

workers



Workers, partners and key players

"During 2017, 377 new partners joined the cooperative"

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At EROSKI, the workers are partners in the company, meaning they are highly committed to the shared project. Similarly, the wellbeing of its workers is a priority for the cooperative. That's why they are invited to attend meetings where they can share their doubts, opinions and exchange information with the rest of the group. Furthermore, last year there were four Worker Partner meetings that were attended by over 5,300 partners and covered issues to be brought before the General Meeting.

Creating and maintaining quality employment is another important characteristic of the cooperative. At EROSKI we have contributed to relocating unemployed members of the Mondragón Group and 17 now have permanent new positions. Similarly, training our Worker Partners is an important part of our strategic plan.

The care we show for our workforce can also be seen in the launch of several improvements within the Equality Plan, with new measures that promote a work/life balance.

We intend to be more ambitious in both of these areas.

EROSKI workers are members of the cooperative; we take part in its management and are involved in the smooth running of the business.

There are **33,816 workers** and 10,017 are Cooperative Partners.

78% of the workforce are women.
70% of positions of responsibility are held by women.

In 2017, **377 new partners** joined the cooperative: 66 more than the previous year

Transforming the network to the 'with you' model created **1,155 new work positions**

3,315 workers in the EROSKI franchised store network

We ran **207,000 training hours** for our Worker Partners

At EROSKI our **Equality Observatory** promotes policies that make progress in this area

Our internal regulations help to create a **work/life balance**



Social innovation

In 2017 EROSKI and GUREAK (group for the employment and integration of people with disabilities) now have three supermarkets staffed by people with some degree of disability, representing a reference point for social innovation by integrating people with disabilities into the workplace. In addition to promoting employment among socially disadvantaged groups, this initiative helps to normalise disabilities and make them more visible as part of a diverse society. Over 40 people work in these three supermarkets located in Azpeitia and Vitoria.

EROSKI also collaborates with other organisations such as Fundación Once, Cruz Roja and Secretariado Gitano to encourage the workplace integration of disadvantaged groups. In 2017 around 200 young people at risk of social exclusion were given work experience at EROSKI and 24% later went on sign a work contract at our stores.



Training with a cooperative spirit

Training is one of the key elements in EROSKI's new strategic cycle. Boosting the abilities of different teams to improve competitiveness is one of the current priorities of the current management team at EROSKI.

- 207,000 hours organised covering all training modules.
- Almost two million euros invested.
- We ran eight courses with a contract agreement during the year which led to 74 new contracts, a greater average than in previous programmes.
- 196 people did work experience at EROSKI and 47 are now part of our workforce.



Developing talent

EROSKI and Mondragun Unibertsitatea signed a collaboration agreement so that new professionals could join EROSKI and to transfer talent between the organisations via programmes such as continuous training, innovation in business management methods, technical knowledge transfer and the creation of a new talent ecosystem for new internal venture projects.

The aim is to boost, within the cooperative culture, an exchange of talent to drive forwards the abilities of work teams within the two organisations and to work on joint initiatives to improve competitiveness in all areas of the company.



New agreement with entrepreneurs: CEAJE

In 2016, 3,315 people worked in EROSKI franchised stores. Our self-management cooperative culture perfectly matches the philosophy of entrepreneurs who are focused on creating their own company. We find talent ready to create employment and opportunities in the distribution sector among our Worker Partners. But we also sign agreements and collaborate with organisations that promote entrepreneurship. EROSKI Franchises and the Spanish Confederation of Young Businesspeople Associations (CEAJE) recently signed a collaboration agreement to support and foster entrepreneurship. Our franchise model offers a business alternative to young businesspeople in a firm and stable food sector, as demonstrated in previous years, a sector that has started to recover sustained growth with high expectations for the market in 2018.

Language diversity

At EROSKI we offer training and grants to workers so that they can learn official the official Spanish languages and foreign languages. In 2017 a hundred people received these grants to improve their linguistic profile, contributing to the development of their professional skills aimed at actively listening and personal customer attention.



1st class of managers in the Summa programme

EROSKI has ended its 1st "SUMMA" Talent and Development Programme Around twenty Worker Partners took part in a programme that aims to be an engine for innovation within the cooperative so that it can continue to grow and increase its competitiveness.



Driving entrepreneurship forwards
EROSKI and CEAJE sign a collaboration agreement to support and foster entrepreneurship.
<https://vimeo.com/242571202>



A reference point for equality

For over a decade, EROSKI has had an Equality Observatory that coordinates any actions related to promoting this principle in all spheres of the organisation. At the Observatory we also fight against gender violence, a scourge in our society, and work to protect our workers, our consumers and all members of society in general.

To do this, we run various awareness, education and information campaigns. At EROSKI we want to eradicate any behaviour that encourages inequality between men and women and this is why, based on the principle of fairness, we favour conditions that generate the best professional and personal opportunities for all members of the cooperative.

- We have an ambitious action protocol in the event that any cases of gender violence are detected within the organisation.
- We train our workers on the inclusive use of language and gender-neutral language.
- We implement our Security Plan in supermarkets with gender issues in mind.
- We collaborate with official campaigns that fight violence against women, with the international day against homophobia, transphobia and biphobia and aim to protect people above all else.

Work/life balance

We recognise that having a work/life balance is part of the personal and professional lives of our workers. As a cooperative society we believe in a diversity of interests and objectives and want to foster all these types of needs that develop at the heart of the organisation. Ideal time management is also one of our priorities and we work on responding to issues raised by our members.

- We have made access to a shorter working day more flexible.
- We have extended leave for hospital stays or operations on family members.
- We have lengthened bereavement leave, including for third-degree relatives.
- When considering leave, we take stable couples into account even if they are not registered as a common law couple.
- We form part of the DenBBora Sarea network, which includes ten companies committed to improving time management.

We look after ourselves: occupational health and safety

EROSKI has its own occupational health and safety service established under the legal modality of a Joint Prevention Service that covers member companies in the areas of Occupational Safety, Industrial Hygiene, Ergonomics and Applied Psychosociology.

During 2017, the health and safety plans, general risk assessments and psychosocial risk assessments of the various businesses in the group were reviewed and updated. Internal health and safety audits and programmed inspections were also run, the latter performed by inspection teams from the centres themselves with subsequent monitoring of any proposed corrective actions to correct any observed anomalies. The centres also performed emergency drills, with and without evacuations.

In terms of training, over 33,000 hours were invested in basic risk prevention courses, specific training on work position risks and emergency responses. Training was attended by over 14,000 workers.



4th Krea Awards

The best initiatives of the year that are implemented under the self-management model by work teams in EROSKI stores receive a KREA Award, which are now in their fourth year. At this year's event over 120 submissions were entered from across all our centres. The jury selected 18 initiatives, classified in different categories: 'Our customers' (customer service); 'We're here' (involvement in the social environment) and 'Like a clan' (team work).

Internal communication

Our cooperative spirit is fully reflected in our internal communications policy. Internal communication is essential at EROSKI for decision-making and driving forwards change and continuous improvement. We have several tools and different publications that provide information to all levels of the organisation, in addition to our own corporate intranet that can be used by all Worker Partners to access content of professional use and of interest to the company.

During 2017, 55 internal information conferences were held, bringing together a group of over 5,000 Worker Partners to share, in a direct, approachable and participative way, the company situation and future plans for the cooperative. These conferences were headed up by Senior Management and aimed to strengthen links between Partners, who were divided into small groups of 150 people so that communication could flow more easily and ideas could be exchanged more effectively.