



*Press release*

**2020 ACTIVITY REPORT**

**Total sales reached €5,376M, increasing by 2.1%**

## **EROSKI IMPROVED FOOD SALES BY 8.6% AND ROSE MARKET SHARE IN THE NORTH IN 2020**

- **Its share in the northern area of Spain increased and stood above 13%, which makes it the second operator in this market (from Galicia to the Balearic Islands)**
- **It ended the year with an 82% rise in its online business sales in the northern area, where it has increased its market share to over 20%**
- **EROSKI made purchases from local producers amounting to €995M, 13% more than the previous year**
- **The group closed the year creating almost 900 jobs and expanding its team to almost 30,000 people, one third of whom are members of the cooperative**
- **The group and its customers donated more than €12M in 2020 through various charitable initiatives, 70% of which was provided by EROSKI**

**Elorrio, 29 April 2021.-** The [EROSKI](#) group closed last year with a gross sales improvement by 2.1% up to 5,376 million Euros, in spite of the adverse effects of COVID-19 on its non-food business –the non-food sections in the hypermarkets, travel, sports shops and petrol stations–, sectors which were especially affected by mobility and opening restrictions during the pandemic. Worthy of note is, for example, the evolution of the food business of the group, which reached 5,067 million in gross sales, except for the petrol stations, with an 8.6% increase. This increase in turnover was achieved in a context in which the sales area in the year was reduced by 40,000 net square metres, most of it outside the northern area.

Likewise, EROSKI has strengthened its position by increasing its market share in the northern area of Spain by 0.3% up to 13.3%, remaining the second food distributor in that area (from Galicia to the Balearic Islands), where the transformation of its

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network to the 'with you' model has been focused so far and where EROSKI has decided to reinforce its expansion as a priority area.



This good sales performance can also be observed in the online channel, which maintained its operational effectiveness at all times during the pandemic and even quadrupled its capacity in the first part of the year. Thus, EROSKI closed 2020 with an 82% rise in sales and a market share of over 20%. The digital channels of the group, [EROSKI Online](#) and [Capraboacasa](#), multiplied their number of services by four in 2020. EROSKI *online* was chosen by consumers as the best supermarket on the Internet for the fourth consecutive year.

Last year, EROSKI opened 52 franchised stores as well as 20 stores of its own within the food sector. Moreover, 92 establishments were transformed to the 'with you' model that characterizes its new generation of stores.

### **Increased economic impact on society**

Purchases from local producers increased by 13%, reaching 995 million Euros. EROSKI sold 20,692 references from more than 2,400 small agri-food producers as part of its policy in support of local produce. In a year marked by the pandemic, EROSKI reached agreements that helped about one hundred small producers and agricultural cooperatives from its regions of operation who had lost their usual sales channels (restaurants, associations, etc.) due to the health alert, so as to help them

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sell their production. To this end, a collaborative system was developed in support of the primary sector to integrate their surplus into its store network.

With regard to employment, the group created around 900 jobs in 2020, expanding its team to 29,806 people, 3% more than the previous year. 259 of them joined the cooperative as new working members, which raises the total to 8,954, 3% more than in 2019.

The commitment to sustainability is one of the strategic pillars for EROSKI and great achievements were made in this regard last year. For example, the group was awarded the first star in the [Lean & Green](#) project for having reduced CO<sub>2</sub> emissions by 20% in its logistics and transportation processes, or the animal welfare certification, as well as a more environmentally-friendly packaging for its local milk range in the Basque Country, Navarre, Galicia and the Balearic Islands. In 2020 it also launched a new organic range of food and own-branded fresh products. Likewise, the pioneering implementation of the environmental declaration of EROSKI's own-branded products has been recognized by the Spanish Observatory for Innovation in the Consumer Goods Sector as one of the twenty most remarkable innovations of 2020.

### **Solidarity increase in 2020**

The social and health crisis caused by COVID-19 has worsened the situation of the most vulnerable. With the collaboration of its clients, EROSKI donated more than 12 million Euros to multiple causes in 2020, the most remarkable being those related to groups affected by Covid-19. 70% of this amount was provided by EROSKI. The activities carried out include several campaigns to raise funds to provide food and hygiene items to one the most vulnerable groups in this crisis, that is, families with children at risk of social exclusion heightened by the pandemic, through which more than 850,000 Euros were raised. It also donated clothes to homeless people as well as more than one million masks for the elderly and families in greatest need through homes for the elderly, town councils and social organizations. To carry out these initiatives, it collaborated with [Cáritas](#), [Cruz Roja](#) and more than 200 local charities.

On top of that, it provided access to essential goods through more than 15,000 "solidarity cards", placed at the disposal of social organizations and public institutions, and donated the equivalent of over 6.5 million in food to Food Banks.

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Likewise, EROSKI implemented the “[Solidarity Cents](#)” programme, through which the customers that wish to do so can contribute to charitable causes which are renewed regularly and to which EROSKI also makes an additional contribution. Since last November, thanks to the over 9.8 million microdonations and EROSKI’s additional contribution, 1.5 million Euros have been provided to over 85 social welfare organizations to help vulnerable families, children with cancer, women and children victims of gender-based violence, people with neurodegenerative diseases and to vaccinate children in developing countries.

### **Shopping in a safe environment**

Since the start of the pandemic, providing safe environments for its customers and workers has been EROSKI’s priority. The [Clean Site](#) seal that identifies 100% of its establishments as safe spaces, awarded by [Bureau Veritas](#), as an external and independent third party, confirms the good practices and the effort made in this regard. EROSKI reinforced its safety and prevention measures and the cleaning of its establishments. As well as the personalized attention, the access control, the management and control of safety distances and the availability of personal protective equipment and protection measures. Likewise, the cleaning and disinfecting frequency was intensified and increased. Most of these measures are still in place.

Moreover, EROSKI did all it could for those customers belonging to the most vulnerable groups, such as the elderly, the disabled or pregnant women as well as healthcare workers. Thus, it implemented priority shopping hours for them, placed priority tills at their disposal and reinforced the free shopping and home delivery system for thousands of elderly people through a telephone line, in addition to the online channel; it also developed safety protocols that maximise preventive measures in deliveries.

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