

*Cooperating means
benefit to share*



SUSTAINABILITY
REPORT
2011

 **consum**
COOPERATIVA

*Cooperating means
benefit to share*

SUSTAINABILITY
REPORT
2011



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COOPERATIVA



/ Cooperating
means building
the future



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0/ Cooperating
means building





The President,
Francesc Llobell

President's letter

(1.1 2.10 ES 1.1)

It means great satisfaction for me to be appraising the last business year through this sixth Sustainability Report, which vouches for our firm commitment to Corporate Social Responsibility (CSR) as something linked right across our management, acting through the economy, society and the environment. This is a committed and cooperating company, which brings quality work to all the communities where we do business, as can be seen from this report.

When you work hard and constantly, targets can be accomplished. At Consum we know how to grow and we grow organically, intelligently and with the focus on people. 2012, declared by the UNESCO as International Cooperative Year, should be a year of reflection at a time when capitalism itself is being questioned, and in which the system turns its gaze back on people, who are undoubtedly the reason for cooperatives' existence.

Consum's joining the United Nations' Global Compact in 2011 is a further reason for satisfaction. This means that our Cooperative is committed to respecting its ten principles, aiming to defend human, employment, environmental and ethical rights at companies. These are principles which cooperatives in general and Consum in particular have assumed since they were incorporated, helping to ensure the sustainable development of its setting. These principles are the ones that doubtlessly allowed us to win three awards in 2011: in April Consum received the Strategy Award from the Valencia Marketing Club; in October it was given the First Working and Personal Life Balance award from Villena (Alicante) Council. Another was in the month of November, when the Cooperative's good business practices were honoured by the Nova Feina Foundation.

I am quite sure that our being a cooperative fosters the development of socially responsible management. This form of understanding the company, at which people prevail over capital, has over time proved that this is a good way to generate and share out wealth between its members and to promote solidarity among all those of us in this huge family.

I should also like to express my thanks for the endeavours made by the over 10,000 people who work at Consum, for the trust of the more than one and a half million customer-members whose active participation encourages us to go on in this approach to improve every day, and for the support of our suppliers in offering the best quality products.

To end with I should like to pay a little tribute to the person who preceded me in this job, Antoni Llopis, who left us a few months ago. He always encouraged all of us in this big cooperative company to go on doing things this way and I am quite sure that we will. Everything we have done since our foundation has gradually paved the way leading us to a promising future which all of us will build together.



The Director-General,
Juan Luis Durich

Letter from the Director-general

(1.1)

This year I would like to give the readers of this sixth Sustainability Report a message to inspire confidence. This might seem contradictory in a setting marked by the advancing economic crisis and ensuing consumption recession, but it is not. When people concentrate their efforts on making a business work in a human and responsible way the results may not be seen immediately, but are something positive and good for society.

Management committed to the economy, society and the environment, the way we make every effort to work each year, enables us to make a positive appraisal of 2011. Management based on Corporate Social Responsibility (RSE) has been seen to contribute to ensuring good results, meaning that efficient management is compatible with responsible management. In 2011 we attained a turnover of 1,754.5 million euros, 4.7% more, and a 35.6 million profit, 10.6% more. This growth has been possible thanks to the commitment of the people working by and for Consum who are ensuring our members' and customers' satisfaction, and also due to our management, which is being consolidated as a sound model able to face up to the adversities of the economic system.

We have completed the second year of the 2010-2012 Strategic Plan reinforcing our presence in the zones in which we operate. This has acted as an impulse to confidently face the coming year. 2011 closed with an investment of 95.3 million euros, mainly assigned to opening new supermarkets and to building the organisation's biggest logistics platform, in Las Torres de Cotillas (Murcia), from which it is intended to foster Consum's growth in the southern part of the peninsula, turning this into a new strategic enclave for the Cooperative.

On the commercial level, with all our efforts aimed at listening to and catering for our customers' requirements, committed to the capacity for choice, variety, quality and the best price. In this respect I would like to point out that we have incorporated new own-brand products to our range, which thus becomes established as a proven quality alternative at a good price, enabling the consumer to save right from the first unit.

As regards the environmental area, the Cooperative has implemented its tool for calculating the carbon footprint in order to find out more about its impact on the environment. It is also positive to stress that the measures for saving natural resources and the recovery of waste carried out in 2011 have enabled us to reduce CO₂ emissions into the atmosphere by 16%.

In respect of the social progress made by Consum in 2011, we should highlight the fact that in April, the publication of the Catalogue 'Más de 50 Medidas para Conciliar' (Over 50 ways of Balancing), part of Consum's Plan for Reconciliation and Equality, started in 2007. And precisely with the aim of establishing equal opportunities between men and women as a strategic asset, in May the Plan for Balance and Equality was given the Approval of the Directorate-General for Women of the Valencian Authority's Department of Justice and Social Welfare.

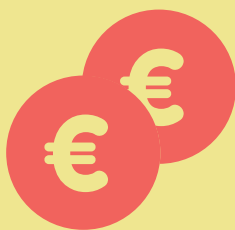
It is furthermore highly positive to see that we have generated stable and quality employment increasing our staff by 214 new employees, which means we have closed the year with 10,103 workers, 8,955 of whom are members.

I should lastly like to state my full confidence in the work being done by our human resources, stressing the high degree of professionalism, awareness and involvement of our worker-members and the trust of our 1,695,669 customer-members. Their efforts and dedication will doubtlessly help us to successfully face the challenges that we have set ourselves for 2012.

PROFIT

35.6 million euros

10.6% more than the previous year



35.6

SALES

1,754.5 million euros

4.7% more than the previous year



1,754.5

INVESTMENTS

95.3 million euros

2.4% more than the previous year



95.3

WORKERS

10,103

214 more than the previous year



10,103

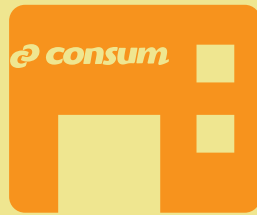
CUSTOMER-MEMBERS

1,695,669



1,695,669

SHOPS



595

GIFT CHEQUE

17.8 million euros

27% more than the previous year



17.8

INNOVATION

6.4 million euros

25% more than the previous year



6.4

ENVIRONMENTAL EXPENSES AND INVESTMENTS

2.3 million euros allocated



2.3

WORK-PERSONAL LIFE BALANCE,

5.3 million allocated

529 euros per worker



5.3



1/ Cooperating
means committing
oneself



Representative and Administrative Bodies

(4.1, 4.7)

The Cooperative's Articles govern the structure and powers of the representative and administrative bodies of Consum. These bodies are:



GOVERNING BOARD

President

Francesc Llobell Mas

Vice-president

M^a Teresa Caballer Sancho

Secretary

María Sánchez Alcaraz

Vice-secretary

Lourdes Brugera Moreno

Members

Ana Martínez Monsalvez
Guillermina Cano Gascón
Juan Vicente Ríos Mascarell
Ana Llácer Rodrigo
Nardi Alba Benaches
M^a Empar Martínez Bonafe
Jose M^a Planells Ortí
Juan José Damiá

SOCIAL COMMITTEE

President

Inma Costa Hernández

Vice-president

Vicente Gimeno Sanbernardo

Secretary

Vicente Ferrendo Perpiñá

Members

Francisca Bayarri Soriano
Antonio Munera Villar
Javier Molla González
Francisco Carabal Fayos
Javier Llongueira Lluesa
Cristóbal Moreno Rubio
Enma Buitrago Avilés
Eva María Vaquer Martínez
Olga Domínguez Jiménez
M^a Rosario Romero Linares
Lourdes Gómez Carrión
Francisca Cerdá Pons
Pilar Monsalvez Granada



BOARD OF DIRECTORS

Director-General

Juan Luis Durich Esteras

Director of Administration

M^a Isabel Moreno Gil

Purchasing Director

Agustín Delicado Núñez

Development Director

Javier Vidal Pastor

Financial and Systems Director

Amadeo Ferrer Bayarri

Shop Management Director

Carlos Ferrando García

Logistics Director

Antonio Rodríguez Lázaro

Personnel Director

Evarist Casany Casany

External Relations Director

Francisco Javier Quiles Bodí

Customer-Member Director

Manuel García Álvarez

Organisation structure

(4.1)

SOCIAL ORGANISATION





1 / Cooperating
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oneself

GENERAL MANAGEMENT

MANAGEMENT ORGANISATION

ADMINISTRATION MANAGEMENT

PURCHASING MANAGEMENT

DEVELOPMENT MANAGEMENT

FINANCIAL AND SYSTEMS MANAGEMENT

SHOP ADMINISTRATION MANAGEMENT

LOGISTICS MANAGEMENT

PERSONNEL MANAGEMENT

EXTERNAL RELATIONS MANAGEMENT

CUSTOMER-MEMBER MANAGEMENT

Presentation

(2.2, 2.3, 2.6, 2.7)

Consum is the biggest cooperative in the Spanish Mediterranean arch, operating in the commercial distribution sector through Consum and Consum Basic supermarkets and Charter franchises. It is made up of worker-members and customer-members, and as a polyvalent cooperative these members share in the capital, the management and the profits, as its owners.

This is one of the main companies in the distribution sector. Since it started business in 1975, Consum has generated quality employment and

wealth in the zones where it works: Catalonia, the Valencian Community, Murcia, Castile-La Mancha, Andalusia and Aragon. The customer-members and customers are the main beneficiaries of Consum's commercial work.

The main contracted services are transport, shopping delivery service, the filing service, fitters, the lifeline (safety cables and protection for work done at heights) and the smoke venting systems (integral smoke removal evacuation service).



Profile, scope and field covered by the Report

(3.1, 3.2, 3.3, 3.5, 3.6, 3.7, 4.8)

This annually issued Sustainability Report, for Consum's economic year 2011 (from 1st February 2011 to 31st January 2012), takes over from the last Sustainability Report 2010. This is the sixth Sustainability Report and will be continued in the next annual report.

The Report describes the most important aspects of our business as a commercial distribution company, established in the six Spanish

"autonomous communities" in which we work. It also covers the Cooperative's business for 2011, as well as all the organisation's significant economic, environmental and social impacts. The scope of this Sustainability Report is limited to the Cooperative's own work, like preceding reports, and does not cover any outsourced services.

Mission, vision and values

(4.8)

MISSION

Committed workers, satisfied customers.

VISION

To be a reference as a model company in the distribution sector.

VALUES

Listening in order to act as a responsible company.



Sustainability Policy

(HR 5, HR 6, HR 7, ES 1.1, ES 4.3)

Consum has a Sustainability Policy passed in 2010, which encompasses all the business policies of the organisation (Social Responsibility, Quality, Prevention of Occupational Risks, Environment, Equal Opportunities and Family-Responsible Company). This policy can be consulted in full on the corporate web page www.consum.es

The Cooperative works continuously to comply with all the aspects defining Corporate Responsibility, and in this framework we propose measures consistent with the development of all our processes and also in the evaluation of their results. Consum also encourages its suppliers and contractors to share our corporate and environmental values and supports any efforts to promote these values in their business activities.

This policy also defines that Consum respects its workers' fundamental rights and their freedom of expression and association, guarantees good working conditions and ensures equal opportunities with no kind of discrimination. It also prohibits the acceptance of unlawful benefits by the workers at the organisation.

Consum complies with all the regulatory legislation involved in its business. It guarantees the defence of human rights in its activities and rejects any kind of business or commercial activity of other kinds in which obligatory and forced children's work is directly or indirectly involved, supporting any initiatives intended to ensure children's interests.

CONSUM ENCOURAGES ITS SUPPLIERS AND CONTRACTORS TO SHARE ITS CORPORATE AND ENVIRONMENTAL VALUES AND SUPPORTS ANY EFFORTS TO PROMOTE THESE IN THEIR BUSINESS ACTIVITIES.



Interest groups

(4.4, 4.14, 4.15, 4.16, 4.17, ES 3.5, ES 4.1, ES 4.2, ES 4.5)

This map of interest groups reflects the groups of people who are or could be affected by the organisation's work or have some influence on this, and with whom communication and interaction are promoted. As a result of the relations between Consum and its interest groups, the Cooperative has identified the needs of these groups, to provide a response to them. Some prominent measures in this respect are its social policies

with its workers and the extension of commercial advantages intended to satisfy customers and customer-members, getting suppliers involved in the personalised and exclusive offer.

As for the measures performed for fostering communication with franchisees, the biennial holding of the Charter encounter should be emphasised.



INTEREST GROUPS	COMMUNICATION CHANNELS	SATISFACTION RATE
WORKER-MEMBERS	• “BIS” magazine • Guide for centre meetings. • Corporate Intranet. • Notifications to centres on corporate matters. • Calls for training activities. • Centre meetings. • Members’ meetings. • Delegate Committees. • Web. • Intranet • Social networks. • Radio broadcasts.	3.61 (out of 5) in the 2010 Survey on Employment Climate (twice-yearly), 2.3% more than the previous survey.
CUSTOMER-MEMBERS	• “Entrenosotros” magazine. • Calls for training activities. • Statement and gift cheque. • Information on the shops. • Members’ meetings • Training activities. • Web. • Social networks. • Radio broadcasts.	7.8 (out of 10) in the satisfaction study performed among customer-members on the programme of interest.
CUSTOMERS	• Posters at the centres. • Centralised P.A. system • Commercial brochures. • Advertising in the media. • Web. • Social networks. • Radio broadcasts.	7 (out of 10) in the satisfaction study performed among customers and customer-members.
SUPPLIERS AND CREDITORS	• Sustainability report. • Regular meetings. • Events for suppliers. • Web. • Social networks. • Radio broadcasts.	Consum takes 4th place in the ranking of the 15 distribution companies studied by 44 manufacturers, performed by an independent concern.
FRANCHISEES	• Sustainability report. • Regular meetings of those in charge with each franchisee. • Events. • Web. • Social networks. • Radio broadcasts.	95% of the improvement objectives detected by Charter have been implemented.
INSTITUTIONS	• Sustainability report • Signing agreements. • Joint actions • Events. • Web. • Social networks. • Radio broadcasts.	80% participation in Consum calls.

Impacts, risks and opportunities for sustainability

(1.2, 3.10)

An analysis of Spain's financial situation in financial year 2011, with clear deceleration in interannual growth and consequently in consumer expenditure, has ratified that the consumer identifies the supermarket as one of the main channels for shopping, considering the quality of the product, along with the price, as the main factors in choosing the establishment at which to do their shopping.

Even in this scenario Consum has, like the previous year, undergone moderate growth in sales by constant surface area and major growth by dynamic surface area, since all of this has been produced by organic openings, not having made any corporate purchase. This is positive growth through the pattern of commercial management which has enabled facing up to the difficult economic situation that we are going through with guaranteed success.

This rise in sales has also gone along with a similar growth in results, mainly due to continuing with improvements in management and the cost adjustment policy.

In financial year 2011 there was no significant legislative change as regards cooperatives or in corporate matters. For this reason no specific legal action has been necessary and hence there has been no statutory reform. It should still be

stressed that this is the first financial year for applying the new accounting regulations applicable to cooperatives, which have a significant effect through considering the Fund for Training and Cooperative Promotion as an expense and in considering the interest paid to members for their shares in the cooperative's capital as distribution of surpluses.

The economic forecasts for 2012 are not at all optimistic, as there is expected to be a slump in economic growth and consequently that of internal consumption. In this scenario, Consum must provide a firm response in improving its model, ensuring that it is demanding, strict and austere in its work.

Consum is a great organisation of concerned people who refuse to give up growing and improving. It is thus facing a new year reasserting its cooperative commercial and social model and its commitment to go on growing at times of crisis, by rationalising operating costs and making the greatest efforts to ensure the utmost efficiency in key processes of the cooperative's management. Consum is also seeking new ways to interact with its interest groups, based on the important role taken by social networks in the process of new consumers' information and shopping habits.

Based on the above, for this coming financial year 2012, the Board of Directors is setting the following objectives to be attained in the economic, environmental and social domains:

Economic objectives for 2012:

- Extension of the “fresh produce plan” and “InnovAC +plus” management model to the thirty model shops of the Cooperative.
- Adapting the range of products to customers’ needs:
 - Generalising the model for adaptation of the selection and
 - Applying the new perfume and hardware model at fourteen pilot shops.
- Reasserting and improving the firm’s own promotion policy with measures enabling:
 - Increasing the value of the “gift cheque” by 30%.
 - Attaining 75% participation in sales of customer-members.
- Reducing the organisation’s average stock by two days.

Environmental objectives for 2012:

- To reduce Consum’s carbon footprint by 5% to fight climate change. To this end, action is going to be taken to reduce container and packing materials - waste, saving natural resources based on eco-efficient systems.

Social objectives for 2012:

- To generate at least 300 new jobs of work based on Consum’s policy of creating stable and quality employment.
- To extend the EFR certificate to a further 198 work centres, so this covers 370 certified centres.
- Web 2.0. Developing an exclusive digital channel for relations with the customer-member.

Both the Board of Directors and the Governing Board constantly assess the risks stemming from sustainability at the organisation in order to adopt any measures required for its follow-up and monitoring. Based on these measures, they have observed that there are no special risks. Apart from this, they go on with the commitment to Consum’s expansion, maintaining the model of cooperative organisation.

30%

ONE OF THE ECONOMIC OBJECTIVES FOR 2012 IS TO INCREASE THE VALUE OF THE “GIFT-CHEQUE” BY 30%



Strategic Development

(1.2, 4.9, 4.10, 4.11, 50 7)

At Consum the process for follow-up and achievement of economic, environmental and social objectives is implemented through a three-year Strategic Plan, covering the 2010-2012 period, and the annual Management Plan. These are the reference documents in which the long and short-term objectives are materialised, along with progress indicators. They also specify the actions, achievement deadlines, competences and resources necessary to carry out these tasks. The progress indicators are covered in the COPLAN application.

The Strategic Plan has the key aims of consolidating a model with high results, becoming a reference in business and social management of supermarkets in its setting and steering the group of worker-members towards achieving goals and obtaining results, improving care and commitment in service to the customer.

To be able to evaluate proper progress in the objectives set in the Strategic Plan, the Governing Board and the Board of Directors work with indicators enabling observing the impacts and possible deviations generated, facilitating feedback processes. Furthermore, every time

that a new product or service is introduced on the market, the relevant formal system for analysing risks and opportunities is got under way.

As its most basic management instrument Consum uses monthly management control and even monthly/weekly/daily sales control, as a tool enabling it to compare the economic progress of the year as compared with what was forecast, normally prepared at its beginning.

Any proper development of Consum's work in the distribution sector in Spain requires an accurate positioning of its products and services on the market as well as a precise definition of the map of competitors in the sphere of its implementation zone.

The Cooperative's commercial action is always loyal to the market, respecting its rules at all times and consciously refusing to carry out any activity which could be considered unfair competition. To monitor these aspects, the legal division at Consum evaluates the possible existence of any unfair measures. This endeavour has meant that we can now assert that Consum has never been accused of unfair competition.

THE COOPERATIVE'S COMMERCIAL ACTION IS ALWAYS LOYAL TO THE MARKET, RESPECTING ITS RULES AT ALL TIMES AND CONSCIOUSLY REFUSING TO CARRY OUT ANY ACTIVITY WHICH COULD BE CONSIDERED UNFAIR COMPETITION



2/ Cooperating means being competent



2/

Cooperating means being competent

The Figures

(2.8, EC 1, EC 8, ES 7.1, ES 7.2, ES 7.3, ES 7.4)

In financial year 2011 consumption has continued to shrink. This has led to greater efforts in efficient management and cost control, both factors which have enabled assigning a positive growth figure to the business. Consum's turnover has stood at 1,754.5 million euros, which means a 4.7% increase as compared with 2010. The profit has reached 35.6 million euros, with an increase of 10.60% (comparing uniform data, as a result of accounting for FFPC as an expense prior to the "profit for the year" according to EHA/3360/2010 Order of 21st December, passing the rules on accounting aspects of cooperative societies).

The total surplus of 26.7 million euros is obtained from these results, after deducting the interest on capital of worker and consumer-members (which is not an accounting expense but not taken into account for the basis for distribution of surpluses) and adding the sum corresponding to the Fund for Training and Cooperative Promotion (FFPC) (which, though this is an accounting expense, is substantively considered as profit for distribution purposes). 18.5 million of this sum is cooperative profit. The percentage directly assigned to member workers of Consum has stood at 69% of the total amount of cooperative's net surplus, which means 12.8 million euros.

(EC 1, ES 7.4)

DIRECT ECONOMIC VALUE CREATED	1,678,726,343
DISTRIBUTED ECONOMIC VALUE	1,607,217,469
Operating costs	1,351,392,799
Salaries and social benefits	227,135,526
Payment to suppliers of funds	24,804,523
Payments to governments (dues and taxes per Autonomous Community):	3,567,204
Investments in the community	317,127
ECONOMIC VALUE WITHHELD	58,438,847

Data given in euros

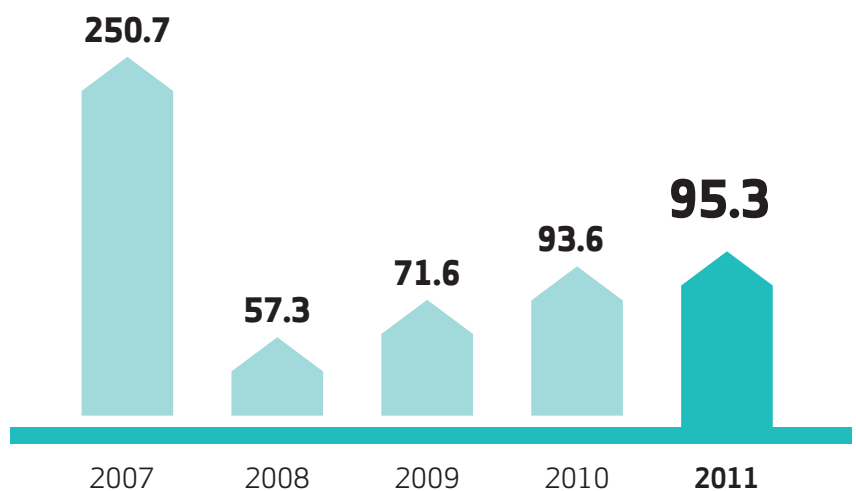
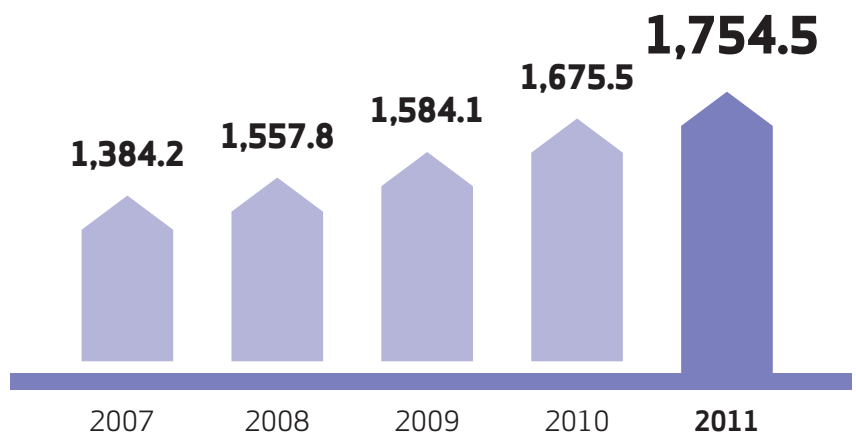
The percentage of distribution of total surpluses (cooperative and extra-cooperative) allocated to collective or non-distributable funds is 33.96%, coming to 12.1 million euros. As regards the percentage against liabilities, 9.93% corresponds to collective or non-distributable funds.

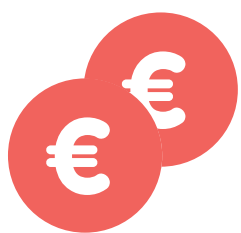
In 2011 the services rendered for public benefit by means of commercial commitments with Councils and Social Institutions based on issuing shopping vouchers came to a total amount of 225.335 euros.

In 2011 investments coming to 95.3 million euros were made, focussing above all on the extension and adaptation of the network of shops to Consum's quality standards.



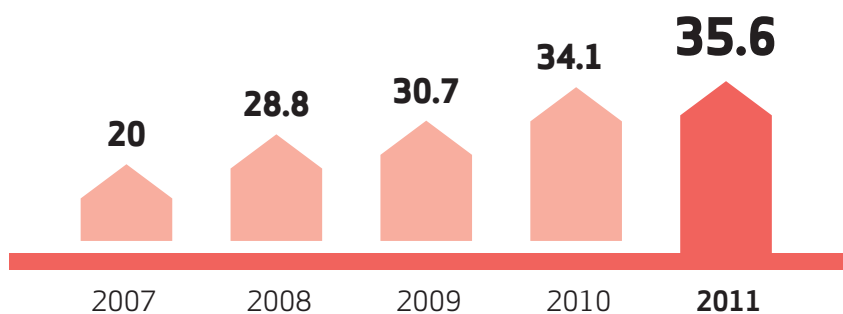
“WHEN PEOPLE CONCENTRATE THEIR EFFORTS ON MAKING A BUSINESS WORK IN A HUMAN AND RESPONSIBLE WAY THE RESULTS MAY NOT BE IMMEDIATE, BUT ARE POSITIVE AND GOOD FOR SOCIETY”



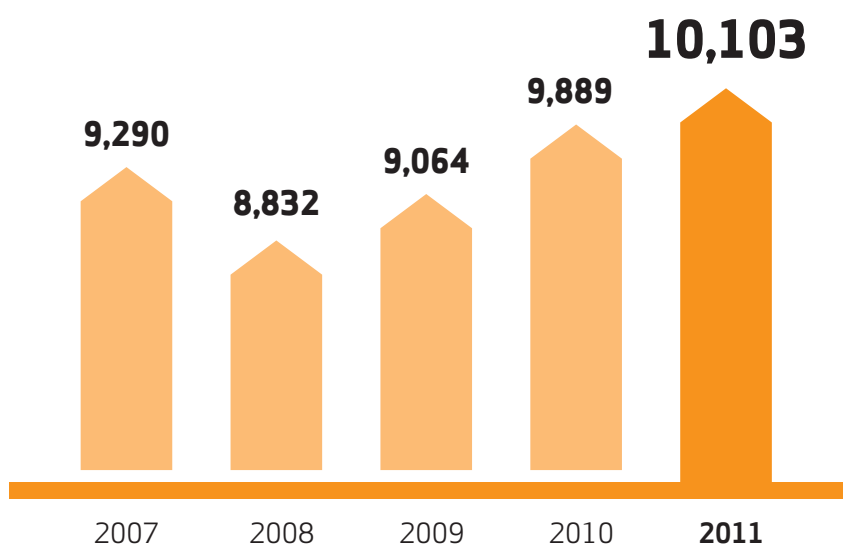


PROFIT
35.6

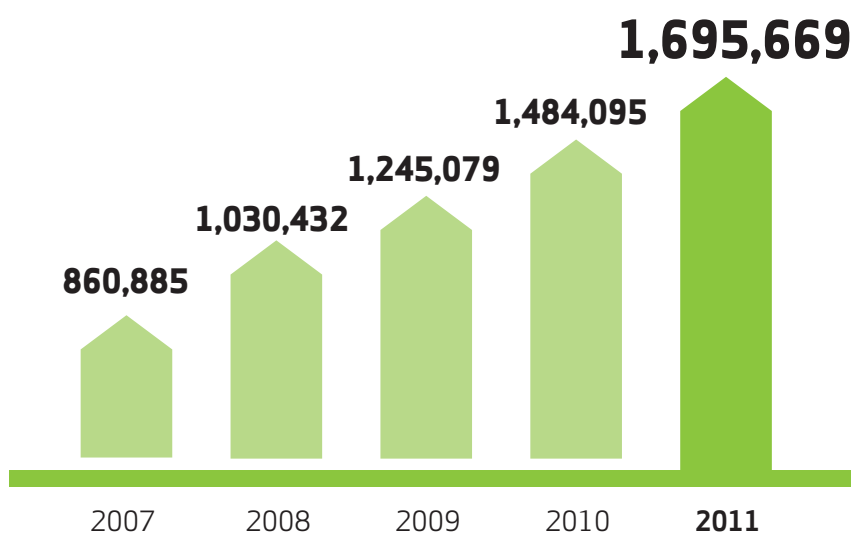
(Million euros)



STAFF
10,103



CUSTOMER-MEMBERS
1,695,669



The Shops

(2.9, SO 1, ES 5.14)

The organic growth of Consum's commercial network continued during financial year 2011. 28 new supermarkets were opened, 16 under the Consum and Consum Basic trademarks and 12 Charter franchisees. With these openings, Consum has a total amount of 595 supermarkets in the whole Mediterranean arch, 432 of its own and 163 franchised.

This growth, along with members' and customers' support, has enabled the firm to improve its positioning. In 2011, the national market quota of the Cooperative per surface area was 3.7%, placing it 7th in the national ranking of distribution companies

As regards the improvement of our premises, 16 supermarkets have been refurbished, and 7 centres extended, improving and adapting their facilities. In 2011 18 shops were closed through not meeting the conditions for Consum's supermarket model with a very low impact through the creation of other nearby centres and the transfer of the entire staff. A further 10 Consum shops have been transferred to the Charter franchise. All these changes are properly made known to the interest groups affected.

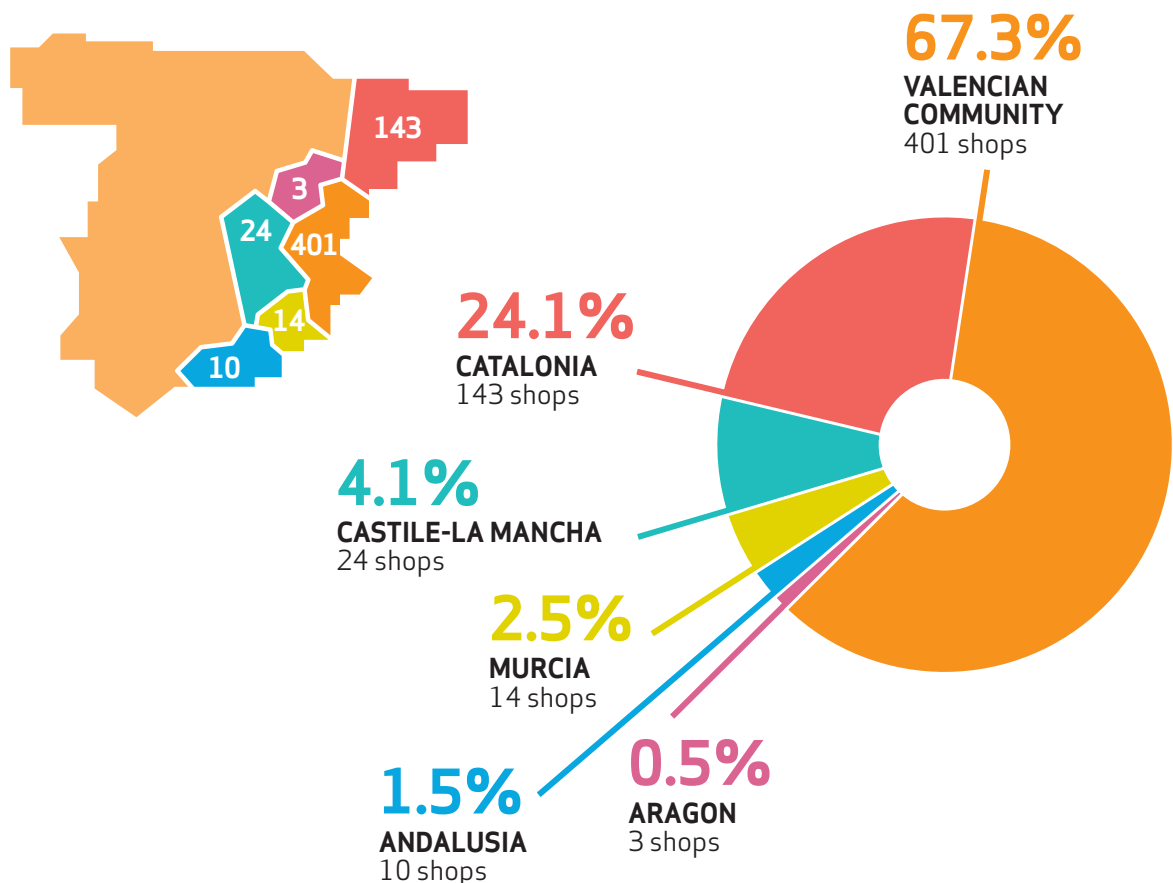
SUPERMARKETS
IN THE WHOLE MEDITERRANEAN ARCH

595



Consum's presence in the Mediterranean arch

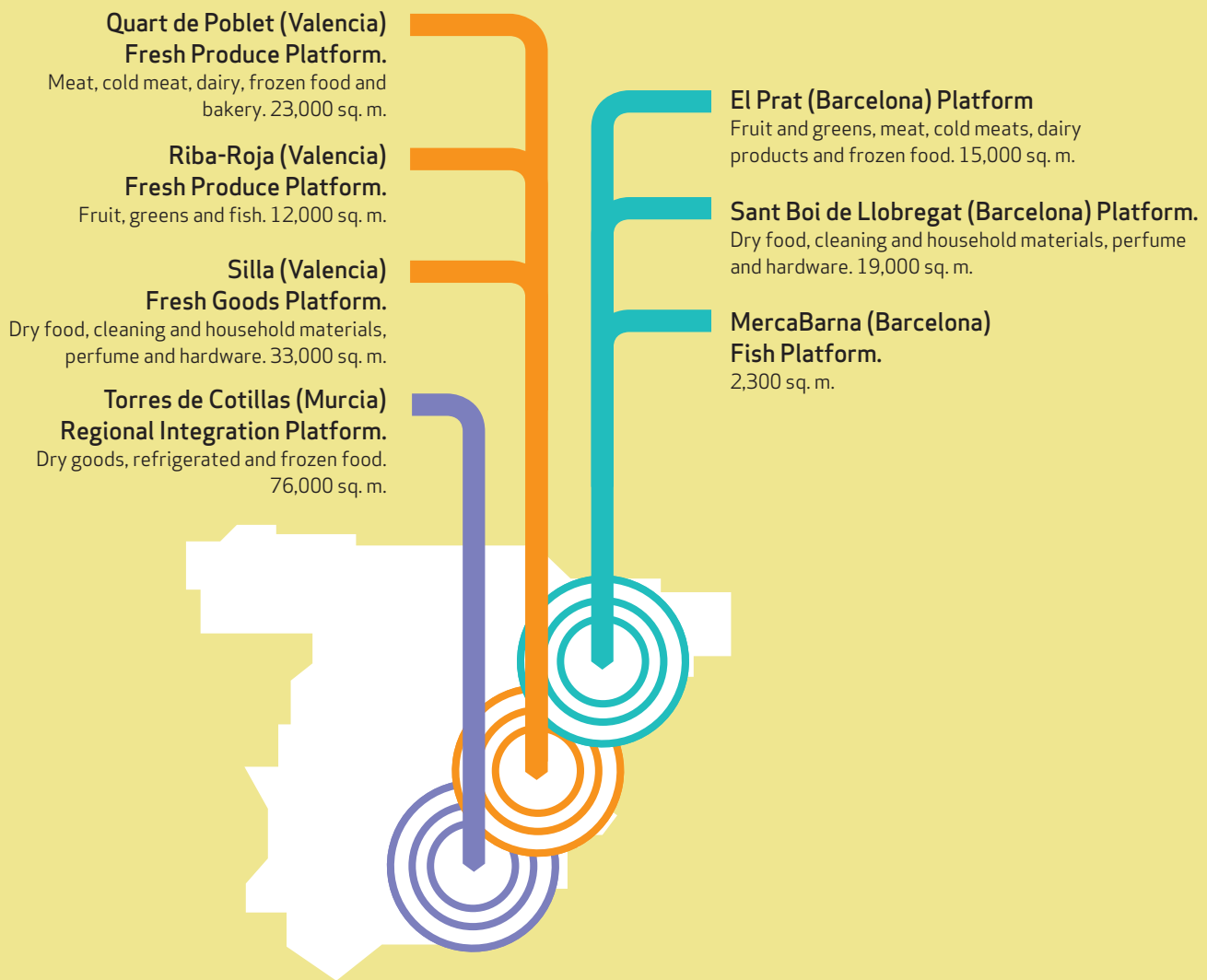
(2.5, 2.8)



In order to enable accessibility to its facilities, products and services for people with different capabilities, Consum has implemented a global accessibility management system. Some of these measures involve the adaptation of accesses, distances and spaces to CA3 standard and adaptation of access ramps, stairs, dressing rooms and lifts, based on the Law on Accessibility and Removal of Barriers of 5th May 1998, which covers architectural and urban development barriers. Investments have also been made in shopping trolleys adapted for the handicapped.

It is also important to stress, as regards supermarket management, the implementation of the "unitary product control" project at 100% of the centres, in order to improve the organisation's economic management.

The practical application of the "selection adaptation model" was started at the pilot supermarkets and the organisation continues to work on developing the tool, incorporating new variables detected. As regards the model for Excellent Management in Fresh Produce, this has been applied at 30 supermarkets, supporting the objective of leadership in fresh produce.



Logistics Network

Consum's logistics system has the main aim of products reaching the customers with a full guarantee of freshness and quality in the time required for the customer to have this available on the shelf. In this respect it is important to stress that in 2011 the Cooperative's logistics had "excellence in service to shops" certified for its dry product platform in Silla (Valencia).

Emphasis should be given to the building of a new logistics centre in Las Torres de Cotillas (Murcia) in its first stage, with an investment of 70 million euros and the generation of 300 quality jobs of work in 2012. The new platform will provide service for over 100 supermarkets currently forming the Consum network in Alicante, Murcia Region, Castile-La Mancha and Andalusia. It has a total surface area of

150,000 m² including sheds and access zones and other services. The central facilities take up 76,000 m², spread over 5 zones: Refrigerated Products, Frozen Food, Dry Products, Offices, Inverse Logistics and reserve.

The strategic location of the new platform in Las Torres de Cotillas is going to enable the Consum transport fleet to save 3 million kilometres a year, equivalent to ceasing to dump 3,000 tons of CO₂ a year into the atmosphere. This platform also incorporates the latest logistics technology for optimising management and making this sustainable. The systems for management and saving resources mean a 20% reduction in consumption of electric energy, as compared with a conventional platform.

The Suppliers

(ES 5.3, ES 5.4)

After several complex years, Consum has been positively developing on the market, thanks to a well-defined commercial policy and the cooperation of its suppliers, to a large extent. The organisation is aware of suppliers' importance for the successful evolution of the business, which is why the Cooperative's relations with its suppliers are based on trust and a close relationship.

If Consum's development is positive, so is that of its suppliers. That is why the organisation works to maintain long-term commitments

sumer needs demanded by its customers, adapting the selection of centres to local and regional needs, and responding to members' requests through the Active Listening Programme and by incorporating the innovations providing value.

In fresh produce, the objectives of guaranteeing freshness and quality are maintained, taking into account environmental and sustainability criteria in choosing produce and suppliers, apart from logistics, commercial and quality aspects. These criteria have been

2011

**THE COOPERATIVE HAS CERTIFIED
EXCELLENCE IN SERVICE FOR
SHOPS IN ITS DRY PRODUCT
PLATFORM IN SILLA**

which enable it to involve these suppliers right from the start in its commercial policy, through its personalised offer. Thanks to this offer, adapted to the way each customer-member does his or her shopping, as seen in discounts adapted to their needs in the Gift Cheque, Consum provides a direct channel for the manufacturer to the consumer, allowing it to get straight to its final customer.

Suppliers' participation is vital to foster one of the basic approaches of commercial policy: the customers' ability to choose, offering a broad and varied range adapting to suit the customers' needs. This was implemented in 2011 by making progress in seeking the con-

the basis for the evaluation and homologation of manufacturers, exceeding expectations, feeding back the continuous improvement and verifying that over 90% of the suppliers of fresh and refrigerated products have quality certifications, guaranteeing respect for the environment in their action, as well as absolute guarantees as regards foodstuff safety. Environmental and sustainability criteria as regards the choice of products and suppliers are a requirement of its sustainability policy. The organisation passes these on to its suppliers through a formal declaration of intentions in the development of socially responsible management.

The Product

(EC 6, EC 9, PR3, ES 5.6)

For the Consum product, the Cooperative maintains a high level of demands as regards parameters of quality, design, competitiveness and customer satisfaction. In 2011 twenty-one new items have been incorporated, which means a total number of 1,340 references of its own brands. During this financial year over 400 labels have been updated, to make the product more appealing for the consumer. A group of brands has been generated to complete the new model of perfumery, closer, more convenient and appealing for the consumer. 200 changes in design and product have been made of the 400 with the new brands, in the framework of this project.

New brands have been created and developed for the new perfumery model, in order for the consumer to feel closer and more at ease with the product and brand.

Consum's own brands have reached a participation of 18.8% in value, a development which has enabled completing the presence of the brand in the basic categories. One point to be stressed is that, apart from the legal values of nutrients -energy, sugars, saturated fats, fibre and salt -all Consum products also have information about any possible allergens in the product, to warn people with foodstuff intolerances.

It is stipulated in the Cooperative's Corporate Responsibility Policy that "we have the intention to stimulate local economic development through a gradual increase in the use of resources of the territories where we do business, so that the companies in the area benefit from this". Hence, over the last five years the share of purchases from local suppliers has doubled. At present 66.46% of the purchases made by Consum are made in the autonomous communities in which it is present.



Quality and Foodstuff Safety

(4.8, PR 1)

Consum has a daily commitment to the quality of services and products offered to its customers. For this reason work has continued in 2011 to keep up these standards of foodstuff safety. This is why keeping the Quality Management System implemented in the fresh produce, refrigerated and frozen products of Consum, pursuant to ISO 9001 standard, has been a key factor always aiming at continuous improvement. In 2011, this commitment to continuous improvement has been extended to the general goods platform in Silla, with the AENOR certification of the "Excellence in service to shops" service cards, which reflect the commitments to services given by this centre to points of sale. This pilot experience is intended to be extended to the other dry goods platforms in the near future.

172 Foodstuff Safety Audits have been made at points of sale, checking the implementation of proper hygiene practices; there have been 102 replacement time audits, verifying the compliance of the cold chain and 233 cleaning and disinfection audits, checking the proper state of hygiene of the work surfaces.

The control of products is performed by audits based on the strictest standards of foodstuff safety, quality and control of the product to all suppliers of own brands and fresh produce. These are used to establish improvement routes, regularly reviewing compliance. This control is also complemented with regular analyses. The degree of satisfaction rises each year due to the commitment to continuous improvement and the analysis of incidents established with suppliers.

PROGRAMMES FOR QUALITY CONTROL AND FOODSTUFF SAFETY OF PROCESSES AND PRODUCTS

FOODSTUFF QUALITY AND SAFETY	% SATISFACTION
Monitoring suppliers (fresh produce and own brands)	70
Monitoring products (fresh and own brands)	91
Monitoring and management of stock at Central Platforms	90
Prior requisites of hygiene and traceability at Central Platforms	100
Foodstuff safety at point of sale	100
COLD CHAIN	
Processes for loading-unloading trucks and PV replacement times	99
Processes for verification and validation of temperatures in transport	85

Responsible Marketing and Innovation

(PR 6, PR 7, CS 1)

At Consum, the Publipromotional Plan governs the Cooperative's annual commercial-promotion work. This Plan is defined and applied by the Customer-Member Management Committee, made up of the directors of the Customer-Member, Purchasing and Shop Management departments. The resources needed for execution are detailed in the annual Management Plan of each department.

The commercial communication channels defined are: signposting and posters at the point of sale, personalised brochures which are sent to customers' addresses; advertising in the media and relational marketing actions.

The Commercial Coordination Committee, made up of those responsible for the Customer-Member, Purchasing, Shop Management and Logistics departments, is responsible for evaluating the commercial measures performed by Consum, guaranteeing that their contents do not stray from the values defined by the Cooperative and that these are directly applicable.

The application of each of the values to the Responsible Marketing section can be seen in the following actions, which are based on a wide range, personalised offer and combining staff-assisted sales with self-service as basic aspects of the Cooperative's commercial model, catering for our members and customers' demands.

CONSUM'S STRATEGY HAS BEEN AWARDED THE PRIZE FOR "BEST STRATEGY" BY THE VALENCIA MARKETING CLUB AT THE MEDITERRANEAN MARKETING NIGHT





saber triar

Imprime
aquí tus
Ofertas
de hoy

PuntoOferta

Tus ofertas de hoy, Vanessa Gloria

 ALFALFA DE GARBANZO CONSERVA 1 L DESCUENTO 0,10 €	 TOSTITOS ORIGINAL ABOLITRACA 410 g DESCUENTO 0,35 €
 TOSTITOS BACON 200 g DESCUENTO 0,10 €	 COCA-COLA PURA 2 L DESCUENTO 0,60 €
 PEPSI FRITO 200 g DESCUENTO 0,15 €	 PALANCA MENTA 200 g DESCUENTO 0,25 €

Volver a PuntOferta Corregir selección Imprimir cupones

1. Elige 6 ofertas
2. Imprime los cupones de descuento y realiza tu compra
3. Presenta en caja los cupones y tu tarjeta Consum, y disfruta tus descuentos inmediatamente

Introduce el código de
tu tarjeta en el lector

Innovation

Innovation is the fundamental basis for improving efficiency in management and thus increasing customer satisfaction. In 2011, in spite of the crisis, a major commitment to innovation has been made, with an investment of 6.4 million euros, 25% more than the preceding year.

We should stress the pilot experience performed at 18 points of sale with an interactive "offer point" screen which supplies the personalised offer to customer-members through their card; a test for adapting the range to customer necessities and a project for cooperation between companies for getting the on-line shop under way.

Two technology projects worthy of mention in the management of supermarkets are the tool

for statistical prognosis of the sales forecast and the application for management of timetables and distribution of tasks. Both will be implemented in financial year 2011 and 2012 to promote the application of the Consum Equality and Balance Plan, also establishing a new tool for generating and automatically sending the Personnel scorecards.

The first phase of automatic storage for low rotation has also been completed, to allow unitary service and reduction of the days' stock of goods. This will be completed in 2012.

For the management, use and destination of energy, *Gestión+e* has been developed, a tool which has enabled detecting areas for improvement at the whole organisation.

6.4
MILLION EUROS

CONSUM IS COMMITTED
TO INNOVATION, WITH AN
INVESTMENT OF 6.4 MILLION
EUROS, 25% MORE THAN IN THE
PRECEDING YEAR



3/ Cooperating
means turning
a gesture into a
commitment



3/ Cooperating means turning a gesture into a commitment

Environmental policy and management

(EC 2, EN 1, EN 2, EN 28, ES 5.8, ES 5.9)

Consum is aware of the environmental impact that its work can generate and thus tries to reduce this all it can. To accomplish this aim it evaluates environmental aspects every year and defines the objectives to improve environmental impact. These aims are intended to efficiently manage natural resources, gradually reduce waste and consumptions, raise the staff's awareness in environmental matters and plan and implement the measures required to systematically guarantee compliance of current legislation in environmental management. Consum has detected, as a result of climate change,

that there has been an increase in costs of natural resources such as water or energy. To palliate this effect the Cooperative's Environmental Committee has got under way the work to develop an action plan. In this respect it should be stressed that in 2011 there have been no penalties for failing to comply with environmental legislation.

Each of the indicators guaranteeing follow-up of these objectives has goals, people in charge, accomplishment deadlines and suitable resources for this purpose, in the Cooperative's Management Plan.

MATERIALS USED WITH RECOVERABLE VALUE, BY WEIGHT OR VOLUME *

MATERIALS (KG)	2010	2011	% RECOVERED
Paper, cardboard	368,171.75	549,595.36	15 %
Metals	18,990.29	23,783.49	0 %
PVC Plastics	60,502.81	59,702.49	0 %
PET Plastics	113,257.53	32,441.65	0 %
Plastics others	1,899,014.30	1,416,034.76	0 %
Glass	70,903.58	31,610.56	0 %

*Data for a calendar year

As regards the environmental objectives planned for 2011, the Environmental Action plan has started with getting a Waste Plan under way, developing a computerised system for recording dangerous waste, whose control has become a significant aspect for the coming year.

The organisation has given priority to the certification of the Service to Shops (Service Card) against environmental certifications, intended to start in 2013. Lastly, as regards the “mobility plan”, after analysing the variables that affect this, it was rejected, giving priority to EFR Certification with timetables favouring work-personal life balance.

Natural resources

(EN 3, EN 4, EN 5, EN 6, EN 7, EN 8, EN 9, EN 10, EN 21)

DIRECT ENERGY CONSUMPTION

	2010	2011
Electricity (Gj)	850,080.42	855,136.55
Diesel fuel (Gj)	383.6*	2,655.15

* Este dato no coincide con el publicado en 2010 debido a un error de cálculo ya subsanado.



The energy consumed is mainly electric energy; the expense in diesel fuel is basically for supplying the electricity generating sets for emergency cases and for supplying Logistics Centre and shops located in areas with extreme temperatures, as a preventive measure.

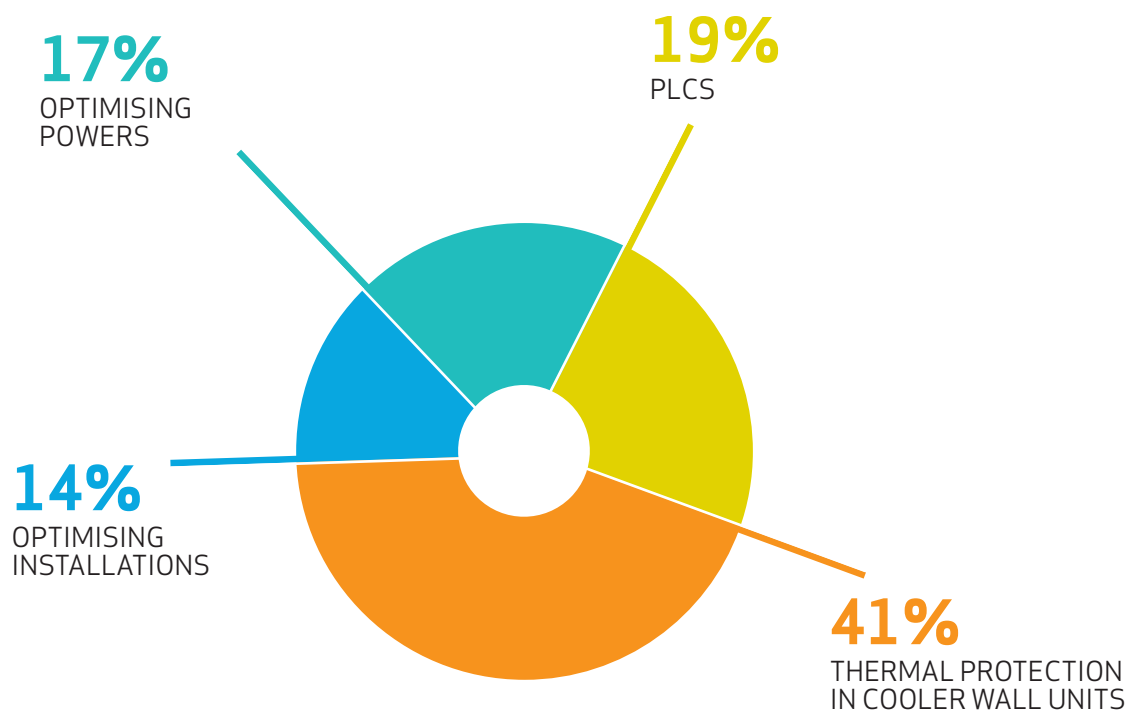
Another relevant piece of data is that 44% of the electrical energy consumed in 2011 comes from renewable sources.

The following graph shows the savings meant by each of the efficiency measures applied:

**44% OF THE ELECTRIC
ENERGY CONSUMED IN 2011
COMES FROM RENEWABLE
SOURCES**

44%

SAVINGS PRODUCED PER AREAS OF ACTION



3/ Cooperating means turning a gesture into a commitment

All these measures have enabled saving 32,878.8 Gj

The eco-efficient supermarket network has been extended to 258 centres, which represents 60% of the total amount of our own centres. Eco-efficient centres have a total amount

of 18 energy-saving measures implemented per centre. In order to ensure proper operation of the installations and maintain the most efficient use of the equipment a programme for energy management has been introduced for monitoring and controlling electricity consumption.



INDIRECT CONSUMPTION OF ENERGY (Gj):

	2010	2011
Diesel (goods transport) (Gj)	3,017,112 *	3,097,783
Diesel (company travel) (Gj)	2,883,424 *	3,712,833
Diesel (worker transport) (Gj)	119,706 *	97,075,5
Diesel (shopping delivery) (Gj)	278,226 *	276,575

* This data does not coincide with the information given in 2010 due to a calculation error that has already been rectified.



3/ Cooperating means turning a gesture into a commitment

As company policy, Consum establishes that travel for work should be in efficient means of transport, mainly the train. Another of the organisation's initiatives through its balance policy is to favour the proximity of its workers'

houses to the job of work, which enables the reduction of indirect energy consumption.

In order to develop a more sustainable distribution of shopping deliveries, a pilot test with an electrical vehicle was carried out in 2011.

TOTAL INTAKE OF WATER PER SOURCE (M³)*

	2010	2011
Municipal supply	357,860	277,202
Dumping into the sewers	354,281	274,430

* The calculations of consumptions are made based on invoices accounted for in the business year.

In 2011 we saved 22% in water consumption, through the greater monitoring of consumptions, which has enabled action to be taken against deviations.

Water sources are not affected by the collection intake, as this is a municipal supply and water is not recycled and/or reused, as it is all dumped into the public sewers through being considered domestic type waste water.



Emissions, dumping and waste

(EN 16, EN 17, EN 18, EN 19, EN20, EN 22, EN 23, EN 24, EN 26, EN 27, EN 29, EN 30, CS 2, CS 3, CS 4, CS 5)

TOTAL DIRECT EMISSIONS OF GREENHOUSE GASES (Tn CO₂E)

EMISSIONS THROUGH ELECTRICITY (CO ₂)	2010	2011
	52,686.2*	53,167.6

*This data does not coincide with what was published in 2010 due to the implementation of a new tool for calculating the equivalent carbon footprint.

TOTAL INDIRECT EMISSIONS OF GREENHOUSE GASES (TN)

EMISSIONS THROUGH TRANSPORT	2010	2011
CO	198.63	203.9
NO _x	434.5	446.1
HC	69.52	71.4
CO ₂	20,483.28	21,030.9
SO ₂	39.48	40.5

Information based on RAL TUM 26-07-02

In the case of atmospheric contamination, emissions of CO₂ only increased by 1% in 2011, in spite of the Cooperative's growth.

TOTAL INDIRECT EMISSIONS OF GREENHOUSE GASES (TN CO₂e)

EMISSIONS THROUGH MOBILITY, TRAVEL AND SHOPPING DELIVERY (TN CO ₂ e)	2010	2011
Worker mobility	23.87	19.4
Worker mobility through postings other than usual ones	665.34	929.9
Shopping delivery	865.45	860.32

3/ Cooperating means turning a gesture into a commitment



Although work has been done on rationalising routes, the Cooperative's expansion requires further travel. The new Las Torres de Cotillas platform will reduce this parameter.

In 2011, in cooperation with industrial suppliers, the project for substitution of greenhouse gases has been carried out, enabling greater returns and as a measure for preventing atmospheric contamination through leaks.

Stemming from the evaluation of environmental aspects, the points of improvement concentrate on controlling the consumption of materials. The adaptation of the fresh produce scales started in 2011, replacing the scale ticket with a smaller, adhesive label, which cuts down the need for paper to half. The dispensing of cleaning and disinfection products at work centres and of materials for inverse logistics have enabled these to be significantly reduced.

Charging for shopping bags has managed to reduce their use by 75%. This measure, along with the change in the baking trays, has enabled Consum to reach the level of requirements stated in the PNIR. Cardboard trays have also been introduced in the bakery section, as 100% recyclable and biodegradable packaging.

Another improvement introduced in 2011 was the integration of the system for computer recording of management of dangerous waste, that has led to this becoming a significant aspect for the next company year.

The result of audits on noise contamination indicate that the level of noise produced by the business continues to be under the legal limit established for this. The measures for minimising noise contamination in shops continue to concentrate on the installation of soundproofed flooring, on supplying soft wheels for pallet jacks and purchasing plastic shopping trolleys. As usual now, the machine rooms and air conditioning systems are soundproofed in any new shops opened or in refurbishing operations.

As regards light contamination, 100% of our outdoor lights are of low dispersion upper hemisphere and when the shop's opening hours end the lighting is switched off.

IN 2011 WE CUT DOWN
CONSUMPTION OF SHOPPING
BAGS BY 75%

75%





BREAKDOWN OF WASTE BY TYPE

WASTE	TREATMENT	2010	2011
Cardboard (Tn)	Recovery	15,123	14,762
Plastic (Tn)	Recovery	1,094.09	936
Organic (Tn)	Dump	17,607.8	8,540.54
Sandach (Tn) ¹	Recovery	1,215.7	1,486.34
Toner (kg)	Recovery	1,312.2	1,618.8
Scrap (Tn)	Recovery	56.23	86.4
Dangerous waste (Tn)	Authorised national agent 2	8.7	7.05
Dumping through accidents	Authorised national agent	0	0

¹ Sandach waste (animal by-products not intended for human consumption) is specified for the calendar year, unlike the other types of waste, which coincide with the business year.

² Dangerous waste is transported. There is no importing, exporting nor treatment as stated by legislation.

The container and packaging policy, along with the control of waste and energy efficiency systems, has helped to improve Consum's carbon footprint by 16% as compared with the previous year, a major step forward in reducing the Cooperative's environmental impact.

In 2011, through cooperation with Ecopilas, Consum collected 44% of the batteries marketed, contributing to proper processing of 44.6 Tn of batteries.



EVOLUTION OF ENVIRONMENTAL EXPENSES AND INVESTMENTS

ENVIRONMENTAL INVESTMENTS (€)	2010	2011
Waste management	2,461,205.24	1,681,008.85
Cleaning and management	306,861.94	230,949.10
Environmental consultancy	53,502.2	96,658.32
Containers and packaging	298,493.76	287,766.58
Waste classifiers	4,120.74	0
TOTAL	3,124,183.88	2,296,382.85

As regards environmental training and awareness-raising, it should be stressed that in 2011 Consum continued to train its customer-members and workers through the magazines that

it publishes for both its staff and for customer-members, as well as through the environmental training module for any new workers joining us. In all there were 10 dissemination articles and 16 hosted sessions.

16%

CONSUM REDUCED ITS CARBON
FOOTPRINT BY 16% IN 2011



4/ Cooperating means benefits to share



4/

Cooperating means benefits to share

... with workers

(2.8, EC 7, EC 9, LA 1, LA 2, ES 2.3, ES 5.10, ES 5.11, ES 5.12, CS 6)

As a social economy company, Consum has its main focus on people. In fact, generating stable quality employment is the basic aim of the Cooperative's Personnel Policy, as well as continuous training, as a key to the personal and professional development of the people working at Consum.

In order to promote quality of life at work, the Cooperative opts for internal promotion and fostering equal opportunities and diversity. The balance between personal and working life is another of the major facets of the work done by the organisation, through the approach of the responsible personnel management system. This means that as the satisfaction and welfare of the staff increases, it helps to improve the business activities of the company.

Consum's staff came to 10,103 persons at the close of business year 2011. 75.6% of these are women and the average age is 37. The figures also reveal stable and quality employment, as 97% of the people working at Consum are permanent members or members in their trial period. The 8,955 worker members participate in ownership, management and results.

In 2011, the Cooperative's staff rose by 214 persons in respect of the previous year. This is a positive aspect in a year marked by the economic crisis and increasing unemployment, and a point which reveals the Cooperative's commitment to creating and maintaining jobs of work. Consum has also generated 1,093 indirect jobs in 2011, mainly through building the new logistics platform in Las Torres de Cotillas, through the rise in the staff at the Charter franchise network and employees of transport, cleaning, security and shopping delivery services.

In the case of external contracting, the selection policy at Consum is characterised by giving priority to contracting staff who live in the zones where it operates and, on the internal level, on covering responsible positions through the internal promotion procedure. The management of Consum also come from the zones in which we work.

In business year 2011, 513 workers benefitted from the Cooperative's internal promotion policy. 364 of these are women and 149 men.



STAFF BY TYPE OF WORKING HOURS AND SEX

	MEN	WOMEN	General total	%
FULL TIME	2,265	5,893	8,158	80.7%
PART TIME	208	1,737	1,945	19.3%
TOTAL	2,473	7,630	10,103	100.00%



PERSONNEL BY REGION AND SEX

Autonomous Community	TOTAL		TOTAL WORKERS	
	WOMEN	MEN	Nº	% OF TOTAL
Valencian Community	5,695	1,625	7,320	72.4%
Catalonia	1,360	711	2,071	20.5%
Murcia	279	85	364	3.6%
Castile-La Mancha	193	25	218	2.2%
Andalusia	103	27	130	1.3%
TOTAL	7,630	2,473	10,103	100.00%

PERSONNEL BY TYPE OF CONTRACT

	MEMBERS		PERMANENT WORKERS		TEMPORARY WORKERS		MEMBERS IN TRIAL PERIOD		TOTAL STAFF
	Nº.	% of total	Nº.	% of total	Nº.	% of total	Nº.	% of total	% of total
2010	8,310	84.03%	1,004	10.15%	335	3.38%	240	2.42%	9,889
2011	8,955	88.77%	656	6.5%	321	3%	171	1.73%	10,103

EVOLUTION OF WORKER-MEMBERS

	REG.	DEREG.
2010	976	560
2011	992	410

At Consum, a worker stays at the company for 7.72 years on average. In 2011 3,862 new workers joined the cooperative, due to seasonal jobs of work such as campaigns, supply workers, etc.. The number of leavers came to 3,626.

The average rotation of the structural staff of Consum, made up of worker-members, is 3.34 years. This is a good piece of data in relation

with the average rotation in the commercial distribution sector. The rotation of the non-member staff is not included due to the low percentage of the total that this represents and through mostly being seasonal workers covering totally identified holiday periods. The personnel management tool, currently in the implementation process, does not allow rotation to be itemised by age, disability, gender and region.



Participation

(4.4, 4.6, LA 5, ES 2.1, ES 2.2, ES 3.1, ES 3.2, ES 3.3, ES 3.4, ES 3.7, ES 3.8, ES 6.1)

For a worker to be allowed to become a worker-member of Consum, the conditions required are being of age or having the relevant legal authorisation, having passed the trial period agreed and accepting the corporate-employment conditions and other responsibilities entailed by this. A member can leave by informing the Governing board in the periods laid down in the Articles.

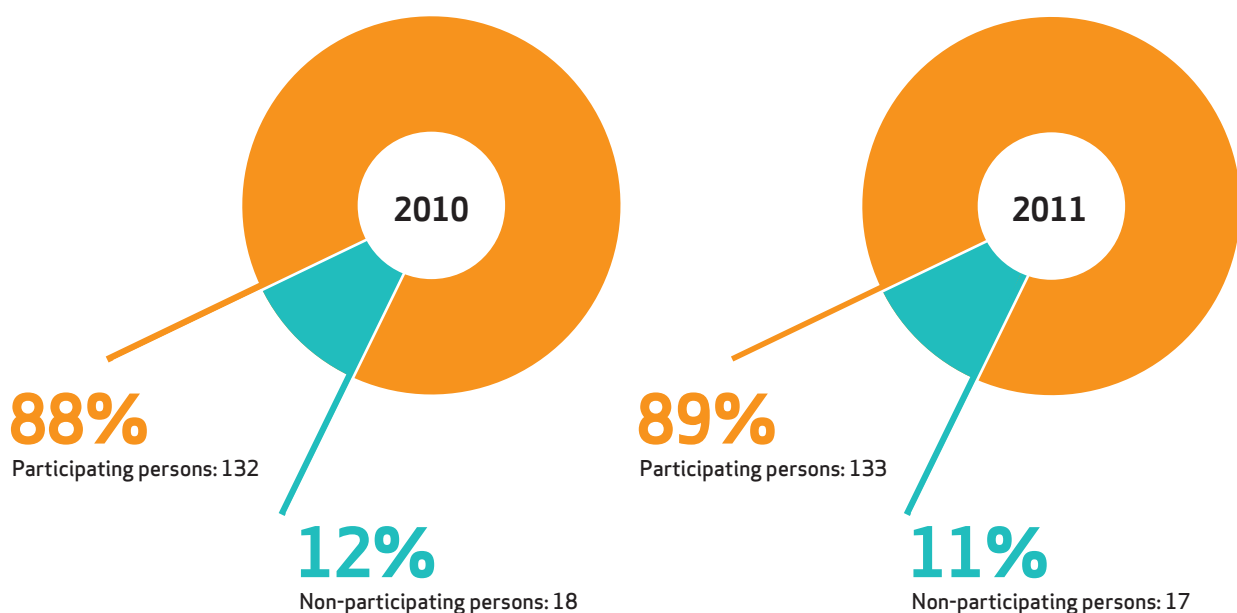
As for the consumer-members, in order to register or deregister it is only necessary to be of age and to formally apply to the Governing board for this by means of the official application form. Any legal persons who are consumers and users in accordance with the Valencian Community Statute of Consumers and Users can

also be consumer-members. Any legal persons who have consumer and user status in accordance with the Statute of Consumers and Users of the Valencian Community can also become consumer-members. Deregistration is possible by sending a written notification to the Governing Board.

The Delegates' General Meeting, the highest governing body of the Cooperative, is made up of 150 members, 75 representing the worker-members and a further 75 representing consumer-members. This means that 100% of the members are entitled to vote through their delegates, whether they are consumers or workers.

REAL PARTICIPATION IN THE COOPERATIVE'S GOVERNING BODIES

GENERAL MEETING





The posts on the most important representative bodies of the Cooperative are regularly renewed by the cooperative members, as follows:

- The Governing Board is completely renewed every 4 years.
- The Social Committee is completely renewed every 4 years.
- The Delegates at the General Meeting are completely renewed every 3 years.

In all cases, there is no restriction to coming forward for re-election at the different calls. In 2011 the Social Committee, the Social Representatives and Delegates of the General Assembly were renewed.

The Governing Board, the General Meeting and the Social Committee, as well as the Members' Meetings and the Meeting of Delegated Com-

are certain forums which only members can access, there are others, such as the centre meetings, at which all the workers can take part.

In the second fortnight in February each year of the Board of Directors presents the current year's organisational changes to the Board of Directors. These in turn have roughly one month to pass this information on to their teams. If there is any particular news item, the internal communication criterion is to inform workers at least one day before the issue comes open to public opinion.

The description of the preparatory process for the highest social representation body, the General Meeting, is described in great detail in Chapter III of the Corporate Articles, about the company bodies, the composition of the General Meeting, the Preparatory Meetings and the

100%

ALL THE WORKERS AT CONSUM CAN TAKE PART IN THE GROUPS OR SPACES GENERATED TO HELP MAKING DECISIONS

missions of the Social Committee, are the major forums enabling information to be exchanged and decisions to be made at the Cooperative. There are also other work groups who get together during the fortnightly meetings of the Shop Management Director with their executives, who in turn meet fortnightly with the zone managers, who meet the Shop Managers, as well as the weekly meeting held at all the work centres, with the attendance of social representatives.

Due to the Cooperative's participative organisation model, all the 10,103 workers at Consum can take part in the groups or spaces generated to foster decision-making, since although there

Governing Board of the Cooperative. The requisites and limitations existing as regards the sovereignty of the management of the highest decision-making bodies of the Cooperative are specified in the Corporate Articles, determining the competences, adoption of agreements, responsibilities of their members and procedures, in order to avoid any conflicts of interest at the highest governing body.

Balancing personal life with work

(4.8, EC 1, EC 3, EC 5, LA 3, CS 7, CS 8)

In 2011, Consum's Committee for Equality and Balance set itself new objectives for the Personal/Working Life Balance Plan 2009-12, a period which will coincide with the new Strategic Plan. These objectives are:

- Improving the welfare of staff with disabilities through creating an annual payment of 300 euros.
- Improving communication of the "Life and accident insurance" measure.
- Identifying any barriers hindering access of women to responsible posts.
- Establishing specific objectives for promotion of women in Management and Equality Plans.
- Examining a new measure for assisting female workers who are victims of gender violence.
- Raising awareness on balance measures through internal communication campaigns.

In 2011, Consum extended the certification of Family-Responsible Company (EFR) to the other centres of the Cooperative, now extending to 171 work centres and 5,189 persons. At this time Consum continues to be the only commercial distribution company in Spain with this certificate from the +Family Foundation, backed by the Ministry of Health, Social Services and Equality. This certificate recognises Consum's efforts in implementing policies and measures for balancing family and working life, and its implementation at 171 work centres. To make this endeavour noticeable an EFR mark has been created which is placed at the entrance to the centres which have obtained the certificate.

It is important to point out that Consum invested 5.3 million euros in balance in 2011, which means 529 euros per worker.



**CONSUM INVESTED 5.3 MILLION EUROS
ON BALANCE IN 2011, WHICH MEANS 529
EUROS PER WORKER**

5.3
MILLION EUROS



At the Meeting for Delegates' Committees of the Social Committee in November Consum presented two new measures to be added to its catalogue of family balance measures "*+de 50 Medidas para Conciliar*" (over 50 Measures for Balance). This now covers a total number of 64 measures, only 15 of which are legal measures and 49 go beyond current legislation. One of the new schemes is the annual disability payment of 300 euros. As regards the awareness-raising

campaign in balance and equality, a calendar for year 2012 was made with messages for each month to inform the staff, and handed out along with the wage packet.

It is important to point out that all the persons who work at the Cooperative enjoy the same social benefits regardless of the type of day worked, although there are advantages connected with membership status.

PERCENTAGE OF PEOPLE ENJOYING EACH WORK-FAMILY-LEISURE BALANCE MEASURE AND SOCIAL BENEFITS

BALANCE MEASURES	2010	2011
Leadership and style of management		
Evaluation of performance	82%	94.6%
Quality in employment		
Job stability	97%	97%
Medical service	30%	30%
Loans for members	2.4%	2.6%
Distribution of profits for members	84%	88.7%
Compensation for holidays outside the summer period	3%	2.3%
Time and space flexibility		
Continuous working day	100% central platforms	100% central platforms
	93% shops	100% shops
Transfers through proximity of the work centre to the home	26.6%*	8.2%*
Support for the family		
Accumulated breast-feeding leave	3.6%	3.8%
4-week remunerated paternity leave	0.8%	0.9%
Layette voucher for members	3.6%	3.7%
Payment for handicapped children	0.7%	0.8%
Christmas Card competition	20%	24%
Protocol for protection of maternity	4.7%	4.3%
Extended leave for danger in pregnancy with 100% of the salary	3.9%	3.7%

* Percentage of transfer applications granted.

These measures, intended to improve the quality of life at work, have enabled a 10% increase in productivity, as well as a 41% drop in absenteeism and 61% in rotation since 2007, the year when the Consum Balance Plan started to be applied.

Consistent with the Cooperative's values for fostering conditions of equality and participation of all the members, Consum has the criterion of applying the same salary basis to all its workers, regardless of the minimum wage established in the collective agreements in each zone in which it works. This means that the basic wage for the worker-member at the Cooperative is always over the local minimum wage.

The basic wage at Consum is 1,085.28 euros per month for wage-earning personnel and 1,178.84 euros per month for the worker-members. In 2011 the minimum inter-professional salary was 748.25 euros, meaning that the basic wage at Consum is over 45% higher in both cases.

The total salary expenses of the Cooperative during economic year 2011 came to 227 million euros, including salaries, pensions and other benefits and compensation.

TOTAL SALARY EXPENSES	
	SALARY EXPENSE
2010	205,570,275 €
2011	227,135,526 €

As regards the distribution of the Cooperative's annual profits among its worker-members, in 2011, the members shared 11.9 million euros, 79.5% of Consum's cooperative profits in 2010. To this one should add the interest collected by

the compulsory provisions to share capital, a sum of 5.8 million euros, which adds up to a total of 17.7 million euros. Hence, adding up both items, each member has received on average the sum of 2,130 euros.

17.7

MILLION EUROS

IN 2011 17.7 MILLION EUROS WERE SHARED OUT AMONG MEMBERS

Equal Opportunities

(LA 2, LA 13, LA 14, HR 4, ES 5.7, ES 5.10, ES 5.11)

The Consum Equality and Balance Committee has gone on working on the Equality Plan. As a result of this in 2011 the Cooperative obtained the Valencian Authority's backing for the Equality Plan. One of the measures stemming from this Plan was to establish measures to facilitate women's access to responsible posts. For this reason a survey was prepared this year with the aim of identifying the barriers hindering women's access to responsible posts. The conclusions of this survey will be used to set new objectives in 2012.

Consum fosters the implementation of open contracting systems intended for people with difficulties, helping young people to find their first job and establishing the same salary criteria for men and women. We must point out that Consum has an Internal Relations Committee which seeks to avoid any discrimination between workers, amongst other aspects. In this respect it should be stressed that Consum has had no complaints through employment discrimination throughout its history as a cooperative.

The salary difference between men and women is 0.45 as an absolute value, representing 24.5%. This difference is due to the late entry of women to responsible jobs and mainly to the salary differences between the personnel joining through purchases of several chains in earlier years. In any event this is a lower percentage than the previous business year and the Cooperative has the firm commitment to go on reducing this through the Balance and Equality Committee.

These actions could already be said to be producing results. In shop management, 55.6% of the posts are already held by female Directors and Shop Managers.

As a result of the equality policy promoted by the Cooperative the representation of women at present reaches 67% on the Governing Body (the highest body for representation and government, with an equal composition between worker-members and consumer-customer-members, renewed in 2010). Finally the Social Committee, the exclusive representative body of worker-members, consists of 16 members, nine of whom are women, including the president.

WOMEN'S REPRESENTATION ON THE GOVERNING BOARD CURRENTLY REACHES 67%, AS A RESULT OF THE EQUALITY POLICY PROMOTED BY THE COOPERATIVE

67 %





DISTRIBUTION OF THE STAFF BY AGES AND SEX. AVERAGE AGE

AGE	WOMEN	MEN	TOTAL	%
< 30 years	2,020	759	2,779	27.4%
30 - 50 years	5,201	1,479	6,680	66.2%
> 50 years	409	235	644	6.4%
TOTAL	7,630	2,473	10,103	100%

8,000
7,500
7,000
6,500
6,000
5,500
5,000
4,500
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
0
0
500
1,000
1,500
2,000
2,500

AVERAGE AGE 37 years



COMPOSITION OF GOVERNING BODIES

	WOMEN	MEN	AVERAGE AGE	MINORITIES
General Meeting	75%	25%	> 50 years	0%
Governing Board	67%	33%	30-50 years	0%
Social Committee	50%	50%	30-50 years	0%

DISABLED PERSONS AT THE ORGANISATION BY SEX, DEDICATION AND TYPE OF CONTRACT

	MEN	WOMEN	TOTAL
Full time	29	49	78
Part time	6	2	8
TOTAL	35	51	86
Unlimited contract	35	50	85
Temporary contract	0	1	1
TOTAL	35	51	86
Average age	30-50		

It should be pointed out that of the total personnel with handicaps, only one person has a temporary contract.

DISABLED PERSONS AT THE ORGANISATION PER AUTONOMOUS COMMUNITY

AUTONOMOUS COMMUNITY	MEN	WOMEN	TOTAL
Valencian Community	25	36	61
Catalonia	9	8	17
Murcia	1	6	7
Castile-La Mancha	0	1	1
TOTAL	35	51	86

Training and continuous improvement

(4.17, EC 4, LA 4, LA 10, LA 11, LA 12, HR 3, HR 5, SO 2, SO 3, SO 4, ES 3.6, CS 9, CS 10)

Training is a vital factor for acquiring new skills and abilities, apart from for internal promotion of workers and employment insertion of groups with the highest unemployment rate. Every year Consum assigns major resources to professional development, as investment in training is part of the Cooperative's culture.

The organisation has invested 1.34% of the company's total wage bill on training. This is materialised in over 145,438 hours of official training, with a total number of 7,625 participants in the over 166 training measures undertaken. 53% of this number of hours are for measures with classroom training, 30% for monitoring processes and training at the job of work and 17% are for tutored remote training schemes. The average number of hours per participant was roughly 17.7 hours. The proportion of women who have taken part in training schemes is 68.5%. Each person has participated in an average number of 2.4 training measures

We should stress that almost all the financial aid received from regional or local authorities is ploughed back into the workers' professional and company training. In 2011 we received 537,055 euros in subsidies, a sum similar to previous financial periods, which, in line with our corporate culture, enables Consum's commitment for the professional improvement of all its workers.

Among the training programmes undertaken this year we should point out the ones intended for training in skills, with 16,000 hours and 2,300 participants, training in risk prevention, to which over 12,500 hours have been assigned, attended by around 3,640 people, training in Foodstuff Safety, with over 15,000 hours and about 3,800 participants. The Fresh Produce schools should also be mentioned, with 17,000 hours' training given attended by 941 people.

TRAINING. PERCENTAGE OF STAFF DOING TRAINING ACTIVITIES IN RESPECT OF THE TOTAL PERSONNEL

	TRAINING	SOCIAL ECONOMY TRAINING
2010	65.11%	4.5%
2011	75.6%	9.4%

All the workers joining the Cooperative are given specific training in professional ethics in order to guarantee respect for human rights insofar as our business is concerned and ensure that there is no corruption at work. In 2011 1,041 people were given training in professional ethics, lasting 2,082 hours, which means 10.3% of employees trained this year in these policies. In this respect we should mention that all the business units at Consum have a specific protocol designed to prevent and correct any situations liable to corruption, which establishes the expulsion of members from work and the refunding of the capital, according to the

Cooperative's Articles of Association, or the dismissal of any non-member workers who fail to comply with this. In 2011 there were nine expulsions for this reason.

All the classroom internal training sessions are assessed through the questionnaire entitled "Evaluation of training action by the attendee". The trainer also evaluates the attendees. Apart from this, the "Follow-up of training action at the job of work" questionnaire is filled in after completion of the courses and the results are taken into account for drawing up the Training Plan for the following year.

AVERAGE NUMBER OF HOURS' TRAINING PER CATEGORY AND TYPE OF TRAINING

CATEGORY	MANAGERS		TECHNICAL STAFF		OPERATING PERSONNEL		TOTAL PARTICIPANTS	TOTAL HOURS	AVERAGE HOURS / PARTICIPANT	AVERAGE HOURS / STAFF
	Hours	Persons	Hours	Persons	Hours	Persons				
CUSTOMER CARE	72	9	123	25	252	184	218	446	2.05	0.04
QUALITY	326	413	162	52	14	7	472	502.25	1.06	0.05
ECONOMY-FINANCE	96	1					1	96	96.00	0.01
FRESH PRODUCE SCHOOL	1,668	168	786	27	17,658	712	907	20,112	22.17	1.99
SKILLS	7,915	397	8,196	606	2,138	295	1,298	18,249	14.06	1.81
LANGUAGES	380	12	1,950	61	206	7	80	2,536	31.70	0.25
EQUALITY	962	247	272	65	46	23	335	1,280	3.82	0.13
PROFESSIONAL INSERTION	1,100	42	1,108	41	10,388	299	382	12,596	32.97	1.25
SOCIAL-BUSINESS INTEGRATION	181	27	672	96	4,245	822	945	5,097.5	5.39	0.51
LOGISTICS	566	26	507	76	27	9	111	1,100	9.91	0.11
MANAGEMENT	2,840	71					71	2,840	40.00	0.28
CONTINUOUS IMPROVEMENT	294	14	1,080	88			102	1,374	13.47	0.14
MONITORED PROCESSES	5,757	199	5,702	290	31,520	1,560	2,049	42,979	20.98	4.26
NEW TECHNOLOGIES	3,071	567	3,517	202	968	50	819	7,555	9.22	0.75
PREVENTION OF OCCUPATIONAL HAZARDS	587	131	1,182	295	11,216	2,813	3,239	12,984.5	4.01	1.28
FOODSTUFF SAFETY	939	228	1,610	365	13,142	3,262	3,855	15,691	4.07	1.54
TOTAL	26,754	2,552	26,865	2,289	91,819	10,043	14,884	145,438.25	9.77	14.39

Consum has a System for Assessment of Professional Performance. In 2011 this assessment was made from February to June, continuing with the process got under way in 2008. This process detects any training needs and recognises work well done by management. A total number of 9,361 evaluations were made, covering 94.6% of the total staff. The average mark obtained is 7.6, which is equivalent to 'Sound Work'.

94.4% of Consum's staff, members or members in the trial period are covered by the Internal System of Regulations. The remaining 9.5%, non-member staff, are covered by Consum's own collective agreement.

In order to protect rights of free association and qualify for collective agreements for non-member workers, these are represented on trade union level. The evolution of this representation is in line with Consum's presence in the different autonomous communities in which it works.



Health and Safety at Work

(LA 6, LA 7, LA 8, LA 9)

Consum has an Accident Prevention Plan, with the main aim of integrating the prevention of occupational accidents in the organisation's management.

To this end Consum has a Health and Safety Committee made up of 9 members designated by the Management, a further 9 designated by the Social Committee and 7 prevention experts. All the people working at the Cooperative are represented on this Committee. The percentage of prevention delegates and members of the health and safety committee in respect of the total staff is 5.13%.

The Accident Prevention Service, along with the Development, Shop Management and Logistics Departments, monitors the Planning of preventive activities at the shops and platforms vis-

ited during the year, with the aim of complying with all the corrective measures proposed by the prevention experts and ensuring safer working conditions for all our workers.

All the people joining Consum staff are given training in prevention of occupational risks and also get specific training through the internal magazine BIS, as well as their relatives. This type of training also reaches the community through the Health Section of the Consum Entrenosotros magazine.

As regards the absenteeism rate, we should stress that this year it has gone down slightly as compared with the previous year, both in cases of disease and those of accident rates and, as in previous years, there was no death through occupational accidents in 2011.

TRAINING IN PREVENTION OF OCCUPATIONAL ACCIDENTS

	2010	2011
Basic Training	23%	23%
Specific Training	7%	15%
TOTAL	30%	38%

	Total Absenteeism	IT Absenteeism (Illness)	AT Absenteeism (Occupational Accidents)*	Incident rate
2010	4.14%	3.61%	0.53%	3.06%
2011	3.64%	3.17%	0.46%	2.7 %

* The percentage of occupational accidents includes occupational illnesses. In 2011 there were nevertheless five declared cases of professional illness.



... with consumer-members and customers

(LA 8, SO 1, ES 2.3)

The active participation of Consum's consumer-members in every facet of its business is one of the Cooperative's differentiating traits and involving all of them is one of the organisation's objectives. Consum's values can be summed up in the assertion "listening to act as a responsible company", in which it puts forward its commitment to cater for and integrate its needs in the Cooperative's management.

In 2011 217,640 customers were registered as new consumer-members, reaching the figure of 1,695,669 members, a very high number which vouches for the successful operation of our company and commercial model of advantages for members. It should be stressed that in 2011 the Cooperative passed the figure of one and a half million members, a milestone which was celebrated at an institutional event dedicated to its members.



EVOLUTION OF CUSTOMER-MEMBERS



Members also take part in the training and information activities that the Cooperative puts on for them. Consum, as a consumer cooperative, is also a legally recognised consumer association, and its company aim is to promote consumers' rights and foster healthy lifestyles through its training and informative action plan, to which it assigns roughly 10% of its profit every year.

The "Healthy Life" programme covers the many training activities in the consumer field, intended for adult consumers and schoolchildren, performed by the Cooperative. In 2011 over 32,370 persons took part in this.

13,675 people took part in the 920 activities intended for adults. The most prominent activities were: Healthy Menu, Diet and Traditional Cook-

ing, Cooking with Sense, Tasting Cheeses and Chocolates, Cooking with Origin Denomination - Horchata (tigernut milk) and two new courses: Cured Ham (developing the art of cutting ham, its implications for health and culinary applications) and Consum Inspires you - Christmas Surprises, in which those attending prepared their own recipes at the same time as specialists, following their guidelines.

The Cooperative held the prize-giving ceremony for the 2nd edition of the Healthy Cooking Award in Barcelona, with a participation of over 200 recipes adapting to the criteria of a good Mediterranean diet.

32,370

32,370 PERSONS TOOK PART
IN THE 920 ACTIVITIES IN THE
HEALTHY LIFE PROGRAMME





Training activities for the younger ones were also given, combining learning on consumption matters (diet, nutrition and foodstuff safety) with play, through workshops such as 'Food Sambori', 'We all cook', 'Mediterranean Taste' or 'Cooking at School', in which 15,598 children took part.

The sixth edition of the Consum Story Competition was launched to celebrate the World Consumer Day, under the motto "A good breakfast packs you with strength and energy". A total number of 419 stories were submitted, written by over 3,100 schoolchildren.



Information for the consumer

(SO 1, ES 3.5, ES 4.4)

Consum has several channels for keeping up and ensuring direct, two-way communication with its customer-members. One of the main media used is the Consum Entrenosotros magazine, a two-monthly publication exclusively for our customer-members on food and consumption, as well as covering the Cooperative's activities. In 2011 the total print run was extended to 2.5 million copies, reaching over 470,000 homes. In line with our commitment to members in all the regions where we work, our communication supports are published in the official languages of these regions: Spanish, Valencian and Catalan.

Another particularly important medium, through its renewal in 2011, is Consum's web page. The new web page has been specifically developed as a communication channel with all interest groups, with information, services and applications, which enable both training and participation by the different groups. In 2011, Consum's web page has had over 549,975 visits, 149% more than the previous year, which reveals the success of the new communication channel. One significant piece of data is the number of 1,500 downloads of the 2010 Sustainability Report from the corporate web page.





New communication channels with interest groups have also been launched through the social networks, bringing Consum into Facebook, Twitter, LinkedIn, YouTube, Flickr, Wikipedia or Scribd, and enabling the socialisation of the website contents by integrating the activity buttons of these networks on the Cooperative's web page.

The Cooperative also has fortnightly radio broadcasts on Radio Valencia-Cadena SER, "Ser Consumidor", and on "La Mañana" on COPE Valencia, "Consum Entrenosotros", broadcast every two weeks, guaranteeing Consum's pres-

ence on the two main stations in the Valencian Community as regards audience. Furthermore, with the aim of disseminating Consum's values in Catalonia, weekly broadcasts are given on the "RAC Consumidors" spot on RAC1, the most widely-heard general station in Catalonia, according to the General Media Survey (EGM).

Along with the information work done through the media mentioned, Consum has been very present in the media through current affairs items involving it. In 2011 we managed to get 1,700 hits in the media.



Satisfaction of consumer-members

(EN 28, PR 2, PR 4, PR 5, PR 7, PR 8, PR 9, SO 8)

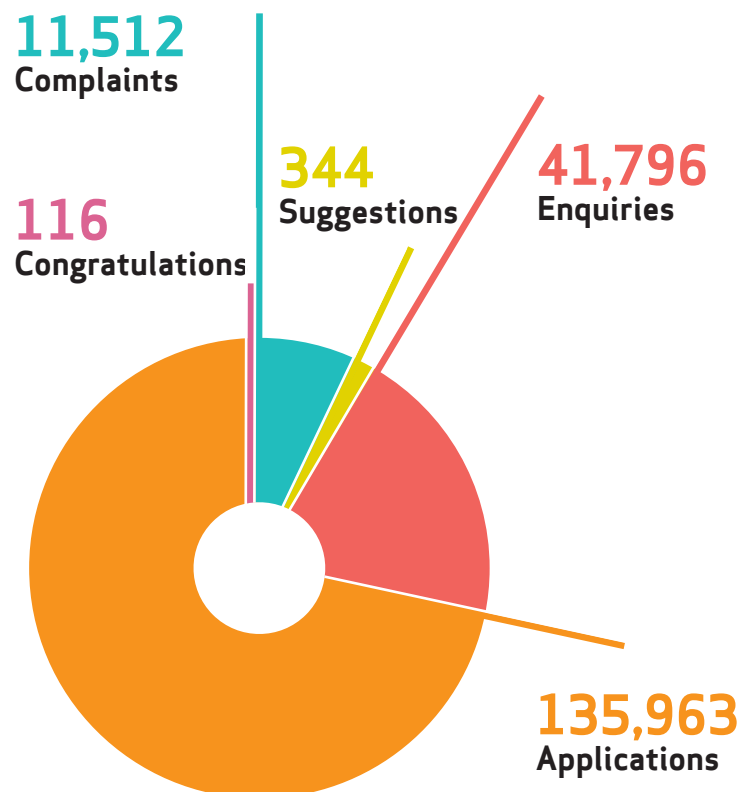
In order to improve and adapt to the needs of our customer-members, we have different media available at Consum for learning how satisfied they are with the products and services that we provide them with.

The registration and management of the incidents learned of through the Active Listening Area of Consum enables the cooperative to get full information from our customer-members

through their calls to this service. To this end Consum has set up a system to get direct information about members' and customers' satisfaction.

In all 189,731 calls were handled through incidents detected by our members and customers during 2011, 2% more than the previous year, through the increase in the number of customer-members.

CUSTOMER CARE PROCESSES



The level of satisfaction of the service given by the Active Hearing Area for the calls received is measured through a study whose result was 8 out of 10, one tenth under the previous year. It is our aim to go on carrying out this satisfaction study, analysing results and improving the aspects that our customers demand most.

Every year Consum also carries out surveys to learn customer satisfaction and the assessment of shops by the customer-member. In 2011 it obtained a valuation of 7 on a scale of ten points, slightly increasing the previous year's level of satisfaction.

With the aim of protecting the personal data of customers and customer-members, Consum complies with the protocols for data protection laid down in the Organic Law on Protection of Personal Data, as is reflected by the results of the audit made during 2010. The system is explained in the "security document" drawn up by the cooperative, under the control of its "Security Head". It is important to stress the lack of complaints as regards privacy and leaks of our members' and customer-members' personal data.

In the event of there being any penalisation through non-compliance with legislation as regards the supply and use of products and services, Consum assumes the responsibility stemming from any such non-compliance.

ADMINISTRATIVE PROCESSES

TYPE	ACTS FINED	COST INCURRED
Voluntary codes	1	540
Labelling	5	11,637
Standards	24	31,605
Environmental	0	0
Marketing	0	0
Data Protection Law	0	0
TOTAL	30	43,746



Programme for customer-members

The application of the Consum Interest Programme means that we can keep constantly in touch with our customer-members, who are sent the commercial brochure every month, as well as a statement detailing the amount of their purchases and the corresponding discount cheque. As a complement they are also regularly sent personalised promotions by groups of members, depending on their preferences and purchasing habits.

The Interest Programme's main tool is the absolutely free customer loyalty card, which can be converted into a payment card if required. This can be applied for at any of our sales outlets and enables customers to accumulate discounts on the purchases made at Consum. It also applies discounts on the consumption of fuel made at the over 3,000 petrol stations in the Solred group. Our customer-members can also benefit from discounts on Viajes Iberia holiday packages.

Only in 2011, Consum's customer-members benefited from discounts of around 17.8 million euros on their purchases, given in the form of discount cheques, which can be swapped for buying any kind of product at our supermarkets. Discounts soared 27% in 2011, which reflects the successful development of the Interest Programme, that improves the organisation's model of relations with its members, by adapting to each customer's purchasing habits.

As regards the qualitative aspect, customer-members promptly receive the "Consum Entre Nosotros" magazine at their homes, as well as particular information about the programming of training activities on questions of consumer interest which are carried out exclusively for them.

... with society

Cooperative support work

(ES 5.1)

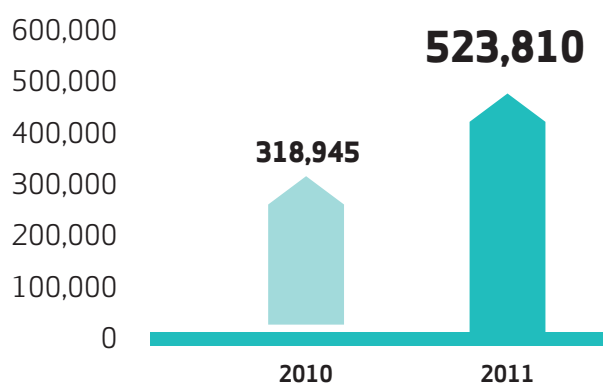
As a social economy company, Consum has one of its lines of work focused on identifying support action for the people who need this most, and directs its efforts, budgets and action to this end. The Cooperative keeps to the criterion of cooperating with proximity projects, both as regards the concern which it cooperates with and the beneficiaries of the action sponsored.

Only in social work, in 2011 there were over one hundred cooperation projects in all the communities in which Consum works. Some of the projects backed by Consum are the ongoing cooperation with Aspani3n, Afanoc, Pupaclown, C3ritas, Asociaci3n Espa3ola contra el C3ncer, Asprona, Fundaci3n Asindown, Asociaci3n de Parkinson, Interm3n Oxfam, Unicef (Champions for Africa), the Red Cross and the Food Bank, as well as many social projects in cooperation with councils in the areas where the cooperative operates, amongst other endeavours. Over 45,000 euros was allocated to this cooperation work.

Well aware of Consum's commitment as a foodstuff distribution company in a situation in which families in its environment are even short of food, in 2011 it got under way an action which had already been introduced at particular centres, but making this general. Whilst applying the established quality requirements, the food that is withdrawn prior to its best-by date, which is perfect for consumption, is donated, in proper order and following a strict protocol to ensure foodstuff safety, to social institutions to be distributed among the people who need this most. Over 348,000 euros has been donated in this way.

Along with these endeavours different provisions of food have also been made, coordinated from the Cooperative's distribution platforms, which have exceeded 118,000 euros. From Silla, El Prat de Llobregat and Las Torres de Cotillas donations have been made to such organisations as the Banco de Alimentos in Valencia and Barcelona, M3dicos del Mundo de Valencia, Proyecto Vida de La Pobla Llarga, Proyecto Hombre in Murcia and C3ritas in Valencia, Barcelona and Murcia.

COOPERATION, SPONSORSHIP AND SOCIAL ACTION



COOPERATION, SPONSORSHIP AND SOCIAL ACTION

ACTION	Economic value
Social action	45,565
Donation at supermarkets	348,168
Donation of fresh produce from platforms and schools	118,078
Others	12,000
TOTAL	523,810

In business year 2011, over 523,000 euros was donated to support schemes, 64.2% more than the previous year.



Integration in the setting

(4.12, 4.13, SO 1, ES 5.5)

Consum's involvement in sectorial associations covers a wide range from both the business and the social and cooperative worlds. In 2011 Consum joined the United Nations Global Compact. The Cooperative is also a full member of Asedas, Asucova, Fedacova, Cedac, Asumur, Asucam, CEV, Aecoc, Logistop, Asociación para el Desarrollo de la Logística (ADL), Fundación Etnor, Fundación de Estudios Bursátiles, Fun-

dación Sabor y Salud, Fundación GEA, Fundació Catalunya-Comerç, Ainia, Hispacoop, Asces, Federació de Cooperatives de Consumo de la Comunidad Valenciana and Federació de Cooperatives de Consumo de Catalunya, as well as the Chambers of Commerce in the provinces where we work, amongst others.



Some of the main voluntary projects for cooperation with national and international institutions are:



The Consum Chair, through which Consum and the Universitat Politècnica de València are developing a geomarketing system to adapt to customers' requirements.



The agreement between Consum and the Red Cross for job-finding for vulnerable groups. The agreement includes the Pluri-regional Operative Programme "Fight against discrimination" with the backing of the European Social Fund, to improve the social integration of the most vulnerable people.



In 2010 Consum signed 12 practical work agreements with training institutions, which have enabled 63 people to carry out their work experience stays. One of these which deserves mention is the Agreement between Consum, Universidad de Valencia and Adeit.



Cooperation with the Instituto de Diversificación y Ahorro Energético (IDEA) and the Agencia Valenciana de la Energía (AVEN) in projects undertaken as part of the Cooperative's Energy Savings and Efficiency Plan.



Cooperation with the Instituto Tecnológico de Informática (ITI) for developing a budget forecasting tool.



Cooperation with the Valencia Polytechnic University's Instituto de Automática e Informática Industrial AI2 for developing a tool for managing timetables and task distribution in order to foster application of Consum's Equality and Reconciliation plan.



Cooperation with Itene in the Smart Reader and Smart Delivery logistics projects



The Green Commerce Project, which sets out to make traders aware of the reduction in energy consumption and waste. The conclusions were used to draw up a Code of Good Environmental Practice and will end up in the award of a Green Commerce label to the businesses complying with its requisites.



Cooperation agreement between the Charter franchises and Agrotaula, a commercial company in the Intercoop Group in order to open supermarkets taking advantage of the synergies of both organisations.

CONSUM



2€



5/ Cooperating means being increasingly close



TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
ALAUÀS	VALENCIA	Antonia Mª Oviedo, 12	96 150 38 54
ALAUÀS	VALENCIA	Crta.Torrent, s/n	96 198 82 80
ALBACETE	ALBACETE	Feria, 4	96 752 22 89
ALBACETE	ALBACETE	Rosario, 38	96 751 09 76
ALBACETE	ALBACETE	Arquitecto Vandelvira, 81	96 722 15 61
ALBAIDA	VALENCIA	Avda Feria, 25	96 290 10 39
ALBAL	VALENCIA	Alcácer, s/n	96 127 04 73
ALBERIC	VALENCIA	Av. Ramón y Cajal, 14	96 244 17 83
ALBORACHE	VALENCIA	Av.Valencia	96 250 85 60
ALBORAYA	VALENCIA	Ctra. Tavernes Blanques (Polígono San Vicent)	96 185 00 82
ALBORAYA	VALENCIA	Av. Horchata, 27	96 185 76 81
ALCÀNTERA DE XÚQUER	VALENCIA	Av. Ribera Alta	96 258 05 85
ALCÀSSER	VALENCIA	Av. Antiguo Reino de Valencia, s/n	96 123 48 36
ALCOI	ALICANTE	Paseo La Alameda 17	96 533 95 81
ALCOI	ALICANTE	Tirant Lo Blanc, s/n	96 533 93 47
ALCOI	ALICANTE	Sabadell, 22	96 533 49 83
ALCOSSEBRE	CASTELLÓN	Camí el Aljub, s/n	96 441 06 44
ALDAIA	VALENCIA	Av. de la Música, s/n	96 150 06 10
ALDAIA	VALENCIA	Av. Dos de Mayo, 9	96 150 90 03
ALFAFAR	VALENCIA	Av.Albufera, 22	96 375 10 53
ALFARA DEL PATRIARCA	VALENCIA	Antonio Expolio, s/n	96 130 03 12
ALGEMESI	VALENCIA	Av. Generalitat, 40	96 242 01 59
ALGINET	VALENCIA	Valencia	96 175 31 42
ALICANTE	ALICANTE	Pintor Baeza, 4	965 24 80 09
ALMANSA	ALBACETE	C/Corredera s/n	96 734 16 17
ALMANSA	ALBACETE	Corredera	967 31 17 47
ALMASSORA	CASTELLÓN	Juan Austria,36	964 56 17 91
ALMENARA	CASTELLÓN	Estación, s/n	96 261 12 22
ALMUSSAFES	VALENCIA	Ramón y Cajal	96 178 38 66
ALZIRA	VALENCIA	Plaza Primero de Mayo, s/n	96 241 75 64
ALZIRA	VALENCIA	Carretera Albalat Oeste s/n	96 240 51 30
ARCHENA	MURCIA	Joaquín Morte	968 67 36 37
AYORA	VALENCIA	Marquesa Zenete, 47	96 219 16 36
BADALONA	BARCELONA	Av. Alfonso XIII, 579	934 60 24 98
BANYERES DE MARIOLA	ALICANTE	Av. Ramón y Cajal	96 556 71 04
BANYOLES	GIRONA	Alvarez de Castro, s/n	972 58 29 32
BARCELONA	BARCELONA	Av. Madrid, 46-48	934 90 00 33
BARCELONA	BARCELONA	Av. Roma, 32-34	932 26 13 09
BARCELONA	BARCELONA	Lluça, 19	934 90 47 89
BARCELONA	BARCELONA	Sants, 206-210	93 490 70 69
BARCELONA	BARCELONA	Rosselló, 346	934 57 46 37
BARCELONA	BARCELONA	Conde Borrell, 9	934 43 96 30
BARCELONA	BARCELONA	República Argentina, 267	932 54 03 10

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
BARCELONA	BARCELONA	Av. Icaria, 160	932 25 74 90
BARCELONA	BARCELONA	Berruguete, 106	932 74 98 00
BARCELONA	BARCELONA	Vía Augusta, 256	932 41 13 25
BAZA (Granada)	GRANADA	Carretera Murcia, s/n	95 886 13 74
BENAGUASIL	VALENCIA	Pianista Iturbi, 9-11	96 273 13 52
BENEJÚZAR	ALICANTE	Primero de Mayo, s/n	96 677 71 18
BENETÚSSER	VALENCIA	Av. Camí Nou, s/n	96 375 77 88
BENICARLÓ	CASTELLÓN	Cristo Del Mar, 41	96 447 40 63
BENICÀSSIM	CASTELLÓN	Av. Jaime I, 87	964 30 22 03
BENIDORM	ALICANTE	Ibiza, 15	965 85 54 71
BENIDORM	ALICANTE	Urano, 3	96 585 99 86
BENIGÀNIM	VALENCIA	Benavent, esq. C/ Empedrat	96 221 51 36
BENIMAMET	VALENCIA	Av.de la Estación, 39	96 340 48 49
BENISSA	ALICANTE	Av. Europa, s/n esquina Av. Madrid	96 573 37 12
BÉTERA	VALENCIA	C/ Tord. Las Masías de Torre en Conill	96 160 88 09
BURJASSOT	VALENCIA	Av. General Prim, 26	96 364 07 29
BURRIANA	CASTELLÓN	Av. Jaime Chicharro, 4	964 51 76 01
CALPE	ALICANTE	Av. Juan Carlos I / C/ Mistral, 2	96 587 42 79
CALLOSA SEGURA	ALICANTE	Camino de la Serrana s/n	965 31 21 69
CANALS	VALENCIA	Vicente Ferri, 30	962 24 33 06
CANET BERENGUER	VALENCIA	Maximiliano Thous, s/n	96 260 85 18
CARAVACA	MURCIA	Juan Carlos I, s/n	968 70 72 00
CARCAIXENT	VALENCIA	Alacant, 5	96 243 1433
CARDEDEU	BARCELONA	Plaça Joan Alsina, 24	93 844 42 36
CARLET	VALENCIA	Rigoberta Menchu, esquina Camí l'Alcudia	96 253 08 04
CARLET	VALENCIA	Balaguer, 13	96 253 29 12
CASTELLAR DEL VALLES	BARCELONA	Portugal, s/n	93 715 89 80
CASTELLÓ	CASTELLÓN	Av. Chatellerault	964 23 55 33
CASTELLON	CASTELLÓN	Paseo Morella, 33	964 24 33 11
CASTELLON	CASTELLÓN	Av. Valencia, 48	964 24 11 26
CASTELLÓN DE LA PLANA	CASTELLÓN	Ronda Magdalena, 33	96 424 27 67
CATADAU	VALENCIA	Carrer Nou, s/n	96 299 08 72
CATARROJA	VALENCIA	Av. Rambleta, 59	96 126 99 22
CATARROJA	VALENCIA	Miguel Hernández, 36	96 126 76 96
CULLERA	VALENCIA	Joanot Martorell (Carretera Faro, s/n)	96 172 23 73
CULLERA	VALENCIA	C/ Caminàs dels Homens	96 173 08 03
CHELLA	VALENCIA	Av.Constitución esq.Doctor Honorio Pallas	96 222 01 48
CHESTE	VALENCIA	Av.Castilla	96 251 13 13
CHIVA	VALENCIA	Ctra. Godelleta. Urbanización La Loma	96 198 25 62
CHIVA	VALENCIA	Plaza Constitución, 4	96 252 29 28
DAIMÚS	VALENCIA	C/Assajador s/n	96 281 94 80
DENIA	ALICANTE	Paseo del Saladar, 75	965 78 22 61
DENIA	ALICANTE	Camino San Juan, s/n (Las Rotas)	96 643 31 63

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
EL EJIDO	ALMERÍA	Estional (Balerma)	950 40 70 47
ELDA	ALICANTE	Av. Ruperto Chapi, 42	965 39 87 81
ELDA	ALICANTE	Murillo, 22	966 98 1880
ELX	ALICANTE	Antonio Mora, 13	966 61 14 69
ELX	ALICANTE	Av. de Novelda, 113	965 43 12 43
ENGUERA	VALENCIA	Diputació, 16	962 22 44 41
FOIOS	VALENCIA	C/ Vicente Ruiz el Soro	96 149 98 34
GANDIA	VALENCIA	Paseo Germanias, 67	962 87 07 91
GANDIA	VALENCIA	Av.Raval, 56	962 96 11 47
GAVA	BARCELONA	Av. Joan Carles I, 29-31	936 33 67 25
GRANOLLERS	BARCELONA	Passeig Muntanya, 148	93 846 69 92
GRANOLLERS	BARCELONA	Joan Pere Fontanella, 14-16	96 879 25 08
GRANOLLERS	BARCELONA	Av.Frances Macià, 67-68	93 879 43 44
HOSPITALET	BARCELONA	Avd. Masnou, 3	934 37 99 95
HOSPITALET	BARCELONA	Av. Miraflores, 5	934 47 05 50
IBI	ALICANTE	Av.Provincia	966 55 15 94
LA TORRE	VALENCIA	Av. Real de Madrid	96 375 99 59
L'ALCORA	CASTELLÓN	Viñals / Les Corts Valencianes	964 36 76 37
L'ALCUDIA	VALENCIA	Av.Antonio Almela, 65	962 54 02 00
L'ALCÚDIA DE CRESPINS	VALENCIA	Av. La Pau, 8	96 223 92 92
L'ALCUDIA DE CRESPINS	VALENCIA	Av. 9 d'Octubre	96 222 77 00
L'ELIANA	VALENCIA	Av. Diputació, 14	96 275 01 50
L'OLLERIA	VALENCIA	Av.Diputació, 34	96 220 21 50
LORCA	MURCIA	Av. Jerónimo Santa Fe, s/n	96 847 12 33
LLIRIA	VALENCIA	C/ del Duc, s/n	96 279 07 15
LLORET DE MAR	GIRONA	Av. Vila de Blanes, 165-167	97 237 65 21
MANISES	VALENCIA	Av. Antic Regne de València	96 152 49 93
MASSAMAGRELL	VALENCIA	Av. Valencia, 17.	96 144 40 11
MASSANASSA	VALENCIA	Av. Blasco Ibáñez, s/n	96 125 54 12
MAZARRÓN	MURCIA	Urbanización Camposol	96 819 91 86
MELIANA	VALENCIA	Rey Don Jaime, 15	96 149 25 31
MIRAMAR	VALENCIA	Poligo Industrial Les Vinyes C/Mallorquins	96 281 88 21
MISLATA	VALENCIA	Av. del Sur, 26	96 379 32 32
MISLATA	VALENCIA	Padre Llansol, 15	96 359 79 00
MONCADA	VALENCIA	Creu Quintana, 3	96 139 41 72
MONSERRAT	VALENCIA	Blasco Ibañez	96 298 61 50
NAQUERA	VALENCIA	Ctra. Bétera-Náquera	96 168 03 40
NOVELDA	ALICANTE	Av. Constitución, 17	965 60 32 12
NULES	CASTELLÓN	Ctra. Vall D' Uixó	964 67 11 11
OLIVA	VALENCIA	Av. Poeta Francisco Brines, s/n / Av.Sisterón / Fonteta	96 283 99 82
OLOT	GIRONA	Mosent - Verdeguer	972 27 16 16
ONDARA	ALICANTE	D. Fleming, 11	965 76 63 33
ONIL	ALICANTE	Av. de Castalla, s/n	96 556 56 04

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
ONTINYENT	VALENCIA	Vicente Gironés, 1	96 238 59 15
ORIHUELA	ALICANTE	Oriolans Ausentes, s/n	96 673 61 60
ORIHUELA	ALICANTE	Urbanizacion Los Altos H1/Pc1	965 32 72 29
ORIHUELA	ALICANTE	Urb. La Zenia Ctra. de Villamartín	96 676 03 04
OROPESA DEL MAR	CASTELLÓN	18 de Julio, 30	964 31 21 98
PAIORTA	VALENCIA	Santa Ana, 18	96 397 37 67
PATERNA	VALENCIA	9 de Octubre, 1	96 137 21 86
PATERNA	VALENCIA	Vicente Lerma, 6	96 137 32 83
PATERNA	VALENCIA	Alfàbega, s/n (Valterna)	96 135 90 59
PICANYA	VALENCIA	Passeig de la Primavera	96 159 0 470
PICASSENT	VALENCIA	San José, 12	96 124 20 99
PICASSENT	VALENCIA	Montserrat, 3	96 122 17 85
PILES	VALENCIA	Camí Racó, s/n	96 283 18 08
PINEDA DE MAR	BARCELONA	Garbí, s/n	937 69 30 47
PLAYA SAN JUAN	ALICANTE	Av. Historiador Vicente Ramos, s/n	96 526 32 08
POBLA DE FARNALS	VALENCIA	Av. de la Constitución, s/n	96 146 19 70
POBLA DE VALLBONA	VALENCIA	Carretera Ademúz, Km 21	96 276 19 01
PUÇOL	VALENCIA	Av. Molí de Vent, 5	96 146 4 203
PUERTO DE SAGUNTO	VALENCIA	Av. Sindicalista Miguel Lluch	96 165 57 43
PUERTO DE SAGUNTO	VALENCIA	Palleter	96 268 31 80
PUERTO DE SAGUNTO	VALENCIA	San Vicente, s/n	96 268 19 82
PUIG	VALENCIA	Castellón, 12	96 147 01 36
QUART DE POBLET	VALENCIA	Conde de Rodezno, s/n	96 152 14 42
RAFELBUNYOL	VALENCIA	Av. Camí de Cebolla, 22	96 141 25 21
REQUENA	VALENCIA	Av. Constitución, s/n	96 230 09 85
REQUENA	VALENCIA	Villajoyosa, 3	96 230 30 52
REUS	TARRAGONA	Aigua Nova, 7	977 75 01 72
RIBA-ROJA	VALENCIA	Ctra. Ribarroja-Valencia, 87	96 277 26 21
ROJALES	ALICANTE	C.C. El Puente	96 671 26 31
ROJALES	ALICANTE	Av. Jerez de la Frontera (Urbanización D. Pepa)	96 673 10 82
ROQUETAS DE MAR	ALMERÍA	Av. del Sabinal, 100	95 017 13 88
ROQUETAS DE MAR	ALMERÍA	Av. Roquetas, 75	950 321 425
SAGUNT	VALENCIA	Los Huertos, 72	96 266 17 46
SAN ANTONIO DE BENAGÉBER	VALENCIA	Urbanización Montesano	96 165 57 43
SAN ANTONIO DE BENAGÉBER	VALENCIA	Parcela 4 Sector TR	96 135 22 43
SAN FULGENCIO	ALICANTE	Fco. Quevedo y Luis Góngora (Urb. La Marina II Parc. C-1)	96 679 58 35
SAN JAVIER	MURCIA	Av. Aviación Española, 32	96 819 08 82
SANT BOI	BARCELONA	Franscesc Macià, 80	93 640 27 91
SANT CUGAT	BARCELONA	Av. Rius i Taulet, 49	935 90 26 10
SANT JOAN	ALICANTE	Jaime I, 7	96 565 69 91
SANT JOAN	ALICANTE	Av. Mutxamel / Foguerer José García	96 594 23 56
SANT JOAN DE L'ÈNOVA	VALENCIA	Parcela 2 - Sector 2 P.I. De San Joan	96 297 04 79
SANTA COLOMA DE CERVELLÓ	BARCELONA	Av. dels Països Catalans	93 634 00 61

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
SEDAVÍ	VALENCIA	Av. del País Valencià, 45	96 375 67 61
SEGORBE	CASTELLÓN	Av. España, 130	964 71 27 68
SILLA	VALENCIA	Rambla Independencia	96 120 26 66
SILLA	VALENCIA	Cooperativa Agrícola	96 121 42 40
SUECA	VALENCIA	Ronda Bernat Aliño	96 171 12 20
TERRASA	BARCELONA	Prat de la Riba, 160	937 36 35 90
TORRENT	VALENCIA	Canónigo Gisbert, s/n	96 156 33 40
TORRENT	VALENCIA	Toll l'Alberca	96 157 71 13
TORRENT	VALENCIA	San Valeriano, 9	96 156 00 20
TORRENT	VALENCIA	Parque Comercial Toll L'Alberca	96 157 70 95
TORRENT	VALENCIA	Av. País Valencià, 98	96 155 81 60
TORREVIEJA	ALICANTE	Carretera Cartagena Alicante. C.C. Punta Marina	96 679 85 56
TORREVIEJA	ALICANTE	Zoa, 75-77	966 70 20 20
TOTANA	MURCIA	Carretera Nacional, km 616	96 842 55 22
TURÍS	VALENCIA	Arquitecto Juan Luis García Lozano, s/n	96 252 83 02
UTIEL	VALENCIA	Ramon y Cajal, 14	96 217 45 56
VALENCIA	VALENCIA	C/Almassera 8	96 377 51 27
VALENCIA	VALENCIA	Plaza Segovia 2,4	96 358 10 95
VALENCIA	VALENCIA	Ángel Guimerà, 70	96 384 15 81
VALENCIA	VALENCIA	Santos Justo y Pastor, 79	96 355 39 80
VALENCIA	VALENCIA	Av. Burjasot, 126	96 348 01 82
VALENCIA	VALENCIA	General Llorens, 22	96 348 00 57
VALENCIA	VALENCIA	Historiador Diago, 5-7	96 382 51 13
VALENCIA	VALENCIA	Oltá, 50	963 34 68 63
VALENCIA	VALENCIA	Dr. Royo Vilanova, 4	96 377 05 14
VALENCIA	VALENCIA	Av. Peset Aleixandre, 78	96 348 02 83
VALENCIA	VALENCIA	Llanera de Ranes, 24	96 378 71 52
VALENCIA	VALENCIA	Heroes Virgen de la Cabeza, 64	96 378 88 17
VALENCIA	VALENCIA	Arquitecto Alfaro, 5	96 367 48 80
VALENCIA	VALENCIA	Dolores Marqués s/n	96 362 05 82
VALENCIA	VALENCIA	Padre Viñas, 54	963 664 180
VALENCIA	VALENCIA	Ceramista Ros, 13	96 378 56 87
VALENCIA	VALENCIA	Rodrigo de Pertegaz, 18-20	96 330 49 48
VALENCIA	VALENCIA	Bachiller, 24	96 369 97 71
VALENCIA	VALENCIA	Matías Perelló, 46	963 74 9012
VALENCIA	VALENCIA	Castillo de Benissanó	96 383 55 43
VALENCIA	VALENCIA	Olivereta, 42	96 379 73 05
VALENCIA	VALENCIA	Jesús, 98	96 380 28 54
VALENCIA	VALENCIA	Cardenal Benlloch, 54	96 369 52 25
VALENCIA	VALENCIA	Fontanares, 5-7	96 377 82 88
VALENCIA	VALENCIA	San Vicente, 136	96 341 75 50
VALENCIA	VALENCIA	Uruguay, 27	96 380 63 01
VALENCIA	VALENCIA	Na Robella, 4	963 33 85 92

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
VALENCIA	VALENCIA	Padre Ferris, 20	963 400 408
VALENCIA	VALENCIA	Doctor Marañón s/n	96 357 82 32
VALENCIA	VALENCIA	Av. Puerto, 79	96 360 22 12
VALENCIA	VALENCIA	Camino de Montcada, s/n	96 366 13 52
VALENCIA	VALENCIA	Hospital, 1	96 394 14 78
VALENCIA	VALENCIA	Mayor, 60 Barrio Nazaret	96 367 19 24
VALENCIA	VALENCIA	Castielfabib, 22 / Pl. Diputat Luis Lucía, 8 y Valle Ballester, 29	96 340 26 35
VALENCIA	VALENCIA	Obispo Jaime Pérez, 14	96 334 01 77
VALENCIA	VALENCIA	Periodista Gil Sumbiela, 61	96 349 65 64
VALENCIA	VALENCIA	Cardenal Benlloch, 107	96 369 83 08
VALENCIA	VALENCIA	Cartagena, 4	96 385 83 61
VALENCIA	VALENCIA	Archiduque Carlos, 63-65	96 358 08 22
VALENCIA	VALENCIA	Serrería, 43	96 371 31 19
VALENCIA	VALENCIA	Nicasio Benlloch, 80	963 49 73 67
VALENCIA	VALENCIA	Alboraya, 31	96 389 16 80
VALENCIA	VALENCIA	Sueca, 34	96 341 12 50
VERA	ALMERÍA	Ctra. De Garrucha a Villaricos Playazo de Vera	950 61 82 97
VERGEL	ALICANTE	Doctor Domenech, 12	965 75 10 06
VILAFRANCA DEL PENEDÉS	BARCELONA	Av. Tarragona, 97-101	93 817 26 55
VILAJIOSA	ALICANTE	Av. Pianista Gonzálo Soriano, 3	96 685 00 56
VILA-SECA	TARRAGONA	Av. Ramon d' Olzina	977 39 35 36
VILLAR DEL ARZOBISPO	VALENCIA	Castellón 10-12	96 272 07 27
VILLAREAL	CASTELLÓN	Calvario, s/n / Penyagolosa	96 450 00 53
VILLARREAL	CASTELLÓN	Furs de València, s/n	96 453 82 55
VILLARREAL	CASTELLÓN	Onda, s/n	96 453 13 13
VILLENA	ALICANTE	Av. Constitucion, 41	965 80 30 50
XATIVA	VALENCIA	Baixada del Carmen 8	96 227 04 53
XIRIVELLA	VALENCIA	Av. del Cami Nou, 70	96 383 02 03
YECLA	MURCIA	Arcipreste E. Díaz, 63	968 79 55 52



TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
AGOST	ALICANTE	Av. Doctor Fleming, 11	96 569 22 75
AIELO DE MALFERIT	VALENCIA	Av. Santísimo Cristo, s/n	96 290 44 29
ALCALÀ DE XIVERT	CASTELLÓN	Plaza Don Juan Vilanova, 17	964 41 04 72
ALFAFAR	VALENCIA	Poeta Miguel Hernández, s/n (Parque Alcosa)	96 375 05 11
ALGEMESI	VALENCIA	Plaza del Mercado, 9	96 248 13 94
ALICANTE	ALICANTE	Jimenez Cisneros, 27	965 25 07 19
ALICANTE	ALICANTE	G. Castello, 28	965 17 93 59
ALMUSSAFES	VALENCIA	Santa Ana, 24	96 178 24 81
ALQUERIAS DEL NIÑO PERDIDO	CASTELLÓN	Virgen de Gracia, 33-35	964 51 24 41
ALTEA	ALICANTE	Costa Blanca, s/n	965 84 34 12
ALTEA	ALICANTE	San Francisco / Ancla, s/n	966 88 13 16
BADALONA	BARCELONA	Av. Martí Pujol, 641-647	934 60 67 99
BARCELONA	BARCELONA	Roselló, 502-504	93 435 69 34
BARCELONA	BARCELONA	Jerusalén, 4	933 18 25 41
BARCELONA	BARCELONA	Casanova, 142	93 323 07 90
BARCELONA	BARCELONA	Sta Amelia, 31	93 205 16 09
BARCELONA	BARCELONA	Nicaragua, 110-112	93 419 79 42
BARCELONA	BARCELONA	Cartagena, 293	93 435 41 57
BARCELONA	BARCELONA	Mallorca, 354	93 458 11 90
BARCELONA	BARCELONA	Rogent, 63-65	93 456 47 62
BARCELONA	BARCELONA	Av. Meridiana, 256	93 349 47 92
BARCELONA	BARCELONA	Passeig Sant Gervasi, 63	934 18 54 50
BARCELONA	BARCELONA	Berlin, 4	934 90 46 29
BARCELONA	BARCELONA	Av. Mare Deu Montserrat, 19	932 85 82 23
BARCELONA	BARCELONA	Felipe de Paz, 9	934 09 34 28
BARCELONA	BARCELONA	Travessera de Dalt, 34	932 18 03 77
BARCELONA	BARCELONA	Buenos Aires, 30	933 63 11 53
BARCELONA	BARCELONA	Numancia, 77	933 63 11 55
BARCELONA	BARCELONA	Entença, 28	932 92 47 23
BARCELONA	BARCELONA	Oliveras, 38	932 92 47 26
BARCELONA	BARCELONA	Escorial, 120	932 85 82 13
BARCELONA	BARCELONA	Camelies, 39	932 85 82 09
BARCELONA	BARCELONA	París, 53	934 94 12 66
BARCELONA	BARCELONA	Provenza, 111	934 52 15 34
BARCELONA	BARCELONA	Ronda Guinardó, 52	93 046 22 44
BARCELONA	BARCELONA	Av. Hospital Militar, 34	932 38 56 18
BARCELONA	BARCELONA	Av. Madrid, 166	934 09 28 60
BARCELONA	BARCELONA	Maria Cubí, 70	932 41 45 13
BARCELONA	BARCELONA	Ronda Sant Pau, 29	93 443 79 97
BARCELONA	BARCELONA	Conde Urgell, 85	933 23 81 87
BARCELONA	BARCELONA	Mercat Sant Gervasi / Pl. Joaquim Folguera	932 53 17 47
BARCELONA	BARCELONA	Balmes, 306	932 41 57 90
BARCELONA	BARCELONA	Vía Julia, 76 - S. Francisco Javier	932 76 80 28

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BARCELONA	BARCELONA	Alcudia, 43	93 354 20 17
BARCELONA	BARCELONA	Villarroel, 15	932 89 32 44
BARCELONA	BARCELONA	Las Chafarinas, s/n	932 76 84 10
BARCELONA	BARCELONA	Gran Vía Corts Catalanes, 321	932 92 46 54
BARCELONA	BARCELONA	Gran de Gracia, 25	932 92 28 08
BARCELONA	BARCELONA	Juan Bravo, 8-10	934 22 43 01
BARCELONA	BARCELONA	Travessera de les Corts, 230	93 490 84 33
BARCELONA	BARCELONA	Llull, 465	93 305 57 34
BARCELONA	BARCELONA	Paseo de Valldaura, 172	93 350 62 62
BARCELONA	BARCELONA	Roger de Flor, 85	93 231 08 57
BARCELONA	BARCELONA	Padilla, 306	93 435 84 87
BARCELONA	BARCELONA	Valencia, 478	93 232 80 18
BARCELONA	BARCELONA	Fabra i Puig, 53-57	933 11 61 55
BENICASIM	CASTELLÓN	Av. Ferrandis Salvador, 131	96 439 56 66
BENIDORM	ALICANTE	Virgen de la Almudena, s/n	96 680 82 01
BENIFAÍO	VALENCIA	Trullas, 43	96 179 50 68
BENIMAMET	VALENCIA	Campamento, 28	96 363 64 50
BETXI	CASTELLÓN	Av. Primero De Mayo, 86	964 62 22 59
BLANCA	MURCIA	Federico Servet, s/n	968 45 92 82
BOCAIRENT	VALENCIA	Santa Águeda, s/n	96 235 05 33
BURJASSOT	VALENCIA	Pi i Margal, 5	96 363 63 66
BURRIANA	CASTELLÓN	Plaza José Iturbi, 2 - Ecofiesta	96 451 48 00
CASAS IBAÑEZ	ALBACETE	Carretera Nacional 332, 76	967 46 13 74
CASASIMARRO	CUENCA	Pl. de la Constitución, 9	967 48 75 41
CASTELLAR	VALENCIA	Vicente Puchol, 49	96 375 01 94
CASTELLAR	VALENCIA	Escultor Federico Siruana, 19	96 376 49 68
CASTELLON	CASTELLÓN	Av. República Argentina	964 25 42 67
CASTELLON	CASTELLÓN	Ronda Vinatea, 8	964 25 37 55
CASTELLÓN DE LA PLANA	CASTELLÓN	Herrero, 51	96 420 63 89
CASTELLÓN DE LA PLANA	CASTELLÓN	Polígono Rafalafena, 27	96 423 46 51
CATARROJA	VALENCIA	Av. Rambleta, 38 - Colón, 60	96 127 08 51
CATRAL	ALICANTE	Purísima, 34	965 72 36 30
EL CAMPELLO	ALICANTE	Av. Ausias March, s/n - Av. Xixona s/n	96 563 58 97
EL MASNOU	BARCELONA	Italia, 50	93 540 08 29
EL PERELLÓ	VALENCIA	Av. Sueca, c/ Roger de Lauria	96 177 06 07
EL PINOSO	ALICANTE	Badem Rico Lucas, s/n	965 47 75 64
EL PRAT	BARCELONA	Av. Vr. De Montserrat, 202	934 78 38 02
EL VENDRELL	TARRAGONA	Av. San Vicente, 18-24	97 766 22 22
ELCHE DE LA SIERRA	ALBACETE	Av. España, 8	967 41 13 70
ELDA	ALICANTE	Poeta Zorrilla, s/n	96 538 26 21
ELDA	ALICANTE	Av. Alfonso XIII-Zona actuación 9	96 538 78 20
ELX	ALICANTE	Av. de Illice, s/n, Torrellano	96 568 00 58
FAURA	VALENCIA	Santa Bárbara, 80 / Valencia	96 260 07 23

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
FUENTE ALAMO	MURCIA	Manuel de Falla, 35	968 59 87 12
FUENTEALAMO	ALBACETE	Plaza España, 39	96 732 17 14
GANDIA	VALENCIA	Ferrocarril D' Alcoi, 113	962 87 56 53
GARRUCHA	ALMERÍA	Mayor, s/n	950 46 06 57
GAVA	BARCELONA	Sant Lluís, 63	936 35 52 00
GAVÁ	BARCELONA	Mare de Deu de Montserrat, 9	93 633 52 91
GILET	VALENCIA	Pla de la Venta (Antigua Ctra. Nacional 324)	96 262 28 11
HELLÍN	ALBACETE	López de Oro, 43	96 730 52 19
HOSPITALET	BARCELONA	Dr. Martí Julia, 133	93 432 3941
HOSPITALET	BARCELONA	Enric Prat de la Riba, 195	93 337 5886
HOSPITALET	BARCELONA	Av. Severo Ochoa, 94	93 438 3328
HOSPITALET DEL INFANT	TARRAGONA	Baix Empordà / Terra Alta	97 726 26 84
INIESTA	CUENCA	Cañadas, 6	967 49 07 81
JAVEA	ALICANTE	P.P. Pou del Moro (J. Espronceda y G. Vega)	96 646 30 25
JUMILLA	MURCIA	Canovas del Castillo, 105	968 75 78 65
L'ALCUDIA	VALENCIA	Mayor, 16	96 254 12 19
L'ALFÀS DEL PI	ALICANTE	Av. del Albir, 67	96 686 73 20
LOS ALCÁZARES	MURCIA	Av. de la Libertad / Isla del Ciervo y del Sujeto	96 858 29 23
LLEIDA	LLEIDA	Jeroni Pujades, 29	97 323 06 15
LLEIDA	LLEIDA	Enric Pubill, 7 Balafia	97 324 78 17
LLEIDA	LLEIDA	del Centre, 4	97 321 27 04
LLEIDA	LLEIDA	Vallcalent, 35	973 28 17 66
MADRIGUERAS	ALBACETE	Pasos, 19	967 48 51 62
MATARÓ	BARCELONA	Ronda Alfonso X El Sabio, 54	93 790 48 54
MATARÓ	BARCELONA	Ronda Alfonso X El Sabio, 136	937 41 19 10
MATARÓ	BARCELONA	Jacinto Verdaguer, 23	93 755 53 80
MELIANA	VALENCIA	Av. Santa Maria, 3	96 149 14 18
MISLATA	VALENCIA	Turia, 8	96 383 10 56
MOJÁCAR	ALMERÍA	Av. Mediterráneo, 371 - Parque Comercial Mojacar	95 047 22 26
MONCADA	VALENCIA	Badia, 102	96 139 57 35
MONFORT	ALICANTE	Avda De Aspe, 7	96 562 18 13
MUNERA	ALBACETE	Mayor, 38	96 737 30 99
MURCIA	MURCIA	Navarra, s/n	968 28 64 90
MURCIA	MURCIA	Pina, 23 / Espronceda - Huerto de las Bombas	96 829 00 22
MURCIA	MURCIA	Ronda Levante esquina Islas Canarias	96 824 33 05
NULES	CASTELLÓN	Santa Natalia, 3	96 467 33 33
OLULA DEL RÍO	ALMERÍA	Granada, 11	95 044 19 34
ONTUR	ALBACETE	Pascual Abellan	96 732 38 18
PAIORTA	VALENCIA	País Valenciano, 8	96 397 50 58
PEÑISCOLA	CASTELLÓN	Maestro Bayarri, 24	96 446 77 91
PICANYA	VALENCIA	Av. Marques del Turia, 7	96 159 28 57
PICANYA	VALENCIA	San Juan Bautista, 20	96 159 22 12
PICASSENT	VALENCIA	Av. Sud, 57	96 123 12 79

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
PINEDA DE MAR	BARCELONA	Jaume Balmes, 15	937 62 95 10
QUART DE POBLET	VALENCIA	Constitución, 15	96 154 01 65
RAFAL	ALICANTE	Dr. Fleming, 1	96 675 28 39
REUS	TARRAGONA	Plaza Conde Reus, 1	977 32 24 52
RIPOLLET	BARCELONA	Pedraforca, 2	935 86 32 50
RODA DE BARA	TARRAGONA	Crta.Tarragona s/n	977 80 05 54
SABADELL	BARCELONA	Ronda Zamenhof, 58-66	937 48 04 10
SABADELL	BARCELONA	Corominas, 2-6	937 25 59 58
SAGUNTO	VALENCIA	Capitán Pallarés, 14	96 266 61 61
SALT	GIRONA	Passeig dels Paisos Catalans	972 24 56 94
SAN VTE. RASPEIG	ALICANTE	Ancha Catellar, 79	965 66 85 49
SAN VTE. RASPEIG	ALICANTE	Ancha Catellar, 18	965 67 39 58
SANT BOI	BARCELONA	Once Septiembre, 14	93 654 13 04
SANT BOI	BARCELONA	Colón, 46	93 661 42 42
SANT JUST	BARCELONA	Raval de la Creu, 42 (Mdo.)	934 70 12 00
SANTA COLOMA	BARCELONA	Mas Mari, 43	934 66 51 48
SANTA COLOMA DE GRAMANET	BARCELONA	Singuerlin	93 391 84 08
SANTA POLA	ALICANTE	Finlandia, 1 - Urbanización Gran Alacant	96 669 73 98
SILS	GIRONA	Av. Países Catalans, s/n	97 216 86 37
SILLA	VALENCIA	Ausias March, 10	96 120 32 62
SITGES	BARCELONA	Lluís Companys, 8	938 11 30 16
SOLLANA	VALENCIA	Holanda, 1	96 174 02 75
SOLLANA	VALENCIA	Av. dr. Santiago Vidal Soria, 18	96 174 12 60
TARAZONA DE LA MANCHA	ALBACETE	La Virgen, 7	967 48 13 55
TARRAGONA	TARRAGONA	Cardenal Cervantes, 37	977 24 71 13
TOBARRA	ALBACETE	Príncipe De Asturias, 4	96 732 91 55
TORREBLANCA	CASTELLÓN	San Antonio, 34	964 42 05 27
TORRENT	VALENCIA	L'Horta, 8	96 155 59 66
TORRENT	VALENCIA	Av. País Valenciano, 16	96 157 20 50
TORREVIEJA	ALICANTE	Av. Diego Ramírez	96 571 32 90
TORREVIEJA	ALICANTE	Av. Habaneras, 75	96 570 68 15
TOTANA	MURCIA	Santomera, 15	968 42 35 11
VALENCIA	VALENCIA	Martínez Ferrando, 6	96 351 67 65
VALENCIA	VALENCIA	Avda Dr. Waskman, 37	96 334 42 76
VALENCIA	VALENCIA	Lorca, 12	96 385 29 39
VALENCIA	VALENCIA	Jesús, 35-37	96 341 98 48
VALENCIA	VALENCIA	Salvador Rubio, 3	96 349 06 46
VALENCIA	VALENCIA	Nicasio Benlloch, 12	963 40 69 44
VALENCIA	VALENCIA	Amparo Iturbi, 71	96 395 85 18
VALENCIA	VALENCIA	Plaza Rojas Clemente, 13	96 391 92 52
VALENCIA	VALENCIA	Blasco Ibañez, 148	96 372 49 01
VALENCIA	VALENCIA	Serpis, s/n	96 389 06 00
VALENCIA	VALENCIA	Amadeo Saboya, 15	96 393 19 17

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE N°
VALENCIA	VALENCIA	Carteros, 71	96 357 11 23
VALENCIA	VALENCIA	Av. Cortes Valencianas, 22	96 340 64 80
VALENCIA	VALENCIA	Fray Pedro Vives, 21-23-25	96 365 30 20
VALENCIA	VALENCIA	Alfambra, 10	96 348 31 13
VALENCIA	VALENCIA	Enrique Navarro, 35	96 360 29 69
VALENCIA	VALENCIA	Pintor Zariñena, 7	96 391 96 77
VALLADA	VALENCIA	Av. Els Molinets, s/n	96 225 72 14
VILAJOIOSA	ALICANTE	Ramón i Cajal, 16-18	965 89 34 12
VILAMARXANT	VALENCIA	Crta. Pedralba, 69	96 271 21 03
VILAVELLA	CASTELLÓN	Camino Real, s/n	96 467 72 62
VILLARREAL	CASTELLÓN	Av. Cedre, 43	96 452 26 52
VINAROS	CASTELLÓN	Av. País Valencià, 13	96 440 14 24
XERACO	VALENCIA	Av. de la Mota, s/n	96 288 80 20
XILXES	CASTELLÓN	1º de Mayo, 3	96 459 01 58
XIRIVELLA	VALENCIA	Av. del Cami Nou, s/n	96 379 63 52
XIRIVELLA	VALENCIA	Maestro Rodrigo, 4	96 359 02 11



TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
ADEMUZ	VALENCIA	Av. Valencia, 23	97 878 50 55
AGULLENT	VALENCIA	Mayor, 36	96 290 70 42
AIGÜES	ALICANTE	Pza. de la Iglesia, 18	96 569 05 60
ALBALAT DE LA RIBERA	VALENCIA	El Corralot, 12	96 249 22 81
ALBUIXEC	VALENCIA	Mayor, 26	96 140 00 01
ALCÀSSER	VALENCIA	Santísima Trinidad, 94	96 124 02 47
ALCOSSEBRE	CASTELLÓN	Partida Cap i Corp, Camping Playa Tropicana	96 441 24 63
ALFAFAR	VALENCIA	Gomez Ferrer, 8	96 376 54 49
ALGUEÑA	ALICANTE	Av. Roca de Togores, 2	96 547 62 32
ALICANTE	ALICANTE	Partida de Bacarot, 4	96 511 26 12
ALICANTE	ALICANTE	Radiofonista Raúl Álvarez Antón, 2	96 614 68 04
ALMASSORA	CASTELLÓN	Camí Ben-Afeli, s/n	964 56 01 46
ALMENARA	CASTELLÓN	Del Mur, 55	96 261 00 12
ALMUSSAFES	VALENCIA	Mayor, 119	96 178 45 74
ALTEA	ALICANTE	Partida Montahud, 36	96 584 09 42
ALZIRA	VALENCIA	Favareta, 52	96 241 79 87
ANGLÉS	GIRONA	Verneda, 14 bajo	972 42 14 53
ANNA	VALENCIA	Manuel de Falla, 12	96 221 04 62
ANTELLA	VALENCIA	Pintor Abril, 10	96 297 44 08
ATZENETA DEL MAESTRAT	CASTELLÓN	Av. Castellón, 39	96 437 01 47
BARCELONA	BARCELONA	Junta de Comerç, 30	93 302 13 59
BARCELONA	BARCELONA	Sant Pere Mes Alt, 57 - bajo	93 269 19 14
BARCELONA	BARCELONA	Sta. Coloma, 21 - Once de Septiembre	93 311 25 77
BARCELONA	BARCELONA	Nou de la Rambla, 52	93 329 91 17
BARCELONA	BARCELONA	Estadella, 34	93 305 77 85
BARXETA	VALENCIA	San Roque, 13	96 221 41 28
BÉLGIDA	VALENCIA	Mayor, 8	96 290 10 77
BENAGUASIL	VALENCIA	C/ L'entrada, 44	96 273 03 35
BENICARLÓ	CASTELLÓN	Polígono Industrial El Mollet, 301-305	96 446 70 13
BENIDORM	ALICANTE	Maravall, 1	96 586 78 68
BENIDORM	ALICANTE	Av. Armada Española, 2	965 86 50 53
BENIFAIÓ	VALENCIA	Espioca, 38	96 178 28 33
BENIFAIÓ	VALENCIA	Juan Ramón Jimenez, 84	96 178 15 86
BENIFAIRO DE LA VALLDIGNA	VALENCIA	Ricardo Romero, 26	96 281 07 50
BENIPARRELL	VALENCIA	Av. Blasco Ibañez, 15	96 121 30 58
BENITACHELL	ALICANTE	Jose Antonio, 38	96 649 34 70
BETERA	VALENCIA	Camino Alcublas, s/n	96 160 02 13
BETERA	VALENCIA	Urbanización Mas Camarena	96 168 75 64
BETERA	VALENCIA	Salvador Giner, 42	96 169 12 17
BICORP	VALENCIA	Maestro Serrano, 9	96 226 90 50
BOCAIRENT	VALENCIA	Martí Calabuig, 10	96 235 05 96
BOLBAITE	VALENCIA	Ramon y Cajal, 11	96 222 30 15
BORRIOL	CASTELLÓN	Rey Don Jaime, 11	96 432 21 28

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
BURJASSOT	VALENCIA	Pintor Pinazo, 4	96 364 31 08
BURJASSOT	VALENCIA	Guillem de Castro, 28	96 364 41 14
BURRIANA	CASTELLÓN	Av. Llombai, s/n	96 451 02 60
CABANES	CASTELLÓN	Polígono Industrial S-3 C/ 2, 2	96 433 20 48
CALAFELL	TARRAGONA	Paseo Marítimo 181-188	977 16 34 89
CALDES DE MONTBUI	BARCELONA	Carretera comarcal 1415 km 1.925	93 840 45 70
CAMPDEVÀNOL	GIRONA	C/ Compte Arnau, nº 5	97 273 02 19
CAMPORROBLES	VALENCIA	Caudete de las Fuentes, 12	96 218 0022
CARBONERAS DE GUADAZAÓN	CUENCA	Don Cruz, 57 bajo	96 934 90 27
CARCER	VALENCIA	Manuel Tarancón, 35	96 297 64 47
CARDENETE	CUENCA	La Iglesia, 8	969 34 80 11
CASINOS	VALENCIA	Dr. Gomez Ferrer, 30	96 270 03 43
CASTELLÓ DE RUGAT	VALENCIA	Ausias March, s/n	96 281 42 31
CERDANYOLA DEL VALLÉS	BARCELONA	Francolín, 23	93 692 93 96
CORBERA ALCIRA	VALENCIA	Av. País Valencià. 12	96 256 11 52
CORNELLÀ DE TERRI	GIRONA	Mayor,10	97 259 68 51
CULLERA	VALENCIA	Vicente Grau Font, 16 Ed. Sta. Marta	96 172 62 38
CUNIT	TARRAGONA	Av. Can Nicolau, 22	977 67 25 13
CUNIT	TARRAGONA	Julio César,6	97 716 09 58
CUNIT	TARRAGONA	Pere Romeu, 15	97 767 58 06
CHELVA	VALENCIA	C/ Martires, 33	96 210 00 40
CHELLA	VALENCIA	Plaza Adolfo Gimenez Del Rio, 11	96 222 05 75
CHESTE	VALENCIA	Chiva, 20	96 251 24 74
EL BRUC	BARCELONA	Bruc del Mig, 86	93 771 00 08
EL PAPIOL	BARCELONA	Plaza Gaudí, 1	93 673 14 22
EL PRAT DE LLOBREGAT	BARCELONA	Paseo Mozambique, 2 (Pol. Ind. Pratenc-Zal)	647 00 08 19
EI SALER	VALENCIA	Gola de Puchol, 6	96 161 04 89
FINESTRAT	ALICANTE	Av. Benidorm, 6 Bajo	965 87 89 80
FOIOS	VALENCIA	Pintor Sorolla, 1	96 149 49 19
FONT DE LA FIGUERA	VALENCIA	Plaza Mayor, 22	96 229 02 46
GAVARDA	VALENCIA	Uno, 4	96 259 40 81
GENOVÉS	VALENCIA	Lepanto, 1	96 222 97 87
GODELLETA	VALENCIA	Cervantes, 18	96 180 06 05
GODELLETA	VALENCIA	Crta. Godelleta - Valencia KM 11,7 (Agip)	96 180 00 29
GODELLETA	VALENCIA	Mayor, 8	96 180 04 02
GUADASSUAR	VALENCIA	Jesús, 5	96 257 00 77
HIGUERUELA	ALBACETE	Primo de Rivera, 10	967 28 72 90
JÉRICA	CASTELLÓN	Av. Valencia, 12	964 12 92 77
LA REVA	VALENCIA	Mallorca, s/n Pol. Ind. La Reva, Loriguilla	96 166 77 49
LA TORRE	VALENCIA	Pintor Rafael Solbes, 3	96 377 81 58
LA VALL D'UIXÓ	CASTELLÓN	Ciutat de L'Alguer, 15. Polígono "La Travessa"	96 469 69 56
LANDETE	CUENCA	Cuenca, s/n	96 936 14 27
LEDANA	CUENCA	Antonio Pérez, 2	967 49 25 04

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
LES FRANQUESES DEL VALLÉS	BARCELONA	Girona, 33 (Bellavista)	93 861 84 97
LLAURI	VALENCIA	Pza. Libertad, 5	96 256 01 48
LLIÇÀ D'AMUNT	BARCELONA	Carretera BV-1432 KM 2,300	93 841 50 70
LLIRIA	VALENCIA	Plaza Mayor, 35	96 279 03 81
LLOSA DE RANES	VALENCIA	Ramon Beneito, 1	96 292 40 11
MANRESA	BARCELONA	Plaza Bages, 10	93 874 95 82
MANUEL	VALENCIA	Del Angel, 11	96 226 80 85
MANZANERA	TERUEL	Tomas Maria Ariño,3	97 878 18 32
MASQUEFA	BARCELONA	Salvador Dalí, 7	93 772 75 82
MELIANA	VALENCIA	Matrices, 4	96 149 11 19
MIRA	CUENCA	Obispo Sanguesa, 8	969 34 03 67
MISLATA	VALENCIA	San Francisco de Asís, 4	96 370 28 68
MOIXENT	VALENCIA	San Alberto, 17	96 226 01 40
MONCOFA	CASTELLÓN	Colón, 35	964 57 93 55
MONTGAT	BARCELONA	Ronda 8 de Març, 145-147	93 469 20 04
MONTROI	VALENCIA	Turis,15	96 255 54 10
MORA DE RUBIELOS	TERUEL	Av. Ibañez Marín, 20	978 80 71 03
MORELLA	CASTELLÓN	Crtra. De Castellón, 2	964 16 31 09
NAVARRES	VALENCIA	Pintor Tarrasó, 62	96 226 63 91
NULES	CASTELLÓN	Senda Mitjana, s/n	96 467 01 91
OLIVA	VALENCIA	Conde de Oliva, 8	96 285 06 07
OLOT	GIRONA	Bisbe Guillemet, 6	97 227 01 08
PALLEJA	BARCELONA	Plaza Mossent Jacint Verdaguer, 7	93 663 04 53
PATERNA	VALENCIA	Casinos, 2 (Urbanización Terramellar)	96 138 79 93
PATERNA	VALENCIA	Av. Blasco Ibañez, 47	96 138 50 53
PINEDO	VALENCIA	Marino Villamil, 6	96 324 86 57
POBLA DE VALLBONA	VALENCIA	Av. Colón, 25	96 276 10 60
POBLA DEL DUC	VALENCIA	Plaza Doctor Gomar, 1	96 292 71 44
POBLA LLARGA	VALENCIA	San Vicente, 23 - 25	96 297 02 34
POLINYÀ DEL XUQUER	VALENCIA	Perales e Igual, 2	96 297 36 23
QUART DE POBLET	VALENCIA	Juan Ramón Jiménez, 37	96 151 86 11
QUATRETONDA	VALENCIA	Ausias March,13-15	96 226 47 84
QUESA	VALENCIA	Rey Amadeo, 5	96 225 60 80
RAFELGUARAF	VALENCIA	Jaume I, 5	96 258 64 44
RELLEU	ALICANTE	Carretera Vilajoyiosa, s/n	96 685 62 89
ROCAFORT	VALENCIA	Doctor Lopez Trigo, 4	96 131 06 80
ROQUETES	TARRAGONA	Sant Ruf, 26	97 750 00 27
RUBÍ	BARCELONA	Av. Castellnou, 147	93 587 18 26
RUBIELOS DE MORA	TERUEL	Av. Los Mártires,2	97 880 71 03
SABADELL	BARCELONA	Paseo Almogávares, 17	93 711 95 80
SANT HILARI SACALM	GIRONA	Pl. General Moragues, 1	97 286 92 87
SANT VICENT DELS HORTS	BARCELONA	Maestro Perez Moya,11	93 676 93 14
SANTA COLOMA DE GRAMANET	BARCELONA	Mossen Camil Rossell, 18	93 391 17 39

TOWN/CITY	PROVINCE	ADDRESS	TELEPHONE Nº
SANTA MARGARIDA DE MONTBUI	BARCELONA	San Jaime, 5	93 804 23 19
SANTIAGO DE LA ESPADA	JAÉN	C/ En Medio, 12	95 343 83 92
SEGUR DE CALAFELL	TARRAGONA	Paseig Maritim, 255	977 16 02 99
SEGUR DE CALAFELL	TARRAGONA	Av. España, 92	977 16 33 77
SEGUR DE CALAFELL	TARRAGONA	Carretera Barcelona, 190	97 767 30 67
SERRA	VALENCIA	Virgen de los Angeles, 12	96 168 81 43
SIMAT DE LA VALLDIGNA	VALENCIA	Mayor, 26	96 281 03 52
SITGES	BARCELONA	Camí de la Fita, 30	93 894 16 92
SUECA	VALENCIA	Av. Del Mar, s/n (Mareny Blau)	620 06 70 61
SURIA	BARCELONA	Pius Macià, 28	93 869 56 70
TALAYUELAS	CUENCA	Obispo Almonacid, 4	96 936 32 06
TAVERNES DE LA VALLDIGNA	VALENCIA	C/ Major, 39	96 283 63 36
TAVERNES DE LA VALLDIGNA	VALENCIA	C/ Cicar, s/n	96 288 55 87
TEULADA	ALICANTE	Av. Santa Catalina, 29	96 574 01 52
TURIS	VALENCIA	Jaume I, 5	96 252 67 11
ULLDECONA	TARRAGONA	Murada de Baix, 52	977 72 01 48
VALENCIA	VALENCIA	General San Martín, 8	96 380 58 51
VALENCIA	VALENCIA	Av. Constitución, 11	96 340 12 04
VALENCIA	VALENCIA	Hermanos Maristas, 6	96 333 87 94
VALENCIA	VALENCIA	Marqués de Montortal, 99	96 366 74 50
VALENCIA	VALENCIA	Felipe Gauna, 9	96 372 98 02
VALENCIA	VALENCIA	José Esteve, 2	96 366 72 56
VENTA DEL MORO	VALENCIA	Lepanto, 10	96 217 81 84
VILAFAMÉS	CASTELLÓN	Cooperativa, 14-16	964 32 97 23
VILAFRANCA DEL CID	CASTELLÓN	Juan Pablo Climent, 11	96 444 00 91
VILAMARXANT	VALENCIA	Del Pozo, 7	96 165 02 54
VILLAMALEA	ALBACETE	Costerilla, 3	967 48 39 90
VILLAR DEL ARZOBISPO	VALENCIA	La Musical, 7	96 164 63 35
VINALES	VALENCIA	Mayor, 10 bajo	96 149 80 26
VIVER	CASTELLÓN	La cadena, 1	96 414 13 91
XIXONA	ALICANTE	Alicante, 2	965 61 28 01
YATOVA	VALENCIA	Miguel Hernández, 1	96 250 83 16





6/ Cooperating
means being
sustainable and
making this known



Key

ES	Social Economy Indicator
CS	Consum's own indicator

GRI Indicators

EN	Environment
EC	Economic
PR	Product Responsibility
SO	Society
HR	Human Rights
LA	Labour Practices and Decent Work

N.A.	Not applicable
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Profile

1. STRATEGY AND ANALYSIS

GRI INDICATORS	SOCIAL EC.	PAGE
1.1	Declaration of the highest-ranking decision-making official at the organisation (director-general, president or equivalent post) on the relevance of sustainability for the organisation and its strategy.	9, 11
1.2	Description of the main impacts, risks and opportunities.	26, 29

2. PROFILE OF THE ORGANISATION

GRI INDICATORS	SOCIAL EC.	PAGE
2.1	Name of the organisation	134
2.2	Main brands, products and/or services	20
2.3	Operating structure of the organisation, including the main divisions, operating entities, subsidiaries and joint ventures.	20
2.4	Location of the main headquarters of the organisation.	134
2.5	Number of countries in which the organisation operates and name of the countries in which it carries out significant activities or specifically relevant ones in respect of the sustainability aspects dealt with in the report.	Consum sólo opera en España 37
2.6	Nature of the ownership and legal form.	20
	Description of a short report revealing the priority of people and company purpose over capital.	ES1.1 9, 22
	Work groups or areas created to foster making the decisions of the organisation.	ES3.3 69
	Percentage of people at the organisation participating in some of the groups or spaces generated.	ES3.4 69
2.7	Markets supplied (including the geographical breakdown, the sectors supplied and types of customers/beneficiaries).	20
2.8	Dimensions of the informing organisation, including the number of employees, net sales, total capitalisation broken down in terms of debt and net worth, amount of products or services rendered, total assets, effective owner, breakdown per country/region of sales/income per countries/regions constituting 5% or more of the total income, costs per countries/region constituting 5% or more of the total income, employees.	32, 37, 63
2.9	Significant changes during the period covered by the report in the size, structure and ownership of the organisation, included.	36
2.10	Prizes and awards received during the period informed about.	9

3. PARAMETERS OF THE REPORT

GRI INDICATORS	PROFILE OF THE REPORT	SOCIAL EC.	PAGE
3.1	Period covered by the information contained in the report (for example, accounting period, calendar year).		21
3.2	Date of the most recent previous report (if there were one).		21
3.3	Cycle of presentation of reports (annual, biennial, etc.).		21
3.4	Point of contact for issues concerning the report or its content.		134
SCOPE AND AREA COVERED BY THE REPORT			
3.5	Process for defining the contents of the report.		21
3.6	What is covered by the report (e.g. countries, divisions, subsidiaries, installations rented, joint ventures, suppliers).		21
3.7	State the existence of limitations of the scope or area covered by the report.		21
3.8	The basis for including information in the case of joint ventures, subsidiaries, installations rented, work subcontracted and other concerns which could significantly affect the comparability between periods/and or between organisations.	There are no joint ventures, subsidiaries, etc. which could affect comparability	
3.9	Measuring techniques for data and bases for making the calculations, including hypotheses and techniques underlying the estimations applied in the compilation of indicators and other information in the report.		133
3.10	Description of the effect that any restatement of the information belonging to previous reports could have, along with the reasons for said restatement (for example, mergers and acquisitions, changes in the information periods, nature of the business or valuation methods).		26
3.11	Significant changes as regards previous periods in the scope, cover or valuation methods applied in the report.		133
INDEX OF CONTENTS OF THE GRI AND OF THE SOCIAL ECONOMY			
3.12	Table stating the location of the basic contents of the report.		119
	Table of contents Social Economy Principles		119
VERIFICATION			
3.13	Current policy and practice as regards application for external verification of the report. If the verification report is not included in the sustainability report, the scope and the basis for any other external verification existing must be explained. The relationship between the informing organisation and the supplier/s of the verification must also be explained.		133

4. GOVERNMENT, COMMITMENTS AND PARTICIPATION OF THE INTEREST GROUPS

GRI INDICATORS	GOVERNMENT	SOCIAL EC.	PAGE
4.1	The governing structure of the organisation, including the committees of the top governing body responsible for tasks such as the definition of strategy or the supervision of the organisation.		16, 18
4.2	It must be stated whether the president of the top governing body also holds an executive post (and if this is so, his or her function in the management of the organisation and the reasons justifying this).	The president does not hold an executive post.	
4.3	In any organisations which have a unitary management structure, it must state the number of members of the highest-ranking governing body who are independent or not executive.	All the members are partners.	
4.4	Shareholders and employees' mechanisms for informing of recommendations or indications to the highest governing body.		69
	Percentage of people or groups entitled to the vote in the top decision-making bodies in respect of the total number of people in the organisation.	ES3.1	67
	Degree of renewal in the organisation's representative bodies, stating the renewal formula envisaged.	ES3.2	69
4.5	Any link between the remuneration of the members of the top governing body, top management and executives (including agreements for leaving the post) and the organisation's performance (including its social and environmental performance).	There is no link between the management's remuneration and the organisation's performance	
4.6	Procedures introduced to avoid conflicts of interests in the top governing body.		69
4.7	Procedure for determining the qualification and experience requirable of the highest governing body to be able to guide the organisation's strategy in social, environmental and economic aspects.		16
	Average percentage of real participation in the top decision-making bodies.	ES3.7	67
	Description of the process for preparing the top social representation body.	ES3.8	69
	Percentage of surpluses assigned to the members of the organisation or to the incorporation of persons (capitalised or monetarised surpluses).	ES7.3	32
4.8	Statements of mission and values internally developed, codes of conduct and relevant principles for economic, environmental and social performance, and the extent of their implementation.		21, 41, 70
4.9	Procedures of the highest governing body to supervise the identification and management by the organisation of the economic, environmental and social performance, including risks and opportunities associated as well as the adherence to or fulfilment of any internationally agreed standards, codes of conduct and principles.		29
4.10	Procedures for evaluating the proper performance of the top governing body, particularly as regards the economic, environmental and social performance.		29
	Description of a short report detailing the requisites and limitations to sovereignty in the management of the top decision-making bodies of the organisation.	ES6.1	69

GRI INDICATORS	COMMITMENTS TO EXTERNAL INITIATIVES	SOCIAL EC.	PAGE
4.11	Description of how the organisation has adopted an approach or principle of precaution.		29
4.12	Social, environmental and economic principles or programmes undertaken externally, as well as any other initiative that the organisation may subscribe to or approve of.		97
	Organisation of social, cultural or solidarity events, and monetary or contributions of any other kind to these.	ES5.1	94, 95
	Name and type of cooperation activities carried out with other organisations.	ES5.5	97
	Existence of actions connected with socially responsible investments.		Not performed
4.13	Main associations to which this belongs (such as sectorial associations) and/or national and international concerns which the organisation supports.		96
PARTICIPATION OF INTEREST GROUPS			
4.14	List of interest groups that the organisation has included.		25
	Definition of a map of the interest groups focused in the organisation.	ES4.1	25
4.15	Basis for identification and selection of interest groups to which the organisation is committed.		24
4.16	Approaches adopted for including the interest groups, including the regularity of their participation by types and category of interest groups.		24
	Relation flows found between the organisation and its interest groups.	ES4.2	25
	Existence of a system for evaluation of satisfaction of interest groups.	ES4.5	25
	Information process by means of which people in the organisation have access to triple-angle information (corporate, business and economic), stating the channels, frequency and addressees.	ES3.5	25, 88
4.17	Main concerns and aspects of interest that have arisen through the participation of interest groups and the way the organisation has responded to these in drawing up the report.		24, 81

Economic performance

				PAGE
MANAGEMENT APPROACH				32
GRI INDICATORS	ECONOMIC PERFORMANCE		SOCIAL EC.	PAGE
Principal	EC1	Direct economic value generated and distributed, including income, operating costs, employees' remuneration, donations and other investments in the community, non-distributed profits and payments to suppliers of capital and to governments.		32, 73
		Increase or reduction of the profits retained at the end of the period.	ES7.4	32
		Percentage of purchases arising in the territory (raw materials, services and fixed assets) / total purchases	ES5.6	40
Principal	EC2	Financial consequences and other risks and opportunities for the activities of the organisation due to climate change.		48
Principal	EC3	Coverage of the organisation's obligations due to social benefit schemes.		72
Principal	EC4	Significant financial assistance received from governments.		79
PRESENCE ON THE MARKET				
Additional	EC5	Ranking of relations between standard starting salary and the local minimum wage in places where significant operations are carried out.		73
Principal	EC6	Policy, practices and proportion of expense corresponding to local suppliers in places where significant operations are carried out.		40
Principal	EC7	Procedures for local contracting and proportion of top management coming from the local community in places where significant operations are carried out.		62
INDIRECT ECONOMIC INDICATORS				
		Percentage of Liabilities pertaining to collective or non-distributable funds.	ES7.1	33
		Percentage of distribution of surpluses intended for collective or non-distributable funds.	ES7.2	33
Principal	EC8	Development and impact of investments on infrastructures and the services rendered mainly for public benefit by means of commercial commitments, pro bono or in kind.		33
Additional	EC9	Understanding and description of any significant indirect economic impacts, including the scope of any such impacts.		40, 62
INNOVATION				
		Resources intended for innovation (hours per person or total euros invested).	CS 1	45

Environmental importance

				PAGE
MANAGEMENT APPROACH				48
GRI INDICATORS		ENVIRONMENTAL IMPACT	SOCIAL EC.	PAGE
		Knowledge and documentation of any significant environmental impacts stemming from the business.	ES5.8	48
		Definition and documentation of the annual environmental objectives in accordance with significant environmental impacts.	ES5.9	48
		Consideration of environmental criteria in the selection of suppliers, products and services.	ES5.4	39
MATERIALS				
Principal	EN1	Materials used, by weight or volume.		48
Principal	EN2	Percentage of the materials used constituting valorised materials.		48
ENERGY				
Principal	EN3	Direct energy consumption broken down by primary sources.		49, 50
Principal	EN4	Indirect energy consumption broken down by primary sources.		51
Additional	EN5	Energy savings due to conservation and improvements in efficiency.		50
Additional	EN6	Endeavours for providing products and services which are energy-efficient or based on renewable energies, and reductions in energy consumption as a result of such initiatives.		51
Additional	EN7	Endeavours for reducing indirect energy consumption and the reductions achieved with such initiatives.		53
WATER				
Principal	EN8	Total collection of water by sources.		53
Additional	EN9	Water sources that have been significantly affected by water collection.		53
Additional	EN10	Percentage and total volume of water recycled and reused.		53
BIODIVERSITY				
Principal	EN11	Description of land adjacent to or located in protected natural areas or non-protected areas with high biodiversity. State the location and size of land owned, rented or managed.	N.A. Our business is not done in protected areas.	
Principal	EN12	Description of the most significant impacts on biodiversity in protected natural areas or non-protected areas with high biodiversity, stemming from activities, products and services in protected areas and areas of high biodiversity value in zones outside the protected areas.		N.A. Idem
Additional	EN13	Protected or restored habitats.		N.A. Idem
Additional	EN14	Strategies and actions implemented and planned for the management of impacts on biodiversity.		N.A. Idem
Additional	EN15	Number of species, broken down in accordance with their danger of extinction, included in the Red List of the IUCN and in national lists and whose habitats are located in areas affected by operations according to the degree of threat meant for the species.		N.A. Idem
		Measures taken for cooperating in preservation or restoration of nearby natural areas or species, as well as natural and cultural assets owned by the organisation	ES5.13	N.A. Idem



EMISSIONS, DUMPING AND WASTE

Principal	EN16	Total, direct and indirect emissions of greenhouse gases, by weight.	54
Principal	EN17	Other indirect emissions of greenhouse gases, by weight.	54
Additional	EN18	Initiatives for reducing greenhouse gases and the reductions achieved.	58
Principal	EN19	Emissions of substances destroying the ozone layer, by weight.	54, 55
Principal	EN20	NO _x , SO ₂ and other significant emissions into the air by type and weight.	54
Principal	EN21	Total dumping of waste water, according to nature and destination.	53
Principal	EN22	Total weight of waste generated, according to type and treatment method.	58
Principal	EN23	Total number and volume of most significant accidental spillages.	58
Additional	EN24	Weight of waste transported, imported, exported or processed considered dangerous according to the Basle Convention classification, appendices I, II, III and VIII and percentage of internationally transported waste.	58
Additional	EN25	Identification, size, protection status and biodiversity value of water resources and associated habitats, significantly affected by water dumping and runoff water from the informing organisation.	N.A.

NOISE CONTAMINATION

		Difference in the outdoor noise caused by the activity and the maximum emission value of the noise sensitivity zone where the activity is located.	CS 2	56
		Measures taken to minimise noise contamination	CS 3	56

LIGHT CONTAMINATION

		Control and monitoring of the percentage of light fittings with low upper hemisphere dispersion/total light fittings.	CS 4	56
		Measures taken to minimise light contamination.	CS 5	56

PRODUCTS AND SERVICES

Principal	EN26	Initiatives for mitigating the environmental impacts of the products and services and degree by which this impact has been reduced.	55
Principal	EN27	Percentage of products sold and their packaging materials which is recovered at the end of the useful life, by categories of products.	58

COMPLIANCE

Principal	EN28	Cost of any significant fines and number of non-monetary penalties through any infringement of environmental regulations.	48, 92
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TRANSPORT

Additional	EN29	Significant environmental impacts of the transport of products and other goods and materials used for the organisation's activities, as well as for transporting staff.	55
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GENERAL

Additional	EN30	Breakdown by type of the total environmental expenses and investments.	59
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Social performance

Employment practice

			PAGE
MANAGEMENT APPROACH			62
GRI INDICATORS	WORK	EC. SOCIAL	PAGE
Principal LA1	Breakdown of the workers' by type of employment, contract and region.		63, 65
Principal LA2	Total number of employees and average rotation, broken down by age group, sex and region.		62, 65, 66, 76
	Requisites for new members to join the organisation.	ES2.1	67
	Requisites and conditions for leaving the organisation.	ES2.2	67
	Evolution of partners or members, describing the variation in numbers joining and leaving.	ES2.3	65, 85
	Breakdown of staff by type of work, by contract and by region, including the jobs of work held by the handicapped in respect of the total number of the organisation.	ES5.10	63, 65, 74, 78
	Total number of persons broken down by age groups, sex and region, specifying any handicapped staff.	ES5.11	65, 74, 76, 78
	Average rotation of the staff broken down by age groups, sex and region, specifying the handicapped staff.	ES5.12	66
	Average length of stay at the Company.	CS 6	66
	Existence of work-family-leisure balance measures (reduction of working day, timetable flexibility, etc.)	CS 7	72
	Percentage of people enjoying each work-family-leisure balance measure.	CS 8	72
Additional LA3	Social benefits for employees with full working day, not offered to temporary or part-time staff, broken down by main activity.		71, 72
COMPANY-WORKER RELATIONS			
Principal LA4	Percentage of employees covered by a collective agreement.		81
Principal LA5	Minimum advance notice period as regards organisational changes, including a statement as to whether such notifications are specified in the collective agreements.		69
HEALTH AND SAFETY AT WORK			
Additional LA6	Total percentage of workers that are represented at joint health and safety committees made up of management-employees, set up in order to help to control and advise on schemes for health and safety at work.		82
Principal LA7	Rate of absenteeism, occupational illness, lost days and number of fatal accidents connected with work per region.		82
Principal LA8	Programmes of education, training, advice, prevention and control of risks applied to workers, their families or the members of the community in relation with serious illnesses.		82, 85
Additional LA9	Health and safety issues covered in formal agreements with trade unions.		82



TRAINING AND EDUCATION

Principal	LA10	Average number of hours' training per year per employee, broken down by employee category.		80
		Percentage of members of the organisation who have been given or take part in specific social economy training activities over the last year in respect of the total number of members of the organisation	ES3.6	79
Additional	LA11	Schemes for managing skills and continuous training, fostering worker employability and supporting them in the management of the end of their professional careers.		80
Additional	LA12	Percentage of employees receiving regular evaluations of performance and professional development.		81
		Percentage of investment in training for the workers/total wage bill of the company.	CS 9	79
		Existence of procedures for assessing training measures.	CS 10	79, 80

DIVERSITY AND EQUAL OPPORTUNITIES

Principal	LA13	Makeup of the corporate governing bodies and staff, broken down by sex, age group, belonging to minorities and other diversity indicators.		77
		Existence of equal opportunity policies or procedures in the selection, promotion and development of the people at the organisation.	ES5.7	74
Principal	LA14	Relationship between men's basic wage in respect of women's, broken down by professional category.		74
		Having a global accessibility audit recognised worldwide	ES5.14	36

Human rights

			PAGE
MANAGEMENT APPROACH			22
GRI INDICATORS	INVESTMENT AND SUPPLY PRACTICES	SOCIAL EC.	PAGE
	Existence of a section on human rights (rejection of child labour and forced and obligatory labour, free association, prohibition of accepting bribes, corruption...) as part of the corporate social responsibility policy.	ES4.3	22
Principal HR1	Percentage and total number of significant investment agreements including human rights clauses or that have been analysed as regards human rights.	N.A. No investment has been identified.inversión.	
Principal HR2	Percentage of main distributors and contractors who have been analysed as regards human rights, and measures adopted as a result of this.	N.A. We only work with Spanish companies	
	Existence of a formal declaration requesting suppliers and contracted companies for a commitment as regards socially responsible management respectful with the environment.	ES5.3	39
Additional HR3	Total number of hours' training of employees on policies and procedures connected with the aspects of human rights relevant for their work, including the percentage of employees trained.		80
NON- DISCRIMINATION			
Principal HR4	Total number of discrimination incidents and measures taken		74
FREE ASSOCIATION AND COLLECTIVE AGREEMENTS			
Principal HR5	Companies' activities at which the right to free association and to be applied collective agreements may undergo major risks and measures adopted to back these rights.		22, 81
PROTECTION OF CHILDREN			
Principal HR6	Activities identified entailing a potential risk of incidents involving child exploitation and measures adopted to help eliminate these.		22
FORCED LABOUR			
Principal HR7	Operations identified as involving a significant risk of giving rise to episodes of forced or unconsented labour and the measures taken to help eliminate these.		22
SECURITY PRACTICES			
Additional HR8	Percentage of security personnel who have been training in the policies or procedures of the organisation as regards aspects of human rights of relevance for the activities involved.	N.A. The security service is subcontracted.	
Additional HR9	Total number of incidents connected with infringements of natives' rights and measures taken about these.	N.A. Consum only works in Spain.	

Society

			PAGE
MANAGEMENT APPROACH			84
GRI INDICATORS	COMMUNITY	SOCIAL EC.	PAGE
	Adaptation to the cultural identity of the territories where the organisation works	ES4.4	88
Principal S01	Nature, scope and effectiveness of programmes and practices for evaluating and managing the impacts of operations on communities, including entry, operation and departure of the company.		36, 85, 88, 97
CORRUPTION			
Principal S02	Percentage and total number of business units analysed in respect of risks connected with corruption.		80
Principal S03	Percentage of employees given training in the organisation's anti-corruption policies and procedures.		80
Principal S04	Measures taken in response to corruption incidents. There have not been any incidents.		80
PUBLIC POLICY			
Principal S05	Position in public policies and participation in their development and in lobbying activities.	N.A. In view of the Spanish legal structure, we do not make this type of contributions	
Additional S06	Total value of the financial contributions and contributions in kind to political parties or connected institutions, by countries.	N.A. In view of the Spanish legal structure, we do not make this type of contributions	
CONDUCT AS REGARDS UNFAIR COMPETITION			
Additional S07	Total number of legal proceedings for causes connected with monopoly practices and free competition, and their results.		29
COMPLIANCE WITH LEGISLATION			
Principal S08	Monetary value of significant sanctions and fines and total number of non-monetary penalties stemming from infringement of laws and regulations.		92

Product responsibility

			PAGE
MANAGEMENT APPROACH			40
GRI INDICATORS		CUSTOMERS' HEALTH AND SATISFACTION	SOCIAL EC. PAGE
Principal	PR1	Phases in the life cycle of products and services in which there is an evaluation, in order to improve these, where applicable, their impacts on customers' health and satisfaction, and the percentage of categories of significant products and services subject to such assessment procedures.	41
Additional	PR2	Total number of incidents stemming from failure to comply with legal regulations or voluntary codes connected with impacts of products and services on health and safety during their life cycle, distributed according to the type and result of said incidents.	92
LABELLING OF PRODUCTS AND SERVICES			
Principal	PR3	Types of information about products and services which are required by procedures in force and the regulations and percentage of products and services subject to such information requirements.	40
Additional	PR4	Total number of infringements of regulations and voluntary codes as regards information and labelling of products and services, distributed according to the type of result of such cases.	92
Additional	PR5	Practices as regards customer satisfaction, including the results of any customer-satisfaction surveys.	91
RESPONSIBLE MARKETING			
Principal	PR6	Schemes for compliance with laws or abiding by voluntary standards and codes mentioned in marketing communications, including advertising, other promotional activities and sponsorships.	42
Additional	PR7	Total number of incidents as a result of non-compliance of regulations as regards marketing communications, including advertising, promotion and sponsorship, distributed according to the type of result of such cases.	42, 92
CUSTOMER PRIVACY			
Additional	PR8	Total number of properly grounded claims as regards privacy and leakage of customers' personal data.	92
COMPLIANCE WITH REGULATIONS			
Principal	PR9	The cost of any significant fines as a result of non-compliance of regulations as regards the supply and use of the organisation's products and services.	92

Measuring techniques

(3.9, 3.10, 3.11)

This Sustainability Report was drawn up by the Cooperative's Corporate Social Responsibility (CSR) Committee. Each of the departments is represented on this, working on and providing the relevant indicators. The measuring techniques used to obtain the development indicators are the ones set by the Global Reporting Initiative (GRI) protocols G3. The changes made in the order used for the indicators in this report, giving priority to the GRI ones, have entailed the identification of the Cooperative's own indicators (CS), apart from those of the Social Economy (ES). The criterion is therefore kept uniform and sustained over time. The information that we supply is also comparable with the previous sustainability report, except for the calculation of the carbon footprint, as an improvement in the measuring tool has been incorporated.

Verification

(3.13)

This Sustainability Report of Consum S. Coop. V. has been drawn up in accordance with the directives of the GRI G3 Guide for Preparation of Sustainability Reports. In its report on Corporate Social Responsibility Consum covers the requisites associated with Level A application of G3, which implies that it complies with the specifications associated with Level A of G3 as regards the Profile, Management Approach and Development Indicators.

The Consum Sustainability Report has also been drawn up in accordance with the indicators of the Social Economy Principles established in the special Manual for Social Economy, GRI preparatory cycle for drafting sustainability reports: Manual for small and medium-sized organisations, drafted as part of the RSE. COOP. Project.

In its Corporate Social Responsibility report Consum covers the requisites associated with Level 1, as it informs on 100% of the Social Economy indicators defined, incorporating at least one indicator for each principle. The Cooperative has decided to have this report audited by an external agent, through being persuaded that transparent communication helps the firm to grow sustainably, which is why the data included in this document was validated by an independent institution (Applus).

	2002 In accordance	C	C+	B	B+	A	A+
Self- declared							
Reviewed by others							
Reviewed by GRI							

Verification certificate







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(2.1, 2.4, 3.4)

