000 ml.

8. of water from any source that does not fulfill the aforementioned requirements is strictly prohibited.

9. All units have an internal hydrant network (supplied by public waterworks) with a separate installation system with clear PN signage to denote it from potable water installations. It is prohibited to use technical water from these installations for other purposes than fire prevention.

10. Appliances used for washing and disinfecting work equipment as well as hygiene and sanitary facilities (washbasins, showers, etc.) must be supplied with hot and cold water.





# Appendices

## Chapter 5. Health, Safety and Employee Commitment

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## 5.1. Employees

GRI 102-8

### Information on employees and other workers

a. Total number of employees by employment contract (permanent and temporary), and by gender*	2021			2020		
	Female	Male	Total	Female	Male	Total
Employment Contract:						
Permanent	2,847	1,136	3,983	3,245	1,441	4,686
Temporary	6,840	4,854	11,694	7,264	5,191	12,455
<b>Total</b>	<b>9,687</b>	<b>5,990</b>	<b>15,677</b>	<b>10,509</b>	<b>6,632</b>	<b>17,141</b>
c. Total number of employees by employment type (full-time and part- time), by gender*						
	Female	Male	Total	Female	Male	Total
Employment type:						
Full-time	9,380	5,929	15,309	10,146	6,568	16,714
Part-time	307	61	368	363	64	427
<b>Total</b>	<b>9 687</b>	<b>5,990</b>	<b>15,677</b>	<b>10,509</b>	<b>6,632</b>	<b>17,141</b>

\* Information based on data recorded within the SAP HR system.





GRI 401-1

## New employee hires and employee turnover\*

a. Total number and rate of new employee hires during the reporting period, by age group and gender	2021		
	Female	Male	Total
Under 30 years old	1,174	646	1,820
30-50 years old	1,626	498	2,124
Over 50 years old	253	41	294
<b>Total</b>	<b>3,053</b>	<b>1,185</b>	<b>4,238</b>
Employees hires rate	32%	20%	27%
Number of employees	9,687	5,990	15,677

b. Total number and rate of employee turnover during the reporting period, by age group and gender	2021		
	Female	Male	Total
Under 30 years old	1,250	722	1,972
30-50 years old	2,219	881	3,100
Over 50 years old	502	123	625
<b>Total</b>	<b>3,971</b>	<b>1,726</b>	<b>5,697</b>
Employees turnover rate	41%	29%	36%
Number of all employees	9,687	5,990	15,677

\* Information based on data recorded within the SAP HR system.







Total number of new employee hires * in 2020						
	Gender		Age			
	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	1,895	760	1,135	1,034	793	793
Retail	2,196	1,960	236	1,031	952	213
Projects	84	62	22	53	31	0
Other	5	4	1	3	2	0
<b>Total</b>	<b>4,180</b>	<b>2,786</b>	<b>1,394</b>	<b>2,121</b>	<b>1,778</b>	<b>1,006</b>

New employee hires rate in 2020						
	Gender		Age			
	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	18%	17%	18%	38%	12%	6%
Retail	32%	32%	33%	66%	23%	19%
Projects	30%	30%	29%	30%	31%	0%
Other	5%	4%	11%	16%	3%	0%

\* Information based on data recorded within the SAP HR system.







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Total number of employee turnover in 2020						
	Gender		Age			
	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	2,677	990	1,687	1,112	1,347	218
Retail	2,655	2,295	360	1,045	1,277	333
Projects	221	155	66	146	67	8
Other	21	16	5	6	14	1
<b>Total</b>	<b>5,574</b>	<b>3,456</b>	<b>2,118</b>	<b>2,309</b>	<b>2,705</b>	<b>560</b>

Employee turnover rate in 2020						
	Gender		Age			
	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	25%	22%	27%	41%	20%	19%
Retail	39%	38%	51%	67%	31%	30%
Projects	78%	75%	88%	84%	67%	101%
Other	21%	17%	57%	32%	23%	5%







GRI 405-1

## Diversity of governance bodies and employees\*

### a) Governance Body of the Organisation,

by structure and age group	Total	Female	Male
Management			
Under 30 years old	-		
30-50 years old	3		3
Over 50 years old	5	1	4
<b>Total</b>	<b>8</b>	<b>1</b>	<b>7</b>

### b) Employee diversity category,

by structure and age group	Total	Female	Male
Top management			
Under 30 years old	2	1	1
30-50 years old	218	74	144
Over 50 years old	49	18	31
<b>Total</b>	<b>269</b>	<b>93</b>	<b>176</b>

\* Information based on data recorded within the SAP HR system.





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Middle management			
Under 30 years old	232	156	76
30-50 years old	1,489	909	580
Over 50 years old	227	119	108
<b>Total</b>	<b>1,948</b>	<b>1,184</b>	<b>764</b>
Other staff			
Under 30 years old	3,007	1,827	1,180
30-50 years old	8,289	5,184	3,105
Over 50 years old	2,156	1,398	758
<b>Total</b>	<b>13,452</b>	<b>8,409</b>	<b>5,043</b>

<b>Total number of employees, by gender:</b>	<b>15,677</b>
Female	9,687
Male	5,990





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a) Percentage of employees within the Organisation's governance bodies in each of the following diversity categories:			
	Total	Female	Male
Management			
Under 30 years old	0%	0%	0%
30-50 years old	38%	0%	38%
Over 50 years old	63%	13%	50%
<b>Total</b>	<b>100%</b>	<b>13%</b>	<b>88%</b>
b) Percentage of employees belonging to the following categories:			
	Total	Female	Male
Top management			
Under 30 years old	1%	0%	0%
30-50 years old	81%	28%	54%
Over 50 years old	18%	7%	12%
<b>Total</b>	<b>100%</b>	<b>35%</b>	<b>65%</b>
Middle management			
Under 30 years old	12%	8%	4%
30-50 years old	76%	47%	30%
Over 50 years old	12%	6%	6%
<b>Total</b>	<b>100%</b>	<b>61%</b>	<b>39%</b>
Other staff			
Under 30 years old	22%	14%	9%
30-50 years old	62%	39%	23%
Over 50 years old	16%	10%	6%
<b>Total</b>	<b>100%</b>	<b>63%</b>	<b>37%</b>





2020

Number of individuals\* within the governance bodies in organisations owned by Eurocash Group (as at 2.11.2020) in each of the following diversity categories:

		Gender		age group (as at 31.12.2020)		
	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	46	9	37	0	28	18
Retail	14	4	10	0	8	6
Projects	14	7	7	0	6	8
Other	6	3	3	0	4	2
<b>Total</b>	<b>80</b>	<b>23</b>	<b>57</b>	<b>0</b>	<b>46</b>	<b>34</b>

Percentage of individuals\* within the governance bodies in organisations owned by Eurocash Group (as at 2.11.2020) in each of the following diversity categories:

	Gender		age group (as at 31.12.2020)		
	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	20%	80%	0%	61%	39%
Retail	29%	71%	0%	57%	43%
Projects	50%	50%	0%	43%	57%
Other	50%	50%	0%	67%	33%







Number of employees * (as at 2.11.2020)						
	Gender		Age			
	Total	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	10,168	4,255	5,913	2,617	6,466	1,085
Retail	6,661	6,015	646	1,598	3,986	1,077
Projects	220	153	67	124	89	7
Other	92	86	6	18	53	21
<b>Total</b>	<b>17,141</b>	<b>10,509</b>	<b>6,632</b>	<b>4,357</b>	<b>10,594</b>	<b>2,190</b>

Percentage of employees * (as at 2.11.2020)					
	Gender		Age		
	Female	Male	Under 30 years old	30-50 years old	Over 50 years old
Wholesale	42%	58%	26%	64%	11%
Retail	90%	10%	24%	60%	16%
Projects	70%	30%	56%	40%	3%
Other	93%	7%	20%	58%	23%







## 5.4. Commitment

### 5.4.1. Development and Commitment

GRI 404-1

#### Average hours of training per year per employee

Number of hours of training (1 hour = 60 minutes) in 2021,  
by gender and employee category:

Structure	Total	Female	Male
Top management	3,183	1,256	1,927
Middle management	7,342	4,156	3,186
Other staff	16,445	10,664	5,780
Total hours of training	26,970	16,076	10,894

Employment structure (data from indicator 405-1 necessary to calculate the average values)	Total	Female	Male
Number of employees in top management	269	99	176
Number of employees in middle management	1,948	1,184	764
Number of other employees	13,452	8,409	5,043

\* information based on data recorded within the SAP HR system.





Average hours of training per year per employee (1 hour = 60 minutes) in 2021,  
by gender and employee category

Structure	Total	Female	Male
Top management	11.83	13.50	10.95
Middle management	3.77	3.51	4.17
Other staff	1.22	1.27	1.15

GRI 404-3

#### Percentage of employees receiving regular performance and career development review – 360° evaluation

Number of employees receiving regular performance and career development reviews in 2021,  
by structure

Structure	Total	Female	Male
Top management	260	86	174
Middle management	1,022	447	575
Other Staff	1,546	945	601
Total number of employees receiving regular performance and career development reviews	2,828	1,478	1,350

\* Information based on data recorded within the SAP HR system.





Total number of employees	15,677
Percentage of employees receiving regular performance and career development reviews	18%
Total number of female employees receiving regular reviews	1,478
Total number of female employees	9,687
Percentage of female employees receiving regular reviews	15%
Total number of male employee receiving regular reviews	1,350
Total number of male employees	5,990
Percentage of male employees receiving regular reviews	23%

Diversity category by employee position level and gender	Total	Female	Male
Number of individuals in top management	269	93	176
Number of individuals in middle management	1,948	1,184	764
Number of other employees	13,452	8,409	5,043

There is no diversity category by employees in organizational departments due to the fact that such diversification is not applied in the evaluation process.

\* Information based on data recorded within the SAP HR system.







Percentage of employees receiving regular performance and career development reviews, by gender and employee category	Total	Female	Male
Top management	97%	92%	99%
Middle management	52%	38%	75%
Other staff	11%	11%	12%

**Regular performance appraisal and professional development review**

The performance goals and the control of progress in achieving them are based on criteria known to the employee and their supervisor. The review is carried out at least once a year with the knowledge of the employee. It may take into account assessments given by the employee's immediate supervisor, his associates or a larger group of employees. The appraisal may also include assessment by HR staff.





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