

there's a lot more than
you can see





1 a committed company

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As a Cooperative proud to be one,
we work year after year so that our
development, based on sustainable
growth, can continue to be a
successful formula for generating
and distributing wealth, apart from
fostering solidarity among all those
who form part of this.

Francesc Llobell. President

a committed
company



Francesc Llobell
President



LETTER FROM THE PRESIDENT

(1.1, ES 1.1)

I am extremely pleased to be presenting this new Sustainability Report, which again goes to show all there is behind a socially responsible company.

As the years have gone by we have gradually established our Corporate Responsibility policy through sustainable initiatives, managed with approaches involving economic, environmental and social efficiency, always focussing on the central core of people, who, since cooperatives were first set up, have been their reason for existing.

As a Cooperative proud to be one, we work year after year so that our development, based on sustainable growth, can continue to be a successful formula for generating and distributing wealth, apart from fostering solidarity among all those who form part of this, because behind Consum there is a company with a commitment to all its interest groups; there is profitability properly understood, with profits for all; there are innovative initiatives; there is stable, quality employment which produces committed workers and consequently satisfied customers; there is a less contaminated planet; there is far more than just words; there is transparency, in fact.

As part of the Cooperative's philosophy, in 2013 the norms for corporate governance were defined through the approval of the Code of Good Practice of the Corporate Government. Its aim for 2014 will be to put these rules into practice, as part of the campaigns for management of workers' attitude, known as "*anfitriones*" and "*estás on*", which are based on excellence in service to customers.

We are persuaded that all the endeavours which are intended to improve the cooperative model will work, because a business in which all the groups involved play a major role in its evolution works out in a socially responsible management, which is furthermore profitable.

This had led us to receive a large number of different kinds of public recognition in the different spheres of our business, which we are proud of, because behind each recognition lies the effort made by everyone who forms part of Consum: the workers, the customer-members, the franchisees and suppliers.

Juan Luis Durich
Director General



LETTER FROM THE DIRECTOR-GENERAL

(1.1)

One more year I am pleased to be addressing readers of this Report to provide an appraisal of accounting period 2013. In a period defined by a complicated economic situation, significantly marked by the slump in consumption, I would like to convey a confident message to our partners, workers and customers, suppliers, franchisees and in general to society a whole.

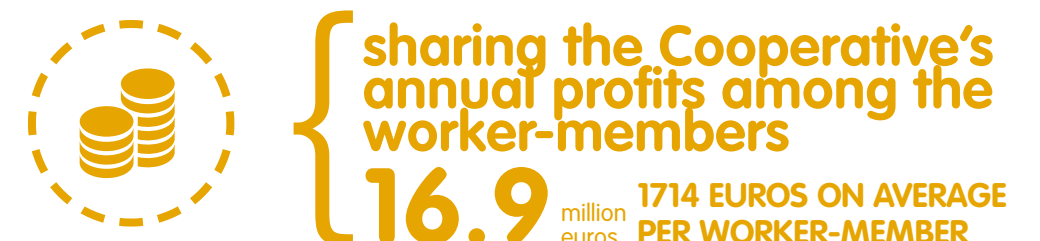
After an awkward first six months, some degree of recovery started to be appreciated from halfway through 2013; this can be vouched for by the Cooperative's results. Consum thus closed the year with a turnover of 1840.3 million euros, 4.31% more than the previous year, and a profit of 32.2 million euros, 0.33% more than the previous year. These results were possible thanks to the efforts made by the nearly 11,000 Consum workers and the trust placed in us by over 2 million customer-members.

This year the first period of the Operating Plan 2013-2014 concluded, reinforcing Consum's presence in the zones where it works. In this respect, the Cooperative has invested 81.4 million euros in 2013, mainly for opening new supermarkets, adapting the network and building a new logistics platform in Barcelona Free Zone, which will supply 150 shops. These and other measures will give us an impetus to take on this coming year 2014 with verve.

On the commercial level, always concentrating on listening to and catering for customers' needs, we go on with our commitment to the ability to choose, to variety, quality and the best price. We thus set out to be references in the fresh produce sections, reducing the time it takes the product to get here from its source, offering the most extensive range and always at the optimum point of ripeness. We will also go on working to consolidate our own brand as a quality alternative at a good price, enabling the consumer to save right from the very first unit. To round off the commercial cycle, we will be improving our interest programme so that the member will always feel satisfied.

Well aware of the environmental impact generated by our business, in 2013 we continued to place our commitment on renewable energy sources, as these make up 67% of the total energy consumed by the organisation. With the aim of reducing our Carbon Footprint even more than ever, measures have been taken to minimise the consumption of materials. The energy savings policy, along with the control of goods transport, have contributed to improving Consum's carbon footprint by 8% and for next year work is being done on a new calculation which will enable us to have this certified.

None of this would ever have been possible without a great staff, because people are our driving force, and if we all head in the same direction and focus our efforts on attaining certain aims, the final result is always satisfactory. We would like to thank our suppliers for the trust that they have placed in us, the franchisees, for their commitment to a business model which works, our customers, for their loyalty, and our workers – stressing that this year we have increased our workforce by 537 persons to reach 10,977, stable quality jobs. My thanks to each and every one of them, because the cooperative management model proves that great things can be done when we work as a team.



1 a committed company

PRESENTATION

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

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

The main contracted services are transport, shopping delivery service, the filing service and installation and maintenance work.



REPRESENTATIVE AND ADMINISTRATIVE BODIES

(4.1, 4.7)

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



IMPACTS, RISKS AND OPPORTUNITIES FOR SUSTAINABILITY

(1.2, 2.9)

Over 2013 there was some recovery in food consumption, though very slight and mainly seen in the second half of the year, as revealed by the accumulated report of the INE on the Retail Food Trade, which shows the growth to have been negative over the first ten months of the year, with the trend reverting in the last two months, until it reached a growth of 0.1%, i.e., “zero” growth.

In parallel, as compared with the practically non-existent growth of the market, positive development can be glimpsed at Consum from the second half of the year, both through the new shops opened and through the better performance of the already existing shops, which vouches for the commercial management model that has been established.

Apart from this, growth in sales has gone along with growth in results, though profits have been lower as a percentage, due to the investment policy that Consum continues to implement, due to the policy of generating quality employment, based on our nature as a socially responsible cooperative and through the decision to adjust prices and maintain competitiveness without having repercussions on the environment.

In financial year 2013 there was a change by the Chartered Accounting Institute (ICAC), as regards how the accounting regulations of cooperatives are construed, leading Consum to introduce a modification in its Corporate Articles by means of an agreement of the Extraordinary General Meeting of 30th January 2014.

As regards the economic forecasts for 2014, the economic situation, though not expected to improve considerably, is predicted to start to grow slightly, consolidating in keeping with the confidence gained by consumers over the year. This is why it is necessary, as Consum intends to do, to keep up the efforts in the application of its commercial model, which has been proven to be efficient at achieving its aims even at a time of great difficulty.

Apart from this, there will be a significant negative impact in 2014 and successive years due to the new tax on cooling gases, creating a new tax expense which will force us to step up efforts to keep the Cooperative competitive.

For all these reasons, Consum is facing this year 2014 continuing with the strict demands required as regards its commercial management, complying with the objectives set in the current Operating Plan 2013-2014, for which this is the second and last year, but also, as in previous years, attempting to optimise operating costs and cut down any expenses which do not have any direct effect on sales. This is expected to be accomplished, as the organisation model got under way in late 2012 is now fully complete, including as it does the management instruments for the future.

In their permanent assessment of the risks stemming from sustainability at this organisation, Consum’s Board of Directors and the Governing Board adopt the measures required for monitoring and controlling these. On the basis of these measures, no particular risks are seen to exist. Consum furthermore continues with its commitment to expansion, maintaining the model of cooperative organisation.

AS A SOCIALLY RESPONSIBLE COMPANY, CONSUM CONTINUES TO IMPLEMENT A POLICY OF GENERATING STABLE, QUALITY EMPLOYMENT.



OBJECTIVES FOR 2014

Economic objectives

- Increasing sales by:
Opening 36 new shops (15 of our own and 21 franchises) getting a pilot experience in online sales under way.
Extending the new model of perfumery to a further 61 shops.
Boosting the advantages of the “Mundo Consum” card, increasing our customer-members’ share in sales by 2 per cent as compared with the previous year.

Environmental objectives

- Reducing the Carbon Footprint made by Consum by 3%, applying the certifiable calculations based on ISO 14064.

Social objectives

- Generating at least 300 new jobs of work based on our policy of stable, quality employment.
- Achieving a 0.10 point improvement in the result of the “working atmosphere” survey of worker-members as compared with the one for 2012.
- Launching the exclusive digital channel for relations with customer-members and creating a digital platform for communication with interest groups.
- Maintaining and enhancing the ‘Profit’ Programme for responsible management of foods at 100% of our own centres.

STRATEGIC DEVELOPMENT

(1.2, 4.9, 4.10, 4.11)

Current strategic development is defined in the Operating Plan 2013-2014, the framework for action between strategic plans, which intends to guide the group of worker-members towards achieving targets and obtaining results, improving care and commitment to customer service.

In order to be able to assess its proper progress, the Governing Board and Management Board work with indicators showing up the impacts and possible deviations generated, facilitating feedback processes.

The annual Management Plan is the process of defining and monitoring economic, environmental and social objectives. The annual, monthly and weekly objectives are defined in this, along with progress indicators. These also specify the actions, deadlines for accomplishment, competences and resources needed to carry these out. The progress indicators are given in the COPLAN application.

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 its area of business.



SUSTAINABILITY POLICY

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

Consum has a Sustainability Policy 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 makes a constant effort to comply with all the aspects defining Corporate Responsibility, and in this framework we propose consistent measures in 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 means that Consum respects 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.

It guarantees the defence of human

rights in its work and rejects any kind of commercial activity or business 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. There has been no review and/or assessment of impacts as regards human rights because Consum only does business in Spain.

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 representing unfair competition. To monitor these aspects, the legal division at Consum evaluates the possible existence of any unfair measures. Thanks to this effort we should stress that Consum has never been accused of unfair competition.

THE COOPERATIVE MAKES A CONSTANT EFFORT TO COMPLY WITH ALL THE ASPECTS DEFINING CORPORATE RESPONSIBILITY.

profit { **32.2**
million euros
(0.33% more than the previous year)

sales { **1840.3**
million euros
(4.31% more than the previous year)

investments { **81.4**
million euros

shop
network { **625**
supermarkets
(32 more than the previous year)

profits for all



2 profits for all

THE FIGURES

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

In spite of the economic situation and slump in consumption, Consum's sales reached 1840.3 million euros in 2013, 4.31% more than the previous year. Profits rose to 32.2 million euros, which meant an increase of 0.33%. This data is due to the rise in staff and adaptation of the profit margin to offer more competitive prices. The main markets as regards 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 20.2 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.) 15.9 million euros of this sum is cooperative profit. The percentage assigned directly to worker-members of Consum stood at 60.35% of the total of the cooperative net surplus, which means 9.6 million euros.

DIRECT ECONOMIC VALUE CREATED	1,730,902,881
DISTRIBUTED ECONOMIC VALUE	1,657,054,228
Operating costs	1,388,867,979
Salaries and social benefits	239,502,003
Payments to suppliers of funds	24,400,470
Payments to government (dues and taxes)	4,118,776
Investments in the community	165,000
ECONOMIC VALUE WITHHELD	65,222,200

Data given in euros.



4.31%

**CONSUM'S SALES
REACHED 1840.3
MILLION EUROS IN 2013,
4.31% MORE THAN THE
PREVIOUS YEAR.**



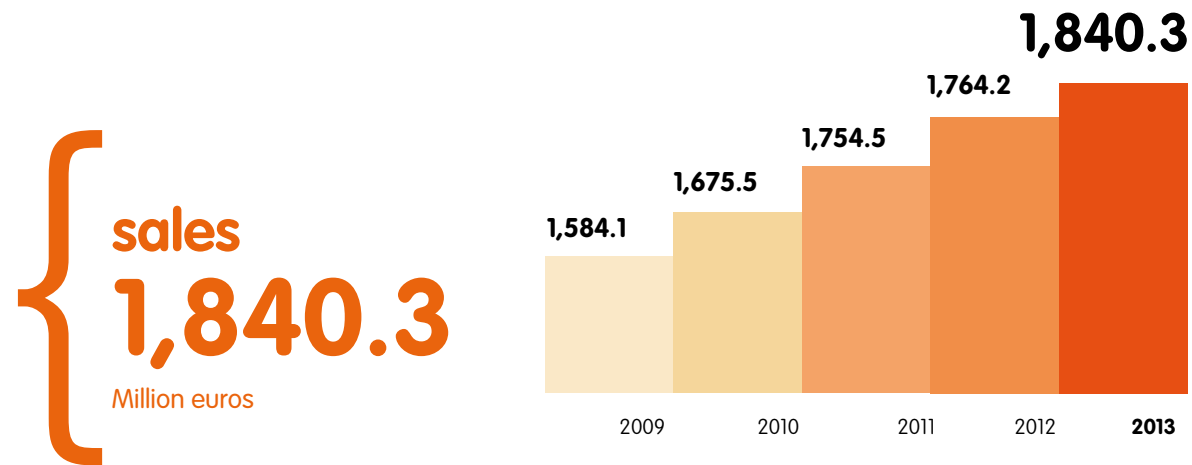
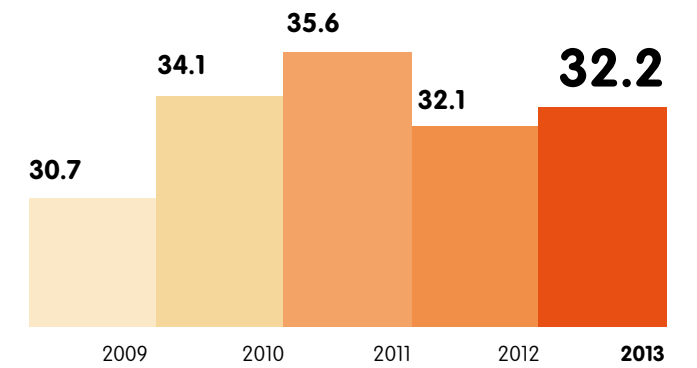
The percentage of distribution of total (cooperative and extra-cooperative) profits intended for collective or non-distributable funds) stands at 34.85%, coming to 11.2 million euros. (As regards the percentage of liabilities, 11.96% corresponds to collective or non-distributable funds.

In 2013, 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 385,644 euros.

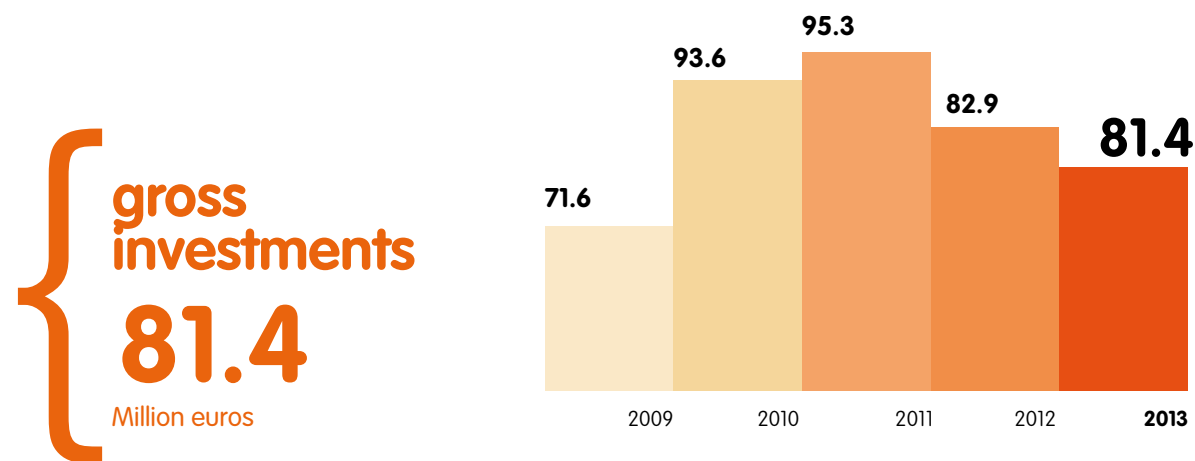
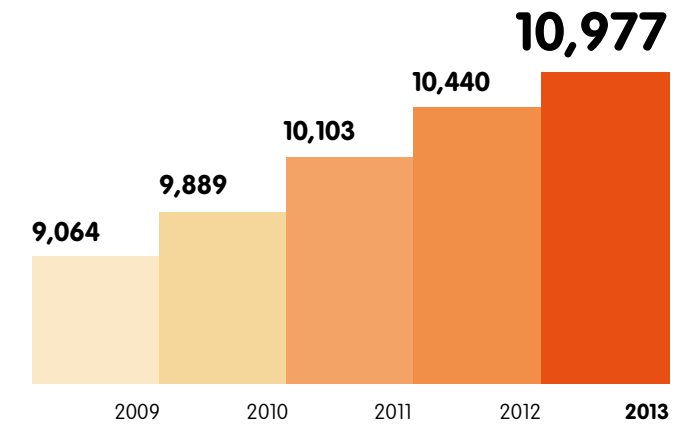
The Cooperative invested 81.4 million euros in 2013 in the extension and adaptation of the network of shops to Consum quality standards.

A BUSINESS IN WHICH ALL THE GROUPS INVOLVED
PLAY A MAJOR ROLE IN ITS EVOLUTION WORKS OUT
IN A SOCIALLY RESPONSIBLE MANAGEMENT, WHICH IS
FURTHERMORE PROFITABLE.

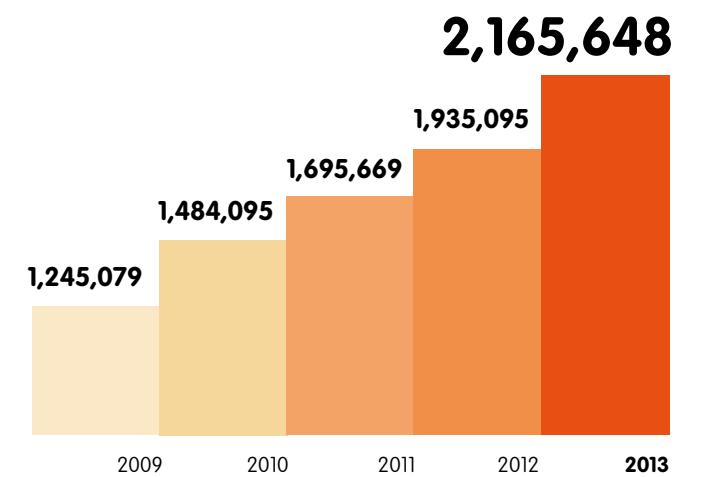
{ profit
32.2
Million euros



{ staff
10,977



{ customer-members
2,165,648





SUPERMARKETS
AND LOGISTICS

(2.7, 2.8, 2.9, SO 1, ES 5.14)

In financial year 2013 Consum continued to expand, opening 32 new supermarkets, 13 under the Consum and Consum Basic trademark, and 19 Charter shop franchises. With these new shops, Consum has a total number of 625 supermarkets in the whole Mediterranean arch, 423 of its own and 202 franchises.

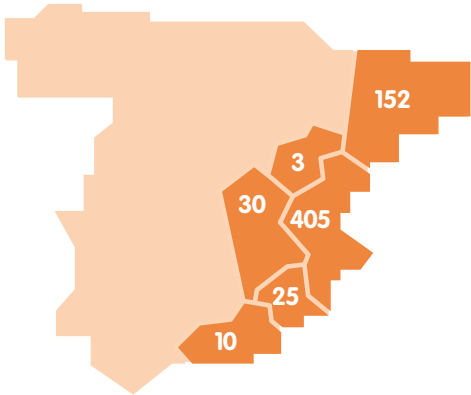
Along with the cooperation of members and customers, this growth has enabled Consum to keep its position. In 2013, the Cooperative's national market share by surface area was 3.8%, which places it 8th from the top in the national ranking of distribution companies.

As regards the improvement of premises, 9 supermarkets have been refurbished, with a total extension of 3200 m2 and the new model of staff-assisted perfumery was extended to a further 52 shops. In 2013 16 shops were closed and a further 14 shops of our own were transferred to the Charter franchise. The impact on the surrounding areas was negligible due to the creation of other nearby premises and the full transfer of the staff. The affected interest groups are duly informed of all these changes.

IN 2013 CONSUM
OPENED 32 NEW
SUPERMARKETS.

OUR PRESENCE IN THE MEDITERRANEAN ARCH

VALENCIAN C.	405	64.80 %
CATALONIA	152	24.32 %
CASTILE-LA MANCHA	30	4.80 %
MURCIA	25	4.00 %
ANDALUSIA	10	1.60 %
ARAGON	3	0.48 %



OUR PLATFORMS



All the supermarkets comply with legislation as regards accessibility but we have no worldwide-recognised audit.

Consum's logistics system has the main aim of ensuring that products reach customers with every guarantee of freshness and quality. In this respect it is important to stress the opening, by the President of Murcia Region, Ramón Luis Valcárcel, of the General Goods Platform forming part of the logistics platform that Consum has in the town of Torres de Cotillas (Murcia) and which has a total surface area of 76,000 m². This furthers Consum's growth in the southern area of the peninsula and supplies over 100 supermarkets in Alicante, Murcia, Castilla-La Mancha and Andalusia.

Another point worthy of mention is the start of the work on the new Consum logistics platform in Barcelona' Free Zone. These new installations, on a plot of 92,000 m², will concentrate the General Goods Platform (dry goods and non-food) and central units for fruit and fish. This will supply the 152 supermarkets that Consum has in Catalonia, and is intended to be opened by mid-2014.

During this financial year the project for transport at source was also got under way, on an experimental basis. This involves managing the transport of goods from the suppliers' warehouses to the different Consum logistics platforms. The project is intended to cut down the time elapsing from the harvesting or preparation of a product and its arrival at the supermarket as far as possible. This thus means a fresher product for the customer.

LAS TORRES DE COTILLAS (MURCIA) INTEGRAL PLATFORM FURTHERS CONSUM'S GROWTH IN THE SOUTHERN AREA OF THE PENINSULA.

INTEREST GROUPS

(3.5, 4.4, 4.14, 4.15, 4.16, 4.17, ES 3.5, ES 4.1, ES 4.2, ES 4.5, PR 5)

COMMUNICATION CHANNELS

SATISFACTION RATE

WORKER-MEMBERS	• “BIS” magazine • Guide for centre meetings. • Corporate Intranet. • Notifications to centres on corporate matters. • Calls for training activities. • Centre meetings.	• Members’ meetings. • Delegate Committees. • Web. • Intranet • Social networks. • Radio broadcasts.
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.	
CUSTOMERS	• Posters at the centres. • Centralised P.A. system • Commercial brochures. • Advertising in the media. • Web. • Social networks. • Radio broadcasts.	
SUPPLIERS AND CREDITORS	• Sustainability report. • Regular meetings. • Events for suppliers. • Web. • Social networks. • Radio broadcasts.	
FRANCHISEES	• Sustainability report. • Regular meetings of those in charge with each franchisee. • Events. • Web. • Social networks. • Radio broadcasts.	
INSTITUTIONS	• Sustainability report • Signing agreements. • Joint actions • Events. • Web. • Social networks. • Radio broadcasts.	

3.64 (out of 5) in the 2012 Survey on Employment Climate (twice-yearly), 0.8% more than the previous survey.
8.16 (out of 10) in the satisfaction survey made on customer-members on the programme of interest: 4% more than the previous survey.
In the satisfaction survey by the Active Listening Area it obtained 8.73 (out of 10) improving earlier years’ marks.
Consum goes up to 4th place in the ranking of the 20 distribution companies studied by manufacturers in 2013, performed by an independent concern.
The improvements identified in the last analysis are currently being applied. In 2013 no study was made.
100% participation in Consum calls.



innovation { **7.9**
million euros
(4% more than the previous year)

local purchases { **69.6%**

own-brand products { **1,829**

innovative initiatives



3 innovative initiatives

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 2013 a major commitment to innovation was made with the investment of 7.9 million euros, 4 % more than the previous year.

27%

Energy management

21%

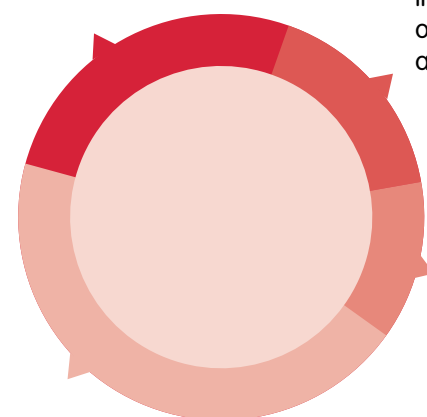
In development of software and applications

9%

Optimisation of processes

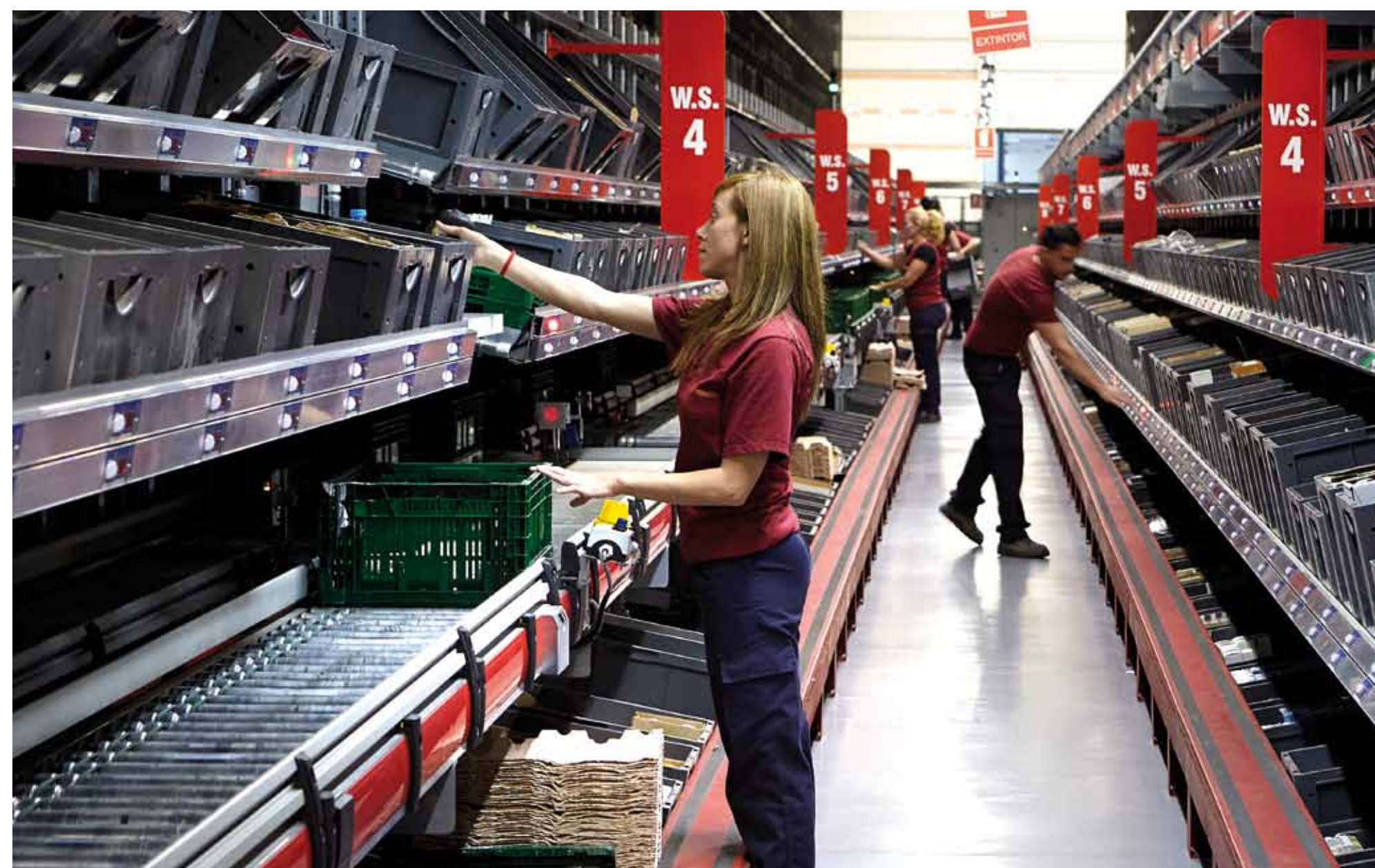
43%

Hardware



7.9 MILLION EUROS

IN 2013 A MAJOR EFFORT IN INNOVATION HAS BEEN MADE, WITH THE INVESTMENT OF 7.9 MILLION EUROS, 4% MORE THAN THE PRECEDING YEAR.



QUALITY
AND FOODSTUFF SAFETY

(4.8, PR 1)

Quality is a commitment assumed by Consum in its products and services. In 2013 the organisation continued to work on improving foodstuff safety.

Control of products and suppliers

Product control is based on three levels of analysis. The first covers all the suppliers of our own brand and fresh produce, by means of audits based on the strictest standards of foodstuff safety, quality and product control. These are used to establish regularly supervised improvement routes. This control is also complemented with regular analytical verifications of products, in which the degree of satisfaction increases every year, due to the commitment to continuous improvement and analysis of incidents established with suppliers.



CONSUM IS COMMITTED TO THE QUALITY OF ITS PRODUCTS AND SERVICES AND IN 2013 THE ORGANISATION WENT ON WORKING ON THE IMPROVEMENT OF FOODSTUFF SAFETY.

CONTROL AT POINT OF SALE

Nº of audits	Criterion	Checks made on
164	Foodstuff safety	Implementation of Proper Hygiene Practices.
125	Replacement times	Maintenance of the cold chain.
262	Cleanness and Disinfection	Verification of the proper hygiene condition of work surfaces.

Control at point of sale guaranteeing quality levels based on ISO 22000 standard.

CONTROL OF PRODUCTS AND SUPPLIERS

Nº of audits / analyses	Consum brand	Fresh produce
Preventive Control	629	740
Quality Control	1,276	494
Comparative control	403	22
Checking...	Traceability, analytical control of quality and foodstuff safety and product validation.	Traceability, analytical control of quality and foodstuff safety.

PHASES IN THE PRODUCT’S LIFE CYCLE

	MEASURES
Development of the product concept	Audits 85% correct
R+D	Not performed
Certification	Fresh produce platforms: ISO 9001
Preventive control of products/suppliers	91%
Manufacturing and production	Own audits of: • Control and Management of stock 83% • Prior requisites of hygiene and traceability 100% • Comparative control of own-brand products 75%
Marketing and promotion	Market studies and improvement of services to customers.
Storage, distribution and supply	Certification of Service Charters of Logistics Platforms in Silla, Sant Boi and Murcia
Usage and service	Specific audits of: • Foodstuff safety at point of sale 98% • Loading and unloading processes and replacement times 96¹% • Processes for verification and validation of temperatures in transport 93²%
Elimination, reuse or recycling	Authorised managers
Percentage of significant services subject to assessment	Supplier assessment 91%

1 A greater degree of incidents at Points of Sale has been detected.
2 Drops because the requirement level in transport temperature for the most sensitive products has increased.



RESPONSIBLE MARKETING

(PR 6)

Every year 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 and Marketing, Sales and Logistics Departments for both dry and fresh products, and Shop Management. 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; one innovation being that since 2013, this is done over the Internet for those who request this; advertising in the media and social networks and relational marketing actions.

The Commercial Coordination Committee, made up of the persons in charge of the Customer-Member and Marketing, Sales and Logistics of Fresh and Refrigerated Products and Sales and Logistics for Food and Non-food departments and Shop Management, 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.



SUPPLIERS

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

In 2013 the reorganisation of the Purchasing and Logistics Departments was carried out. This change in organisation directly affects relations between Consum and its suppliers, in order to give the organisation greater market, customer and shop-orientation.

Consum's relationship with its suppliers is based on closeness and a familiar treatment, and we seek to combine efforts in accomplishing aims right from the start. The Consum sales policy, offering a wide range with a greater variety of brands, always supported by its suppliers through a personalised offer adapted to the type of shopping done by each customer-member and the offers applying from the first unit, means that the consumer is always satisfied.

Over 90% of the suppliers of fresh and refrigerated products of our own brand have quality certifications which guarantee respect for the environment and foodstuff safety. We continue to maintain environmental and sustainability criteria in the choice of products and suppliers, seeking to raise the awareness of all of them in the development of a socially responsible management through a formal declaration.

As laid down in the Cooperative's Corporate Responsibility Policy: "our wish is 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". At present 69.6% of Consum's purchases are made in the autonomous communities in which it is present.

As regards Consum products, the Cooperative maintains a high level of demands as regards parameters of quality, design, competitiveness and customer satisfaction. 381 references were incorporated in 2013, coming to a total of 1829 products, with a value share of 29.8%, two per cent more than last year, enabling us to cover some basic categories expressly asked for by customers. The design of 160 references has also been improved and updated, ensuring that these are of higher quality and more appealing for the customer.



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 on their labels about any possible allergens in the product, to warn people with food-stuff intolerances.

69.6% OF CONSUM'S PURCHASES ARE MADE IN THE AUTONOMOUS COMMUNITIES IN WHICH IT IS PRESENT.



FRANCHISEES

(4.17)

Another essential group for the Cooperative are its franchisees - who offer Consum products and services under the Charter brand in the towns and urban districts whose population is not large enough to allow the establishment of a big supermarket. The Charter franchise is spreading all over the Mediterranean arch, with the profile of these establishments being that of a family supermarket, with sales floors from 200 to 500 m².

The advantages offered 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 franchisees can also benefit from all the discounts and promotions that Consum makes available through the Cooperative's *Mundo Consum* loyalty programme.

Consum thus plays a dual social role: supporting entrepreneurship, helping to create local wealth and always being close to the consumer.

Event with franchisees

Consum regularly invites its franchisees to a festive event to thank them for their work and cooperation, apart from providing an appraisal of the financial year. Over 180 franchisees met at the end of February in Oropesa (Castellón), where they shared experiences and took advantage of this chance to set their targets for 2013.



CONSUM PLAYS A DUAL SOCIAL ROLE: SUPPORTING ENTREPRENEURSHIP, HELPING TO CREATE LOCAL WEALTH AND ALWAYS BEING CLOSE TO THE CONSUMER.

increase
in workforce { **537**

workers { **10,977**

work-personal
life balance { **5.5**
million euros
(509 euros per worker)

training { **1.9**
million euros
(266 euros per worker)

stable quality
employment



4 stable quality employment

WORKER-MEMBERS

(2.8, EC 7, EC9, LA 2, ES 1.1, ES 2.3, ES 5.10, ES 5.11, ES 5.12, CS 6)

As a social economy company, Consum has its main focus on people's benefit, as is accredited by its personnel policy, based on creating stable, quality employment, investing in training and the commitment to quality of life at work.

The Cooperative's Balance and Equality Plan is ground-breaking in its sector and has become one of the most advanced. In fact, Consum is the only company in the retail sector to have the Family-Responsible (EFR) Certificate.

The organisation firmly believes that its success involves having the best professionals, providing them with the mechanisms to ensure this and for them to feel committed and proud to work at Consum.

Consum's staff stood at 10,977 persons at the close of financial year 2013. 74% of these are women and their average age is 37. The figures also vouch for stable, quality employment, as 97% of the people working at Consum are members, either permanent or in the trial period. The 9653 worker-members and owners of the Cooperative participate in the capital, the management and the profits.

In 2013, Consum's staff continued to grow, with the creation of 537 new Jobs of work. (EC 9) Its business also generates roughly more than 20,000 indirect jobs of work, mainly through the growth in the staff at the Charter franchise network, the makers of our own brands and the transport, maintenance, cleaning and home delivery service companies.



THE COOPERATIVE'S BUSINESS HAS MEANT THE CREATION OF 537 NEW DIRECT JOBS OF WORK AND HAS GENERATED MORE THAN 20,000 INDIRECT ONES.



PERSONNEL BY TYPE OF WORKING HOURS AND SEX

				%
Full time	2,589	6,344	8,933	81.38%
Part time	245	1,799	2,044	18.62%
TOTAL	2,834	8,143	10,977	100.00%

PERSONNEL BY REGION AND SEX

				%
Valencian Community	5,993	1,795	7,788	70.95%
Catalonia	1,442	730	2,172	19.79%
Murcia	406	247	653	5.95%
Castile-La Mancha	176	26	202	1.84%
Andalusia	126	36	162	1.47%
TOTAL	8,143	2,834	10,977	100.00%

PERSONNEL BY TYPE OF CONTRACT AND SEX

87.94%

Members: 9,653

 2,371  7,282



7.65%

Permanent workers: 840

 301  539

3.23%

Temporary workers: 355

 126  229

1.18%

Members in trial period: 129

 36  93



THANKS TO THE INTERNAL PROMOTION POLICY OF THE COOPERATIVE, 543 WORKERS WERE PROMOTED IN BUSINESS YEAR 2013.

97%

97% OF THE PEOPLE WORKING AT CONSUM ARE MEMBERS, EITHER PERMANENT OR IN THE TRIAL PERIOD.

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

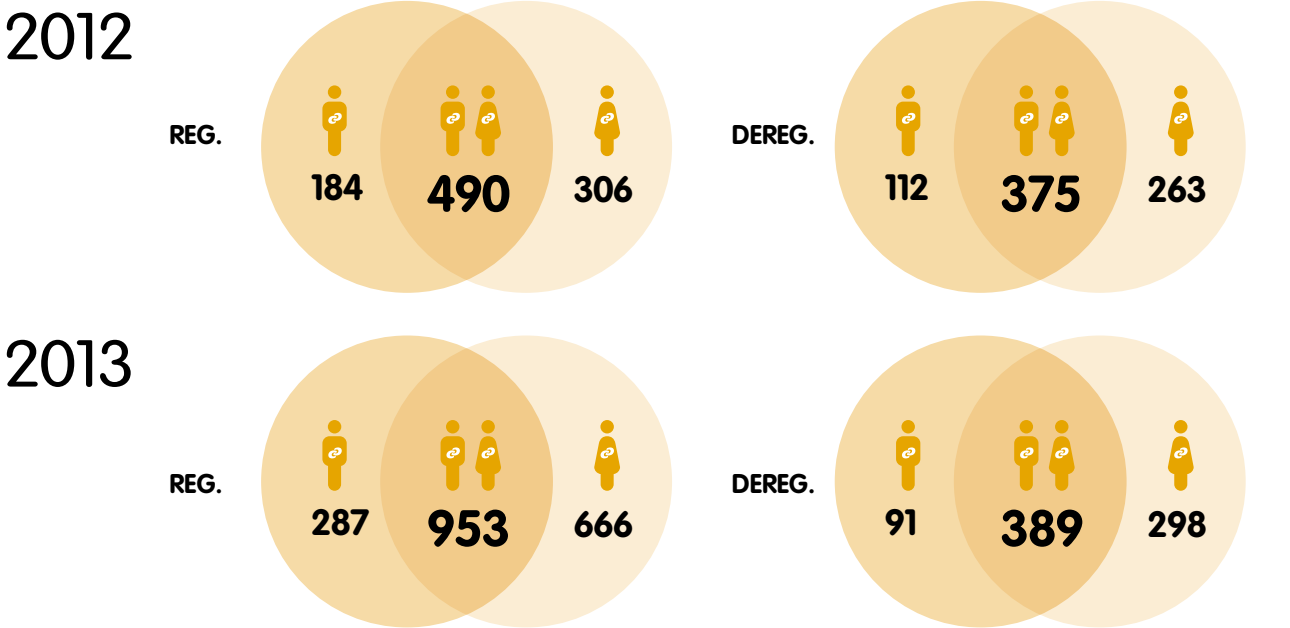
Thanks to the internal promotion policy of the Cooperative, 543 workers were promoted in business year 2013, 371 of these being women and 172 men.

At Consum, a worker stays at the company for 8.43 years on average. In 2013 the cooperative was joined by 4326 new workers, due to seasonal jobs of work such as campaigns, supply workers, etc. The number of leavers came to 3761.

The average rotation of the structural staff at Consum, made up of worker-members, is 3.49 years. This is a positive piece of data in relation with the average rotation in the commercial distribution sector. The rotation of non-member staff is not included due to the low percentage of the total that this represents.



EVOLUTION OF WORKER-MEMBERS



MEMBER ROTATION

CLASSIFICATION	WOMEN		MEN		Overall total	
		% ROTATION		% ROTATION		% ROTATION
VOLUNTARY	41	0.37%	21	0.19%	62	0.56%
EXPULSION	124	1.11%	50	0.45%	174	1.56%
EXTENDED LEAVE	94	0.84%	12	0.11%	106	0.95%
OTHERS	39	0.35%	8	0.07%	47	0.42%
Overall total	298	2.67%	91	0.82%	389	3.49%

Accumulated rotation compares the annual data with the accumulated staff of that group in the year.

ACCUMULATED ROTATION PER REGION

Autonomous Community	Accumulated deregistrations	Accumulated Rotation
Valencian Community	216	0.81%
Catalonia	125	2.46%
Murcia	25	0.32%
Castile-La Mancha	18	0.76%
Andalusia	5	0.33%
TOTAL	389	0.29%

ACCUMULATED ROTATION BY AGE

AGE INTERVAL	Total dereg.	Accumulated rotation
<20	0	0.00%
20 - 30	120	0.42%
31 - 40	159	0.33%
41 - 50	78	0.22%
51 - 60	24	0.27%
>60	8	0.90%
Total general	389	0.29%

Consum does not have data for the specific rotation of disabled persons, as this differentiation is not defined in its scorecards. Deregistration of the disabled only takes place when they go into the severe disability or absolute disability category. In 2013 the total number of disabled persons deregistering through total permanent incapacity, absolute permanent incapacity and severe disability, comes to 5.

3.49

THE AVERAGE ROTATION OF THE COOPERATIVE'S STRUCTURAL STAFF, MADE UP OF WORKER-MEMBERS, IS 3.49 YEARS, A POSITIVE PIECE OF DATA IN RELATION WITH THE AVERAGE ROTATION IN THE SECTOR.

PARTICIPATION

(4.4, 4.6, LA 5, ES 2.1, ES 2.2, ES3.1, 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.

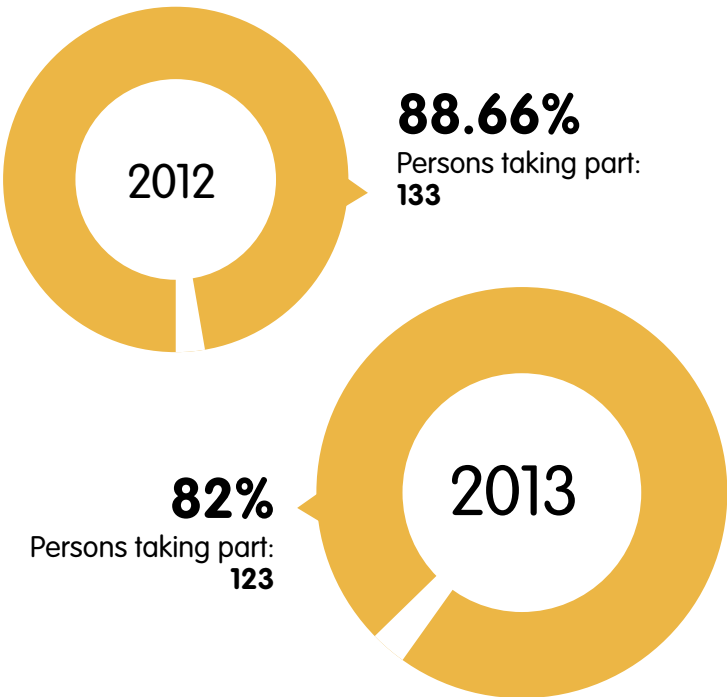
In January 2013 an Extraordinary General Meeting, at which there was 78% participation, was held to adapt the Articles.

The posts on the most important representative bodies of the Cooperative are regularly renewed by the 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 2013 no representative body was renewed.

REAL PARTICIPATION IN THE COOPERATIVE'S GOVERNING BODIES. GENERAL MEETING



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 10,977 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 and these in turn pass this information on to their teams. When there are any 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 supreme social representation body, the General Meeting, is described in 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 supreme 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 supreme governing body.

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



BALANCE AND EQUALITY

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

Consum invested 5.5 million euros in balance in 2013, which means 509 euros per worker. It also publishes the catalogue “+de 50 Medidas para Conciliar” (over 50 Measures for Balance), which describes 65 measures to enhance working and personal life. 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. In late 2013 Consum introduced a further measure of aid for female workers who might be victims of gender violence. This is a monthly payment of 150 euros for one year, which is intended to help any person finding themselves in this situation to have the resources required to get out of it.

IT SHOULD BE EMPHASISED THAT SINCE THE INTRODUCTION OF CONSUM’S BALANCE PLAN IN 2007 THE ORGANISATION’S PRODUCTIVITY HAS RISEN BY 7.5%, ABSENTEEISM HAS DROPPED 47.1% AND ROTATION 55.4%.

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

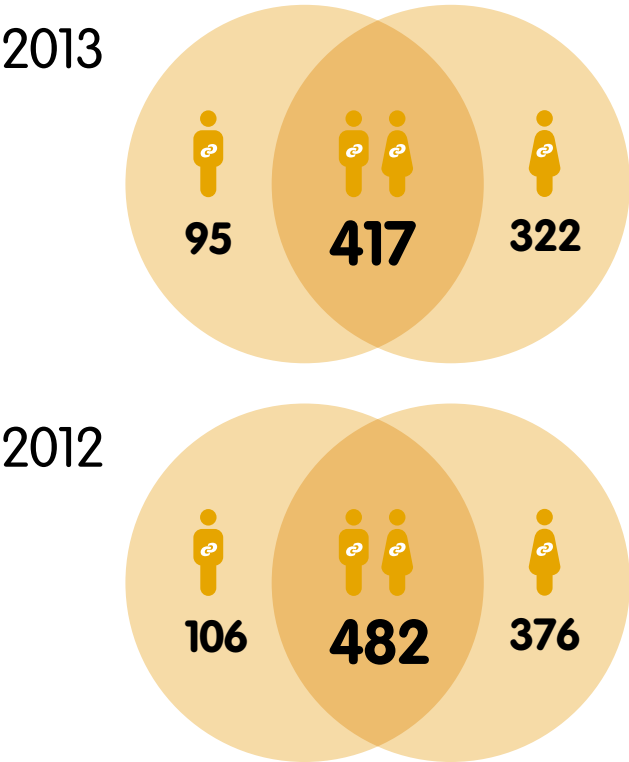
Balance measures	2013
Loans for members	252
Continuous working day	100% central platforms 100% shops
Transfers through proximity of the work centre to the home	310
Accumulated breast-feeding leave	267
4-week remunerated paternity leave	95
Layette voucher for members	417
Payment for handicapped children	100
Christmas Card competition	2,529
Protocol for protection of maternity	322
Extended leave for danger in pregnancy with 100% of the salary	323
Payment for disability	121
Payment for worker victims of gender violence	12

* Balance measures in absolute values enjoyed by 100% of the persons asking for these or finding themselves in that situation.

QUALITY IN EMPLOYMENT, PERCENTAGE OF PEOPLE ENJOYING THIS OUT OF THE TOTAL WORKFORCE

	2013
Assessment of performance	89.45%
Stability of the job of work	96.77%

WORKERS WHO HAVE TAKEN LEAVE THROUGH MATERNITY/ PATERNITY



WORKERS WHO CONTINUE TO WORK AT THE COOPERATIVE TWO MONTHS AFTER ENDING THEIR LEAVE

				% in respect of workers taking maternity leave
2013	82	271	353	84.65%
2012	106	374	480	99.59%

Workers who have taken leave through maternity/paternity and continue to be in active status at the end of the leave.

WORKERS WHO CONTINUE TO BE WORK AT THE COOPERATIVE ONE YEAR AFTER THE END OF THE LEAVE

				% in respect of workers taking maternity leave
2012	100	334	434	90.04 %

Workers who go back to work after the end of the maternity or paternity leave and who continued working for twelve months after going back to work.



Consistent with the Cooperative's values for fostering conditions of equality and participation of all its 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 worker-member operating personnel at Consum (who make up 89% of the staff) are paid, from the second year (when they are consolidated as members) an average gross monthly wage of 1553 €, considering the co-operative worker-member's advance payment and the part for the share in profits, as well as any incentives that they may collect through attaining the targets set. The minimum initial wage of a worker-member at Consum is over 56% higher than the minimum inter-professional wage.

The total salary expenses of the Co-operative during business year 2013 came to 239.3 million euros, including salaries, pensions and other benefits and compensation.

AT CONSUM, A WORKER STAYS AT THE COMPANY FOR 8.43 YEARS ON AVERAGE.

As regards the distribution of the Cooperative's annual profits among its worker-members, in 2013 the members shared 9.5 million euros, 72.5% of Consum's cooperative profits in 2012. To this one should add the interest collected by the compulsory provisions to share capital, coming to 7.4 million euros, which adds up to a total of 16.9 million euros. Hence, adding up both items, each member has received an average sum of 1714 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 should stress 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.

At Consum there is no difference in the basic wage for men and women in the same working category. The organisational change introduced in 2013 and Consum's Equality Policy are helping more women to reach positions of responsibility. This is being consolidated, without yet having reached the maximum remuneration pertaining to them, according to the Cooperative's Valuation Regulation, in which there is no difference per sex. Even so, in 2013, the difference between the average salary rate of men and women is 0.41 as an absolute value. One positive point to be stressed is that this difference has dropped 2.38% as compared with the previous year.

It is positive to point out that these measures are getting results; in shop management, 56% of the posts are already held by female Shop Directors and Managers.

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) the representation of women at present reaches 67%, as a result of the equality policy promoted by the Cooperative. Lastly, the Social Committee, the exclusive representative body of worker-members, consists of 16 members, nine of whom are women, including the president.

TOTAL SALARY EXPENSES

2012
228,889,664

2013
239,502,003



16.9 MILLION EUROS
PROFIT SHARED OUT.
EACH MEMBER HAS RECEIVED
AN AVERAGE SUM OF 1714
EUROS.

DISTRIBUTION OF THE STAFF BY AGES AND SEX.
AVERAGE AGE

Age	Men	Women	TOTAL	%
< 30 years	770	1,759	2,529	23%
30 - 50 years	1,748	5,796	7,544	69%
> 50 years	316	588	904	8%
TOTAL	2,834	8,143	10,977	100%
AVERAGE AGE 37 years				

COMPOSITION OF GOVERNING BODIES

Governing and representative bodies	Women	Men	Average age	Minorities
General Meeting	67.3%	32%	> 50 years	0.7%
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	44	77	121	1.10%	43.58
Foreign	111	231	342	3.12%	35.89



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

			
Full time	34	56	90
Part time	10	21	31
TOTAL	44	77	121
Unlimited contract	44	77	121
Temporary contract	0	0	0
TOTAL	44	77	121
AVERAGE AGE 30-50			

DISABLED PERSONS AT THE ORGANISATION PER AUTONOMOUS
COMMUNITY (REGION)

			
Valencian Community	37	63	100
Catalonia	6	6	12
Murcia	1	7	8
Castile-La Mancha	0	1	1
Andalusia	0	0	0
TOTAL	44	77	121

TRAINING AND
CONTINUOUS
IMPROVEMENT

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

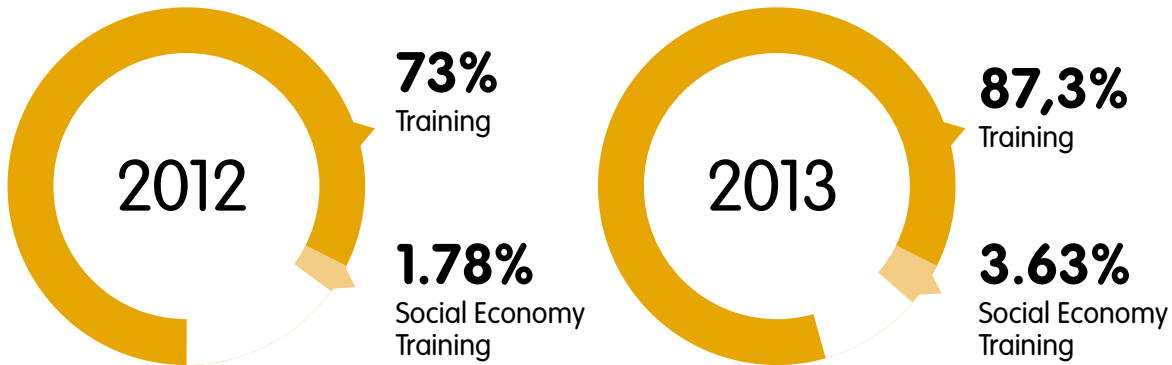
Training is a vital factor for acquiring new skills and abilities, apart from internal promotion of workers and employment insertion of groups with the highest unemployment rate. Every year Consum assigns major resources to professional development, as investment in training is part of the Cooperative's culture. (CS 9) The organisation has invested 1.22% on training in respect of the company's total wage bill, which means an investment of 1.9 million euros, 266.1 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 2013 we received 615,139 euros in subsidies, a sum similar to previous financial periods, which is what allows Consum's commitment to the professional improvement of all its workers.

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 to ensure that there is no corruption at work. 1211 people were given training in professional ethics, lasting 2422 hours, in 2013. This means 11.03% 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 2013 there were two 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.

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



AVERAGE HOURS' TRAINING BY CATEGORY AND SEX

	MANAGEMENT				TECHNICAL STAFF				OPERATING STAFF				TOTAL				TOTAL
	Hours	Men	Women	Average hours	Hours	Men	Women	Average hours	Hours	Men	Women	Average hours	Hours	Total participants	Average hours	Average / participant	
TOTAL	19,532	1,574	1,388	21.,58	8,330	220	465	21.92	143,532	5,249	16,441	14.81	171,405	25,340	6.76	15.61	



In 2013, Consum got under way a new training model at the job of work for supermarkets. This model enables Shop Directors to schedule, plan, run and manage the training measures, whether this involves continuous training or access training for the members of their team.

89% of Consum's staff, either members or members in the trial period, are covered by the Internal System of Regulations. The remaining 11%, non-member staff, are covered by Consum's own collective agreement. (HR 5) 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.

MAIN INTERNAL AND EXTERNAL TRAINING PROGRAMMES
(AVERAGE COURSES PER PERSON)

Category	 	
	Men	Women
New technologies	1.23	0.46
Customer care and marketing	0.29	2.35
Continuous improvement	4.29	7.70
Skills and languages	3.29	1.40
Logistics	0.03	0.00
Accident prevention	2.98	1.30
Foodstuff Quality and Safety	1.48	1.33
Social-business integration	0.90	1.45
Training managers	0.01	0.00
Total	14.49	16.01

EVALUATIONS

	  		
	Number		
Number	2240	7099	9339
% of total staff	84.85%	91.00%	89.45%

The average mark obtained is 7.7, which is equivalent to 'Sound Work'.
The 'management barometer' survey is biennial and was not carried out in 2013.

HEALTH AND SAFETY
AT WORK

(LA 6, LA 7, LA 8)

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

Throughout 2013, Consum's Health and Safety Service drew up up the reports on safety, risk assessment and emergency plans at 168 supermarkets. At a further 257 the health and safety management at their place of work was reviewed along with the Shop Director.

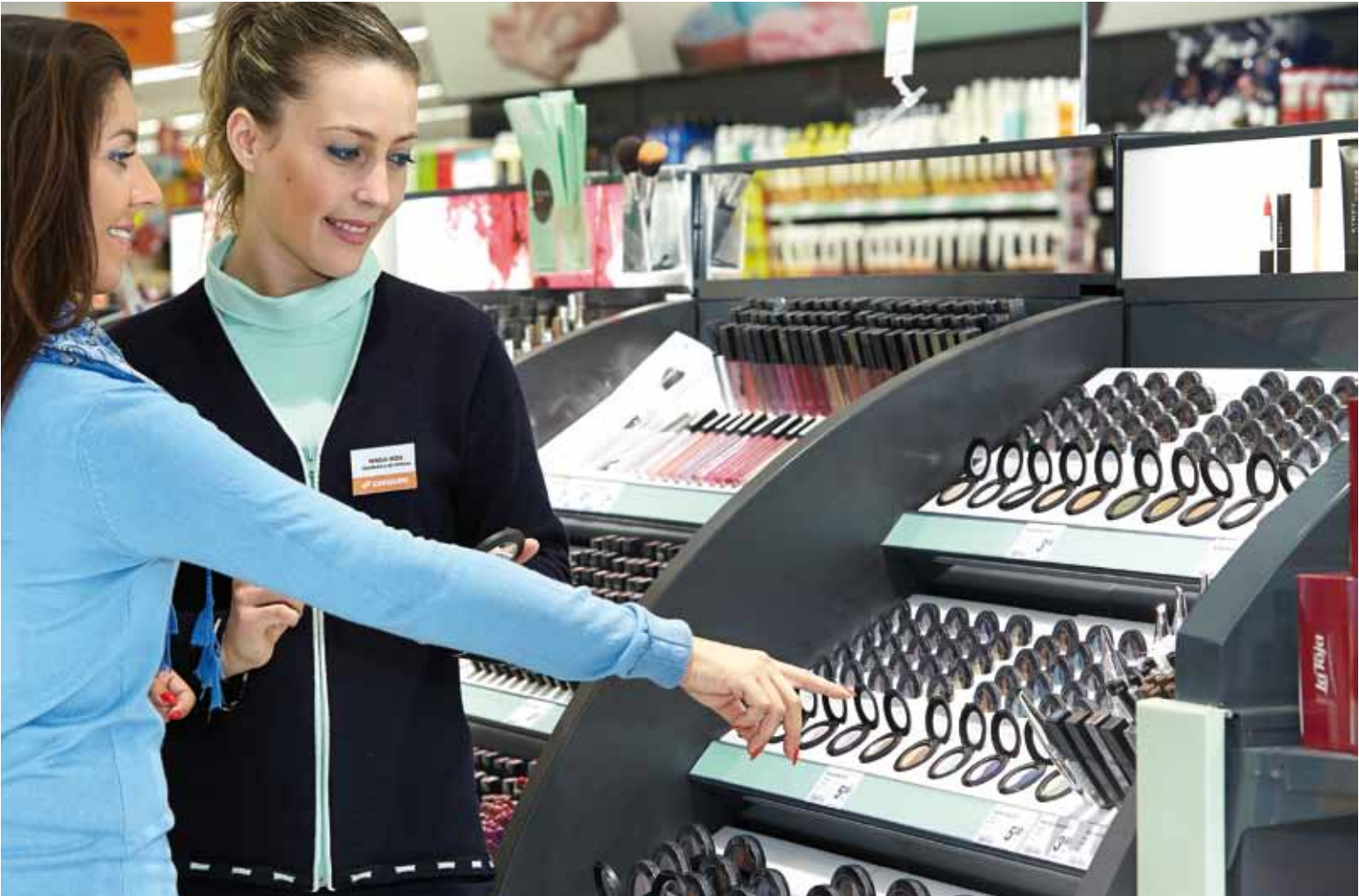
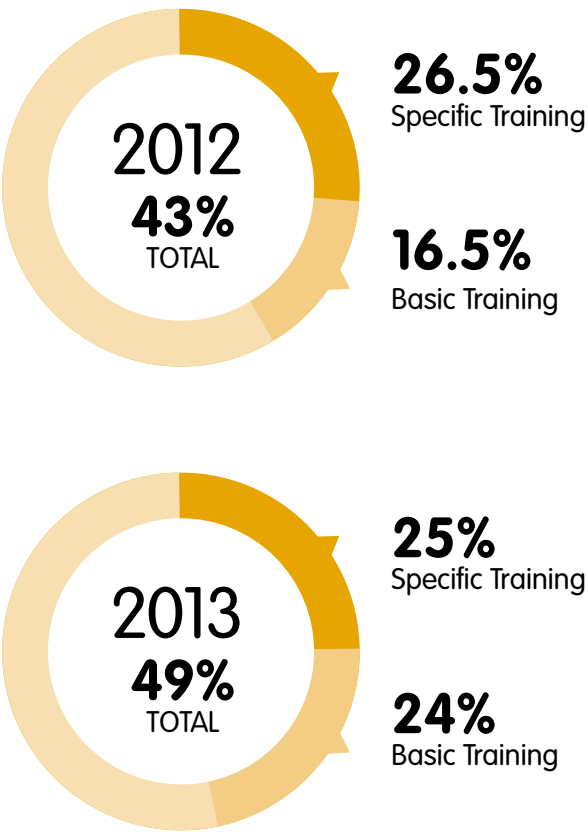
All the people joining Consum staff are given training in prevention of occupational risks and also get specific training, as well as their relatives, through the internal magazine BIs. This type of training also reaches the community through the Health Section of the Entrenosotros magazine.

HEALTH AND SAFETY COMMITTEE	
Members appointed by the Management Board	9
Members appointed by the Social Committee	9
Social representatives	488
% of workers represented	4.68%

9 technical accident prevention staff also take part at the meetings.



TRAINING IN PREVENTION OF OCCUPATIONAL ACCIDENTS



The attitude at our shops

The ‘Good Hosting: Excellence in customer service’ programme is the way Consum’s working philosophy is materialised. This is a project directly addressing the customer at super-markets, to ensure that they are all satisfied.

To achieve this the workers at the Cooperative’s supermarkets have received the ‘Good Hosting Guide’, a personalised instrument for each job of work, which shows what their attitude should be and explains the working procedure that ought to be used to make sure that we offer the best product and the best service: these procedures are perfected through continuous training.

Consum has furthermore implemented the ‘Continuous Improvement’ scheme at supermarkets, too. Through proposals made by workers new ideas can be found helping to improve both the service offered to the customer and the conditions in which each of the tasks are performed.

ABSENTEEISM AND INCIDENCE RATE (*)

	Total Absenteeism	Temp. Inv. Absenteeism (Illness)	OA Absenteeism (Occupational Accidents)**	Incident rate
2012	3.14%	2.72%	0.42%	2.10%
2013	3.28%	2.79%	0.49%	2.15%

* The calculation is based on calendar days and the number of days lost in 2013 was 110,964.

** The percentage of occupational accidents includes occupational illnesses. In 2013 nevertheless, eight cases of occupational illness were declared.

The absenteeism rate has remained relatively stable in comparison with previous years, and there was no fatal accident.

STAFF ROTATION PER REGION, SEX AND AGE

	> 20		20-30 Years		31-40 Years		41-50 Years		51-60 Years		Over 60		Accumulated absences		TOTAL
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	
Valen. C.	30	33	595	384	567	222	303	103	51	12	2	8	1548	762	2310
Catalonia	7	11	244	193	191	132	98	50	18	5	6	7	564	398	962
Murcia	0	0	76	62	73	38	33	9	1	0	0	0	183	109	292
Castile-La Mancha	0	0	14	3	20	1	11	0	2	0	0	0	47	4	51
Andalusia	1	1	74	19	25	16	8	2	0	0	0	0	108	38	146
TOTAL	38	45	1003	661	876	409	453	164	72	17	8	15	2450	1311	3761

customer-
members

{ 2,165,648

gift-cheques

{ 20.9
million euros

truly satisfied
customers



KYREY
esmalte de uñas

5 truly satisfied customers

CONSUMER MEMBERS AND CUSTOMERS

(EN 28, PR 2, PR 4, PR 5, PR 7, PR 8, PR 9, SO 8, 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 their needs in the Cooperative's management.

234,627 customers were registered as new consumer-members in 2013, reaching the figure of 2,165,648 members, a very high number which vouches for the successful operation of our company and commercial model of advantages for members.

This meant that in June 2013 the event for celebrating our two-millionth member was held in Calasparra (Murcia). This was attended by the Murcia Regional Minister for Universities, Business and Research, Mr Jose Ballesta.

EVOLUTION OF CUSTOMER-MEMBERS

2012

Joining **243,904**
Leaving **668**

2013

Joining **234,627**
Leaving **644**



2,165,648

IN 2013 234,627 CUSTOMERS WERE REGISTERED AS NEW CONSUMER-MEMBERS, REACHING THE FIGURE OF 2,165,648 MEMBERS.



'MUNDO CONSUM' ADVANTAGE PROGRAMME FOR CUSTOMER-MEMBERS



Vouchers with extra discounts



Free home delivery service



Free payment card



High returns when investing in the cooperative



* Personalise your Consum card



* Plan your weekly menus



* Take all your offers with you



* Get new offers every day



* Join communities with similar lifestyles



* Draw up your list of shopping savings



Discounts at petrol stations



Travel discounts
Free home delivery



Validate the quality of our own brands

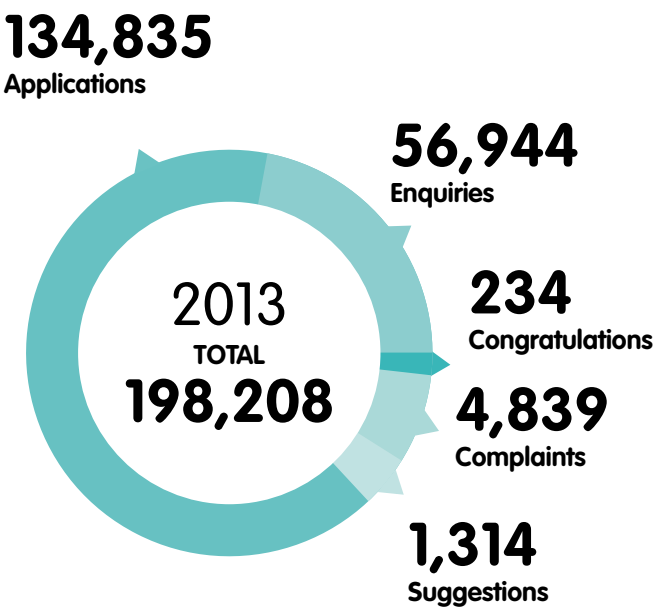


Free subscription to the "entrenosotros" magazine

* exclusive advantages for members registered in www.consum.es/mundoconsum



CUSTOMER CARE PROCESSES



ADMINISTRATIVE PROCEEDINGS

Type	Acts fined	Cost incurred (€)
Voluntary codes	0	0
Labelling	2	640
Regulations	15	9,335
Environmental*	0	0
Service supply	2	3,400
Marketing	0	0
Data Protection Law	0	0
TOTAL	19	13,375

* No failure to comply with current environmental legislation has been detected.



In 2013 customer-members' participation in sales exceeded 75%. Consum's customer-members benefited from discounts of around 20.9 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 9% in 2013, reflecting the successful development of the *Mundo Consum* Programme, which improves the organisation's model of relations with its members by adapting to each customer's purchasing habits.

20.9 MILLION EUROS
CUSTOMER-MEMBERS RECEIVED 20.9 MILLION EUROS IN GIFT-CHEQUES.

TRAINING AND INFORMATION

(4.17, LA 8, ES 3.5, ES 4.4)

The training programme meant for our younger consumers has been consolidated at virtual school workshops, the story competition for the World Consumer day and training activities based on consumer issues. All these are done based on the criterion of combining learning about consumption questions (diet, nutrition and foodstuff safety) with play.

3286
SCHOOLCHILDREN AND YOUNGER CONSUMERS TOOK PART IN THESE ACTIVITIES.



TRAINING SCHEME INTENDED FOR YOUNGER CONSUMERS

	Activity	For whom	How	Participation
Team Consum	An educational tool helping younger consumers to find out how to grow healthily and make decisions on food consumption critically and responsibly.	Consumers from 4 to 14 years of age.	www.teamconsum.es www.consum.es	603 visits.
PAIDO	Holding practical workshops for preventing child obesity in cooperation with Valencia's General Hospital.	For children and parents.	Kitchen workshops.	110 attending.
Commemoration of World Consumer Day	9th edition of the Story Competition, under the motto "Clear cool water for a balanced diet"	2nd and 3rd cycle of primary education, 1st cycle secondary education, CEE and C.O. special employment services	Presentation of illustrated stories involving the subject proposed.	2200 participants.
Visits to Consum Supermarkets and logistics centres	Getting to know the Consum model as a retail company and how it is managed as a cooperative firm.	ESO secondary school children and training cycles with training programmes for transition to working life	Programme of visits by schools and training centres	373 visits.

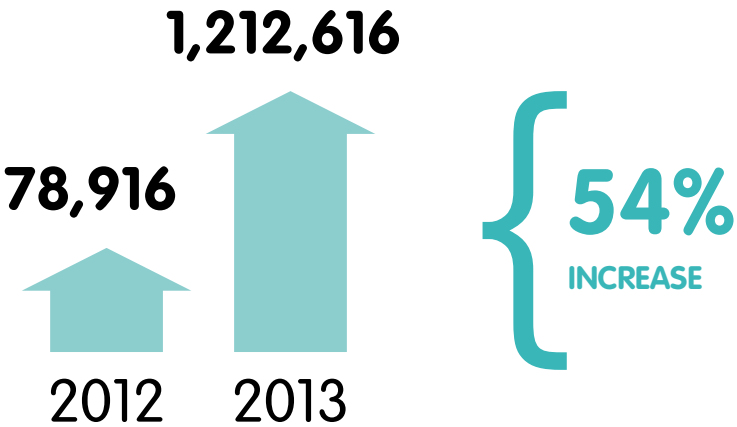


THE TRAINING PROGRAMME MEANT FOR OUR SMALLER CONSUMERS HAS BEEN CONSOLIDATED AT VIRTUAL SCHOOL WORKSHOPS, THE STORY COMPETITION FOR THE WORLD CONSUMER DAY AND TRAINING ACTIVITIES BASED ON CONSUMER ISSUES.

COMMUNICATION CHANNELS

Web

- 54% increase
- In 2013 the second phase of the web 2.0 was consolidated as an exclusive digital channel for relations with customer-members.



Magazine

An exclusive two-monthly publication for customer-members, specialising in consumer issues. In 2013 a total print run of 2 million copies was made, reaching over 330,000 homes. In keeping with our commitment to all the members in every region where we do business, we publish our communication supports in the official languages of these regions: Spanish, Valencian and Catalan.



Radio

The Cooperative has fortnightly radio spots on “Ser Consumidor” on Radio Valencia-Cadena SER and “La Mañana” on COPE Valencia, with “Consum Entrenosotros”. The “Aquí en la Onda” on Onda Cero Valencia and “RAC Consumidores” slots are also broadcast weekly on RAC1, which can be heard in the Valencian Community and Catalonia, respectively. Also broadcast on Sundays in “A vivir CV” on the Ser radio station.

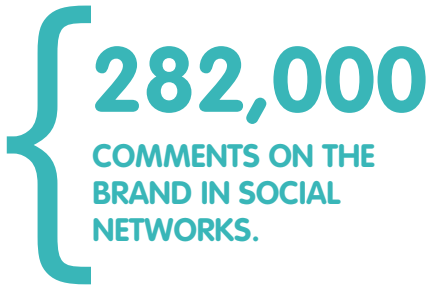
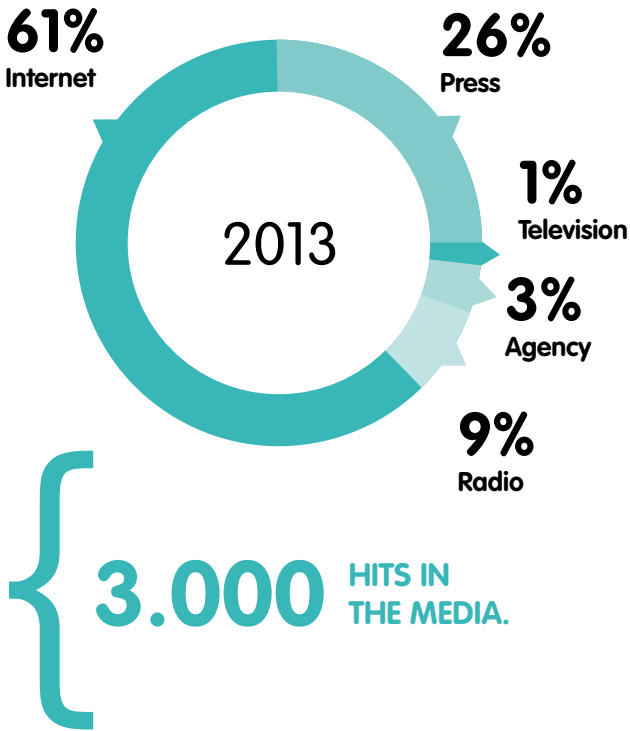
SOCIAL NETWORKS 2013

Facebook Fans		19,800
Twitter followers		3,571
YouTube reproductions		28,613
Flickr visits		59,760
LinkedIn followers		1,599
Foursquare Check-ins		3,361

AREA FOR RELATIONS WITH CUSTOMER-MEMBERS

As regards Consum’s relations with its customer-members, a specific area was created in 2013 with the aim of actively listening to them to discover their needs and find a solution for them. A two-way dialogue between the customer and the Cooperative is kept up for this purpose, working jointly through accompanied shopping, interviews, group meetings and surveys, amongst other techniques, in order to improve products and services. In the last financial year 76 dynamic exercises were carried out, with a total participation of 614 customer-members. More specifically, in the test groups on the image of our own brand products 81 references were analysed, learning the opinion of 120 participants.

HITS



profit
scheme { 6
million euros
(in food donations)

food
donated { 1,818,984
kilos of products

far more than
just words



6

far more than
just words

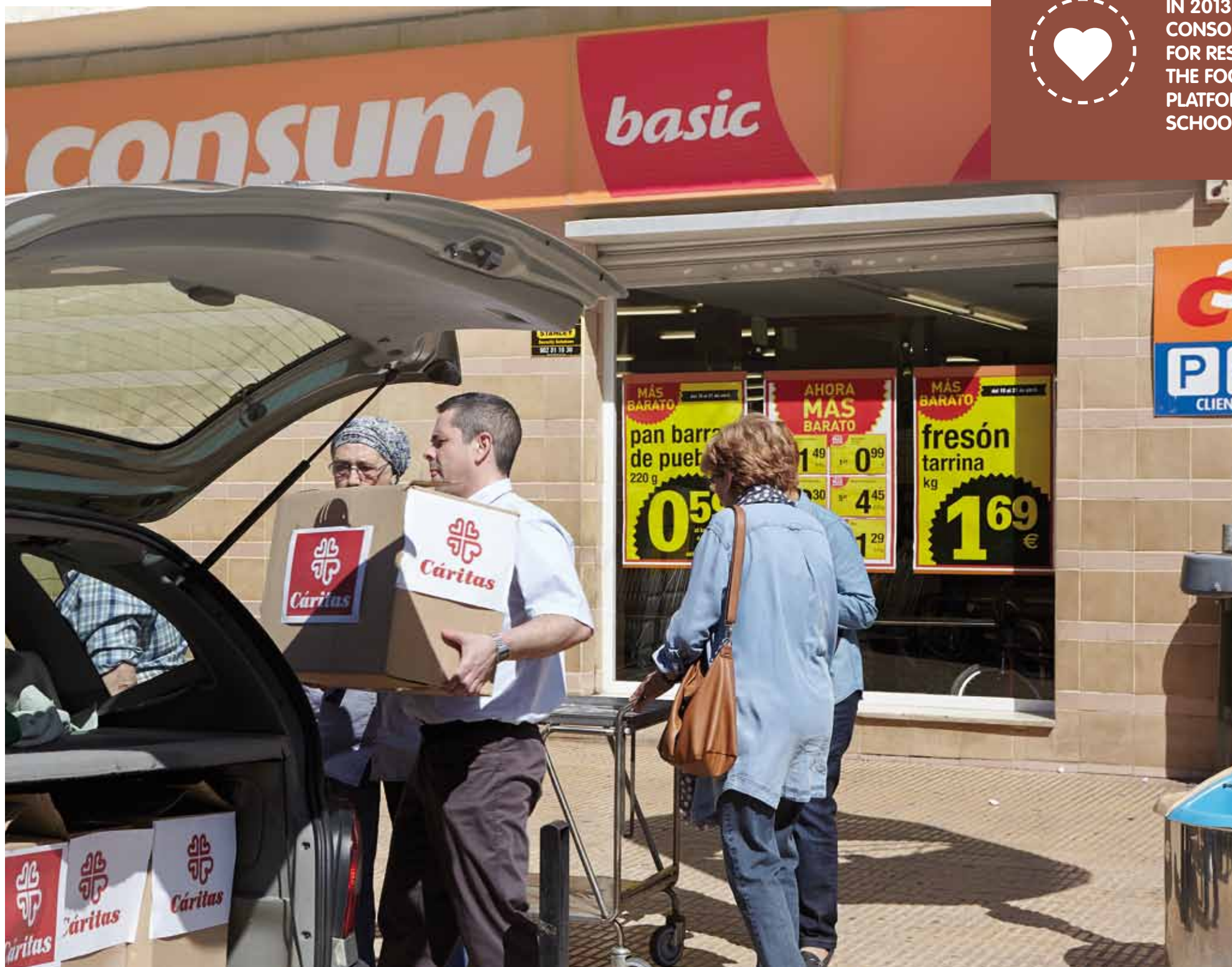
SOCIETY

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

«PROFIT» SCHEME

In 2013 the Cooperative consolidated its Profit Scheme for Responsible Management of the Food from super-markets, platforms and fresh produce schools.

Over 20 organisations, including Food Banks, Cáritas Diocesanas and Red Cross committees from the different regions where Consum works cooperate with the Profit Scheme to make sure the food gets to those who need this.



IN 2013 THE COOPERATIVE CONSOLIDATED ITS PROFIT SCHEME FOR RESPONSIBLE MANAGEMENT OF THE FOOD FROM SUPERMARKETS, PLATFORMS AND FRESH PRODUCE SCHOOLS.

1,818,984
KILOS OF PRODUCT
DONATED

6,056,128 €
ECONOMIC VALUE

DONATIONS HAVE INCREASED 56% AS COMPARED WITH THE PREVIOUS YEAR, AND ORGANIC WASTE FROM THE CENTRES HAS DROPPED BY 19%.

INTEGRATION
IN THE SETTING

(2.10, 4.12, 4.13, EC 8, ES 5.1, ES 5.5)

far more than just words

SOLIDARITY AGREEMENTS

30,571 €
RED CROSS AGREEMENT
AND PROJECT FOR
CHILDREN'S SUPPORT

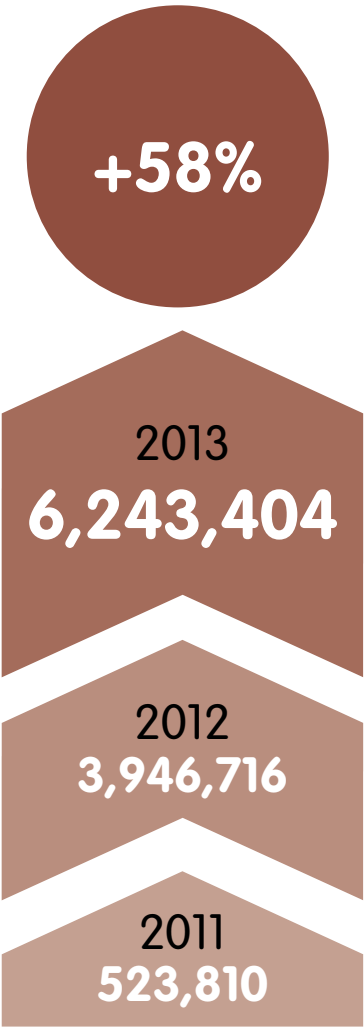
80,000 €
DONATION OF CONSUM
WORKERS TO THE
PEOPLE AFFECTED BY
THE TYPHOON IN THE
PHILIPPINES

6000 €
UNICEF AGREEMENT
FOR AID FOR THE
SYRIAN REFUGEE
CHILDREN

SOLIDARITY WORK

Consum has cooperated in over 200 social projects with such institutions as Caritas, Red Cross, Oxfam Intermón, Unicef, Manos Unidas, Asociación de Enfermos de Alzheimer, Banco de Alimentos, Casa Caridad, AECC, PayaSOSpital, Aspanión, Afanoc, PupaClown, amongst others.

Its participation in these measures has reached 94,000 persons, to whom over 70,000 euros has been assigned.



CONSUM'S PARTICIPATION IN
SECTORIAL ASSOCIATIONS

The Cooperative is a subscriber of the national network of the United Nations Global Compact, and a member of:

- ASEDAS
- Asces
- Asucova
- Fedacova
- Cedac
- Asumur
- Asucam
- CEV
- CIERVAL
- AECOC
- Cinco al día
- Logistop
- ADL
- APD
- Fundación Etnor
- Fundación de Estudios Bursátiles
- Fundación Sabor y Salud
- Fundació Catalunya-Comerc
- AINIA
- Club para la innovación
- Innovall
- Hispacoop
- ADEIT
- Federación de Cooperativas de Consumo de la Comunidad Valenciana
- Federación de Cooperativas de Consumo de Cataluña
- Chambers of Commerce in the provinces where Consum works

Contribution
297,000 €

PROJECTS



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

Since 2007, Consum has been cooperating with Valencia Polytechnic University at the Consum-UPV chair, specialising in geomarketing. The aim of this is to promote and develop research work intended to improve the Cooperative's commercialisation and market research process, enhancing the service given to customers at the same time as furthering training for students of the UPV.

An agreement involving job-finding for vulnerable groups. This arrangement includes the Pluri-regional Operative Programme "Fight against discrimination" with the backing of the Social Fund.

In 2013 Consum signed 19 trainee work agreements with training institutions, which have enabled 37 people to carry out their work experience stays. One of these which deserves mention is the Agreement between Consum, Universidad de Valencia, Adeit, UJI and ESIC.

Cooperation with the Instituto Valenciano de la Edificación in organising the European 'LESS Competition', for seeking innovative solutions improving the energy efficiency in commercial premises and mitigating climate change.

Cooperation with the Instituto de Diversificación y Ahorro Energético (IDAE) in projects undertaken as part of the Cooperative's Energy Savings and Efficiency Plan.

Cooperation for developing a new cash desk application, adaptation of the periphery of tpvs to the new programming and testing the quality of the software.

Cooperation in the Smart Reader and Smart Delivery logistics projects.

Cooperation agreement between the Charter franchise and the Grupo Cooperativo Cajamar, to boost the commercial work of franchisees.

A cooperation agreement with the Fundación Agricultura y Medio Ambiente de la Comunidad Valenciana (FUVAMA) for free distribution of products in healthy breakfasts arranged at Valencian education institutions.

A cooperation agreement to help Syrian children taking refuge in Jordan, supporting the basic emergency services.

AWARDS AND RECOGNITION

- The director-general of Consum, Juan Luis Durich, was given the 'Rotary Flame' by Valencia Rotary Club for the Cooperative's business development. February 2013.
- AENOR certification for the Service Charters 'Excellence in service to shops' at the platforms in Silla and Sant Boi. Consum is the first Spanish cooperative to obtain AENOR certification, whose beneficiaries are the supermarkets themselves. The Cooperative thus raises its level of standards as regards the service it gives to the internal customer, the shops, which works out in a better service to the final customer. June 2013.
- Barcelona's police force recognises Consum's Security Coordination with a Special Honorific Mention. June 2013.
- Consum is the second Company in the Valencian Community with best on-line reputation, according to a report drawn up by Everis consultants. The #ReputacionenRed survey identifies the 100 Valencian companies with most positive and negative comments received in the social networks, blogs and news opinions. July 2013.
- Consum comes into the ranking of the 300 most important cooperative companies in the world, according to the report prepared by the World Cooperative Monitor. November 2013.
- The Cooperative receives the Casa Caridad award as recognition of its social responsibility plan as an example of business ethics and contribution to society. January 2014.



- Recognition to Consum with the Top Employers Spain 2014 certificate for its work in managing human resources. This certificate, issued by international consultants CRF, places the Cooperative amongst the 55 best companies for working in Spain. January 2014.



- Consum receives the DONAidONA stamp, which certifies the Cooperative's commitment to job creation and job-finding for women at risk of exclusion or already in an exclusion situation. January 2014.

Consum continues to be the only commercial distribution Company in Spain to have the Family-Responsible Company (EFR) certificate issued by the Fundación Másfamilia, with the backing of the Ministry of Health, Social Policy and Equality. This certificate recognises Consum's efforts in implementing policies and actions for balance between family and working life.



INSTITUTIONAL EVENTS

February

- Meeting of Franchisees to appraise financial year 2012 and set the targets for 2013.



May

- The president of Murcia Region, Ramón Luis Valcárcel, and the director-general of Consum, Juan Luis Durich, opened the General Goods Platform, which forms part of the logistics platform that the Cooperative has set up in the town of Las Torres de Cotillas in Murcia.



- The regional minister for Infrastructures, Territory and Environment, Isabel Bonig, visited Consum's installations in Silla, stressing the environmental efforts and commitment of Valencian businesses.



June

- Consum reaches two million members and is committed to social values as the core of its business success. It becomes consolidated as the nationwide cooperative with most consumer-members.
- The event for celebrating our two-millionth member was held in Calasparra (Murcia). This was attended by the Murcia Regional Minister for Universities, Business and Research, Mr Jose Ballesta.

September

- Professors from the University of Niigata (Japan) visit the installations of the Fresh Produce Platforms of Consum in Riba-roja (Valencia).



environmental
expenses and
investments

{ **4.5**
million euros

reduction of
carbon footprint

{ **8%**



a less
contaminated
planet

7

a less contaminated planet

ENVIRONMENTAL POLICY AND MANAGEMENT

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

Consum performs an annual assessment of its environmental measures to find out the most significant aspects and thus introduce measures for monitoring these. In 2013, the consumption of materials was one of the key points to act on, improving the amounts consumed and raising awareness for reducing their use.

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 two significant aspects: the increase in the consumption of materials: packaging, toner cartridges through the reprinting of price labels in all the centres, stemming from the Cooperative's constant adaptation and efforts in price adjustment; and the increase in consumption of cleaning products.

The energy savings policy along with the control of goods transport has helped to improve Consum's Carbon Footprint by 8% in respect of the previous year, continuing to take steps forward in reducing the Cooperative's environmental impact. Financial year 2013 will act as a basis for a new calculation of the Carbon Footprint, which will allow this to be certified.



THE ENERGY SAVINGS POLICY, ALONG WITH THE CONTROL OF GOODS TRANSPORT, HAS HELPED TO IMPROVE CONSUM'S CARBON FOOTPRINT BY 8% IN RESPECT OF THE PREVIOUS YEAR.

MATERIALS USED IN WEIGHT OR VOLUME WITH RECOVERABLE VALUE *

Materials (Kg)	2012	2013	% recovered
Paper, cardboard	589,344.11	625,687.98	100%
Metals	27,418.28	18,991.95	0%
Other materials	-	2,133.52	0%
PVC Plastics	67,031.38	68,603.44	0%
PET Plastics	10,747.57	18,379.35	0%
Other plastics	1,221,103.10	1,426,038.24	15%
Glass	14,001.41	13,725.29	0%
Foodstuff "tetrabricks"	1,335.01	228.48	0%

*Data for calendar year
*Legislation lays down that foodstuff materials are not renewable



NATURAL RESOURCES

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

The energy consumed by the Cooperative is mainly electric, with diesel fuel being used only for occasionally starting up our electricity generating sets to check that these work properly. For the centres located in areas with extreme temperatures, natural gas is used as a preventive measure. In 2013 energy consumption dropped, in spite of Las Torres de Cotillas (Murcia) Platform running at full pace.

In 2013 67% of the electrical energy consumed came from renewable sources. The services of an energy cooperative close to one of the new supermarkets have also been contracted, thus contributing to local wealth.

The energy ratio has reached 86,045 Gj, improving 10% as compared with 2012, and reflecting the energy required per square metre. This is due to the refurbishment of supermarkets to

adapt these to energy efficiency measures, such as automatic regulation of cooling cabinets to match the ambient temperature, efficient ventilators in the cabinets and installing glass doors in the frozen food section. In 2013 the network of eco-efficient supermarkets covered 280 centres, which represents 66% of the total number of our own centres

Starting up Las Torres de Cotillas platform has meant 20% savings in goods transport. As regards delivering shopping to customers' homes, one of the most highly valued services for Consum customers, the kilometres travelled dropped by 5%. Consum has three electric vehicles for household deliveries and intends to go on increasing this fleet.

As regards travel to and from work, Consum is committed to efficient transport and mainly uses the train. Through its balance policy the Cooperative favours the proximity of its workers' houses to the job of work, which enables the reduction of indirect energy consumption.

67%
OF THE ENERGY
CONSUMED COMES
FROM RENEWABLE
SOURCES.

DIRECT ENERGY CONSUMPTION

	2012		2013	
	(Gj)	(t CO2e)	(Gj)	(t CO2e)
Non-Renewable Electricity (Gj)	344,380.76	21,333.00	340,439.75	21,083.40
Renewable Electricity (Gj)	520,344.00	0	523,234.14	0
Diesel fuel (Gj)	1,930.00	142.94	1,384.00	102.52
Natural Gas (Gj)	0	0	3,465.58	194.07
TOTAL	866,654.76	21,475.94	868,523.47	21,379.99

INDIRECT CONSUMPTION OF ENERGY AND INDIRECT NON-RENEWABLE EMISSIONS OF GREENHOUSE GASES

	2012		2013	
	Gj	t CO2	Gj	t CO2
Diesel (goods transport)	321,885.20	19,939	231,645.57	14,349.16
Diesel (company travel)	12,107.62	750	12,133.92	751.63
Diesel (worker transport)	306.73	19	417.04	25.83
Diesel (shopping delivery)	17,499.55	1,084	16,616.36	1,029.29
TOTAL	351,799.1	21,792	260,812.89	16,155.91

In 2013 water consumption only rose 1.7% in spite of the increase in the organisation's activity and the gradual incorporation of roto-compactors to improve the collection of cardboard by the centres.

All the water used by the organisation is from the municipal supply and is not recycled and/or reused through being considered domestic-type waste water. Water sources are thus not affected by the collection intake.

TOTAL INTAKE OF WATER PER SOURCE (M³)*

	2012	2013
Municipal supply	292,125	297,108
Dumping into the sewers	289,204	294,137

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

EMISSIONS, WASTE AND DUMPING

(EN 19, EN 20, EN 22, EN 23, EN 24, EN 26, EN 27, EN 30, CS 2, CS 3)

2013 Consum has maintained its direct greenhouse gas emissions, in spite of opening twelve new ecoefficient centres.

During the year a check on the cooling systems was made in cooperation with industrial suppliers, as a preventive measure against atmospheric contamination through leaks. This focussed mainly on changing the cooling gases, enabling higher performance at the same time as contaminating the environment less.

In the assessment of environmental aspects, the improvement points identified were the consumption of materials and the plan for minimisation of the Cooperative's containers and packaging, in order to improve the measures connected with reducing packing.

The result of audits on noise contamination indicates 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 2013 continued

to involve providing greater insulation in the machine rooms, installing compressors and turbines with low noise and lower power, thanks to energy efficiency, and the use of pallet jacks and low-noise trolleys with soft, anti-impact wheels and dampening items.



SIGNIFICANT EMISSIONS OF GREENHOUSE GASES BY TYPE AND WEIGHT (T)

Emissions through transport	2012	2013
CO	193	163
NOx	423	356
HC	68	57
SO ₂	38	32

Information based on RAL TUM 26-07-02

BREAKDOWN OF WASTE BY TYPE

Waste	Treatment	2012	2013
Cardboard (Tn)	Recovery	14,146.70	14,857.20
Plastic (Tn)	Recovery	872.90	1,071.00
Organic (Tn)	Dump	7,181.44	5,908.75
Sandach (Tn) ¹	Recovery	1,473.70	1,218.59
Toner (kg)	Recovery	2,077.60	2,474.00
Scrap (Tn)	Recovery	62.33	65.60
Dangerous waste (Tn)	Authorised national agent ²	12.84	7.20
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.

It should also be stressed that the supplier which prepares animal food for Consum purchased 1200 tons of fat from the tallow manager, thus closing the reuse cycle for this product.

In 2013, through cooperation with Ecopilas, Consum collected 24% of the batteries marketed, contributing to proper processing of 46.9 Tn of batteries, 3.76% more than the previous year.

As regards Environmental Training and Awareness-raising, in 2013 Consum continued to train its customer-members and workers through the twelve information articles included in the magazines that it publishes for both these groups, as well as through the environmental training module for any new workers joining us. Taking advantage of the new communica-

tion channels, and coinciding with the European Waste Prevention Week the #Ecoideasconsum was launched on Facebook, so that fans could show photographs displaying their measures to reduce the consumption of bags and reuse packaging. This action managed to reduce the use of shopping bags by 18%, easily exceeding the objective that had been set, which was 5%.

The members of the Environmental Committee and the maintenance managers of shops and platforms have held a course on calculating the Carbon Footprint, examining which aspects can be certified and how the calculation of the Cooperative's activity can be improved, in order to validate the data collected year after year.

EVOLUTION OF ENVIRONMENTAL EXPENSES AND INVESTMENTS

Environmental expenses and investments (€)	2012	2013
Elimination of waste	3,180,183	3,669,960
Environmental prevention and management	305,744	475,268
Environmental protection	292,987	334,747
TOTAL	3,778,914	4,479,975



transparency

**Because transparency
means making sustainability
an attitude.**



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)

This Consum S. Coop. V. Sustainability Report was drawn up in accordance with the guidelines of the Guide for Drafting Sustainability Reports of the Global Reporting Initiative (GRI).

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.		7, 9
1.2	Description of the main impacts, risks and opportunities.		16, 18
2. PROFILE OF THE ORGANISATION			
GRI INDICATORS		SOCIAL EC.	PAGE
2.1	Name of the organisation		120
2.2	Main brands, products and/or services		12
2.3	Operating structure of the organisation, including the main divisions, operating entities, subsidiaries and joint ventures.		12
2.4	Location of the main headquarters of the organisation.		120
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.		12
	Description of a short report revealing the priority of people and company purpose over capital.	ES1.1	7, 46
	Work groups or areas created to foster making the decisions of the organisation.	ES3.3	53
	Percentage of people at the organisation participating in some of the groups or spaces generated.	ES3.4	53
2.7	Markets supplied (including the geographical breakdown, the sectors supplied and types of customers/beneficiaries).		12, 27
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.		22, 24, 25, 27, 29, 48
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, 27
2.10	Prizes and awards received during the period informed about.		86

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).		114
3.2	Date of the most recent previous report (if there were one).		114
3.3	Cycle of presentation of reports (annual, biennial, etc.).		114
3.4	Point of contact for issues concerning the report or its content.		120
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.		114
3.6	What is covered by the report (e.g. countries, divisions, subsidiaries, installations rented, joint ventures, suppliers).		114
3.7	State the existence of any limitations to the scope or area covered by the report.		114
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.		114
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).		114
3.11	Significant changes as regards previous periods in the scope, cover or valuation methods applied in the report.		114
INDEX OF CONTENTS OF THE GRI AND OF THE SOCIAL ECONOMY			
3.12	Table stating the location of the basic contents of the report.		101
	Table of contents Social Economy Principles		101
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.		114

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.		14, 15
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.	
4.4	Shareholders and employees' mechanisms for informing of recommendations or indications to the highest governing body.		53
	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	52
	Degree of renewal in the organisation's representative bodies, stating the renewal formula envisaged.	ES3.2	52
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.		53
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.		14
	Average percentage of real participation in the top decision-making bodies.	ES3.7	52
	Description of the process for preparing the top social representation body.	ES3.8	53
	Percentage of surpluses assigned to the members of the organisation or to the incorporation of persons (capitalised or monetarised surpluses).	ES7.3	22
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.		12, 17, 36, 86
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.		18
4.10	Procedures for evaluating the proper performance of the top governing body, particularly as regards the economic, environmental and social performance.		18
	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	53

GRI INDICATORS	COMMITMENTS TO EXTERNAL INITIATIVES	SOCIAL EC.	PAGE
4.11	Description of how the organisation has adopted an approach or principle of precaution.		18
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.		82, 85
	Organisation of social, cultural or solidarity events, and monetary or contributions of any other kind to these.	ES5.1	82
	Name and type of cooperation activities carried out with other organisations.	ES5.5	82
	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.		82, 84
GRI INDICATORS	PARTICIPATION OF INTEREST GROUPS	SOCIAL EC.	PAGE
4.14	List of interest groups that the organisation has included.		30
	Definition of a map of the interest groups focused in the organisation.	ES4.1	30
4.15	Basis for identification and selection of interest groups to which the organisation is committed.		30
4.16	Approaches adopted for including the interest groups, including the regularity of their participation by types and category of interest groups.		30
	Relation flows found between the organisation and its interest groups.	ES4.2	30
	Existence of a system for evaluation of satisfaction of interest groups.	ES4.5	30
	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	30, 78
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.		43, 78

ECONOMIC PERFORMANCE

MANAGEMENT APPROACH				
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.		22, 58
		Increase or reduction of the profits withheld at the end of the period.	ES7.4	22
		Percentage of purchases arising in the territory (raw materials, services and fixed assets) / total purchases	ES5.6	40
Principal	EC2	Financial consequences and other risks and opportunities for the activities of the organisation due to climate change.		90
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.		57
Principal	EC6	Policy, practices and proportion of expense corresponding to local suppliers in places where significant operations are carried out.		40
Principal	EC7	Procedures for local contracting and proportion of top management coming from the local community in places where significant operations are carried out.		48
GRI INDICATORS	INDIRECT ECONOMIC INDICATORS		SOCIAL EC.	PAGE
		Percentage of Liabilities pertaining to collective or non-distributable funds.	ES7.1	23
		Percentage of distribution of surpluses intended for collective or non-distributable funds.	ES7.2	23
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.		23, 82
Additional	EC9	Understanding and description of any significant indirect economic impacts, including the scope of any such impacts.		40, 46
GRI INDICATORS	INNOVATION		SOCIAL EC.	PAGE
		Resources intended for innovation (hours per person or total euros invested).	CS 1	34

ENVIRONMENTAL PERFORMANCE

MANAGEMENT APPROACH			
GRI INDICATORS		ENVIRONMENTAL IMPACT	SOCIAL EC. PAGE
		Knowledge and documentation of any significant environmental impacts stemming from the business.	ES5.8 90
		Definition and documentation of the annual environmental objectives in accordance with significant environmental impacts.	ES5.9 90
		Consideration of environmental criteria in the selection of suppliers, products and services.	ES5.4 40
GRI INDICATORS		MATERIALS	SOCIAL EC. PAGE
Principal	EN1	Materials used, by weight or volume.	91
Principal	EN2	Percentage of the materials used constituting recovered materials.	91
GRI INDICATORS		ENERGY	SOCIAL EC. PAGE
Principal	EN3	Direct energy consumption broken down by primary sources.	92
Principal	EN4	Indirect energy consumption broken down by primary sources.	93
Additional	EN5	Energy savings due to conservation and improvements in efficiency.	92
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.	96
Additional	EN7	Endeavours for reducing indirect energy consumption and the reductions achieved with such initiatives.	93
GRI INDICATORS		WATER	SOCIAL EC. PAGE
Principal	EN8	Total intake of water by sources.	94
Additional	EN9	Water sources that have been significantly affected by water collection.	94
Additional	EN10	Percentage and total volume of water recycled and reused.	94
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.	93
Principal	EN17	Other indirect emissions of greenhouse gases, by weight.	93
Additional	EN18	Initiatives for reducing greenhouse gases and the reductions achieved.	90
Principal	EN19	Emissions of substances destroying the ozone layer, by weight.	93, 95
Principal	EN20	NO _x , SO _x and other significant emissions into the air by type and weight.	93, 95
Principal	EN21	Total dumping of waste water, according to nature and destination.	94
Principal	EN22	Total weight of waste generated, according to type and treatment method.	95
Principal	EN23	Total number and volume of most significant accidental spillages.	95
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.	95
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 95
		Measures taken to minimise noise contamination.	CS 3 95
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.	95
Principal	EN27	Percentage of products sold and their packaging materials which is recovered at the end of the useful life, by categories of products.	96
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.	75
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.	93
GRI INDICATORS		GENERAL	SOCIAL EC. PAGE
Additional	EN30	Breakdown by type of the total environmental expenses and investments.	34, 96

SOCIAL PERFORMANCE. EMPLOYMENT PRACTICE

MANAGEMENT APPROACH

GRI INDICATORS		EMPLOYMENT	SOCIAL EC.	PAGE
Principal	LA1	Breakdown of the workers' group by type of employment, contract and region and sex.		48, 49
Principal	LA2	Total number of employees and average rotation, broken down by age group, sex and region.		48, 50, 60
		Requisites for new members to join the organisation.	ES2.1	52
		Requisites and conditions for leaving the organisation.	ES2.2	52
		Evolution of partners or members, describing the variation in numbers joining and leaving	ES2.3	50, 72
		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	51, 61
		Total number of persons broken down by age groups, sex and region, specifying any handicapped staff.	ES5.11	51, 61
		Average rotation of the staff broken down by age groups, sex and region, specifying the handicapped staff.	ES5.12	51
		Average length of stay at the Company	CS 6	48
		Existence of work-family-leisure balance measures (reduction of working day, timetable flexibility , etc.)	CS 7	55
		Percentage of people enjoying each work-family-leisure balance measure.	CS 8	55
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.		54, 55
Principal	LA15	Levels of reincorporation and retention rate of employees after having taken maternity or paternity leave, divided by gender.		56
GRI INDICATORS		COMPANY-WORKER RELATIONS	SOCIAL EC.	PAGE
Principal	LA4	Percentage of employees covered by a collective agreement.		66
Principal	LA5	Minimum advance notice period as regards organisational changes, including a statement as to whether such notifications are specified in the collective agreements.		53
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.		67
Principal	LA7	Rate of absenteeism, occupational illness, lost days and number of fatal accidents connected with work per region and sex.		68
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.		67, 68, 76
Additional	LA9	Health and safety issues covered in formal agreements with trade unions.		N.A.

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.		66
Additional	LA12	Percentage of employees receiving regular evaluations of performance and professional development broken down by sex.		66
		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.		60
		Existence of equal opportunity policies or procedures in the selection, promotion and development of the people at the organisation.	ES5.7	58
		Having a global accessibility audit recognised worldwide.	ES5.14	29
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.		58

HUMAN RIGHTS

MANAGEMENT APPROACH			
GRI INDICATORS		SOCIAL EC.	PAGE
Investment and supply practices			
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	19
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	40
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		SOCIAL EC.	PAGE
NON- DISCRIMINATION			
Principal	HR4	Total number of discrimination incidents and measures taken	58
GRI INDICATORS		SOCIAL EC.	PAGE
FREE ASSOCIATION AND COLLECTIVE AGREEMENTS			
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.	19, 66
GRI INDICATORS		SOCIAL EC.	PAGE
Protection of children			
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.	19
GRI INDICATORS		SOCIAL EC.	PAGE
FORCED OR UNCONSENTED LABOUR			
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.	19
GRI INDICATORS		SOCIAL EC.	PAGE
SECURITY PRACTICES			
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.	No investment has been identified.	
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

MANAGEMENT APPROACH			
GRI INDICATORS		SOCIAL EC.	PAGE
Community			
		Adaptation to the cultural identity of the territories where the organisation works	ES4.4 78
Principal	S01	Percentage of operations in which development programmes have been implemented and assessments of impacts with participation of the local community.	27
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		SOCIAL EC.	PAGE
CORRUPTION			
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		SOCIAL EC.	PAGE
PUBLIC POLICY			
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		SOCIAL EC.	PAGE
CONDUCT AS REGARDS UNFAIR COMPETITION			
Additional	S07	Total number of legal proceedings for causes connected with monopoly practices and free competition, and their results.	19
GRI INDICATORS		SOCIAL EC.	PÁGINA
COMPLIANCE WITH LEGISLATION			
Principal	S08	Monetary value of significant sanctions and fines and total number of non-monetary penalties stemming from infringement of laws and regulations.	75

PRODUCT RESPONSIBILITY

MANAGEMENT APPROACH			
GRI INDICATORS		SOCIAL EC.	PAGE
Customers' health and satisfaction			
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.	36, 37, 38
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.	75
GRI INDICATORS		SOCIAL EC.	PAGE
LABELLING OF PRODUCTS AND SERVICES			
Principal	PR3	Types of information about products and services which are required by procedures in force and the regulations and percentage of products and services subject to such information requirements.	41
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.	75
Additional	PR5	Practices as regards customer satisfaction, including the results of any customer-satisfaction surveys.	30, 75
GRI INDICATORS		SOCIAL EC.	PAGE
MARKETING COMMUNICATIONS			
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.	39
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.	75
GRI INDICATORS		SOCIAL EC.	PAGE
CUSTOMER PRIVACY			
Additional	PR8	Total number of properly grounded claims as regards customers' privacy and leakage of their personal data.	75
GRI INDICATORS		SOCIAL EC.	PAGE
COMPLIANCE WITH REGULATIONS			
Principal	PR9	The cost of any significant fines as a result of non-compliance of regulations as regards the supply and use of the organisation's products and services.	75

PROFILE, SCOPE
AND COVERAGE
OF THE REPORT

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

The annual Sustainability Report, this one being for Consum's accounting period 2013 (from 1st February 2013 to 31st January 2014), goes on in the approach of the last Sustainability Report 2012. This is the eighth Sustainability Report and will be continued next year 2014.

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. (3.7) The scope of this Sustainability Report is limited to the Cooperative's own work.

MEASURING
TECHNIQUES

(3.9, 3.10, 3.11)

This Sustainability Report was drawn up by the Cooperative's Corporate Social Responsibility (CSR) Committee. Each of the departments is represented on this, working on and providing the relevant indicators. (3.9) 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, meant identifying the Cooperative's own indicators (CS), apart from those of the Social Economy (ES), the criterion therefore being kept uniform and sustained over time. (3.10, 3.11) The information that we supply is also comparable with the previous sustainability report, there being no significant changes as compared with previous years.

VERIFICATION REPORT

(3.13)

In its Corporate Social Responsibility Report Consum covers the requisites associated with Level A, as we report 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 because we are persuaded that transparent communication helps us to grow sustainably, which is why the data included in this document has been validated by an independent body (Applus).

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







There is

a conscience,
respect,
solidarity,
commitment
and everything that
really matters to you.

Because at Consum,
behind your shopping
you are always
there



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(2.1, 2.4, 3.4)