

CONSUM
RESPONSIVE
RESPONSIBILITY
SUSTAINABILITY REPORT 2012

CONSUM **RESPONSIVE** **RESPONSIBILITY**

SUSTAINABILITY REPORT 2012

CORPORATE SOCIAL RESPONSIBILITY IS THE SOLUTION

Because we are quite sure that responsible management is the only way to run a company guaranteeing the sustainability of our business and that of the setting.



INDEX

—1

RESPONSIBILITY BY DEFINITION

- 09 Letter from the President, Francesc Llobell
- 11 Letter from the Director-General, Juan Luis Durich
- 14 Presentation
 - 14 Mission, vision and values
 - 16 Representative and Administrative bodies
 - 18 Impacts, risks and opportunities for sustainability
 - 20 Strategic development
 - 23 Sustainability policy

—2

ECONOMIC RESPONSIBILITY

- 26 The figures involved
- 30 The supply chain
 - 30 Supermarkets and logistics
 - 34 Quality and foodstuff safety
 - 37 Responsible Marketing
- 39 Innovation

—3

SOCIAL RESPONSIBILITY

- 42 Interest groups
- 44 Worker-members
 - 50 Participation
 - 53 Balance and equality
 - 63 Training and continuous improvement
 - 66 Health and safety at work
- 68 Consumer-members and customers
 - 71 Advantage Programme
 - 75 Training and Information
- 76 Suppliers
- 79 Franchises
- 80 Society
 - 80 Cooperation support work
 - 80 The 'Profit' Scheme
 - 82 Integration in the setting

—4

ENVIRONMENTAL RESPONSIBILITY

- 86 Environmental policy and management
- 87 Natural resources
- 90 Emissions, dumping and waste

—5

RESPONSIBILITY FOR THE PRESENT

- 97 Sustainability Indicators
- 110 Profile, scope and coverage of the Report
- 111 Measuring techniques
- 111 Verification

—6

RESPONSIBILITY FOR THE FUTURE

1 RESPONSIBILITY BY DEFINITION

This is the way Consum has been working ever since its foundation as a cooperative in 1975, assuming an active and responsible approach as regards the economic, social and environmental impact of our business. This can be seen yet another year in the Sustainability Report that you now have before you.



**Corporate Social
Responsibility is
our management
model.**



Francesc Llobell
The President

LETTER FROM THE PRESIDENT

(1.1, 2.10, ES 1.1)

Once again we are here to appraise the accounting year that has just ended, through this seventh Sustainability Report, which expresses our firm commitment to Corporate Social Responsibility (CSR). At Consum we are committed to people and to society through an efficient and responsible management guaranteeing sustainability, as covered in this report.

After joining the United Nations Global Compact in 2011 yet another year our Cooperative undertakes to respect its ten principles, whose aim is the defence of human, employment and environmental rights and ethics at businesses. These are principles which Consum has assumed since its incorporation as a cooperative.

These principles are doubtlessly the ones which have led us to win nine awards in 2012. In May, Consum's Purchasing Director, Agustín Delicado, received the Dirigente award 2012 from the magazine Aral, in the Commercial Management category. In the same month, Consum received the 'Best Shopper Marketing action at the point of sale' second prize for its 'Punto Oferta' project. In late September, the Cooperative received the Gastur 2012 award given every year by the Asociación Gastronómica y Turística (GASTUR) to relevant companies for the Valencian economy. In October, the Asociación Valenciana de Agricultores recognised the contribution made by Consum to generating wealth and local employment. Late that same month, the Markets magazine also upheld the Cooperative's work through the II Conecta Price for the best product treatment. Lastly, Cáritas recognised the support work done by our three centres in Gandía and the one in Alzira.

Behind each of these recognitions is the hard work done by the more than ten thousand persons working at Consum, whom we would like to thank for all their effort and dedication in such hard times. This has also involved the cooperation of our suppliers and the loyalty of the over one million nine hundred customer-members, whose active participation encourages us to go in in this approach of improving every day.

I firmly believe that this cooperation model, in which all the groups involved play a decisive role in the evolution and success of the project, fosters the development of a socially responsible management. This way of understanding the company, in which people prevail over capital, has, anti-cyclically, shown that this is a successful formula for generating and distributing wealth and a tool which fosters solidarity among all of us forming part of this organisation.



Juan Luis Durich
The Director-General

LETTER FROM THE DIRECTOR-GENERAL

[1.1]

Accounting period 2012 was characterised by the worsening economic crisis through an increase in unemployment and the consequent recession in consumption, which has been reflected in the evolution of business. This situation stresses the importance of working positively and with a vision for the future, enhancing the importance of people and responsible management, the returns from which may not always be immediate, but definitely *do* eventually arrive and constitute a collective benefit.

In a highly competitive sectorial setting, a turnover of 1764.2 million euros was achieved in 2012, 0.56% more than the previous year, and a profit of 32.1 million euros, 9.8% less than the previous year. This evolution reflects the major efforts made by Consum to adapt to the customer's demands, even at the cost of profits. The most important thing is nevertheless that we have located clear objectives for improvement. We have taken on major organisational changes to simplify the coordination and execution of our projects, with greater customer orientation.

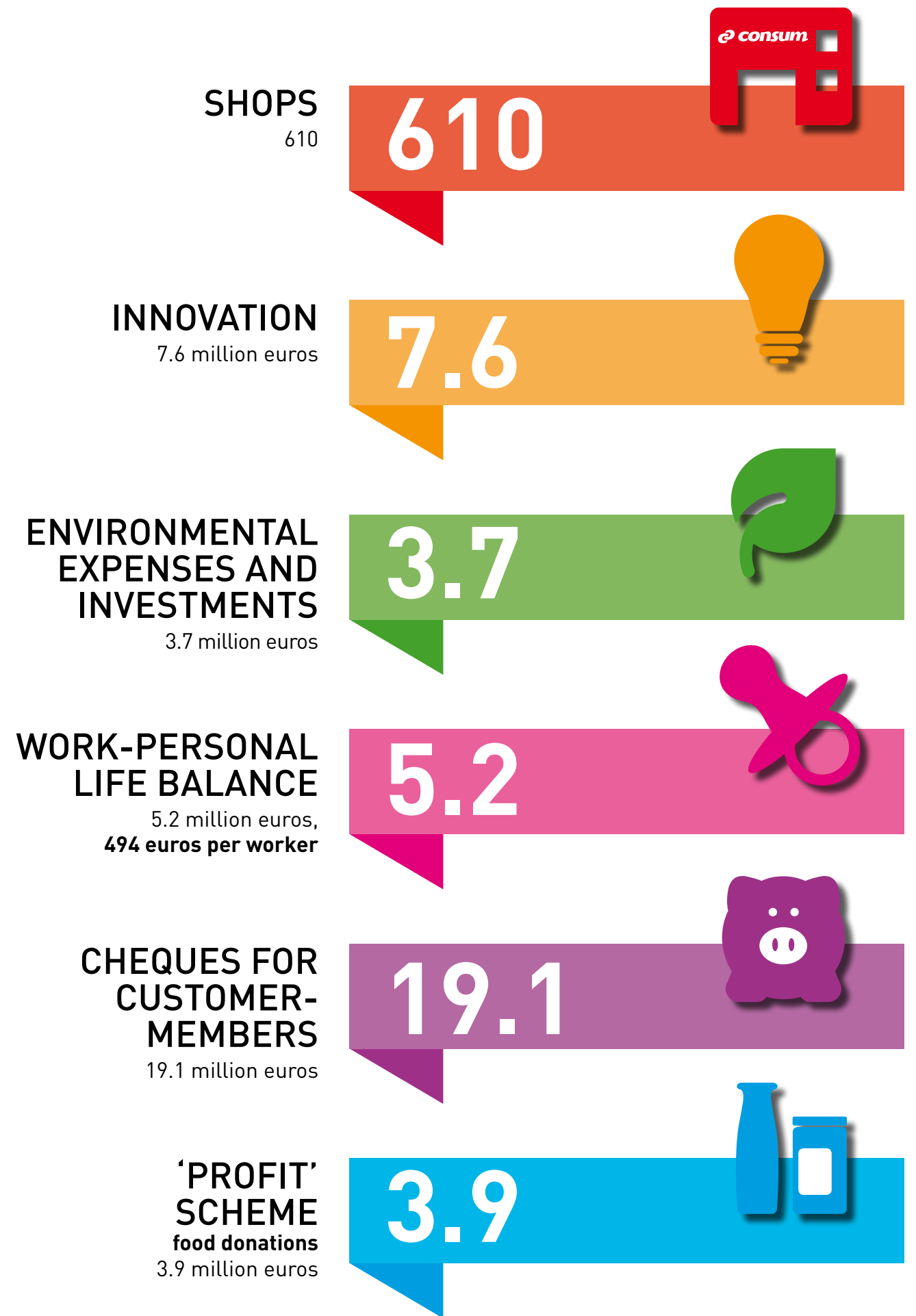
We have completed the Strategic Plan 2010-2012, reinforcing our presence in the zones in which we operate, which has thrust us forward to tackle the next Operative Plan 2013-2014 as well as possible, as a framework enabling us to gain in flexibility and adaptation to an increasingly changing market. 82.9 million euros were invested in 2012, mainly on opening new supermarkets and extending logistics installations.

It is highly positive to see that we have generated stable quality employment, increasing our staff by 337 new members, which means we closed the year with 10,440 workers. In a context marked by increasing unemployment and job cuts it is particularly satisfactory to assert that not only are we maintaining employment, but also making progress in the area of work-personal life balance and equality.

As regards the commercial line, we continue to put our stakes on the capacity of choice, variety and the best price. We want to go on working to improve the quality of our fresh products day by day and to adapt our range of own-brand products, which combines proven quality and a good price, enabling the consumer to make those essential savings. In 2013 we would like to thank our customer-members - now numbering over one million nine hundred thousand - for their trust, by improving our advantage scheme and increasing the value of cheque discounts. Consum thus gave its customer- members over 19 million euros in 2012.

In the environmental area we should stress the Cooperative's effort in the extension of eco-efficient supermarkets, which already make up half of our own network, and along with the measures for savings of natural resources and the recovery of waste carried out at all Consum installations in 2012, have enabled us to reduce CO₂ emissions into the atmosphere by a further 5%.

I would lastly like to encourage you so that we can all make 2013 really the beginning of the end of the crisis, helping to reactivate consumption and the economy, with optimism as our watchword.



RESPONSIBILITY BY DEFINITION

1

PRESENTATION

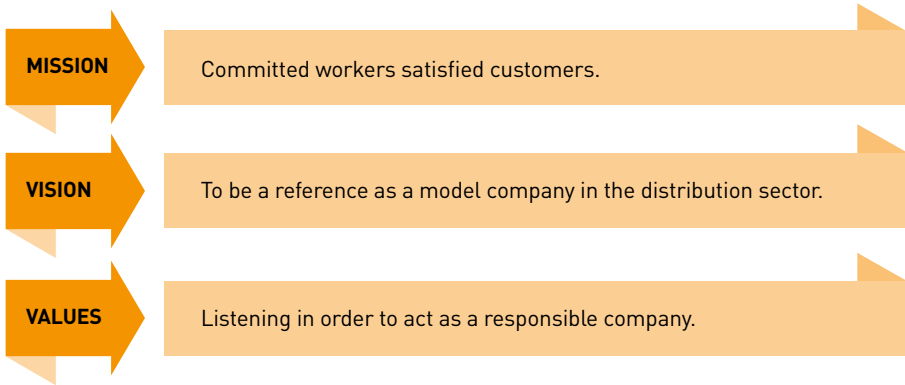
(2.2, 2.3, 2.5, 2.6, 2.7, 4.8)

Consum is the biggest cooperative in the Spanish Mediterranean arch and carries out its business in the commercial distribution sector, through Consum, 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.

Consum 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. Our 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).

Mission, vision and values



RESPONSIBILITY BY DEFINITION

Representative and Administrative Bodies

[2.9, 4.1, 4.7]

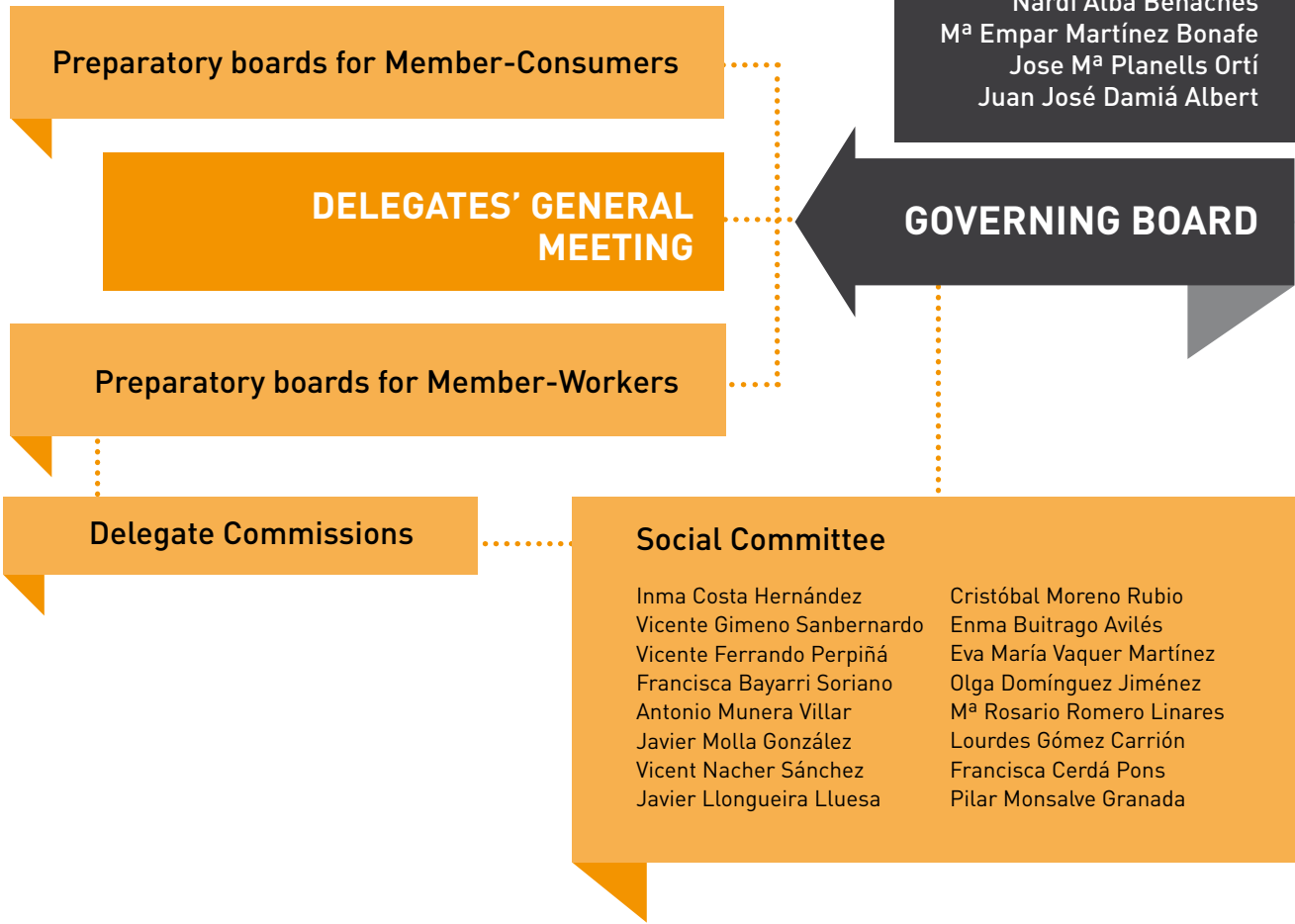
The Cooperative's Articles govern the structure and powers of the representative and administrative bodies of Consum. These bodies are:



Francesc Llobell Mas

M^a Teresa Caballer Sancho
María Sánchez Alcaraz
Lourdes Brugera Moreno
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 Albert

SOCIAL ORGANISATION



Impacts, risks and opportunities for sustainability for 2013

[1.2, 2.9]

2012 resulted in a further deceleration of the Spanish economy, and more specifically, an overall reduction in the consumption of foodstuffs, this circumstance only confirming the trend found in recent years.

In this scenario, Consum experienced a more moderate growth in sales than the previous year's, since reality has shown that the overall growth has been due to organic openings, as in 2009. In the present circumstances, this growth, though moderate, will in any event enable us to face up to the current economic situation with guaranteed success.

This small growth in sales has not however gone along with a similar rise in profits, basically due to the policy of reducing prices in order to make the offer more competitive and the commitment to maintaining and generating quality employment, to vouch for the social responsibility that the organisation naturally assumes.

In accounting period 2012 there was no significant legislative change in the field of cooperatives or corporate matters. For this reason no specific legal action has been necessary and there has thus been no statutory reform. This is the second financial year with application of the new accounting regulations applicable to cooperatives. These have significant effects through considering the Fund for Training and Cooperative Promotion as an expense and by considering the interest paid to members for their shares in the cooperative's capital as a distribution of surpluses.

There was nevertheless a major change in taxation in the last accounting period. In September a modification in VAT came into force, increasing rates. The reduced rate went up from 8% to 10%, while the general rate rose from 18% to 21%. This legal modification had a clear adverse effect on sales performance and the Cooperative thus had to make an effort in reviewing margins to adjust certain prices.

As regards the economic forecasts for 2013, the economic situation is not expected to improve and hence neither is internal consumption. It should be stressed that in 2012, for the first time in many decades, the consumption of basic products for the home has dropped.



OUR COMMERCIAL
MANAGEMENT MODEL
ENABLES US TO FACE
UP TO THE ECONOMIC
SITUATION WITH
GUARANTEED SUCCESS.

In these circumstances Consum's response must be to go on being firm in the improvement of the commercial model, working in the same demanding, strict and austere terms as it has always done. Consum is a great organisation of committed people which is not going to relinquish continuing to grow and improve, thanks to the mutual cooperation of the two groups of partners who form its corporate mass: workers and consumers.

For this reason the new economic year is being faced with a rationalisation of operating costs and containment in investments, making the greatest effort to ensure greater efficiency and effectiveness in the key processes of our management. In this respect, in late 2012, the management has taken on the relevant organisational changes to face future challenges with all its energy.

Lastly, during 2013, Consum is going to further the development of new forms of interaction with its interest groups, giving greater emphasis to the social networks in the process of consumer information and purchasing.

For this coming period 2013, the Board of Directors has set itself the following targets:

Economic objectives for 2013:

- Increase in sales through:
 - Opening 24 new shops, counting its own and franchises.
 - Extension of the new model of perfumery to 60 shops.
 - Maintaining a 75% customer-members' participation in sales.
- Cutting down operating costs by 0.05% against sales.

Environmental objectives for 2013:

- We intend to continue reducing Consum's carbon footprint by 5% to fight climate change.

Social objectives for 2013:

- To generate at least 250 new jobs of work, based on our policy of stable and quality employment.
- Launching the exclusive digital channel for relations with the Customer-Member and creating a digital platform for communication with interest groups.
- Implementing the 'Profit' Programme for Responsible Management of Foods at 100% of our own centres.

In their permanent assessment of the risks stemming from sustainability at this organisation, the Board of Directors and the Governing Body adopt the measures required for monitoring and controlling these. On the basis of these measures the organisation is ready to overcome these threats, affirming the model of cooperative organisation.

Strategic development

[1.2, 4.9, 4.10, 4.11]

CONSUM IS BECOMING
ESTABLISHED AS A MODEL
WITH GREAT RESULTS AND
A REFERENCE IN BUSINESS
AND SOCIAL MANAGEMENT
OF SUPERMARKETS.

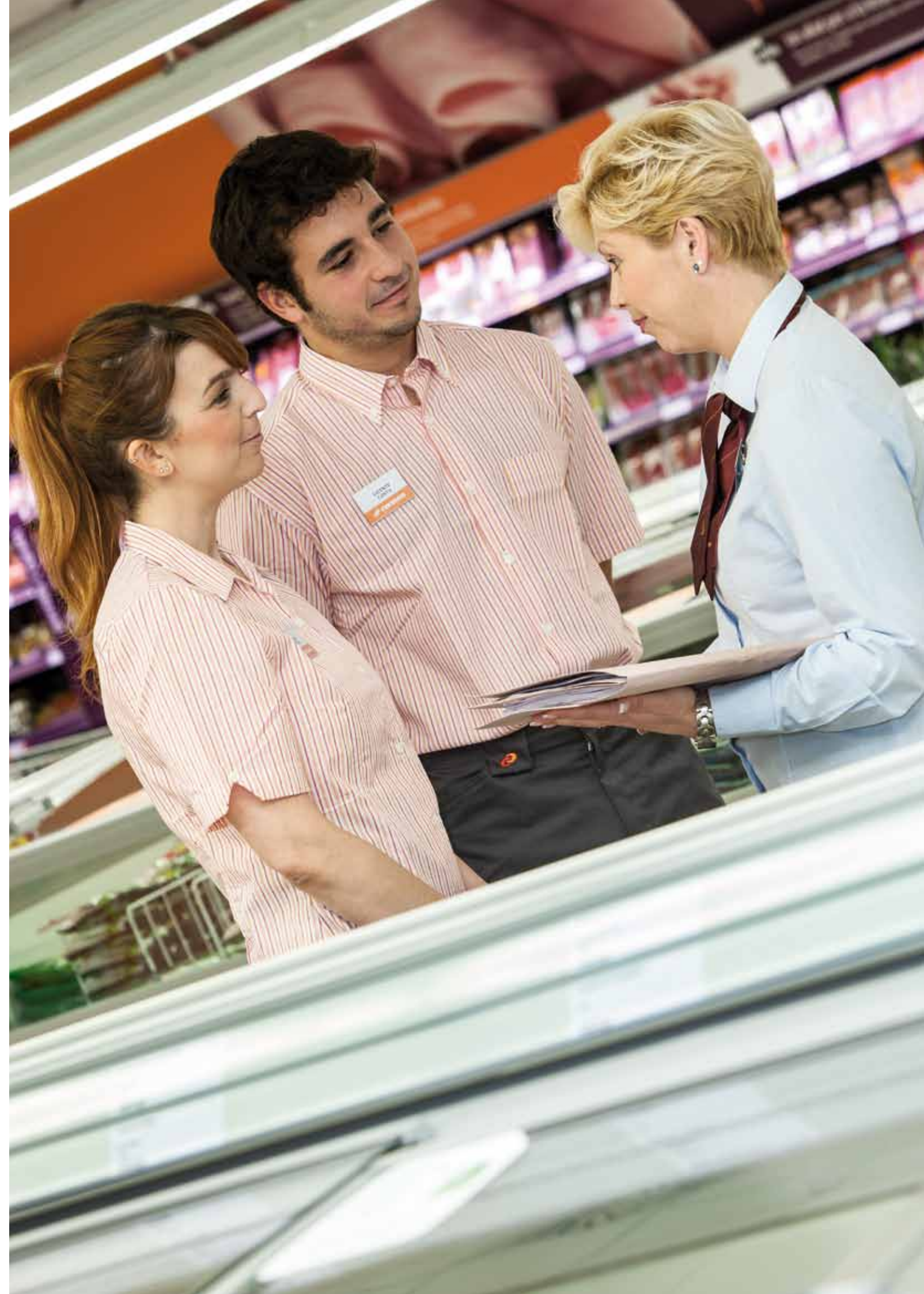
Consum has carried out the process for monitoring and attaining its economic, environmental and social objectives through its three-year Strategic Plan, for the 2010-2012 period, and the annual Management Plan. These documents materialise our long and short-term objectives, which go along with the progress indicators. They also specify the measures, periods for achievement, competences and resources necessary to carry these out. The progress indicators are given in the COPLAN application.

The Strategic Plan completed in 2012 had the key aims of consolidating a model with great 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 for 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 the impacts and possible deviations generated to be observed, facilitating feedback processes. Furthermore, every time that a new product or service is brought onto the market, the relevant formal system for analysing risks and opportunities is got under way.

The most basic management instrument used by Consum is its 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 the forecasts.

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.

In an increasingly changing market, Consum has drawn up an Operative Plan 2013-2014 designed to help the organisation to take up the new challenges as successfully as possible.





SUSTAINABILITY POLICY

(HR 5, HR 6, HR 7, HR 10, SO 7, ES 1.1, ES 4.3)

Consum has a Sustainability Policy passed in 2010, which covers 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.

The Cooperative constantly works 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.

In keeping with its Sustainability Policy, the Cooperative's commercial action is always loyal to the market, respecting its rules at all times and deliberately refusing to carry out any activity which could be considered as being unfair competition. To monitor these aspects, the legal division at Consum evaluates the possible existence of any unfair measures. Thanks to this practice we can now claim that Consum has never been accused of unfair competition.

THE COOPERATIVE CONSTANTLY WORKS TO COMPLY WITH ALL THE ASPECTS DEFINING CORPORATE RESPONSIBILITY AND PROPOSES MEASURES CONSISTENT WITH THE DEVELOPMENT OF ALL ITS PROCESSES AND ALSO IN THE EVALUATION OF THEIR RESULTS.

2 ECONOMIC RESPONSIBILITY

CSR is not philanthropy – it does not seek to turn businesses into charities, as businesses have to be profitable. This profitability should however never be at the expense of people, other companies or the environment.

**CSR means being
an honest company
whose profitability
is never at others'
expense.**

próximo cliente

 **consum**

ECONOMIC RESPONSIBILITY

2

THE FIGURES INVOLVED

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

Increasing unemployment and the consequent shrinkage in consumption have again required a greater effort in organisation in order to gain efficiency and control expense, both factors which have enabled moderate growth in business. Consum's turnover has reached 1,764.2 million euros, which represents a 0.56% increase as compared with financial year 2011. The profit came to 32.1 million euros, 9.8% less, mainly through adapting the margin to offer the best prices to members and customers in such a highly competitive sector as commercial distribution. The main markets for implementation and sales are the Valencian Community, with a 70% share, and Catalonia, with 22%, the costs representing the same percentage of the total.

The total surplus of 20.9 million euros is obtained from these results, after deducting the interest on the capital of worker and consumer-members (which is not an accounting expense, but neither is it taken into account for purposes of sharing surpluses) and adding the sum for the Training and Cooperative Promotion Fund (which, though this is an accounting expense, is substantively considered as profit for purposes of distribution). 13.16 million euros of this sum is cooperative profit. The percentage assigned directly to worker-members of Consum stood at 72.4% of the total of the cooperative net surplus, which means 9.5 million euros.

DIRECT ECONOMIC VALUE CREATED	1,675,573,757
DISTRIBUTED ECONOMIC VALUE	1,608,294,654
Operating costs	1,349,997,377
Salaries and social benefits	228,889,664
Payments to suppliers of funds	24,756,368
Payments to government (dues and taxes)	4,605,095
Investments in the community	46,150
ECONOMIC VALUE WITHHELD	60,371,612

Data given in euros.

The percentage of distribution of total (cooperative and extra-cooperative) surpluses intended for collective or non-distributable funds) stands at 32.62%, coming to 10.4 million euros. As regards the percentage of liabilities, 10.88% corresponds to collective or non-distributable funds.

In 2012, the services rendered for public benefit by means of commercial commitments to Councils and Social Institutions based on issuing shopping vouchers came to a total amount of 240,155 euros.

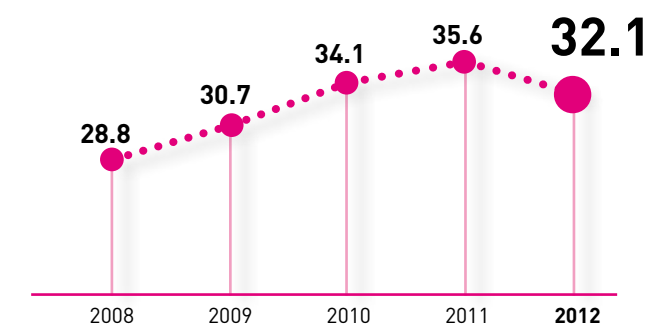
The Cooperative has invested 82.9 million euros in 2012 in the extension and adaptation of the network of shops to Consum quality standards.



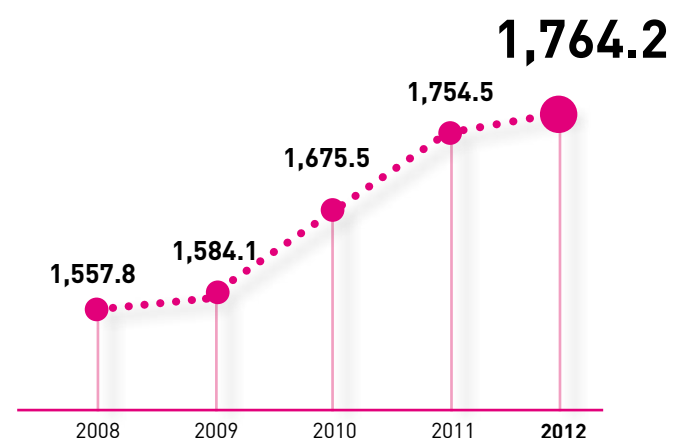
OUR CUSTOMERS INCREASINGLY PUT VALUE ON HONEST AND RESPONSIBLE MANAGEMENT, BECAUSE WHEN PROFITABILITY AND RESPONSIBILITY GO HAND IN HAND, SHOPPING BECOMES SOMETHING TO ENJOY.



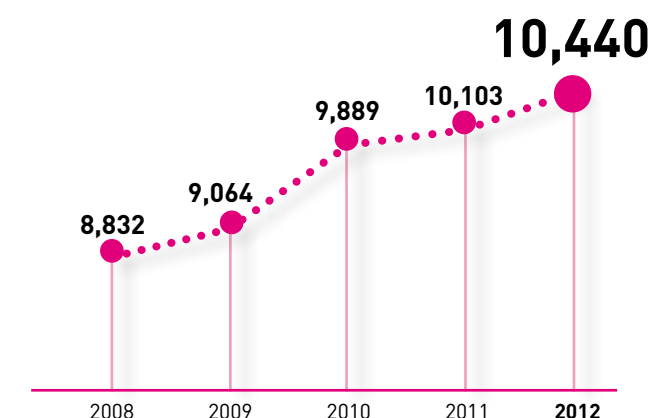
PROFIT
32.1
Million euros



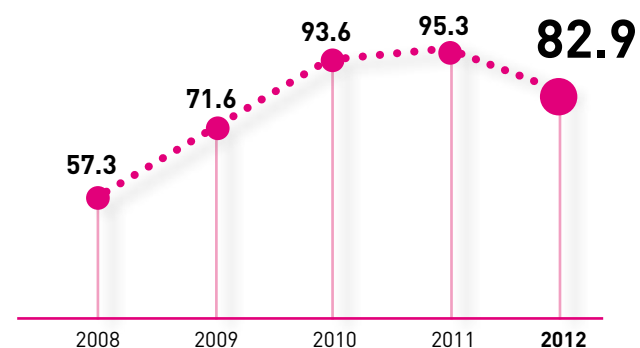
SALES
1,764.2
Million euros



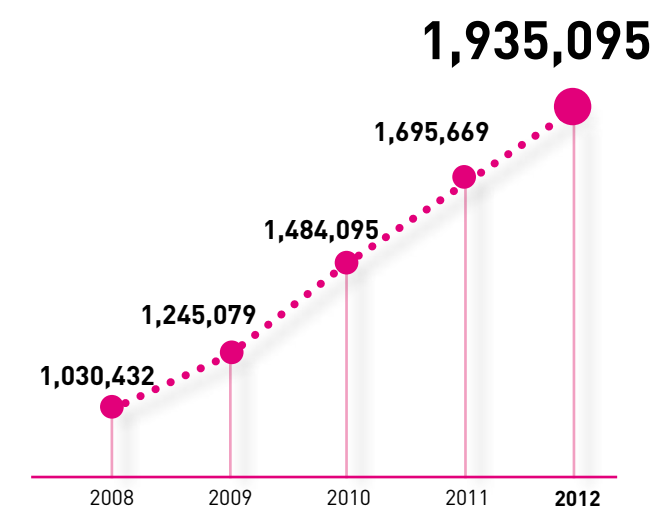
STAFF
10,440



GROSS INVESTMENTS
82.9
Million euros



CUSTOMER-MEMBERS
1,935,095



THE SUPPLY CHAIN

(2.8, 2.9, SO 1, ES 5.14)

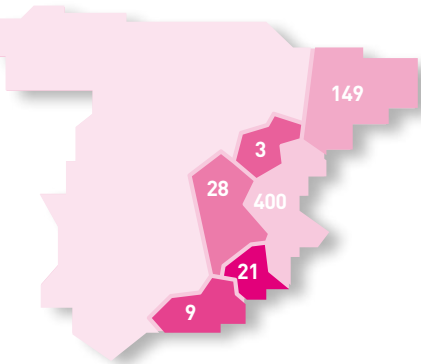
Supermarkets and logistics

Consum has continued to expand in accounting period 2012: the Cooperative opened 30 new supermarkets, 12 under the Consum and Consum Basic trademark, and 18 Charter shop franchises. With these openings, Consum has a total number of 610 supermarkets in the whole Mediterranean arch, 428 of its own and 182 franchises.

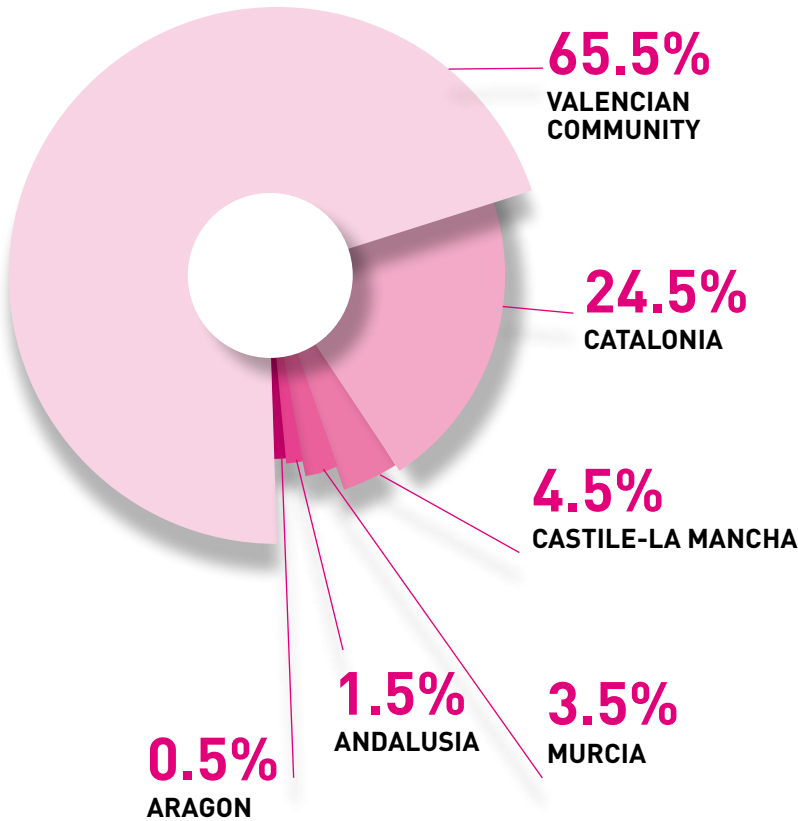
Along with the cooperation of members and customers, this growth has enabled Consum to maintain its position. In 2012, the Cooperative's national market share by surface area was 3.7%, which places it in 8th position in the national ranking of distribution companies.

As regards the improvement of premises, 8 supermarkets have been refurbished, extending the sales area by an average of 450 m². This year 2012 fifteen shops were closed through not meeting the conditions of the Consum supermarket model, but with a minimal impact through the creation of other nearby centres and the relocation of the entire staff. A further 13 shops of our own have been transferred to the Charter franchise. The affected interest groups are properly informed of all these changes

Our presence in the Mediterranean arch



Supermarket network
<http://ow.ly/kmZwA>



610 **SUPERMARKETS**
IN THE WHOLE MEDITERRANEAN ARCH



ECONOMIC RESPONSIBILITY

In order to ensure accessibility to its premises, 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.

The practical application of the “selection adaptation model” was extended to most of our commercial network. The model for Excellent Management in Fresh Produce has also been got under way at thirty supermarkets, stressing the objective for leadership in this category, as well as the Innovac Plus management model.

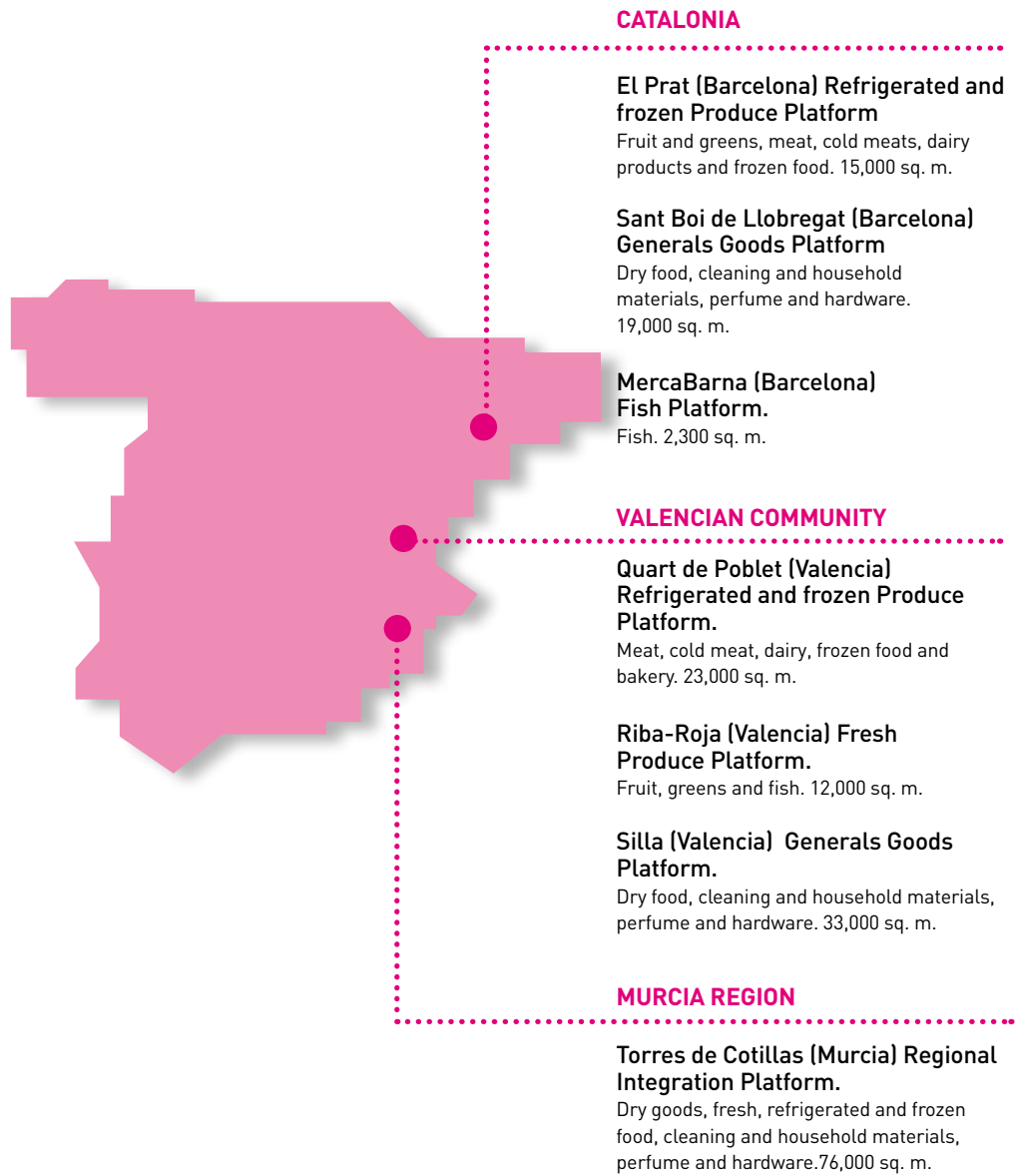
Consum’s logistics system has the main aim of products reaching the customers with a full guarantee of freshness and quality. In this respect it is important to stress that in 2012 the Cooperative’s logistics had its “excellence in service to shops” certificate renewed for its dry product platform in Silla (Valencia) and the Sant Boi de Llobregat platform was also certified.

We should also highlight the opening by the president of Murcia Region, Ramón Luis Valcárcel, early this year, of the organisation’s largest integral logistics platform, located in Las Torres de Cotillas (Murcia), furthering Consum’s growth in the southern area of the peninsula and supplying over 100 supermarkets in Alicante, Murcia, Castilla-La Mancha and Andalusia.



In June 2012 furthermore, the president of the Generalitat Valenciana, Alberto Fabra, opened the new High Productivity Warehouse at the logistics installations in Silla. These facilities mean that the supermarkets’ orders can be prepared with more efficient unitary services.

These actions at the platforms, along with the improvement in management of the supermarkets, have meant that in 2012 the organisation was able to cut the stock days by 2.4, exceeding the economic aim originally set.



Quality and foodstuff safety ^[4.8, PR 1]

Quality is a commitment assumed by Consum in all its products and services. In 2012 the organisation continued to work on the improvement of foodstuff safety. In this respect, the application of ISO 9001 standard to the quality management system of the fresh, refrigerated and frozen products in Catalonia and the Valencian Community was a key factor.

POINT OF SALE AUDITS	CRITERION	CHECKS MADE ON
164	Foodstuff safety	Implementation of Proper Hygiene Practices.
109	Replacement times	Maintenance of the cold chain.
265	Cleanness and Disinfection	Verification of the proper hygiene condition of the work surfaces.

PRODUCT AUDITS		
419	Consum brand	Traceability, analytical control of food quality and safety and product validation.
632	Fresh produce	Traceability, analytical control of food quality and safety.

PHASES IN THE PRODUCT'S LIFE CYCLE	MEASURES
Development of the product concept	Audits 94% correct
R+D	Not performed
Certification	Fresh produce platforms: ISO 9001
Manufacturing and production	Specific audits of: •Control and Management of stock 83% •Prior requisites for hygiene and traceability 100%
Marketing and promotion	Market studies and improvement of services to customers.
Storage, distribution and supply	'Excellence in service' certification
Usage and service	Specific audits of: •Foodstuff safety 93.3% •Loading and unloading processes and replacement times 98% •Processes for verification and validation of temperatures in transport 94.5%
Elimination, reuse or recycling	Authorised managers
Percentage of significant services subject to assessment	87%



Control over products is ensured by audits based on the strictest standards of foodstuff safety, quality and control of the product made on all suppliers of own brands and fresh produce. These are used to establish improvement measures which are regularly monitored. This control is also complemented with regular analytical checks on products, in which the commitment to continuous improvement is established and any incidents are analysed with suppliers.

QUALITY IS A
COMMITMENT ASSUMED
BY CONSUM IN ALL
ITS PRODUCTS AND
SERVICES.

PROGRAMMES FOR QUALITY CONTROL AND FOODSTUFF SAFETY OF PROCESSES AND PRODUCTS			
Foodstuff quality and safety	Satisfaction 2011	Satisfaction 2012	
Monitoring suppliers (fresh produce and own brands)	70%	87%	
Monitoring products (fresh and own brands)	91%	94%	
Monitoring and management of stock at Central Platforms	90%	83% ¹	
Prior requisites of hygiene and traceability at Central Platforms	100%	100%	
Foodstuff safety at point of sale	100%	93.3% ²	
Cold chain			
Processes for loading-unloading trucks and PV replacement times	99%	98%	
Processes for verification and validation of temperatures in transport	85%	94.5%	

1 Drops through the increase in demands of traceability and product rotation.
2 Drops through the increase in the demands as regards the useful life of the product.



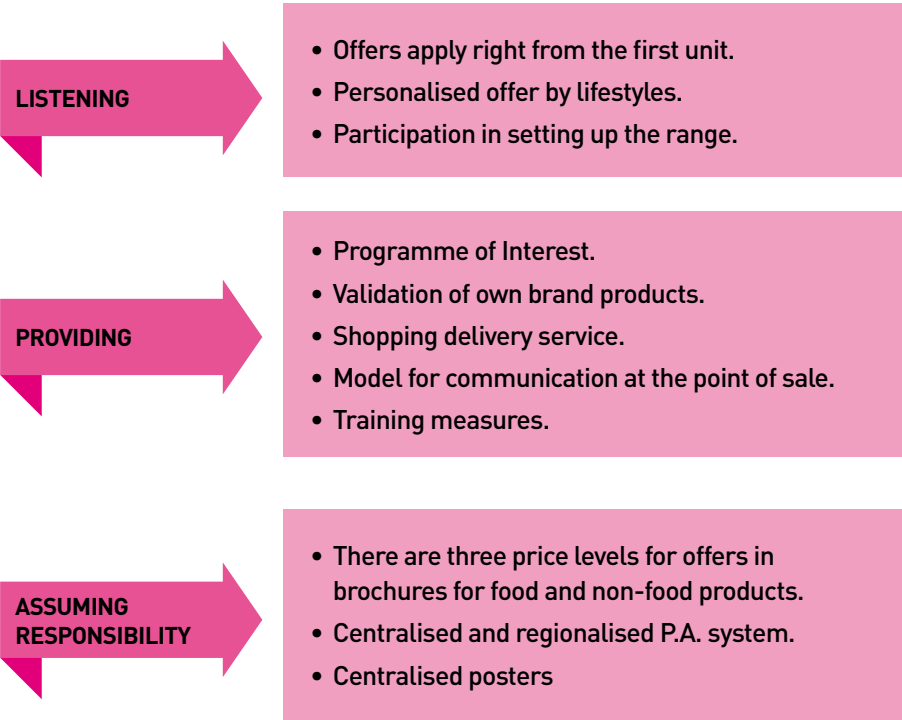
Responsible Marketing (PR 6)

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, Sales and Logistics, of both dry and fresh products. The resources needed for its execution are detailed in the annual Management Plan of each department.

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

The Commercial Coordination Committee, made up of those responsible for the Customer-Member, Shop Management, Sales and Logistics of Fresh and Refrigerated Products and Sales and Logistics for Food and Non-food 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.

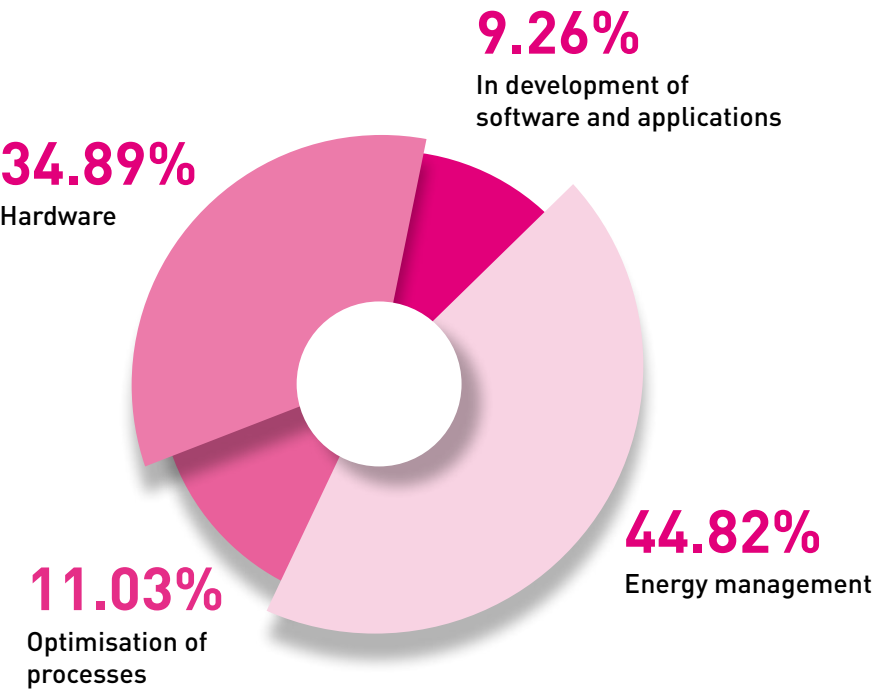




INNOVATION

(EN 30, CS 1)

In a setting in which new information technologies are changing the processes and forms of relations, innovation is an essential instrument for reinventing oneself and becoming more efficient, to respond to customers' demands better. In 2012 a major commitment to innovation was made with the investment of 7.6 million euros, 18.7% more than the previous year.



7.6

7.6 MILLION EUROS HAVE BEEN INVESTED IN INNOVATION

3 SOCIAL RESPONSIBILITY

At Consum we form part of the society in which we do business and we cannot therefore turn our backs on it. Corporate Responsibility is a form of management defined by establishing business targets that are compatible with society's sustainable development.



**CSR means obtaining
results while respecting
the people and society in
which you do business.**

SOCIAL RESPONSIBILITY 3

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 Consum's work or have some influence on this, with whom communication and interaction are promoted. As a result of these relations, the Cooperative has identified their needs in order to provide a response to these.



	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. • Social networks. • Radio broadcasts.	3.64 (out of 5) in the 2012 Survey on Employment Climate (two-yearly), 0.8% 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	7.82 (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.	In the satisfaction study performed among customers and customer-members, the variety and offers are identified as Consum strongpoints.
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 in 2011.
FRANCHISEES	• Sustainability report. • Regular meetings of those in charge with each franchisee. • Events. • Web. • Social networks. • Radio broadcasts.	Study planned for 2013
INSTITUTIONS	• Sustainability report • Signing agreements. • Joint actions • Events. • Web. • Social networks. • Radio broadcasts.	100% participation in Consum calls.

WORKER-MEMBERS

[2.8, EC 7, EC 9, LA 1, LA 2, CS 6, ES 2.3, ES 5.10, ES 5.11, ES 5.12]

As a social economy company, Consum has its main focus on people, as it works *for* them and *thanks to* them. In fact, generating stable quality employment is the basic aim of the Cooperative's Personnel Policy, as well as continuous training for the personal and professional development of the people working at Consum. This effort has a response in the increase in satisfaction of worker members seen in the survey made in 2012.

With a responsible personnel management system, Consum makes its workers' well-being compatible with the successful development of business. The commitment to internal promotion and fostering balance, equal opportunities and diversity promote the quality of life at work.

Consum's staff came to 10,440 persons at the close of business year 2012. 74.7% of these are women and the average age is 37. The figures also reveal stable and quality employment, as 97.2% of the people working at Consum are permanent members or members in their trial period. The 9089 worker members participate in ownership, management and results.

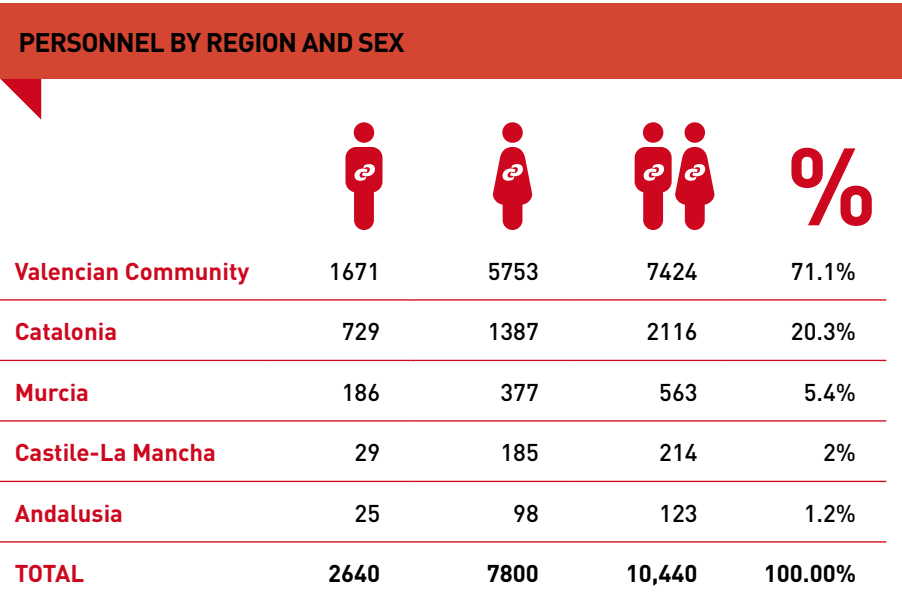
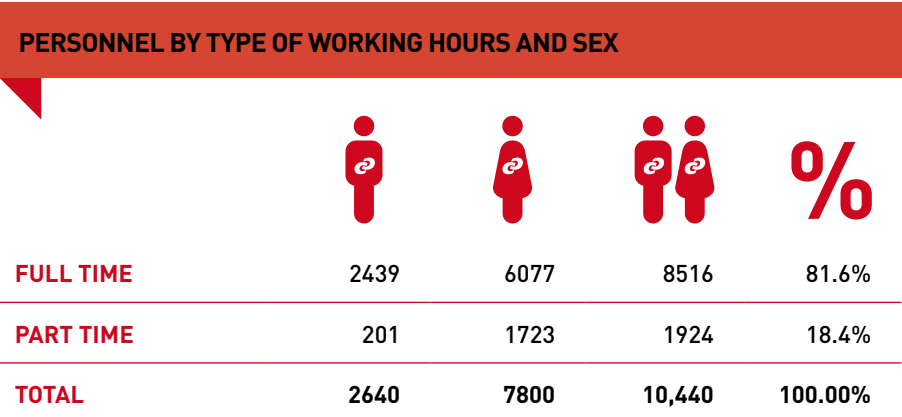
In 2012, the Cooperative's staff rose by 337 persons in respect of the previous year. This is a positive aspect in a year marked by the economic crisis and increasing unemployment, and a point which reveals the Cooperative's commitment to creating and maintaining jobs of work. Consum has also generated over 11,000 indirect jobs, mainly through the growth in the staff at the Charter franchise network and employees of transport, cleaning, security and shopping delivery services.

As for 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, to covering responsible positions through the internal promotion procedure. The management of Consum also come from the zones in which we work.

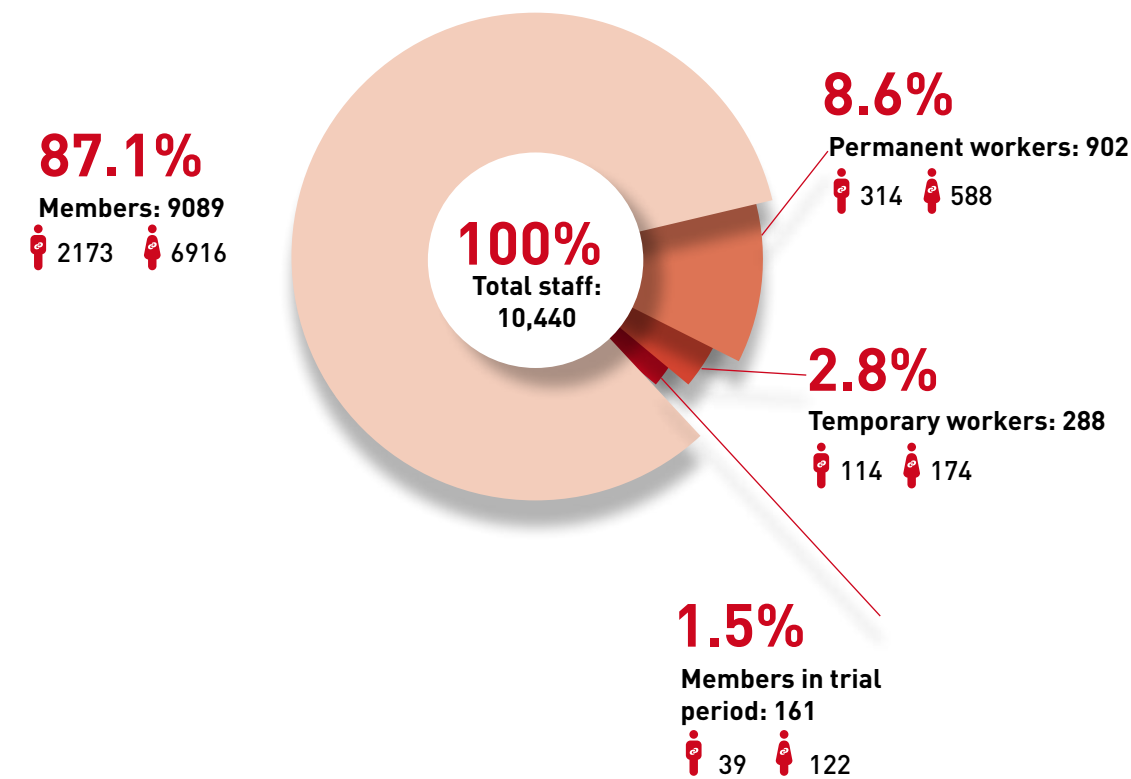
Thanks to the internal promotion policy of the Cooperative, 306 workers were promoted in business year 2012, 199 of these being women and 107 men.

THE COMMITMENT TO INTERNAL PROMOTION AND FOSTERING BALANCE, EQUAL OPPORTUNITIES AND DIVERSITY ALL PROMOTE THE QUALITY OF LIFE AT WORK.



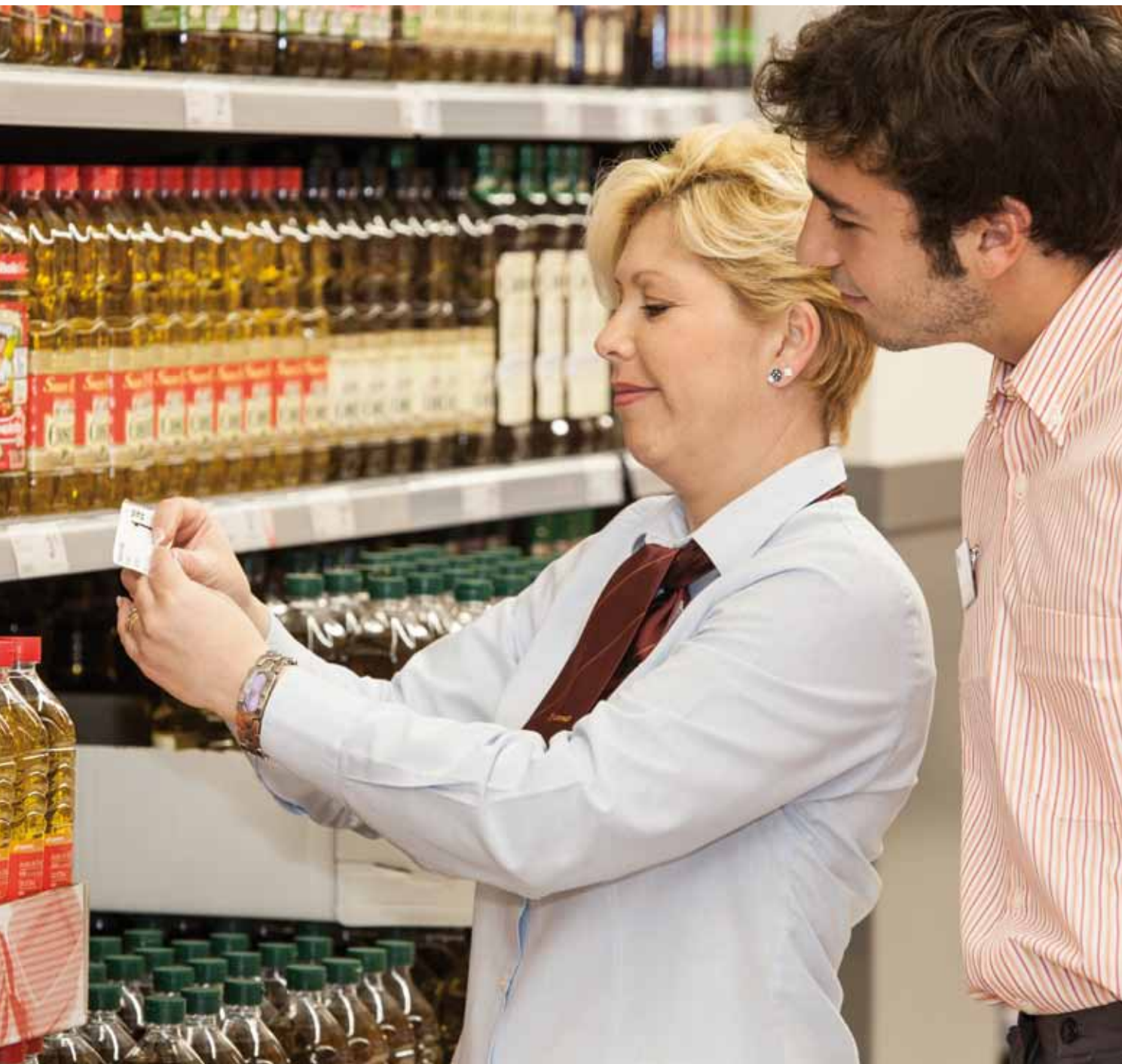


PERSONNEL BY TYPE OF CONTRACT AND SEX



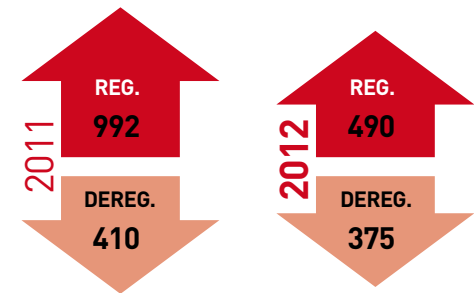
97.2%

97.2% OF THE PEOPLE WORKING AT CONSUM ARE MEMBERS, EITHER PERMANENT OR IN THEIR TRIAL PERIOD.



AT CONSUM, A
WORKERS STAYS
AT THE COMPANY
FOR 8.1 YEARS ON
AVERAGE.

EVOLUTION OF WORKER-MEMBERS



At Consum, a worker stays at the company for 8.1 years on average. In 2012 the cooperative was joined by 3998 new workers, due to seasonal jobs of work such as campaigns, supply workers, etc.. The number of leavers came to 3627.

The average rotation of the structural staff of Consum, made up of worker-members, is 4.16 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.

ROTATION OF MEMBERS

	2011		2012		2013	
	Nº DEREG.	% ROTATION	Nº DEREG.	% ROTATION	Nº DEREG.	% ROTATION
Voluntary	19	0.89%	45	0.65%	64	0.71%
Dismissals-expulsions	78	3.64%	171	2.49%	249	2.76%
Retirement	6	0.28%	7	0.10%	13	0.14%
Contract expiry	0	0.00%	1	0.01%	1	0.01%
Others	9	0.42%	39	0.57%	48	0.53%
TOTAL	112	5.22%	263	3.83%	375	4.16%

% rotation: number of deregistrations of members in the period divided by the average physical staff of members

100% OF OUR MEMBERS
ARE ENTITLED TO
VOTE THROUGH THEIR
DELEGATES.

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]

Both worker members and consumer-members, whose conditions for joining and leaving are stated in the Cooperative’s Articles, are represented and participate in the Delegates’ General Meeting. This is the highest governing body of the Cooperative, 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 if they are consumers or workers.

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 2012 no representative body was renewed.

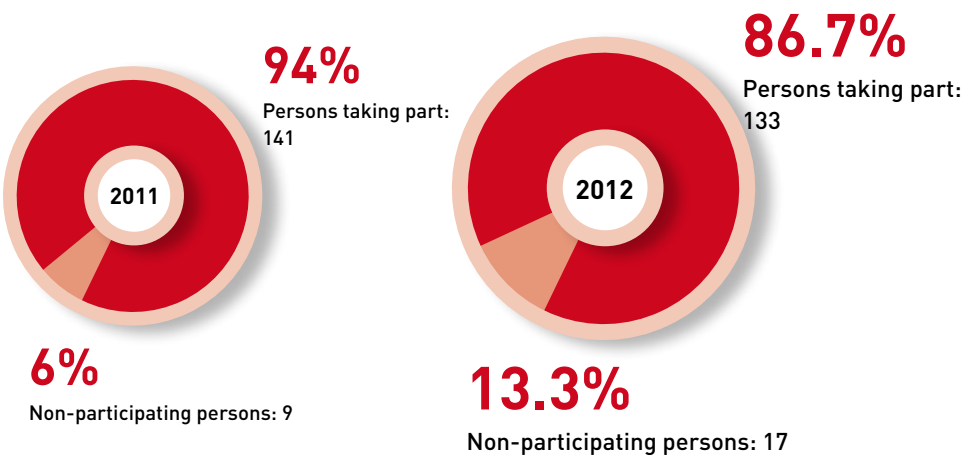
The Governing Board, the General Meeting and the Social Committee, as well as the Members’ Meetings and the Meeting of Delegated Commissions of the Social Committee, are the work groups enabling information to be exchanged and decisions to be made at the Cooperative. Due to the Cooperative’s participative organisation model, all the 10,440 workers at Consum can take part in the groups or spaces generated to foster decision-making, since although there 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 event of there being any organisational change at the Cooperative, the Board of Directors presents this to the chain of command. This in turn has roughly one month to pass on this information to its teams. When there are particular innovations, the internal communication criterion is to inform the workers at least one day before the matter becomes public knowledge.

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 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.

REAL PARTICIPATION IN THE COOPERATIVE’S GOVERNING BODIES

GENERAL MEETING





5.2

CONSUM INVESTED 5.2 MILLION EUROS IN BALANCE IN 2012, WHICH MEANS 494 EUROS PER WORKER.



Balance and Equality

(4.8, EC 1, EC 5, LA 2, LA 3, LA 13, LA 14, LA 15, HR 4, ES 5.7, ES 5.10, ES 5.11, CS 7, CS 8)

In 2012, Consum extended the certificate of Family-Responsible Company (*Spanish - EFR*) to all the centres of the Cooperative. Consum thus 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. To make this endeavour more noticeable an EFR mark has been designed, which is placed at the entrance to the centres which have obtained the certificate.

Consum invested 5.2 million euros in balance in 2012, which means 494 euros per worker. Consum publishes the catalogue of family balance measures "*+de 50 Medidas para Conciliar*" (over 50 Measures for Balance), which covers 64 measures to foster working and personal life. To make people aware of this area, a 2013 calendar has been published with messages about co-responsibility.

It is important to underline the fact 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.

Consum has selected the most prominent balance measures, grouped by categories, in order to measure their scope:

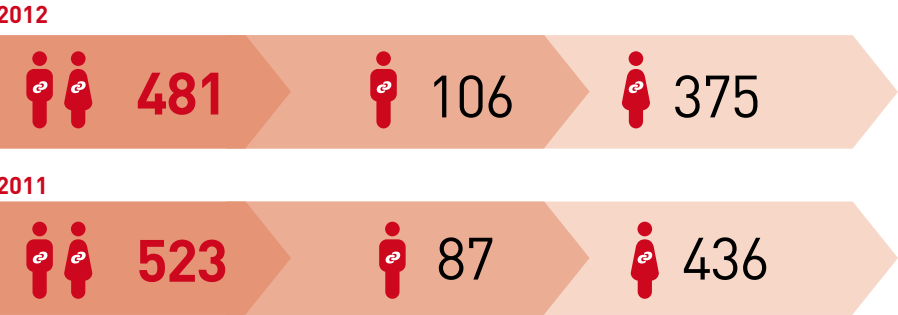
PERCENTAGE OF PEOPLE ENJOYING EACH WORK-FAMILY-LEISURE BALANCE MEASURE AND SOCIAL BENEFITS		
BALANCE MEASURES	2011	2012
Leadership and style of management		
Evaluation of performance	94.6%	93.6%
Quality in employment		
Job stability	93.6%	97%
Medical service	30%	10.1%
Loans for members	2.6%	2.9%
Distribution of profits for members	88.7%	87.1%
Compensation for holidays outside the summer period	2.3%	2%
Time and space flexibility		
Continuous working day	100% central platforms 100% shops	100% central platforms 100% shops
Transfers through proximity of the work centre to the home	8.2%*	5.5%*
Support for the family		
Accumulated breast-feeding leave	3.8%	2.9%
4-week remunerated paternity leave	0.9%	1%
Layette voucher for members	3.7%	4.6%
Payment for handicapped children	0.8%	0.8%
Christmas Card competition	24%	24.5%
Protocol for protection of maternity	4.3%	3.6%
Extended leave for danger in pregnancy with 100% of the salary	3.7%	3%

* Percentage of transfer applications granted.

It should be stressed that since the introduction of Consum's Balance Plan in 2007 the organisation's productivity has risen by 7.8%, absenteeism has dropped 44.2% and rotation 55%.

SINCE THE INTRODUCTION OF CONSUM'S BALANCE PLAN IN 2007 THE ORGANISATION'S PRODUCTIVITY HAS RISEN BY 7.8%.

WORKERS WHO HAVE TAKEN LEAVE THROUGH MATERNITY/PATERNITY



WORKERS WHO GO BACK TO WORK AFTER THEIR LEAVE				
				% in respect of workers taking maternity leave
2012	106	373	479	99.58%
2011	87	434	521	99.62%

WORKERS WHO CONTINUE TO BE IN ACTIVE STATUS AT THE COOPERATIVE ONE YEAR AFTER THE END OF THE LEAVE				
				% in respect of workers taking maternity leave
2011	75	381	456	87.19%

SOCIAL RESPONSIBILITY

Consistent with the Cooperative’s values for fostering conditions of equality and participation of all the members, Consum uses the procedure 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 1085.28 euros per month for paid personnel and 1178.84 euros per month for the worker-members. In 2012 the minimum inter-professional salary was 752.85 euros, meaning that the basic wage at Consum is over 44% higher in both cases.

The total salary expenses of the Cooperative during business year 2012 came to 228.8 million euros, including salaries, pensions and other benefits and compensation.

TOTAL SALARY EXPENSES	
2011	2012
227,135,526 €	228,889,664 €

As regards the distribution of the Cooperative’s annual profits among its worker-members, in 2012, the members shared 12.8 million euros, 69% of Consum’s cooperative profits in 2011. To this one should add the interest collected by the compulsory provisions to share capital, a sum of 6.5 million euros, which adds up to a total of 19.3 million euros. Hence, adding up both items, each member has received on average the sum of 2,213.6 euros.

The Consum Equality and Balance Committee has gone on working on the Equality Plan with measures to facilitate women’s access to responsible posts.

Consum fosters the implementation of open contracting systems 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. It is worth pointing out that Consum has had no complaints through employment discrimination throughout its history as a cooperative.

EACH MEMBER
HAS RECEIVED
ON AVERAGE
2213.6 EUROS AS
DISTRIBUTION OF
PROFIT.

The salary difference between men and women is 0.42 as an absolute value, representing 23%. It is positive to stress that this difference has been reduced by 6.6% as compared with the previous year. 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, 55.9% of the posts are already held by female Directors and Shop Managers.





THE REPRESENTATION
OF WOMEN ON THE
GOVERNING BODY AT
PRESENT REACHES 67%.

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). Lastly, the Social Committee, the exclusive representative body of worker-members, consists of 16 members, nine of whom are women, including the president.

DISTRIBUTION OF THE STAFF BY AGES AND GENDERS. AVERAGE AGE						
AGE		MEN	WOMEN		TOTAL	%
< 30 años	■■■■■■■	758	1851	■■■■■■■	2609	25%
30 - 50 años	■■■■■■■	1617	5464	■■■■■■■■■	7081	67.8%
> 50 años	■■■	265	485	■■■	750	7.2%
TOTAL	■■■■■■■■■	2640	7800	■■■■■■■■■■■	10,440	100%
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	56%	44%	30-50 years	0%



PERSONS BELONGING TO MINORITIES
(DISABLED AND FOREIGN) AND AVERAGE AGE

	MEN	WOMEN	TOTAL	% OF STAFF	AVERAGE AGE
Disabled	43	76	119	1.14%	42.16
Foreign	193	473	666	6.38%	35.28

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

	MEN	WOMEN	TOTAL
Full time	10	22	32
Part time	33	54	87
TOTAL	43	76	119
Unlimited contract	43	76	119
Temporary contract	0	0	0
TOTAL	43	76	119
Average age	30-50		

DISABLED PERSONS AT THE ORGANISATION
PER AUTONOMOUS COMMUNITY (REGION)

			
Valencian Community	35	58	91
Catalonia	7	8	17
Murcia	1	8	9
Castile-La Mancha	0	2	2
TOTAL	43	76	119

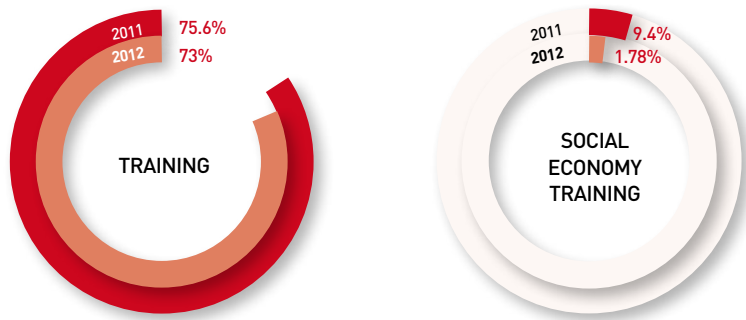
Training and continuous improvement

[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 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 1.33% on training in respect of the company's total wage bill, which means 291.6 euros per worker.

We should highlight the fact that almost all the financial aid received from regional or local authorities is ploughed back into the workers' professional and company training. In 2012 we received 577,815 euros in subsidies out of a total of 582,424 euros, a sum similar to previous financial periods, which enables Consum's commitment for the professional improvement of all its workers.

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



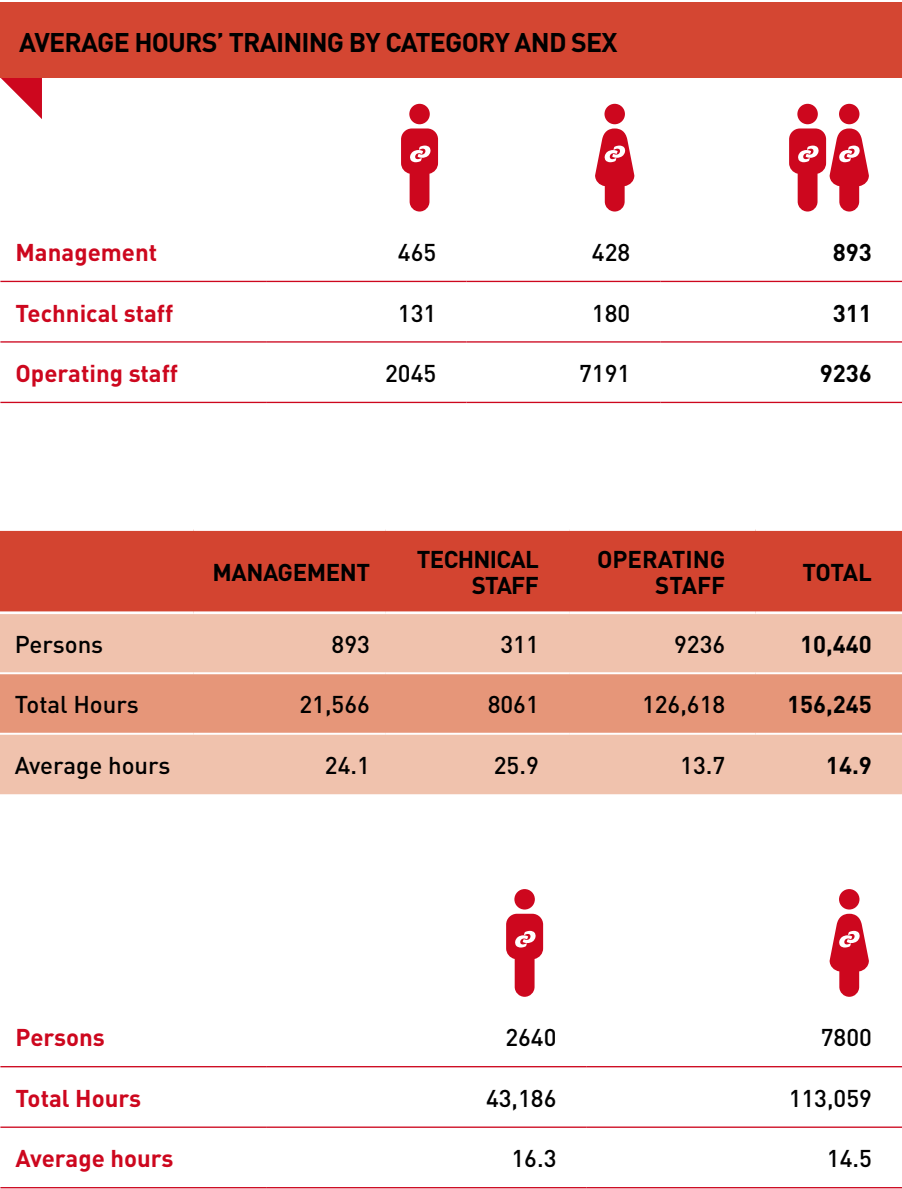
All the workers joining the Cooperative are given specific training in professional ethics in order to guarantee respect for human rights insofar as our business is concerned and ensure that there is no corruption at work. In 2012 931 people were given training in professional ethics, lasting 1862 hours, which means 8.92% of employees trained this year in these policies. It should be mentioned 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 involved, according to the Cooperative's Articles of Association, or the dismissal of any non-member workers who fail to comply with this. In 2012 there were ten expulsions for this reason.

All the classroom internal training sessions are assessed through a specific questionnaire and the trainer also evaluates the attendees. The results are taken into account for drawing up the Training Plan for the following year.

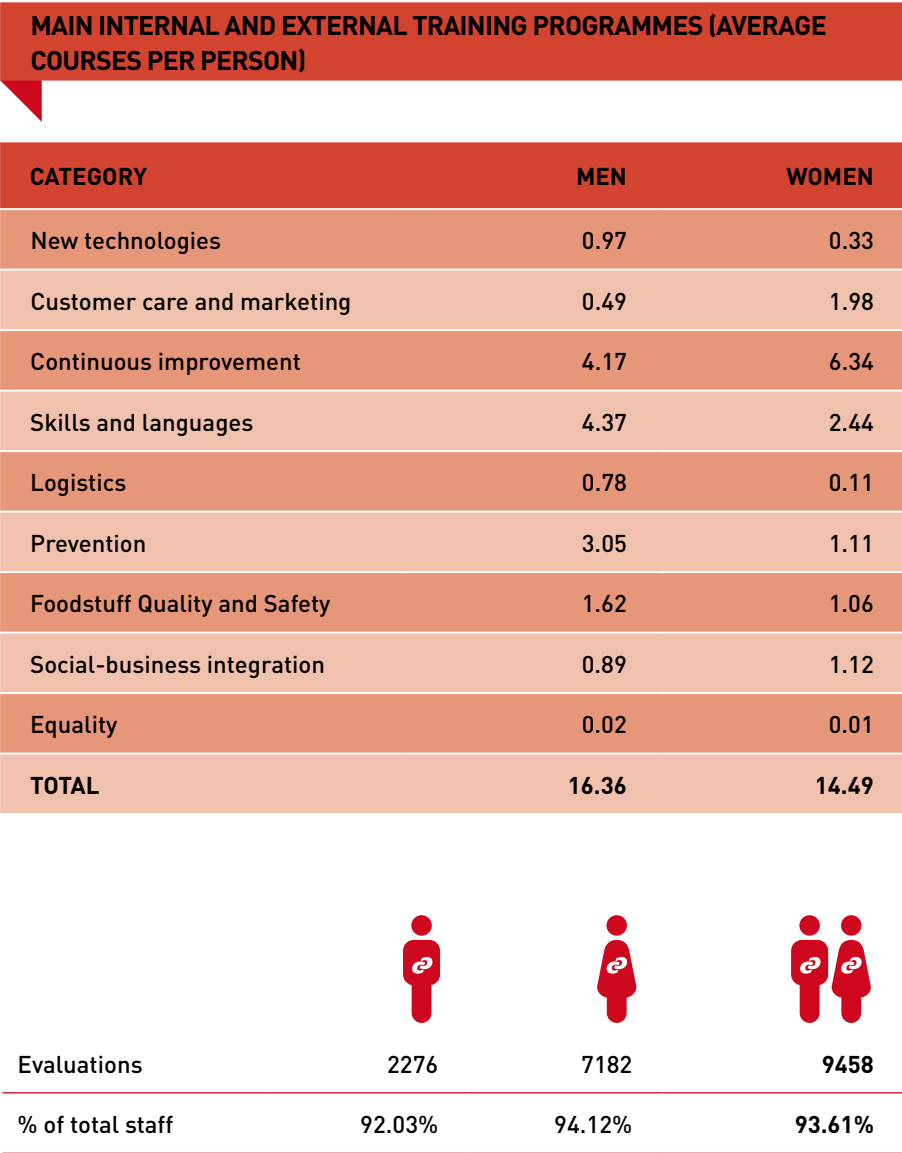


73%

73% OF THE STAFF WAS GIVEN TRAINING IN 2012.



Consum has a system for assessment of professional performance. In 2012 this assessment was implemented to detect any training needs and recognise work well done by management. A total number of 9458 evaluations were made, covering 93.6% of the total staff. The average mark obtained is 7.64, which is equivalent to "Sound Work".



88.6% of Consum's staff, members or members in the trial period, are covered by the Internal System of Regulations. The remaining 11.4%, 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 and a further 9 designated by the Social Committee. 9 technical staff from the prevention service also take part at this committee’s meetings. Apart from this the category of prevention coordinator has been created, embodied in the 489 social representatives of the workers. Counting the members of the Safety and Health Committee, this makes up a percentage of 4.93% of the total number of workers represented at these bodies.

The Accident Prevention Service monitors the Planning of preventive activities at the shops and platforms visited 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.

TRAINING IN PREVENTION OF OCCUPATIONAL ACCIDENTS		
	2011	2012
Basic Training	23%	16.5
Specific Training	15%	26.5
TOTAL	38%	43%

As regards the absenteeism rate, we should stress that this year it has gone down 13.7 per cent as compared with the previous year, and there was no death through occupational accidents, as in previous years.

ABSENTEEISM AND INDEX OF INCIDENT				
	TOTAL ABSENTEEISM	IT ABSENTEEISM (ILLNESS)	AT ABSENTEEISM (OCCUPATIONAL ACCIDENTS)*	INCIDENT RATE
2011	3.64%	3.17%	0.46%	2.7 %
2012	3.14%	2.72%	0.42%	2.1%

* The percentage of occupational accidents includes occupational illnesses. In 2012 there were nevertheless five declared cases of occupational illness.



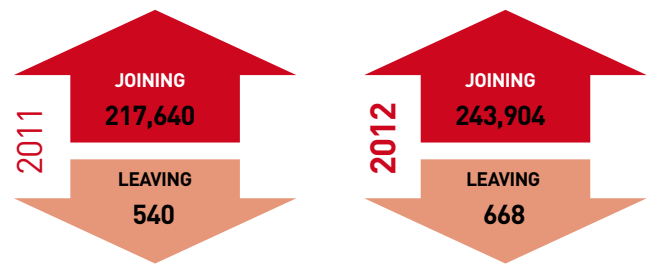
CONSUMER-MEMBERS AND CUSTOMERS

[ES 2.3]

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

243,904 customers were registered as new consumer-members in 2012, reaching the figure of 1,935,095 members, a very high number which vouches for the successful operation of our company and commercial model of advantages for members.

EVOLUTION OF CUSTOMER-MEMBERS



Members also take part in the training and information activities that the Cooperative arranges for them. Consum, as a consumer cooperative, is also a legally recognised consumer association, and its corporate 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.





IN 2012 CUSTOMER-MEMBERS RECEIVED 19.1 MILLION EUROS IN DISCOUNT CHEQUES.

Advantage programme for customer-members

(PR 5)

The Consum Interest Programme is also a significant bond for connecting with customer-members. Each member is sent a discount cheque and the statement of their purchases, along with the sales brochure. As a complement they are also regularly sent personalised promotions, depending on their purchasing preferences.

The Consum Interest Programme’s main tool is the absolutely free customer loyalty card, which can be converted into a payment card. 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 obtains discounts on the consumption of fuel made at the over 3000 petrol stations in the Solred group. Our customer-members can also benefit from discounts on holiday packages.

In 2012 the customer-members’ participation in sales exceeded 75%. Consum’s customer-members benefited from discounts of around 19.1 million euros, given in the form of discount cheques, which can be swapped for buying any kind of product at our supermarkets. Discounts rose by 7.3% en 2012, through extra concessions, which reflects the successful development of the Entrenosotros Programme. This improves the organisation’s model of relations with its members by adapting to each customer’s purchasing habits.

Customer-members promptly receive the “Consum Entre Nosotros” magazine at their homes, as well as particular information about the programming of training activities on matters of consumer interest which are carried out exclusively for them.

In the customer-member satisfaction study performed in 2012 on the satisfaction of the interest programme, Consum obtained a mark of 7.82 on a scale of ten points, increasing the level of satisfaction of the previous year by 0.8 per cent.

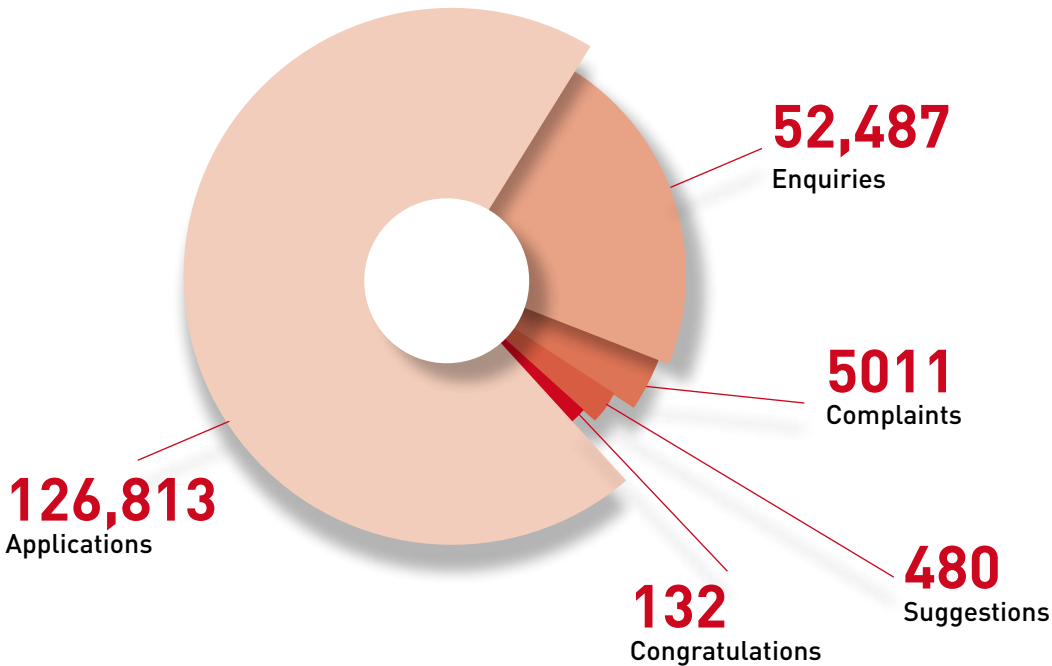
In order to improve and adapt to our customer-members’ needs, Consum has different channels for learning their degree of satisfaction about the product and services provided to them.

The registration and management of the incidents learned of through the Consum Active Listening Area enables the cooperative to receive 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 184,923 calls were handled involving incidents detected by our members and customers during 2012, 2.6% less than the previous year.

CUSTOMER CARE PROCESSES

[PR 8]



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, the same mark as the previous year. We aim to go on carrying out this satisfaction study, analysing results and improving the aspects that our customers demand most.

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 two-yearly audit made during 2012. 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.

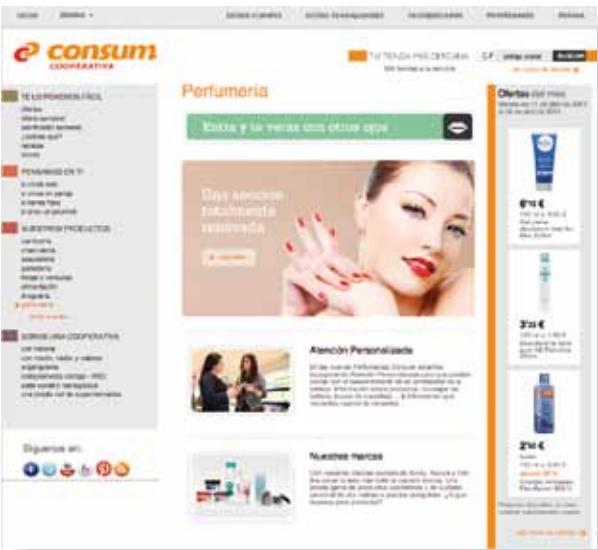
ADMINISTRATIVE PROCEEDINGS [EN 28, PR 2, PR 4, PR 7, PR 9, SO 8]

TYPE	ACTS FINED	COST INCURRED
Voluntary codes	5	3680
Labelling	2	600
Regulations	9	9824
Environmental	5	1351
Service supply	3	12512
Marketing	0	0
Data Protection Law	0	0
TOTAL	19	27,967 euros





7343 PEOPLE TOOK
PART IN CONSUM'S
TRAINING MEASURES
IN 2012.



Training and Information

(LA 8, ES 3.5, ES 4.4)

Training and Information

(LA 8) The training programme for our customer-members has focussed on activities involving healthy lifestyles, with the following themes: The Healthy Menu, Cooking with Sense, Diet and Traditional Cooking, Cooking with Origin Denomination and Christmas Surprises. The aim was to give our customer-members notions about nutrition and cooking, with simple and immediate applications in their everyday lives. 406 training workshops were held at 90 shops in all the regions in which the cooperative works, with a participation of 4832 customer-members.

Attended workshops were also held with the cooperation of Valencia General Hospital, as part of the PAIDO programme for prevention of child obesity, with the participation of 39 children.

For smaller consumers the seventh edition of the Consum Story Competition was held to celebrate World Consumer Day, under the motto “A tale of colours, smells and flavours. The Mediterranean Diet”, with the participation of 93 centres, preparing a total number of 260 stories written by 2472 schoolchildren.

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 Entre Nosotros” magazine, a two-monthly publication exclusively for our customer-members on consumer matters. In 2012 the total print run was extended to 2.7 million copies, reaching over 500,000 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 is Consum’s web page, with information, services and applications, which enable both training and participation by the different groups. In 2012, Consum’s web page had over 781,900 visits, 42% more than the previous year, which speaks for the success of the new communication channel. One significant piece of data is the number of 1300 downloads of the 2011 Sustainability Report from the corporate web page. In 2012 the second phase of the web 2.0 started to be developed, as an exclusive digital channel for relations with the Customer-Member.

There is also constant dialogue with interest groups through social networks with official Consum channels in Facebook, Twitter, LinkedIn, YouTube, Flickr, Pinterest, Wikipedia or Scribd, and enabling the socialisation of the Cooperative’s messages.

The Cooperative has radio broadcasts on Radio Valencia–Cadena SER, “Ser Consumidor”, on “La Mañana” broadcast by COPE Valencia, “Consum Entre nosotros”, broadcast every two weeks and the “RAC Consumidores” spot on RAC1, on the air weekly in Catalonia.

Along with the training work done through the media mentioned, Consum has had a significant presence on the media through current affairs items. In 2012 there were over 2000 hits in the media.

SUPPLIERS

(EC 6, EC 9, PR 3, ES 5.3, ES 5.4, ES 5.6)

Suppliers play an active role in the successful evolution of the business, which is why the Cooperative ensures ongoing relations with them, based on trust and a close association.

If Consum's development is positive, so is that of its suppliers. That is why the organisation works to maintain long-term commitments which enable it to involve these suppliers in its commercial policy right from the start, through its personalised offer. Consum allows the supplier to get straight to its final customer through this offer, adapted to the way each customer-member does his or her shopping, as seen in discounts adapted to their needs, in what is known as "*Tus doce Cheque-Crece*".

Suppliers are vital for fostering one of the fundamental approaches of our commercial policy: the customers' ability to choose, offering a broad and varied range adapting to suit the customers' needs. In 2012 progress was made in seeking the consumer needs demanded by its customers, adapting the selection provided at centres to local and regional needs, and responding to members' requests through the Active Listening Programme.

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 are the basis for the evaluation and approval of manufacturers, exceeding expectations, fostering continuous improvement and verifying that over 90% of the suppliers of own brand fresh and refrigerated products have quality certifications guaranteeing respect for the environment and 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.

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 73% of the purchases made by Consum are made in the autonomous communities in which it is present, 10% more than in 2011.

73% OF THE PURCHASES MADE BY CONSUM ARE IN THE AUTONOMOUS COMMUNITIES IN WHICH IT IS PRESENT.



SOCIAL RESPONSIBILITY

For the Consum product, the Cooperative maintains a high level of demands as regards parameters of quality, design, competitiveness and customer satisfaction. 364 new items were incorporated in 2012, which means a total number of 1705 references of its own brands. During this financial year over 200 designs have been updated, to make the product more appealing for the consumer.

In 2012 the implementation of the new model of perfumery was extended to 30 supermarkets and new brands have continued to be added. In this framework 333 new designs were made counting new incorporations and redesigns of the previously existing range. This new section incorporates five brands identifying the different lines of products: Consum Kids for children, Kyrey for beauty, OM Line for men, Kaviva for capillary treatment and Consum for hygiene.

Consum's own brands have reached a participation of 20.6% 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, fats, saturated fats, fibre and salt – all Consum products also have information about any possible allergens in the product, to warn people with foodstuff intolerances.

FRANCHISEES

THE CHARTER
FRANCHISES MEAN THAT
CONSUM CAN COMPLY
WITH ITS SOCIAL MISSION
AS A COOPERATIVE:
ALWAYS BEING CLOSE TO
THE CONSUMER.

Another essential group for the Cooperative are its franchisees - entrepreneurs who offer Consum products and services under the Charter brand in the towns and urban districts which do not have a big enough population to allow the presence of a large supermarket, but where there has to be a good facility suiting their size where one can do one's daily shopping. Consum thus complies with its social mission as a Cooperative: always being close to the consumer.

The Charter franchise, spreading all over the Mediterranean arch, concentrates on medium-sized towns, tourist zones and urban districts of the big cities. The profile of these establishments is that of a family supermarket, with sales floors from 200 to 500 m².

Some of the significant values provided by Charter to its franchisees are transparent information on the profitability of the business, competitiveness in prices, economic facilities (free entry quota, free advertising quota, financial support for introduction, etc.) as well as logistics efficiency at no cost or development of efficient computer systems.

The customers of Charter franchises can also benefit from all the discounts and promotions that Consum carries out through the Cooperative's Loyalty Programme.



WITH SOCIETY

(4.12, 4.13, EC 8, ES 5.1, ES 5.5)

Support work

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 local projects, both as regards the concern which it cooperates with and the beneficiaries of the action sponsored.

Only in social work, in 2012 there were 143 cooperation projects in all the communities in which Consum works. Some of the projects backed by Consum are cooperation with schools, universities and councils, apart from social charities such as Cáritas, Cruz Roja, Intermón Oxfam, Unicef, Manos Unidas, Alzheimer sufferers, Food Bank, Proyecto Hombre, Payasospital, Aspanión, Afanoc, PupaClown, amongst others. Over 53,000 euros was allocated to this cooperation work.

‘Profit’ programme for Responsible Management of Food

Well aware of Consum’s commitment as a foodstuff distribution company in a situation in which there are families in its environment that are even short of food, in 2012 it got under way an action which had already been introduced at particular centres, but making this general. Implementing the established quality requirements, food is withdrawn prior to its best-by date, which is perfect for consumption. This is donated, in proper order and following a strict protocol to ensure foodstuff safety, to social institutions, for this to be distributed among the people who need this most. Over 3,881,167 euros has been donated in this way.

Along with these endeavours different contributions of food have also been made, coordinated from the Cooperative’s distribution platforms. 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, Médicos del Mundo de Valencia, Proyecto Vida de La Poble Llarga, Proyecto Hombre in Murcia and Cáritas in Valencia, Barcelona and Murcia.

COOPERATION, SPONSORSHIP AND SOCIAL ACTION



SUPPORT WORK

ACTION	ECONOMIC VALUE
Social Action	53,549
‘Profit’ Programme	3,881,167
Others	12,000
TOTAL	3,946,716

In business year 2012, over four million euros was donated to support schemes, multiplying the previous year’s amount by eight.



Integration in the setting

[4.12, 4.13]

Consum's involvement in sectorial associations covers a wide range from both the business and the social and cooperative worlds. The Cooperative is a member of the United Nations Global Compact, Asedas, Asucova, Fedacova, Cedac, Asumur, Asucam, CEV, Aecoc, Logistop, Asociación para el Desarrollo de la Logística (ADL), Fundación Etnor, Fundación de Estudios Bursátiles, Fundación Sabor y Salud, Fundación GEA, Fundació Catalunya-Comerç, Ainia, Hispacoop, Asces, Federación de Cooperativas de Consumo de la Comunidad Valenciana and Federación de Cooperativas de Consumo de Cataluña, as well as the Chambers of Commerce in the provinces where we work, amongst others.

2012 was declared International Cooperatives' Year by the United Nations. This meant the international community's recognition of cooperatives as a model for entrepreneurship which fosters an efficient and competitive economy at the same time as social responsibility. In this framework, Pauline Green, the president of Alianza Cooperativa Internacional (ACI), visited the Cooperative's installations in Silla, along with Consum's president.



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



Development of a geomarketing system for adaptation to the customers' needs.



An agreement 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.



In 2012 Consum signed 18 practical work agreements with training institutions, which have enabled 115 people to carry out their work experience stays. One of these which deserves mention is the Agreement between Consum, Universitat 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 for developing tools for budget forecasting, managing timetables and point of sale terminals.



Cooperation for developing a tool for managing timetables and task distribution in order to foster application of Consum's Equality and Reconciliation plan.



Cooperation in the Smart Reader and Smart Delivery logistics projects



Cooperation agreement between the Charter franchises and the Intercoop Group commercial company in order to open supermarkets.

4 ENVIRONMENTAL RESPONSIBILITY

CSR is a value that enables us to reflect, administrate and steer the ecological impact of the organisation's decisions. The Cooperative's environmental policy includes strategic, continuous improvement and awareness-raising programmes to minimise the environmental impact of our business.



ENVIRONMENTAL RESPONSIBILITY

4

ENVIRONMENTAL POLICY AND MANAGEMENT

(EC 2, EN 1, EN 2, EN 18, ES 5.8, ES 5.9)

Consum is aware of the environmental impact that its work can generate and thus tries to reduce this as far as possible. Environmental aspects are analysed and objectives for improvement are defined. These aims are intended to efficiently manage natural resources, 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.

Through measures defined in its management plan Consum works on the consequences stemming from climate change which affect its business. These consequences are mainly an increase in costs and consumptions of natural resources such as water or energy.

In the annual assessment of its environmental impact, Consum has detected three significant aspects: the increase in consumption of toner through reprinting price labels at all its centres, stemming from the constant adaptation and efforts made by the Cooperative as regards price adjustment: the increase in consumption of shopping bags (in which action has been taken by reducing the kilos of plastic); and the increase in dangerous waste by assuming the maintenance of central platforms and its proper management through our own computer recording system.

MATERIALS USED IN WEIGHT OR VOLUME WITH RECOVERABLE VALUE *

MATERIALS (KG)	2011	2012	% RECOVERED
Paper, cardboard	549,595.36	589,344.11	100%
Metals	23,783.49	27,418.28	0%
PVC Plastics	59,702.49	67,031.38	0%
PET Plastics	32,441.65	10,747.57	0%
Other plastics	1,416,034.76	1,221,103.10	16%
Glass	31,610.56	14,001.41	0%
Foodstuff “tetrabricks”	0	1335.01	0%

* Data for calendar year

NATURAL RESOURCES

(EN 3, EN 4, EN 5, EN 6, EN 7, EN 8, EN 9, EN 10, EN 17, EN 18, EN 19, EN 20, EN 21, EN 29)

The policy on packing and packaging along with the control of waste and energy efficiency systems has helped to improve Consum’s Carbon Footprint by 29% in respect of the previous year, a major step forward in reducing the Cooperative’s environmental impact.



DIRECT ENERGY CONSUMPTION

	2011	2012
Electricity (Gj)	855,136.55	864,724.76
Diesel fuel (Gj)	2655.15	1930

67% OF THE ELECTRIC ENERGY CONSUMED IN 2012 COMES FROM RENEWABLE SOURCES, IMPROVING THE PREVIOUS YEAR'S RATIO BY TWENTY PER CENT.

The energy consumed is mainly electric energy; the expense in diesel fuel is basically for occasionally starting up our electricity generating sets to ensure these work properly. This has increased due to installing these systems in all central platforms and in centres located in areas with extreme temperatures, as a preventive measure. In 2012 electricity consumption increased through starting up the new central platform for fresh and refrigerated produce at Torre de Cotillas (Murcia) and the consumption of diesel fuel dropped through the elimination of its consumption at the Silla platform.

Another relevant piece of data is that 67% of the electrical energy consumed in 2012 comes from renewable sources, improving the previous year's ratio by twenty per cent.

The energy savings due to the improvements brought in is: 26,114.4 GJ. These measures were:

The network of eco-efficient supermarkets has reached 270 centres, representing 63% of the total number of our own establishments. Eco-efficient centres consume 25% less energy than a conventional supermarket. In 2012, the savings measures introduced at these centres incorporated measures such as the updating of the software which regulates the electricity management of the centre, the optimisation of the power contracted and the installation of LED lighting at 12 points of sale and 2 platforms.

Two audits per year are also performed at each shop, to guarantee proper operation of the installations and the efficiency of the equipment.



INDIRECT CONSUMPTION OF ENERGY AND INDIRECT EMISSIONS OF GREENHOUSE GASES

	2011		2012	
	Gj	t CO ₂	Gj	t CO ₂
Diesel (goods transport)	3,097,783	21,031	2,936,927	19,939
Diesel (company travel)	3,712,833	930	3,314,458	750
Diesel (worker transport)	97,075.5	19	97,172	19
Diesel (shopping delivery)	276,575	860	348,614	1084
TOTAL	22,840		21,792	

Another positive point is that starting up Las Torres de Cotillas platform has meant 5% savings in goods transport. As regards transporting shopping to customers' homes, one of the most highly-valued services by Consum customers, there has been an increase through the greater demand for this service, in spite of the Cooperative continuing to improve its fleet of electric vehicles, going from one to three.

At Consum, 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.

TOTAL INTAKE OF WATER PER SOURCE (M³)*

	2011	2012
Municipal supply	277,202	292,125
Dumping into the sewers	274,430	289,204

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

In 2012 water consumption only rose 5.4% in spite of the increase in the organisation's activity.

At Consum 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 19, EN 20, EN 22, EN 23, EN 24, EN 26, EN 27, EN 30, CS 2, CS 3, CS 4, CS 5)

In 2012 Consum reduced the direct emissions of greenhouse gases by 60%, thanks to the increase in consumption of renewable energy in respect of conventional power. Specifically, CO₂ emissions, causing atmospheric contamination, were cut down in 2012 mainly through the logistics efficiency provided by the new Las Torres de Cotillas platform and in spite of the growth in the Cooperative’s business.

TOTAL DIRECT EMISSIONS OF GREENHOUSE GASES (T CO ₂ E)		
Emissions through electricity (CO ₂)	2011	2012
	53,168	21,333

SIGNIFICANT EMISSIONS OF GREENHOUSE GASES BY TYPE AND WEIGHT (T)		
Emissions through transport	2011	2012
CO	204	193
NO _x	446	423
HC	71	68
SO ₂	41	38

Information based on RAL TUM 26-07-02



ENVIRONMENTAL RESPONSIBILITY

In 2012, in cooperation with industrial suppliers, a review of the cooling systems was made, focussing mainly on replacing the cooling gases. The new ones provide a higher performance at the same time as contaminating less, as a measure for preventing atmospheric contamination through leaks.

In the assessment of environmental aspects, the points of improvement in the consumption of materials have been identified and the Plan for minimisation of packing and packaging of the Cooperative established the measures connected with reducing packing. In accounting period 2012 we completed the adaptation of fresh produce scales, replacing the scale ticket with a smaller adhesive label, which cuts down the need for paper to half. The consumption of shopping bags rose over this year, and to correct this, the Cooperative changed to certified shopping bags, which guarantee 15 usages. This enabled a reduction of 27% in kilos of plastic for this material.

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 2012 were: the installation of smaller machine room motors, thanks to energy efficiency, and the use of pallet jacks with soft wheels and plastic shopping trollies at new openings.

BREAKDOWN OF WASTE BY TYPE			
Waste	Treatment	2011	2012
Cardboard (Tn)	Recovery	14,762	14,146.7
Plastic (Tn)	Recovery	936	872.9
Organic (Tn)	Dump	8,540.54	7,181.44
Sandach (Tn) ¹	Recovery	1,486.34	1473.7
Toner (kg)	Recovery	1618.8	2077.6
Scrap (Tn)	Recovery	86.4	62.33
Dangerous waste (Tn)	Authorised national agent ²	7.05	12.84
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.

IN 2012, CONSUM COLLECTED 44.5% OF THE BATTERIES MARKETED.

In 2012, through cooperation with Ecopilas, Consum collected 44.5% of the batteries marketed, contributing to proper processing of 44.6 Tn of batteries.

EVOLUTION OF ENVIRONMENTAL EXPENSES AND INVESTMENTS		
ENVIRONMENTAL EXPENSES AND INVESTMENTS (€)	2011	2012
Elimination of waste	1,911,958	3,180,183
Environmental prevention and management	96,658	305,744
Environmental protection	287,766	292,987
TOTAL	2,296,382	3,778,914

As regards environmental training and awareness-raising, it should be stressed that in 2012 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 12 dissemination articles and all the welcoming sessions.



5 RESPONSIBILITY FOR THE PRESENT

Because it is not enough just to say we are a socially responsible company: this is something that needs materialising, measuring and demonstrating day by day.



**CSR means going
beyond compliance
of laws and
regulations: it
means making
sustainability
an approach to
business.**

Key

ES Social Economy Indicator
CS Consum’s own indicator

GRI Indicators

EN Medio Ambiente (Environment)
EC Economía (Economic)
PR Responsabilidad sobre Productos (Product Responsibility)
SO Sociedad (Society)
HR Derechos Humanos (Human Rights)
LA Prácticas Laborales (Labor Practices & Decent Work)

N.A. Not applicable

SUSTAINABILITY INDICATORS

[3.12]

The table of sustainability indicators is given below, in accordance with the *Global Reporting Initiative (GRI) G3.1* for social economy companies.

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.	9, 11
1.2	Description of the main impacts, risks and opportunities.	18, 20

2. PROFILE OF THE ORGANISATION

GRI INDICATORS	SOCIAL EC.	PAGE
2.1	Name of the organisation	116
2.2	Main brands, products and/or services	14
2.3	Operating structure of the organisation, including the main divisions, operating entities, subsidiaries and joint ventures.	14
2.4	Location of the main headquarters of the organisation.	116
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.	
2.6	Nature of the ownership and legal form.	14
	Description of a short report revealing the priority of people and company purpose over capital.	9, 23
	Work groups or areas created to foster making the decisions of the organisation.	51
	Percentage of people at the organisation participating in some of the groups or spaces generated.	51
2.7	Markets supplied (including the geographical breakdown, the sectors supplied and types of customers/beneficiaries).	14
2.8	Dimensions of the informing organisation, including the number of employees, number of operations, 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.	26, 28, 30, 46
2.9	Significant changes during the period covered by the report in the size, structure and ownership of the organisation, including: the location of the business or changes arising in this, opening, closing and extension of installations and changes in the structure of the share capital and other types of capital, maintenance of this and operations for modification of the capital.	16,18, 19, 30
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).		110
3.2	Date of the most recent previous report (if there were one).		110
3.3	Cycle of presentation of reports (annual, biennial, etc.).		110
3.4	Point of contact for issues concerning the report or its content.		116
SCOPE AND AREA COVERED BY THE REPORT			
3.5	Process for defining the contents of the report. This includes: determining the materiality, priority of the aspects included in the report, identification of the interest groups that the organisation considers will use the report.		110
3.6	What is covered by the report (e.g. countries, divisions, subsidiaries, installations rented, joint ventures, suppliers).		110
3.7	State the existence of any limitations to the scope or area covered by the report.		110
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.		111
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).		111
3.11	Significant changes as regards previous periods in the scope, cover or valuation methods applied in the report.		111
INDEX OF CONTENTS OF THE GRI AND OF THE SOCIAL ECONOMY			
3.12	Table stating the location of the basic contents of the report.		97
	Table of contents Social Economy Principles		97
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.		111

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 defining strategy or supervising the organisation.		16, 111
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.	N.A. The management structure is not unitary at Consum.	111
4.4	Shareholders and employees' mechanisms for informing of recommendations or indications to the highest governing body.		42,51
	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	50
	Degree of renewal in the organisation's representative bodies, stating the renewal formula envisaged.	ES3.2	50
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.		51
4.7	Procedure for determining the composition, qualification and experience requirable of the members of the highest governing body and its committees, including any consideration on gender and other diversity indicators.		16
	Average percentage of real participation in the top decision-making bodies.	ES3.7	51
	Description of the process for preparing the top social representation body.	ES3.8	51
	Percentage of surpluses assigned to the members of the organisation or to the incorporation of persons (capitalised or monetarised surpluses).	ES7.3	26
4.8	Statements of mission and internally developed values, codes of conduct and relevant principles for economic, environmental and social performance, and the extent of their implementation.		34, 53
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 associated risks and opportunities as well as the adherence to or fulfilment of any internationally agreed standards, codes of conduct and principles.		20
4.10	Procedures for evaluating the proper performance of the top governing body, particularly as regards the economic, environmental and social performance.		20
	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	51

GRI INDICATORS	COMMITMENTS TO EXTERNAL INITIATIVES	SOCIAL EC.	PAGE
4.11	Description of how the organisation has adopted an approach or principle of precaution.		20
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.		80, 83
	Organisation of social, cultural or solidarity events, and monetary or contributions of any other kind to these.	ES5.1	80
	Name and type of cooperation activities carried out with other organisations.	ES5.5	80
	Existence of actions connected with socially responsible investments.	ES5.2	Not made
4.13	Main associations to which this belongs (such as sectoral associations) and/or national and international concerns which the organisation supports: and which is present on the governing bodies, participating in projects or committees, providing major financing exceeding partners' obligations, or has strategic considerations.		80, 82
GRI INDICATORS	PARTICIPATION OF INTEREST GROUPS	SOCIAL EC.	PAGE
4.14	List of interest groups that the organisation has included.		42
	Definition of a map of the interest groups focused in the organisation.	ES4.1	42
4.15	Basis for identification and selection of interest groups to which the organisation is committed.		42
4.16	Approaches adopted for including the interest groups, including the regularity of their participation by types and category of interest groups.		42
	Relation flows found between the organisation and its interest groups.	ES4.2	42
	Existence of a system for evaluation of satisfaction of interest groups.	ES4.5	42
	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	42, 75
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.		42, 64

ECONOMIC PERFORMANCE					PAGE
MANAGEMENT APPROACH					26
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.		26, 56	
		Increase or reduction of the profits withheld at the end of the period.	ES7.4	26	
		Percentage of purchases arising in the territory (raw materials, services and fixed assets) / total purchases	ES5.6	76, 78	
Principal	EC2	Financial consequences and other risks and opportunities for the activities of the organisation due to climate change.		86	
Principal	EC3	Coverage of the organisation's obligations due to social benefit schemes.	N.A. At Consum the members' capital covers this benefit.		
Principal	EC4	Significant financial assistance received from governments.		62	
GRI INDICATORS		PRESENCE ON THE MARKET	SOCIAL EC.	PAGE	
Additional	EC5	Ranking of relations between standard starting salary broken down by sex and the local minimum wage in places where significant operations are carried out.		56	
Principal	EC6	Policy, practices and proportion of expense corresponding to local suppliers in places where significant operations are carried out.		76, 78	
Principal	EC7	Procedures for local contracting and proportion of top management coming from the local community in places where significant operations are carried out.		44	
GRI INDICATORS		INDIRECT ECONOMIC INDICATORS	SOCIAL EC.	PAGE	
		Percentage of Liabilities pertaining to collective or non-distributable funds.	ES7.1	27	
		Percentage of distribution of surpluses intended for collective or non-distributable funds.	ES7.2	27	
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.		27, 80	
Additional	EC9	Understanding and description of any significant indirect economic impacts, including the scope of any such impacts.		44, 76	
GRI INDICATORS		INNOVATION	SOCIAL EC.	PAGE	
		Resources intended for innovation (hours per person or total euros invested).	CS 1	39	

ENVIRONMENTAL PERFORMANCE

PAGE

MANAGEMENT APPROACH

86

GRI INDICATORS		ENVIRONMENTAL IMPACT	SOCIAL EC.	PAGE
		Knowledge and documentation of any significant environmental impacts stemming from the business.	ES5.8	86
		Definition and documentation of the annual environmental objectives in accordance with significant environmental impacts.	ES5.9	86
		Consideration of environmental criteria in the selection of suppliers, products and services.	ES5.4	76
GRI INDICATORS		MATERIALS	SOCIAL EC.	PAGE
Principal	EN1	Materials used, by weight or volume.		86
Principal	EN2	Percentage of the materials used constituting recovered materials.		86
GRI INDICATORS		ENERGY	SOCIAL EC.	PAGE
Principal	EN3	Direct energy consumption broken down by primary sources.		87, 88
Principal	EN4	Indirect energy consumption broken down by primary sources.		87, 89
Additional	EN5	Energy savings due to conservation and improvements in efficiency.		87, 88
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.		87, 88
Additional	EN7	Endeavours for reducing indirect energy consumption and the reductions achieved with such initiatives.		87, 89
GRI INDICATORS		WATER	SOCIAL EC.	PAGE
Principal	EN8	Total intake of water by sources.		87, 89
Additional	EN9	Water sources that have been significantly affected by water collection.		87, 89
Additional	EN10	Percentage and total volume of water recycled and reused.		87, 89
GRI INDICATORS		BIODIVERSITY	SOCIAL EC.	PAGE
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, of high biodiversity value in zones outside protected areas.	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 IUCN Red List 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

GRI INDICATORS		EMISSIONS, DUMPING AND WASTE	SOCIAL EC.	PAGE
Principal	EN16	Total, direct and indirect emissions of greenhouse gases, by weight.		90
Principal	EN17	Other indirect emissions of greenhouse gases, by weight.		89
Additional	EN18	Initiatives for reducing greenhouse gases and the reductions achieved.		86, 87
Principal	EN19	Emissions of substances destroying the ozone layer, by weight.		87, 89, 90, 92
Principal	EN20	NO, SO and other significant emissions into the air by type and weight.		89, 90
Principal	EN21	Total dumping of waste water, according to nature and destination.		87, 89
Principal	EN22	Total weight of waste generated, according to type and treatment method.		90, 92
Principal	EN23	Total number and volume of most significant accidental spillages.		90, 92
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.		90, 92
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.
GRI INDICATORS		NOISE CONTAMINATION	SOCIAL EC.	PAGE
		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	90, 92
		Measures taken to minimise noise contamination.	CS 3	90, 92
GRI INDICATORS		PRODUCTS AND SERVICES	SOCIAL EC.	PAGE
Principal	EN26	Initiatives for mitigating the environmental impacts of the products and services and degree by which this impact has been reduced.		90, 92
Principal	EN27	Percentage of products sold and their packaging materials which is recovered at the end of the useful life, by categories of products.		93
GRI INDICATORS		COMPLIANCE OF NORMS	SOCIAL EC.	PAGE
Principal	EN28	Cost of any significant fines and number of non-monetary penalties through any infringement of environmental regulations.		73
GRI INDICATORS		TRANSPORT	SOCIAL EC.	PAGE
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.		87, 89
GRI INDICATORS		GENERAL	SOCIAL EC.	PAGE
Additional	EN30	Breakdown by type of the total environmental expenses and investments.		39, 90, 93

SOCIAL PERFORMANCE. EMPLOYMENT PRACTICE

PAGE

MANAGEMENT APPROACH

44

GRI INDICATORS		EMPLOYMENT	SOCIAL EC.	PAGE
Principal	LA1	Breakdown of the workers' group by type of employment, contract and region and sex.		46, 47
Principal	LA2	Total number of employees and average rotation, broken down by age group, sex and region.		46, 49, 59
		Requisites for new members to join the organisation.	ES2.1	50
		Requisites and conditions for leaving the organisation.	ES2.2	50
		Evolution of partners or members, describing the variation in numbers joining and leaving.	ES2.3	49, 68
		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	46, 47, 61
		Total number of persons broken down by age groups, sex and region, specifying any handicapped staff.	ES5.11	46, 59, 61
		Average rotation of the staff broken down by age groups, sex and region, specifying the handicapped staff.	ES5.12	49
		Average length of stay at the Company	CS 6	49
		Existence of work-family-leisure balance measures (reduction of working day, timetable flexibility , etc.)	CS 7	54
		Percentage of people enjoying each work-family-leisure balance measure.	CS 8	54
Additional	LA3	Social benefits for employees with full working day, not offered to temporary or part-time staff, broken down by significant locations of activity.		53, 54
Principal	LA15	Rates of going back to work and retaining after maternity or paternity leave, broken down by sex.		55
GRI INDICATORS		COMPANY-WORKER RELATIONS	SOCIAL EC.	PAGE
Principal	LA4	Percentage of employees covered by a collective agreement.		65
Principal	LA5	Minimum advance notice period as regards organisational changes, including a statement as to whether such notifications are specified in the collective agreements.		51
GRI INDICATORS		HEALTH AND SAFETY AT WORK	SOCIAL EC.	PAGE
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.		66
Principal	LA7	Rate of absenteeism, occupational illness, lost days and number of fatal accidents connected with work per region and sex.		67
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.		66, 75
Additional	LA9	Health and safety issues covered in formal agreements with trade unions.		66

GRI INDICATORS		TRAINING AND EDUCATION	SOCIAL EC.	PAGE
Principal	LA10	Average number of hours' training per year per employee, broken down by sex and employee category.		64
		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	62
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.		65
Additional	LA12	Percentage of employees receiving regular evaluations of performance and professional development broken down by sex.		64
		Percentage of investment in training for the workers/total wage bill of the company.	CS 9	62
		Existence of procedures for evaluating training measures	CS 10	62
GRI INDICATORS		DIVERSITY AND EQUAL OPPORTUNITIES	SOCIAL EC.	PAGE
Principal	LA13	Makeup of the corporate governing bodies and staff, broken down by employee category, sex, age group, belonging to minorities and other diversity indicators.		59, 61
		Existence of equal opportunity policies or procedures in the selection, promotion and development of the people at the organisation.	ES5.7	56
		Having a global accessibility audit recognised worldwide	ES5.14	30, 32
GRI INDICATORS		EQUALITY OF PAY FOR MEN AND WOMEN	SOCIAL EC.	PAGE
Principal	LA14	Ratio of basic pay and remuneration of men and women, broken down by employee categories and by significant locations of activity.		56, 57

HUMAN RIGHTS

PAGE

MANAGEMENT APPROACH

23

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	23
Principal	HR1	Percentage and total number of significant investment agreements and contracts including human rights clauses or that have been analysed as regards human rights.	N.A. No investment has been identified.	
Principal	HR2	Percentage of main distributors, contractors and other significant commercial partners 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	76
Principal	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.		62
GRI INDICATORS		NON- DISCRIMINATION	SOCIAL EC.	PAGE
Principal	HR4	Total number of discrimination incidents and measures taken		56
GRI INDICATORS		FREE ASSOCIATION AND COLLECTIVE AGREEMENTS	SOCIAL EC.	PAGE
Principal	HR5	Significant operations and suppliers identified in which the right to free association and to be applied collective agreements may be infringed or undergo major risks and measures adopted to back these rights.		23, 65
GRI INDICATORS		PROTECTION OF CHILDREN	SOCIAL EC.	PAGE
Principal	HR6	Significant operations and suppliers identified entailing any significant risk of incidents involving child exploitation and measures adopted to contribute to effective abolition of children's exploitation.		23
GRI INDICATORS		FORCED OR UNCONSENTED LABOUR	SOCIAL EC.	PAGE
Principal	HR7	Significant operations and suppliers identified as involving a significant risk of giving rise to episodes of forced or unconsented labour and the measures taken to contribute to elimination of all forms of forced or obligatory labour.		23
GRI INDICATORS		SECURITY PRACTICES	SOCIAL EC.	PAGE
Additional	HR8	Percentage of security personnel who have been training in the policies or procedures of the organisation as regards relevant aspects of human rights.	N.A. The security service is subcontracted.	

GRI INDICATORS		NATIVES' RIGHTS	SOCIAL EC.	PAGE
Additional	HR9	Total number of incidents connected with infringements of natives' rights and measures taken about these.	N.A. Consum only works in Spain.	
GRI INDICATORS		ASSESSMENT	SOCIAL EC.	PAGE
Principal	HR10	Percentage and total number of operations that have been reviewed and/or covered by evaluations of impacts in the field of human rights.		23
GRI INDICATORS		CORRECTIVE MEASURES	SOCIAL EC.	PAGE
Principal	HR11	Number of complaints involving human rights that have been submitted, processed and settled by means of formal conciliation mechanisms.	No complaints involving human rights have been recorded.	



SOCIETY

PAGE

MANAGEMENT APPROACH

68

GRI INDICATORS		COMMUNITY	SOCIAL EC.	PAGE
		Adaptation to the cultural identity of the territories where the organisation works	ES4.4	75
Principal	S01	Percentage of operations in which development programmes have been implemented and assessments of impacts with participation of the local community.		30
Principal	S09	Operations with possible or real significant adverse impacts on local communities.		Not identified
Principal	S010	Prevention and mitigation measures implemented in operations with possible or real significant adverse impacts on local communities.		Not identified
GRI INDICATORS		CORRUPTION	SOCIAL EC.	PAGE
Principal	S02	Percentage and total number of business units analysed in respect of risks connected with corruption.		62
Principal	S03	Percentage of employees given training in the organisation's anti-corruption policies and procedures.		62
Principal	S04	Measures taken in response to corruption incidents.		62
GRI INDICATORS		PUBLIC POLICY	SOCIAL EC.	PAGE
Principal	S05	Position in public policies and participation in their development and in lobbying activities.	N.A. In accordance with 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 accordance with Spanish legal structure, we do not make this type of contributions	
GRI INDICATORS		CONDUCT AS REGARDS UNFAIR COMPETITION	SOCIAL EC.	PAGE
Additional	S07	Total number of legal proceedings for causes connected with monopoly practices and free competition, and their results.		23
GRI INDICATORS		COMPLIANCE WITH LEGISLATION	SOCIAL EC.	PAGE
Principal	S08	Monetary value of significant sanctions and fines and total number of non-monetary penalties stemming from infringement of laws and regulations.		73

PRODUCT RESPONSIBILITY

PÁGINA

MANAGEMENT APPROACH

78

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.		34
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.		73
GRI INDICATORS		LABELLING OF PRODUCTS AND SERVICES	SOCIAL EC.	PAGE
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.		76, 78
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.		73
Additional	PR5	Practices as regards customer satisfaction, including the results of any customer-satisfaction surveys.		71
GRI INDICATORS		MARKETING COMMUNICATIONS	SOCIAL EC.	PAGE
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.		37
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.		73
GRI INDICATORS		CUSTOMER PRIVACY	SOCIAL EC.	PAGE
Additional	PR8	Total number of properly grounded claims as regards customers' privacy and leakage of their personal data.		72
GRI INDICATORS		COMPLIANCE WITH REGULATIONS	SOCIAL EC.	PAGE
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.		73

PROFILE, SCOPE AND COVERAGE OF THE REPORT

[3.1, 3.2, 3.3, 3.5, 3.6, 3.7]

This sustainability report, an annual publication, this one for Consum’s accounting period 2012 (from 1st February 2012 to 31st January 2013), goes on in the approach of the last Sustainability Report 2011. This is the seventh Sustainability Report and will be continued in the next annual report.

The Report describes the most important aspects of Consum’s business as a commercial distribution company, established in the six Spanish regions or “autonomous communities” in which we work, according to the technical protocol Application of the principles for defining the contents of the report. It also covers the Cooperative’s business for 2012, 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.

MEASURING TECHNIQUES

[3.9, 3.10, 3.11, 4.1, 4.3]

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 G3.1. 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, 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.

VERIFICATION REPORT

[3.13]

This Sustainability Report of Consum S. Coop. V. has been drawn up in accordance with the directives of the GRI G3.1 Guide for Preparation of Sustainability Reports. In its report on Corporate Social Responsibility Consum covers the requisites associated with Level A application of G3.1, which implies that it complies with the specifications associated with Level A of G3.1 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 this 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							



6 RESPONSIBILITY FOR THE FUTURE

But we are not content with that at Consum. Next year we shall go on working to make our business profitable and sustainable, so as to help build a better future for coming generations.





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