



SUSTAINABILITY REPORT 2016

It feels good to present our report

together!

consum

it's great to be

different!

And I'm going to tell you

What you
really want
to know



THE REPORT THAT
you ASKED FOR

as a
CUSTOMER



as a
PARTNER



as a
FRANCHISEE



as a
**CONSUMER
PARTNER**

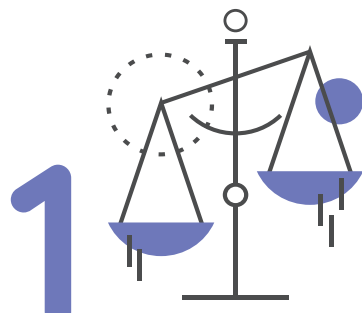


as a
SUPPLIER



as a
**BUSINESS
ENTITY**





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(G4-33)

The Cooperative decided to have this report externally audited, as transparency favours sustainable growth. In this Corporate Social Responsibility report, Consum covers the exhaustive

requirements of the Global Reporting Initiative in its G4 version. The information included in this document has been verified by an independent entity (Applus) approved by the Higher Governing Body.



INFORME DE VERIFICACIÓN EXTERNA INDEPENDIENTE DE LA MEMORIA DE SOSTENIBILIDAD 2016 CONSUM S. COOP. V.

ALCANCE VERIFICACIÓN:

El equipo de verificación ha realizado una Verificación Independiente de la información contenida en la Memoria de Sostenibilidad 2016 (en adelante "Memoria") de CONSUM S. COOP. V. (en adelante CONSUM), correspondiente al ejercicio 2016.

El alcance de la Verificación Independiente incluye el texto y los datos correspondientes a las actividades y extensión geográfica contenidos en la Memoria.

RESPONSABILIDADES E INDEPENDENCIA

La Dirección de CONSUM ha sido responsable de la elaboración de la Memoria, de la información y las afirmaciones contenidas en las mismas, de la determinación de los objetivos de CONSUM en lo referente a la selección y presentación de información sobre el desempeño en materia de desarrollo sostenible, y del establecimiento y mantenimiento de los sistemas de control y gestión del desempeño de los que se obtiene la información.

La responsabilidad del equipo de verificación ha sido llevar a cabo una revisión limitada y emitir el Informe de Verificación Independiente en conformidad con las normas de independencia requeridas.

APPLUS no ha participado ni asesorado a CONSUM en la elaboración de la Memoria. Se ha limitado a actuar como verificador independiente, comprobando por ello la adecuación de sus contenidos.

ACTUACIONES

Para la verificación independiente de la Memoria se ha utilizado la metodología de APPLUS consistente en metodología de auditoría según ISO 19011 y siguiendo los principios establecidos en la *Guía para la Elaboración de Memorias de Sostenibilidad (G4) de Global Reporting Initiative (GRI)*.

Nuestro trabajo de verificación independiente ha consistido en la formulación de preguntas a la Dirección, principalmente a determinados Departamentos de CONSUM implicados en la elaboración de la Memoria, así como en la aplicación de ciertos procedimientos analíticos, pruebas de revisión por muestreo y otros dirigidos a recopilar evidencias. En nuestro trabajo hemos revisado:

- Entrevistas con la Dirección para entender los procesos de los que dispone CONSUM para determinar cuales son los aspectos materiales, así como la participación de los grupos de interés en estos procesos.
- Reuniones con el personal pertinente de distintos departamentos de CONSUM para conocer los principios, políticas, estrategias, sistemas y enfoques de gestión aplicados.
- Entrevistas con el personal pertinente de CONSUM responsable de proporcionar la información contenida en la Memoria.
- Verificación de consistencia de la información de respuesta a los *Contenidos Básicos Generales y Contenidos Básicos Específicos* es con los sistemas o documentación interna.
- Comprobación de los indicadores incluidos en la Memoria, su correspondencia con los recomendados por la Guía y la aplicabilidad de los mismos.
- Comprobación, mediante procedimientos analíticos y pruebas de revisión en base a muestreos, de la información cuantitativa y cualitativa correspondiente a los indicadores GRI y su adecuada



compilación a partir de los datos suministrados por las fuentes de información de CONSUM. Dichas pruebas se han realizado en la sede central de CONSUM.

- Revisión de la información incluida en la Memoria en relación a los enfoques de gestión aplicados y al desempeño en sostenibilidad de CONSUM.
- La verificación de la información cuantitativa y cualitativa correspondiente a los indicadores de la *Guía para la elaboración de Memorias de Sostenibilidad para la Economía Social*.
- Comprobación de que la información financiera reflejada en la Memoria ha sido extraída de las Cuentas Anuales de CONSUM, auditadas por terceros independientes.

A partir del alcance, la metodología, los procedimientos analíticos y las pruebas de revisión por muestreo desarrolladas, podemos concluir que:

- La Memoria ha sido elaborada, en todos los aspectos significativos, de conformidad con las exigencias de la Guía para la Elaboración de Memorias de Sostenibilidad de Global Reporting Initiative versión 4.0 (GRI4).
- Los datos recogidos en la Memoria han sido obtenidos de manera fiable.
- La información está presentada de manera adecuada.
- No existen desviaciones ni omisiones significativas.
- CONSUM ha aplicado todos los principios para determinar el contenido y la calidad de la memoria.
- El "Nivel de Aplicación GRI" declarado por CONSUM "**En Conformidad Exhaustivo**" es apropiado.

En otro documento proporcionaremos a la Dirección de CONSUM un informe interno que contiene todos nuestros hallazgos y áreas de mejora.

Fecha: 21 de Abril de 2017

El Verificador:

Maria Grazia Difilippo
Centro de Certificación Applus⁺ CTC



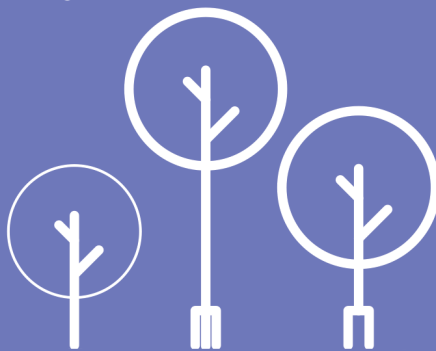
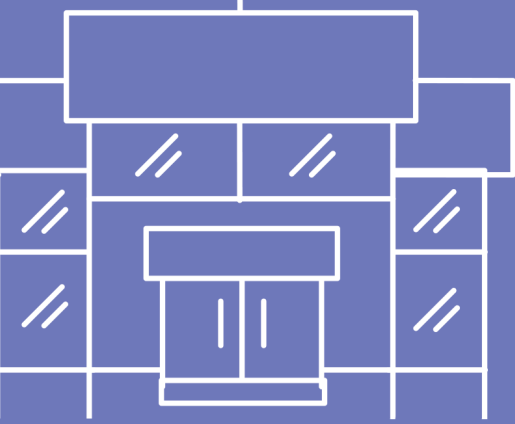
1



ETHICAL MANAGEMENT

it feels good to

*put others
first!*



IT FEELS GOOD TO BELIEVE
THAT WE CAN ALWAYS IMPROVE!

PRESIDENT, FRANCESC LLOBELL

(G4-1, ES1-1)

Once again, we are publishing these pages having taken stock of an excellent tax year with plenty of good news to report. The economic results are, without a doubt, an achievement that should be celebrated. This allows us room to grow and generate employment, but above all, they are the basis of a sustainable business model and are indispensable if we wish to pass on our system of profitable business management, based on people and values, to society at large.

This progress is no accident. It has its origins in the motivation and work of the members and working partners of our Cooperative. For yet another year, you have made customer service your priority, with an attitude that goes beyond merely being professionals, and makes you welcoming hosts. And the fact is that you cannot be motivated without a good working climate; A company that encourages reconciliation and equality, training and internal promotion, is a company with motivated professionals. Here at Consum we can say that we strive to promote these values, as we have achieved the Top Employers Certificate, an international award that positions us among the best companies to work for in Spain, and are also the first distribution company to receive the Certificate for being a Family-Responsible Business.

This year we can also celebrate the good approval rating received from partners and customers regarding our business model. You have told us that you like the variety, the quality of our fresh products and the possibility of being able to do all your shopping with personalised offers, among other advantages.

On the path to the development of the local economy, we rely on the trust and close collaboration of our suppliers, a vital collective with whom we share values that go beyond commercial negotiation. With them we can give a genuine response to the needs of our clients and to favour the creation of employment and wealth in the areas where we are present. In this sense, we can also bring our services closer to people in many locations throughout the country, through Charter franchises, not only fulfilling a need, but also adding local value.

Since its beginnings, Consum has had a commitment to the society in which it exists. Commercial activity cannot and should never be indifferent to the needs and expectations of people and the natural environment around them. For this reason, the Cooperative has continued this year to develop training, social and solidarity activities, among which the Profit programme for responsible food management stands out, a benchmark project of responsibility towards the community of which we feel especially proud. At an environmental level, the Cooperative will continue to focus on clean and renewable energies and the circular economy of resources to reduce the impact of our carbon footprint on the environment.

We celebrate each of these advances in an important year, one in which UNESCO has recognised Cooperatives as an intangible human heritage thanks to the global and transformative contribution of the cooperative movement. Thus, cooperatives are valued as organisations that “allow the construction of communities through shared interests and values,

creating innovative solutions to social problems, generating employment and helping people to build projects.” These values, so readily present in cooperatives, are those that move us to renew our commitment to the United Nations Global Pact and its support for the 10 Principles, as well as the United Nations Sustainable Development Goals. And, for the first time, in the Report we identified our commitment to the UN Sustainable Development Goals because we understand that SDGs are the hope for sustainable global development.

In short, for another year it is a great satisfaction to us to be able to make such a positive balance in the social, economic and environmental areas, without losing sight of the fact that it is people who give meaning to our organisation, making social responsibility a reality inherent to the essence of our Cooperative.



IT FEELS GOOD TO BELIEVE
THAT WE CAN ALWAYS IMPROVE!

MANAGING DIRECTOR, JUAN LUIS DURICH

(G4-1, G4-2, G4-45)

We are at the close of a good year and I would like, firstly, to thank each of the groups that make our cooperative possible due to their involvement and direct link with very positive results in the three fundamental dimensions of any organization: social, economic and environmental. Our employees have achieved excellence in customer service with your commitment; Our customers have shown that they recognise value with their purchasing decisions; Our suppliers have accompanied us in a joint effort to offer the best while remaining highly competitive; The franchisees have brought our service closer and made it familiar; And the organisations and social entities have allowed us, with their involvement, to make our cooperative's social vocation a tangible reality.

The sum of all this goodwill, constantly striving to improve with every year with the focus placed firmly on people, converges profitability and responsibility and that is a great satisfaction to us. We can make a very positive balance of account for this tax year: we closed 2016 with a turnover of 2,344 million Euros, 10.5% more than the previous year and results of 46.8 million Euros, 20% more. Figures that are above the average for the sector and of which we can be proud.

Consum's 2016 fiscal year has exceeded estimated growth expectations. At national level, the recovery in consumption in Spanish households, especially in food products, and the growth rate of the Retail Trade Index, which stood at 2.9% at the end of 2016, has also been a positive influence on our Cooperative. GDP growth data for 2016 has remained at the same 3.2% increase as in 2015.

Even though the economic growth trend of recent months is increasing, the uncertainty generated by political and social instability continues to be very present in Spanish families, which confirms that the Consumer Confidence Index in 2016 is at Lower levels than last year, 2015. The high level of unemployment and the precariousness of work continue to be ever-present, particularly affecting the most vulnerable groups in our society. Consum, as a socially responsible company, aims to prioritise the creation of stable, quality employment as well as commitment to the communities in which we are present, through solidarity with collaborative projects that respond to the great social challenges of today.

In 2016, we created 1,071 new jobs, reaching more than 13,504 workers. We have also contributed to the creation of local wealth in the areas where we are present with an investment of 102.7 million euros, mainly due to the opening of 36 new supermarkets, 12 of our own and 24 franchises, and the expansion of our logistical facilities in Catalonia.

Our consumer-partners' satisfaction is our priority, and we work daily to continue to give a valuable return. For this reason, more and more people are joining our cooperative. In 2016, more than 214,244 people joined the Cooperative, totalling 2.7 million consumer-partners.

We know that many of our partners value the social commitment of our cooperative very positively. In 2016, we continued to develop the 'Profit' program for responsible food management, which, thanks to the

collaboration of the social entities, allowed 5,200 tons of food to be used, in addition avoiding the emission of 3,000 tons of CO₂ into the environment, and thus minimising its environmental impact.

In this vein, it should be noted that in 2016 we have continued working to reduce our carbon footprint. Thanks to the Energy Savings & Efficiency Plan and the optimisation of logistics processes with innovative transport projects, our carbon footprint also fell by 4.8%.

In short, and as I said at the beginning of this letter, this is a year of which we can be proud of the achievements in all areas of our activity.

Achievements that are undoubtedly due to the integration of the needs of people in our management system. Thanks to the commitment of our workers, we have been able to satisfy our customers, but we also depend on the involvement and willingness of our suppliers, our franchisees and the entities that accompany us.



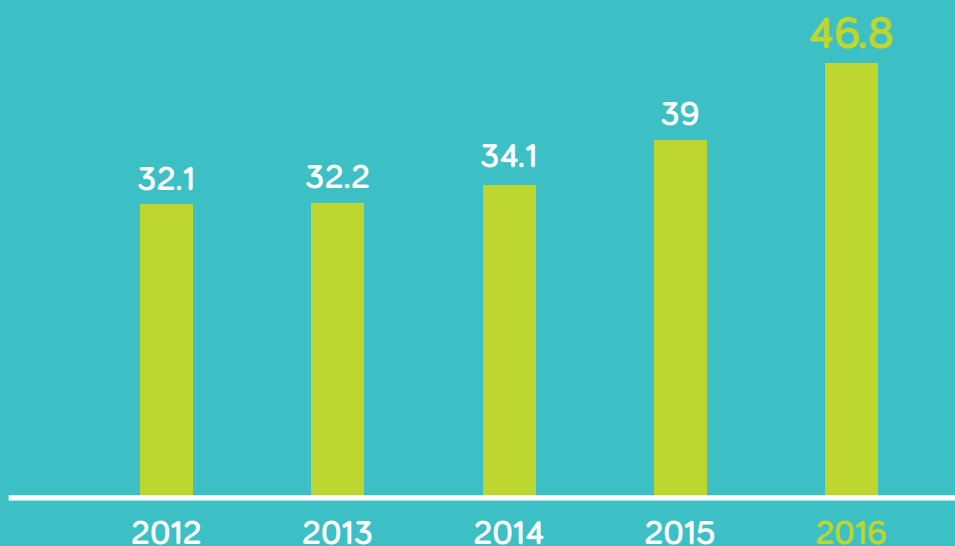
PROFITS

46.8

MILLION EUROS



Up 20%
since last
year



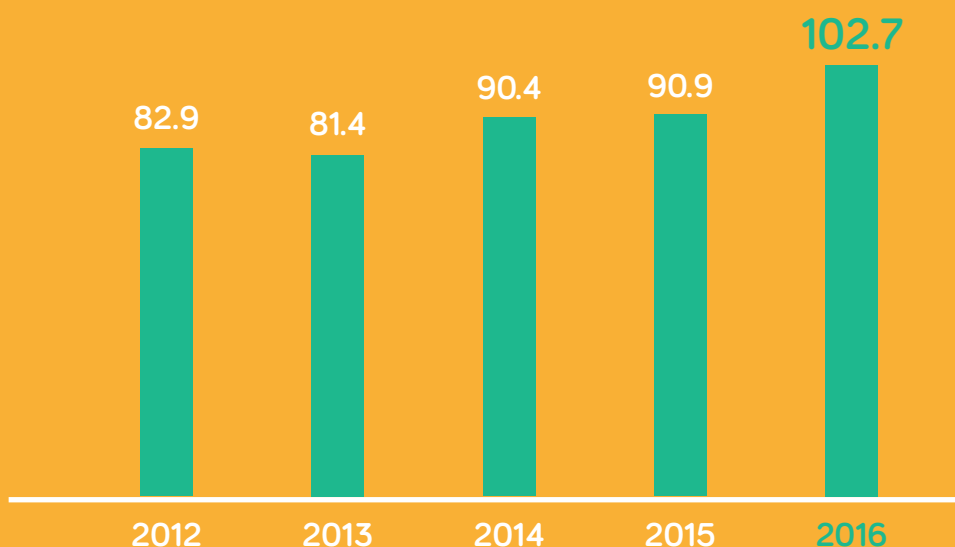
INVESTMENTS

102.7

MILLION EUROS



11.8 more
than last
year



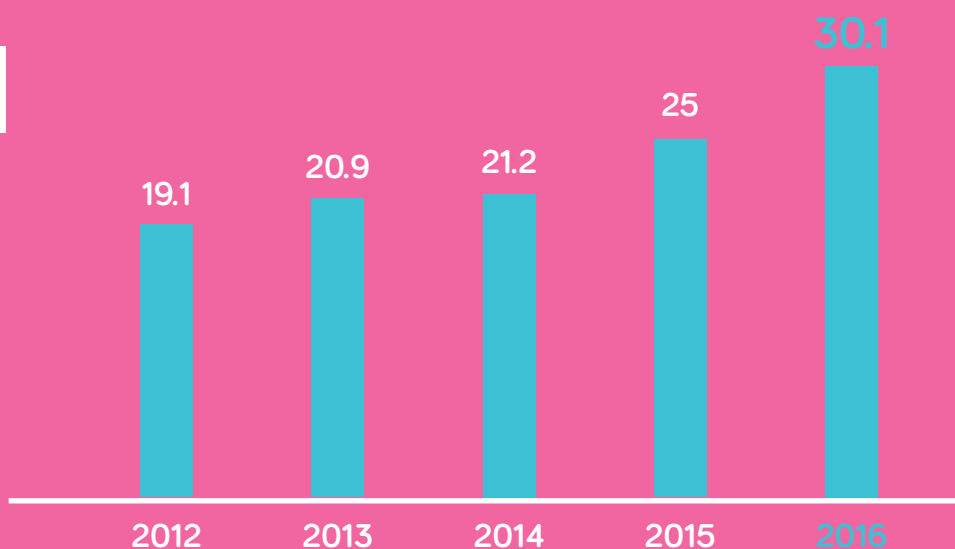
GIFT CHEQUES

30.1

MILLION EUROS



Increased
by more
than 5 million
euros



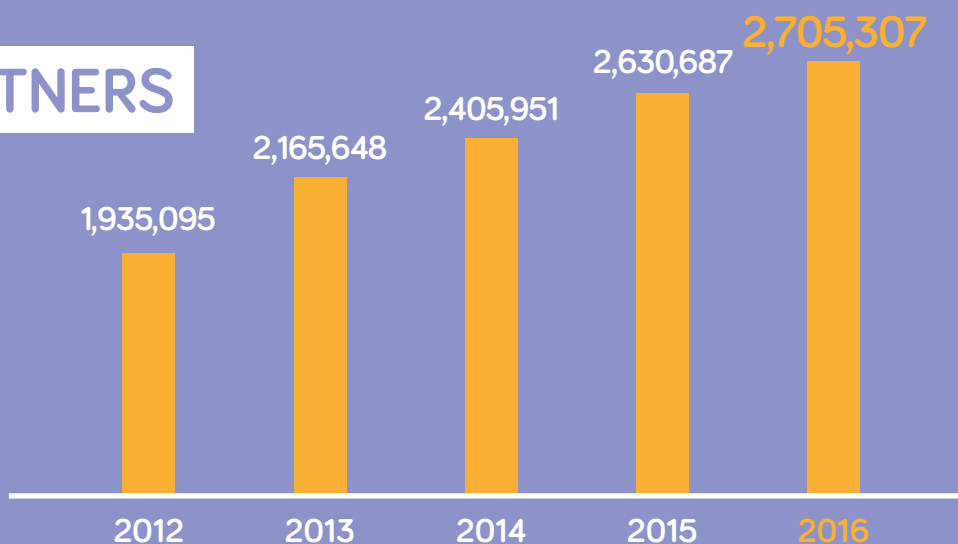
CONSUMER-PARTNERS

2,705,307

PEOPLE



Up 10%
since last
year



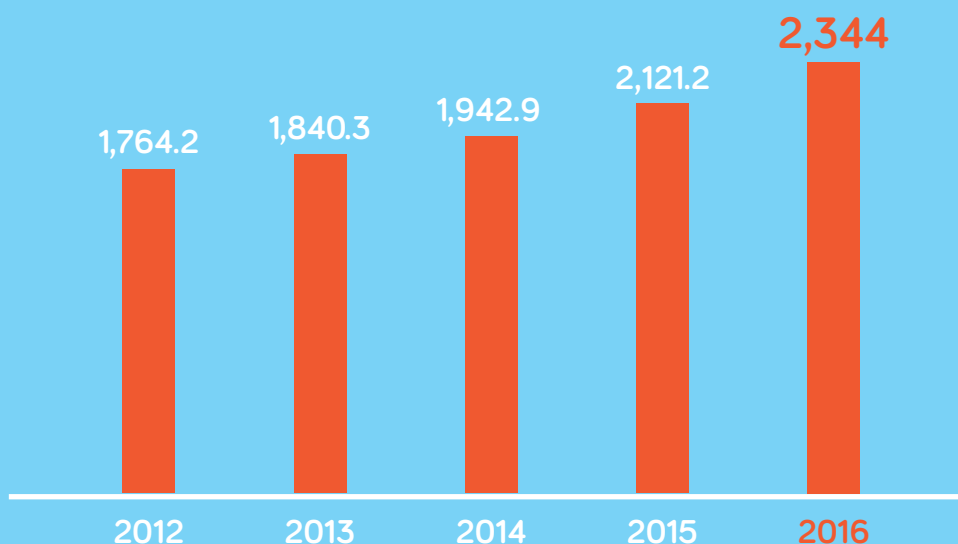
SALES

2,344

MILLION EUROS



10.5% more
than last
year



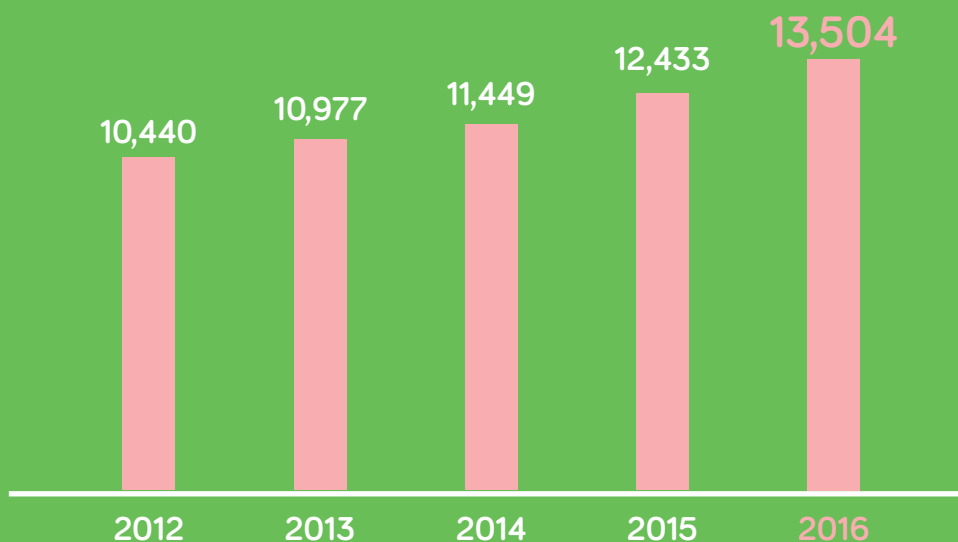
EMPLOYEES

13,504

PEOPLE



1,071 more
than last
year



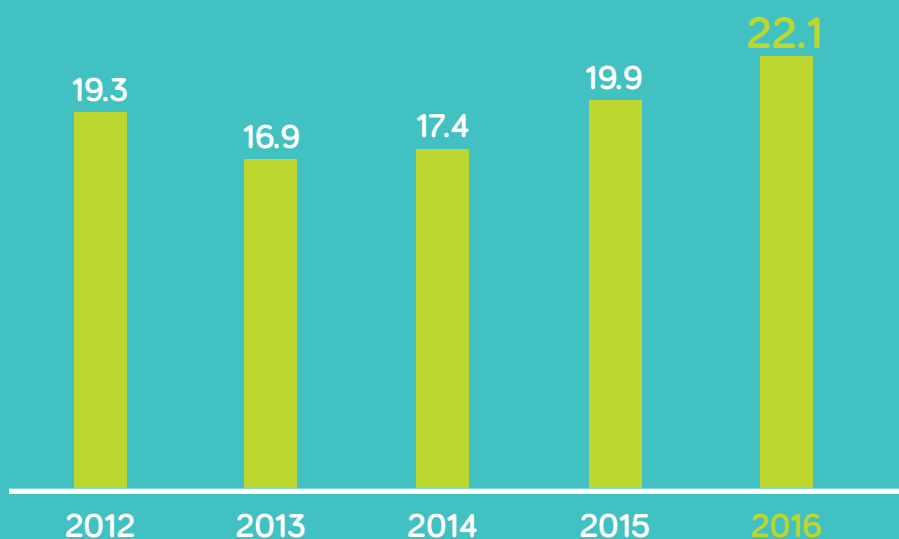
PROFIT SHARING

22.1

MILLION EUROS



€2,065
per worker
partner, on
average



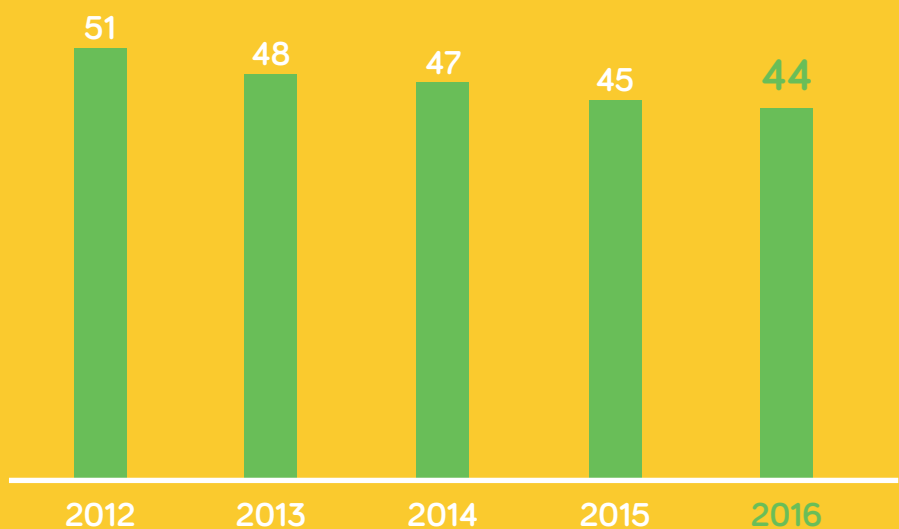
SUPPLIERS

99.6 %

NATIONAL



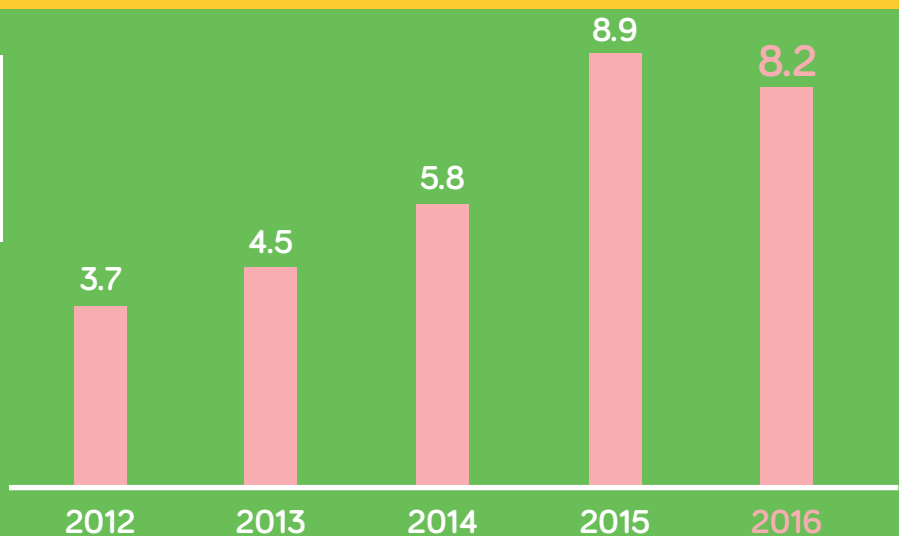
44-day
payment
period



ENVIRONMENTAL INVESTMENTS & EXPENSES

8.2

MILLION EUROS



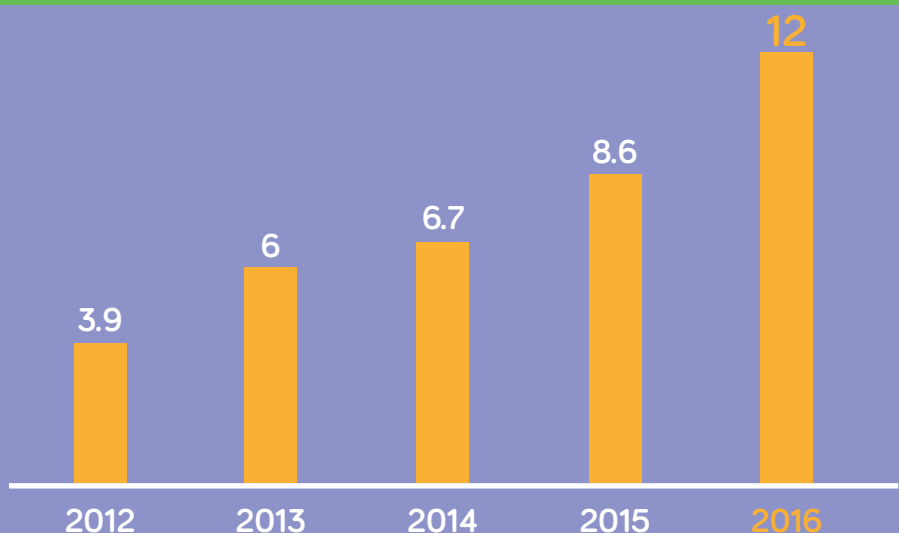
PROFIT SHARING

12

MILLION EUROS



30% more
than last
year



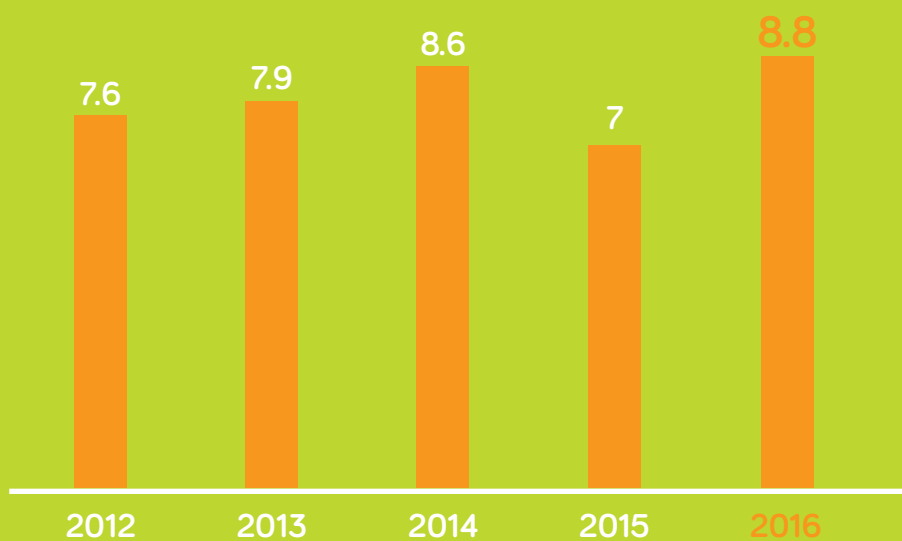
INNOVATION

8.8

MILLION EUROS



25.7%
more than
last year



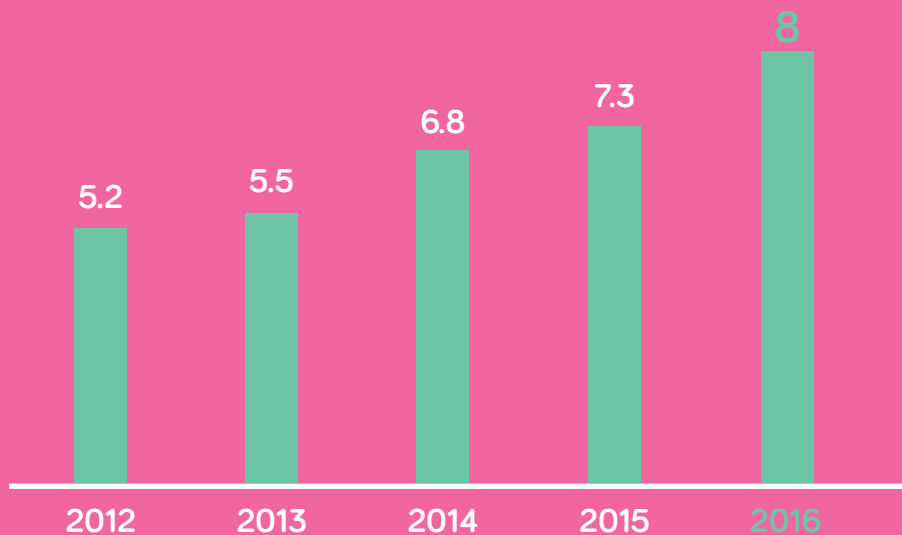
CONCILIATION

8

MILLION EUROS



€597 per
employee



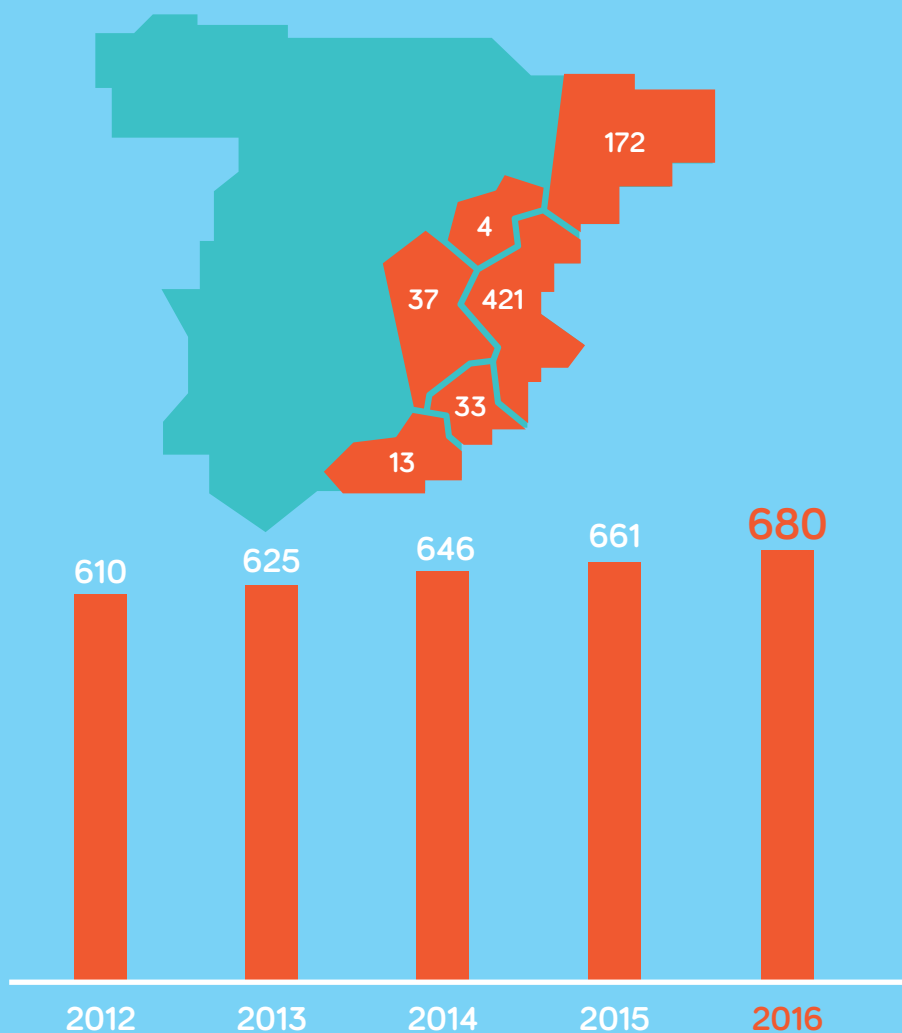
SHOPS

680

STORES & DISTRIBUTION CENTRES



36
New stores
in 2016



IT FEELS GOOD TO BELIEVE I
N A COMPANY THAT PUTS PEOPLE FIRST!

INTRODUCTION

(G4-4, G4-6, G4-7, G4-8)

MISSION

COMMITTED
WORKERS, SATISFIED
CUSTOMERS

VISION

TO BE A
BENCHMARK
COMPANY IN THE
DISTRIBUTION
SECTOR

VALUES

TO LISTEN IN
ORDER TO ACT AS
A RESPONSIBLE
COMPANY



Consum is the largest cooperative in the Spanish Mediterranean region and is active in the commercial distribution sector, through Consum supermarkets and Charter franchises. It is made up of worker-partners and consumer-partners and, as a multi-purpose cooperative, its partners participate in capital, management and profits as owners of same.

Consum bases its business model on neighbourhood supermarkets, with people as the hub of our activity. Our commercial offer is characterised by leadership in fresh produce and by offering a variety of products that allows our customers to choose. Consum has a benefits programme geared towards the consumer-partners that allows us to offer them significant discounts on purchases, both directly and personally, based on their tastes and shopping habits.



Consum on Levante Avenue,
Valencia

IT FEELS GOOD TO BELIEVE
IN THE SAME THINGS!

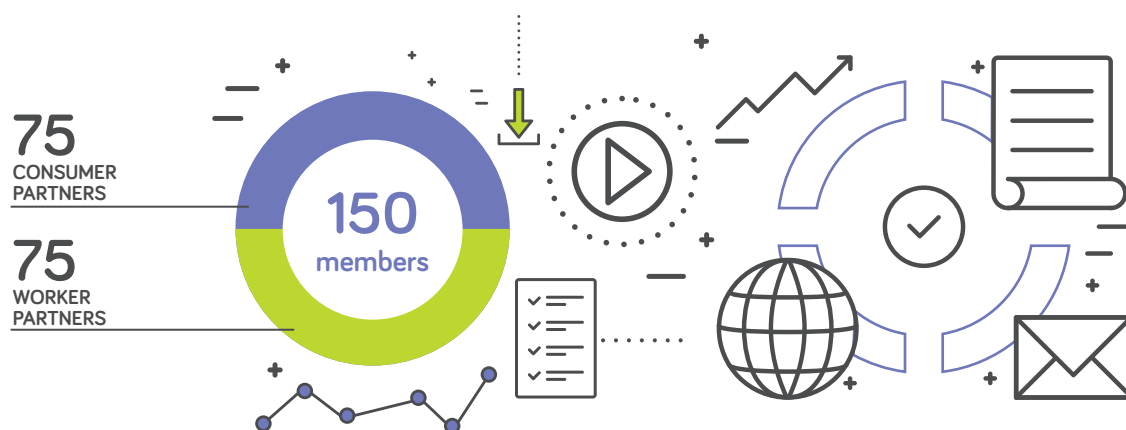
PARTICIPATION

(ES3-1, ES3-2, ES3-3, ES3-4, ES3-7)



Both the worker and consumer partners are represented and participate in the General Assembly of Delegates, the Cooperative's highest governing body. It has 150 members, 75 of whom are worker partners, with the other 75 being consumer partners.

In this way, 100% of the partners, through the delegates elected at the Preparatory Boards that are held every three years, have the right to vote.



Consum Levante Avenue Staff,
Valencia

REAL PARTICIPATION IN THE COOPERATIVE'S GOVERNING BODIES

(ES3-7)



GENERAL ASSEMBLY 2015

Total People 150



GENERAL ASSEMBLY 2016

Total People 150

In 2016 there were no changes in the Cooperative's Representative Bodies. In May, 6 Informative Board Meetings of Worker Partners were held throughout the geographical area in which Consum operates, in which more than

5,600 people participated, 50% of the worker partner staff and partners under probation. The renewal of members in the most important representative bodies of the Cooperative is carried out periodically by the partners as follows:

BOARD OF GOVERNORS
↓
PERIOD 4 YEARS
RENOVATION 100%

SOCIAL COMMITTEE
↓
PERIOD 4 YEARS
RENOVATION 100%

DELEGATES TO GENERAL ASSEMBLY
↓
PERIOD 3 YEARS
RENOVATION 100%

The working groups favouring the exchange of information and decision-making in the Cooperative are the Board of Governors, the General Assembly and the Social Committee, plus the Partners' Board Meetings, as well as the Assembly of Delegate Committees of the Social Committee. Through the Cooperative's organisational model, all 13,504 Consum workers can participate in organised groups to favour decision-making since, although there are certain corporate forums, there are others such as centre meetings, in which all workers can participate.

ALL OF CONSUM'S 13,504 WORKERS CAN PARTICIPATE IN DECISION-MAKING GROUPS.

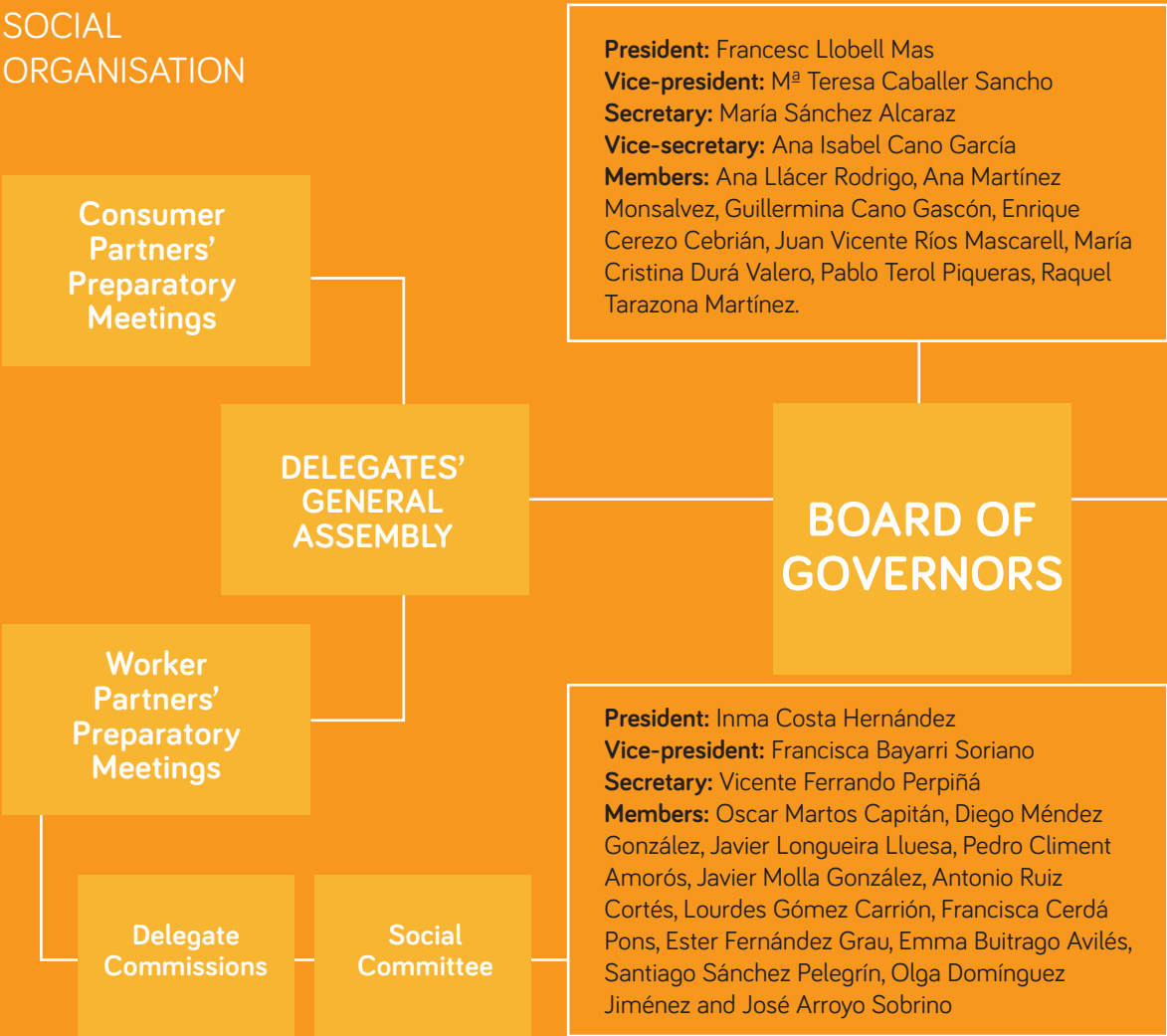


IT FEELS GOOD
TO HAVE AN OPINION AND A VOICE!

REPRESENTATIVE AND MANAGEMENT BODIES

(G4-38, G4-LA12)

SOCIAL ORGANISATION



IT FEELS GOOD
TO HAVE AN OPINION AND A VOICE!

ORGANIGRAMME

(G4-34)

MANAGEMENT ORGANISATION

BOARD OF DIRECTORS

Juan Luis
Durich Esteras

Management & Administration
M^a Isabel Moreno Gil

Development Management
Javier Vidal Pastor

Finance & ITC Management
Amadeo Ferrer Bayarri

Store Management
Antonio Rodríguez Lázaro

Personnel Management
Evarist Casany Casany

External Relations Management
Francisco Javier Quiles Bodí

Consumer-Partner & Marketing Management
Manuel García Álvarez

Sales & Logistics of Dry & Non-food
Products Management
Agustín Delicado Núñez

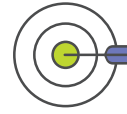
Sales & Logistics of Fresh &
Refrigerated Goods Management
Lourdes Brugera Moreno



IT FEELS GOOD TO HAVE
AN OPINION AND A VOICE!

OBJECTIVES AND PERFORMANCE

(G4-2)



The Board of Governors and Board of Directors of Consum, in their constant evaluation of the sustainability risks and opportunities that affect the organisation, have a panel to monitor and control the impacts generated and their possible deviations, which facilitates the adoption of

necessary measures for its management and feedback within the company. With information from internal indicators and from different sectorial studies, the Annual Management Plan and the forecasts for sustainable growth of the company are prepared:



Elisabeth Collado with her children
Consumer Partner from Godella

	2016	ACHIEVEMENTS	2017
ETHICAL MANAGEMENT	• One more Board Meeting for Worker-Partners in Castellón (6 in total)	• 7 meetings held	• Release of the Code of Ethics
GROWTH & INNOVATION	• Increase sales by 5% • Open 13 of our own supermarkets and 27 franchises	• Increase in sales of 10.51% • Open 12 of our own supermarkets and 24 franchises	• Increase sales by 5% • Open 15 of our own supermarkets & 30 franchises • Consolidation of the Online Shopping Project "Tienda Online"
PERSONNEL MANAGEMENT	• Generate 300 stable, quality job positions • Questionnaire on Working Environment with better results than in 2014 • Consolidate the implementation of the 2nd Equality Plan	• 1071 new positions have been created • Improvement of 2 decimal points on 2014 (3.8 over 5) • Implemented in 100% of the Cooperative	• Generate 500 stable, quality job positions • Next study in 2018 • Obtain the Equality award from the Ministry of Health, Social Services & Equality
CUSTOMER SATISFACTION	• Improve digital channels of communication with partners • Boosting the economic benefits of the "Mundo Consum" card through new technologies	• 200.000 downloads of the Mundo Consum App • 22 million euros in personalised offers and loyalty cheques	• Digital transformation of the consumer-partner relationship model • Increase of 3% in gift cheques • Implement new line of ecological products
CARBON FOOTPRINT	• LED lighting in 50% of stores • Renew 1000 linear metres of refrigerators. Implement CO₂ installations in all new stores	• LED lighting in 84% of stores • 100% completed	• Application of the Energy Efficiency Plan for more efficient use of equipment and facilities • "Renovate" Plan 2016/2019: Adaptation of the capillary fleet to Eco-efficient vehicles with less emission of polluting gases. Renovation of 40 new vehicles
SOCIAL COMMITMENT	• Improve "Profit" Programme for Responsible Food Management in 100% of own stores • Develop the global corporate image as a socially responsible company	• Implemented in 100% of own stores • 3,000 positive, unfunded media hits. • Improvement of 5 percentage points in the indicator of positive consumer perception	• Extend the "Profit" Programme for responsible food management to all stores • Advancing the development of the global corporate image as a socially responsible company

IT FEELS GOOD TO PUT
EVERYONE'S INTERESTS FIRST!

THE PEOPLE WHO MAKE UP CONSUM AND WHAT MATTERS TO THEM



MATERIALITY REPORT

(G4-18, G4-19)

Consum's social responsibility is something inherent to the very nature of our cooperative: A management model based on placing people at the centre of business decisions and as a guide to

our day-to-day goals and actions. Consum's social responsibility is framed within the Cooperative's Sustainability Policy and its threefold economic, environmental and social aspects.





Brayan Benavides
Worker Partner at Consum
C/Camino de Moncada (Valencia)

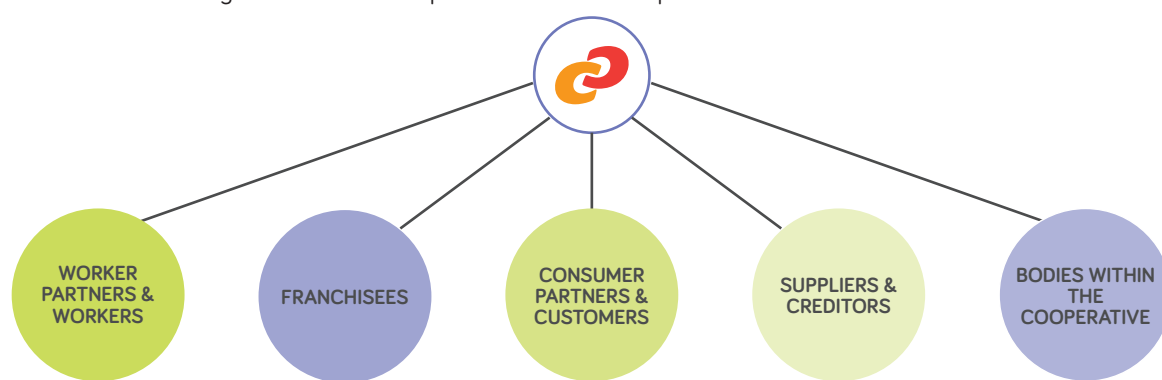
IT FEELS GOOD TO PUT
EVERYONE'S INTERESTS FIRST!

COMMUNICATION WITH STAKEHOLDERS

(G4-24, G4-25, G4-26, G4-27, G4-PR5, ES3-5, ES4-1, ES4-2, ES4-5)

Sustainability Management at Consum is carried out via two main bodies: The Social Responsibility Committee, which, by decision of the Board of Directors, transversally coordinates and evaluates the management of the Cooperative's

Sustainability; And stakeholders or interest groups, i.e., those groups vital to achieving objectives and that, in turn, may be affected by the activities or products of Consum. Consum's priority Interest Groups are:



WORKER PARTNERS & WORKERS	• Monthly magazine, BIS • Monthly Centre meetings • Corporative Intranet • Training Activities • AGM for Partners & Biennial Delegate Commissions • Annual events • Webpage genteconsum	A 3.77 (out of 5) in the Labor Climate Survey of 2016 (Biennial), 2.7% more than the previous survey.
FRANCHISEES	• Business Meetings • Annual Events	Franchisees grade the organisation's sales and logistics service 7.4 out of 10.
CONSUMER PARTNERS & CUSTOMERS	• Triannual Partners' meeting • Bimonthly magazine, Entre_nosotros • Personalised monthly E-mails • Balance and gift voucher • Information in shops • Weekly radio spots • Signs and PA system in stores • Fortnightly printed newsletters • Active listening	Customer assessment improved 5.5% in positive perception in an independent study.
SUPPLIERS & CREDITORS	• Business meetings • Annual events	Consum occupies 2nd place in the commercial ranking of 16 distribution companies assessed by 32 manufacturers in 2016 by an independent entity.
BODIES WITHIN THE COOPERATIVE	• Agreements & Collaborations signed • Annual events	100% participation in Consum convocations.

TRANSPARENCY & DIALOGUE

(G4-18, G4-19)

Consum prepares its annual report based on the most widely-used international voluntary standard for preparation of company sustainability reports: The Global Reporting Initiative (GRI). Following this guide, the Social Economy Principles and our own experience at Consum, the material aspects of sustainability with greatest influence for stakeholders and impact on the Consum strategy were identified. The participation process developed with them, through surveys and group dynamics, has allowed us to find out the stakeholders' perceptions and integrate their expectations into the management of the company in a way that aligns the achievement of the objectives of both parties.



Rebeca Copado
Worker Partner at Consum
Av. de Levante(Valencia)

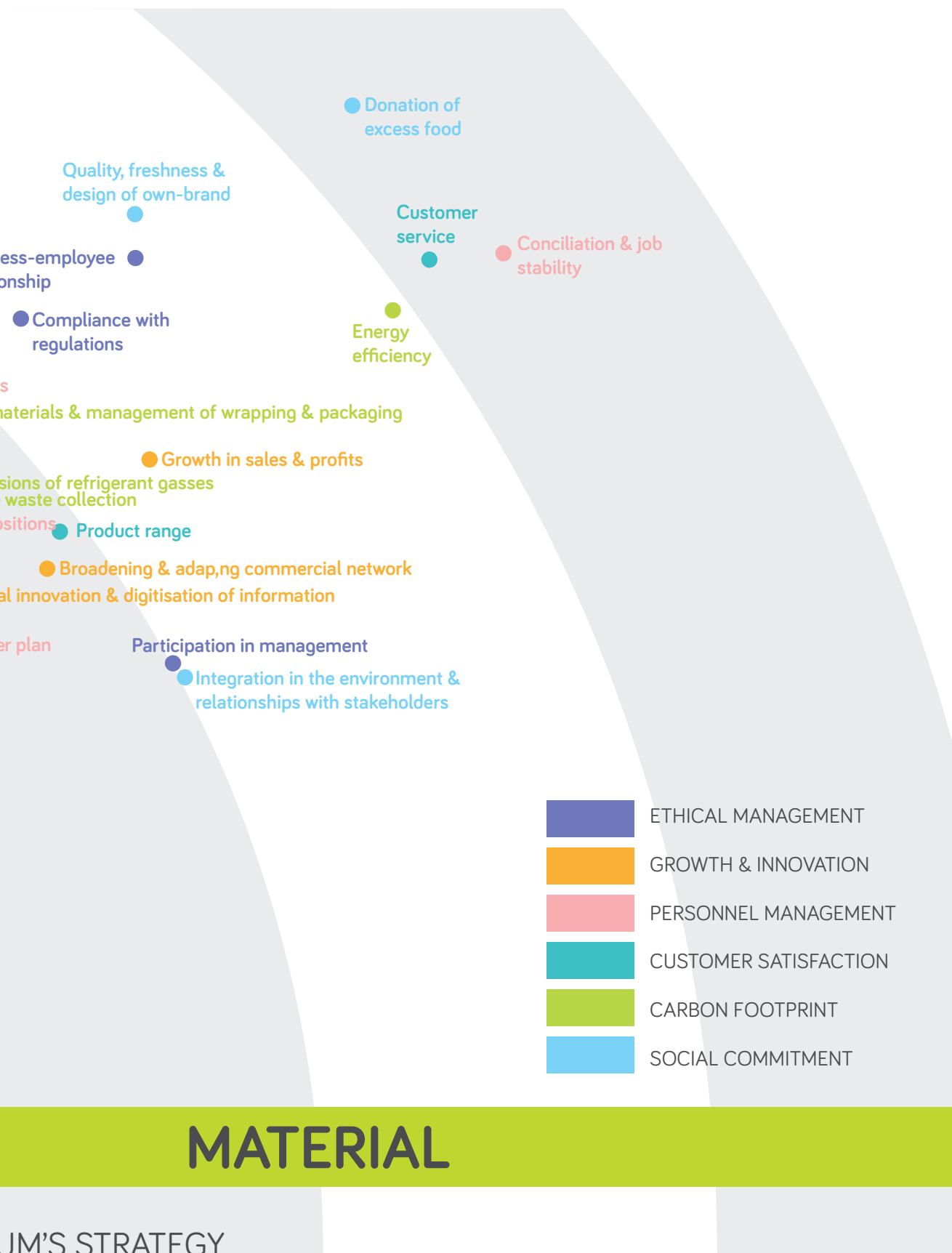
IT FEELS GOOD TO PUT
EVERYONE'S INTERESTS FIRST!

MATERIALITY MATIX

The results of this process are compiled in the Materiality Report, and the main aspects are compiled in the materiality matrix:

INFLUENCE ON STAKEHOLDERS' DECISIONS







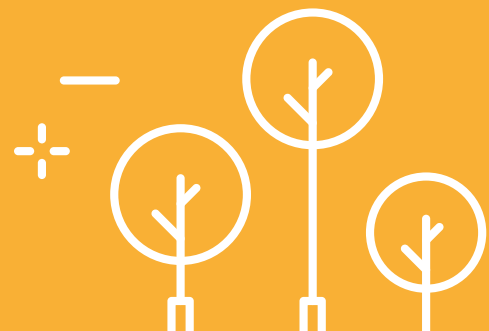
2



GROWTH AND INNOVATION

— It feels good to earn —

*much more
than money!*



IT FEELS GOOD TO EARN A FAIR PROFIT, TO BE
ABLE TO KEEP INVESTING IN PEOPLE!

VALUE CHAIN

(G4-12)



FAIR PROFIT

(G4-9, G4-EC1, G4-EC7, ES7-1, ES7-2, ES7-3, ES7-4)



Consum closed the fiscal year 2016 with sales of 2,344 million euros, 10.5% more than the previous year. The result has increased 20% over the previous year to reach 46.8 million euros. To achieve this progress, Consum has maintained its system of efficient resource management and improved spending control.

From the results distributed in 2016, (those obtained in 2015), the total surplus of 27.6 million euros is obtained, of which 27.2 million euros are cooperative results. The percentage allocated directly to Consum's worker partners was 52.7% of

the total net cooperative surplus, which represents 14.3 million euros.

The percentage of distribution of total results (cooperative and extra cooperative) from 2016 for collective or irreparable funds, stands at 30.7%. On the balance sheet, 51% of the liability corresponds to own funds, amounting to 488 million euros, of which 28.4% are reserves.

**RESULTS ARE UP BY 20% SINCE LAST YEAR,
REACHING 46.8 MILLION EUROS.**

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED



(G4-9, G4-EC1, ES7-4)

2.192.863.258 €	DIRECT ECONOMIC VALUE CREATED
2.083.000.510 €	DISTRIBUTED ECONOMIC VALUE
1.753.293.064 €	Operative Costs
308.561.940 €	Salaries & social benefits
16.442.298€	Payments to fund providers
4.503.358 €	Payments to Government bodies (taxes & fees)
199.850 €	Investments in the community
85.600.342 €	RETAINED ECONOMIC VALUE

In 2016, the Cooperative invested 102.7 million euros, 12.9% more than in 2015, in the expansion and adaptation of our network of stores to Consum's standards of quality and in new facilities in Catalonia.



102,7

million euros

EXPANSION & IMPROVEMENT OF THE
SUPERMARKET NETWORK



Elisabeth Collado with her daughter
Consumer Partner from Godella

IT FEELS GOOD TO BE
CLOSER TO OUR CONSUMERS!

THE SUPERMARKETS AND FRANCHISES

(G4-8, G4-9, G4-13, G4-EC7, G4-EC8, G4-SO2)

Consum wishes to be closer to our consumers, and in 2016 has continued to grow with the opening of new supermarkets: 36 new outlets have been opened, 12 with the Consum brand and 24 franchisees with the Charter brand. With these new openings, Consum now has a total of 680 supermarkets throughout the Mediterranean, 436 own and 244 franchisees, and a total of 532,191 m² of sales space.

This growth, together with the collaboration of partners and customers, has enabled Consum to maintain its position. In 2016, the Cooperative's national market share by area increased by 0.1% to stand at 4.1%, which means we maintain 6th place in the national ranking of distribution companies.

It should be noted that in order to improve our commercial formats, Consum has unified the two existing supermarket formats, Consum and Consum Basic, into a single brand, Consum.

680 SALES POINTS IN 2016



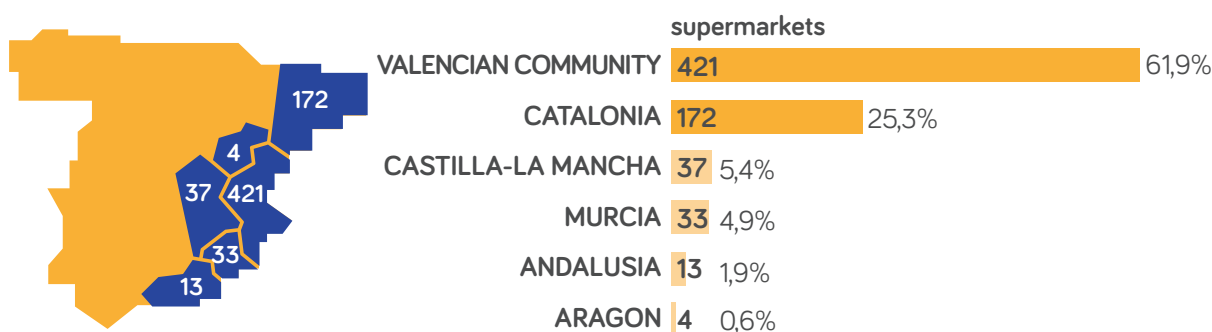
After finding out the opinion of our customers, and in order to better adapt to their needs, the Cooperative decided to transform the Consum Basic stores into Consum, incorporating personalised sales sections into most of them: fishmongers, delicatessens and butchers.

In terms of improvement of facilities, 14 supermarkets have been renovated, with a total increase of 4,900 m², and the new perfumery model has been extended to 46 other stores. In 2016, 6 Consum and 11 Charter stores were closed, as part of the commercial network. The impact on the area was minimal, due to the opening of other nearby centres and the complete relocation of the workforce. All these changes are correctly communicated to affected stakeholders.

OUR PRESENCE IN THE MEDITERRANEAN BASIN (G4-8, G4-9)

The main markets for implantation and sales are the Valencian Community with a participation of 68%,

and Catalonia with a participation of 24%, and the costs represent the percentage of the total.



THE CHARTER FRANCHISES

(G4-EC8)

With the Charter franchise, Consum provides a service to small towns and urban neighbourhoods whose population does not allow the presence of a large supermarket, but who need a good installation, tailored to their needs, where they can make their daily purchases. In this way, the Cooperative fulfills its social mission: to always be close to the consumer.

In most cases, these are supermarkets with a surface area of between 200 and 500 m², spread over the whole Mediterranean basin, Castilla-La Mancha and Aragon, located in medium-sized towns, tourist areas and urban districts of large cities. Charter customers benefit from all Consum discounts and promotions through the 'Mundo Consum' Loyalty Programme. In addition, they have at their disposal the full range of own brand products.

The Charter brand invoiced 212.8 million euros, 14.1% more than the previous year, adding 25 more supermarkets to its commercial network, thereby proving that it is a profitable, reliable business, generating self-employment and a booming sector within the franchise area in Spain. In total, with the new openings, Charter added more than 7,500 m² of sales area, closing 2016 with 244 establishments.

212.8

million euros

**INVOICED
BY CHARTER**

14.1%

More than in 2015



Francisco Javier Soriano
Franchisee, Charter in Foios

IT FEELS GOOD TO HAVE THE SATISFACTION
OF DEFENDING OUR TRADITIONS!

LOCAL ECONOMY

(G4-12, G4-EC9, ES5-3, ES5-4, ES5-6)



44 day
AVERAGE PAYMENT PERIOD



Suppliers are an indispensable link in the value chain and for this reason the Cooperative maintains a stable and lasting relationship in which trust and professionalism are the main pillars. We have their complete agreement as regards our commercial policy, always putting people first. For this, we work together with the objective of offering the customer totally personalised offers, adapted to their tastes and needs, and always from the outset.

The Cooperative works annually to improve the established payment terms. In fact, Consum is one of the companies in the sector that pays its suppliers fastest, and in 2016 has managed to reduce payment terms by one day, placing it at 44 days from reception of merchandise.

Listening and responding to customer needs through innovation, variety of brands, quality and assortment in own brand products and the best price from the outset, make the Cooperative a good partner for suppliers. According to the latest Commercial Benchmarking Report Point of Sale 2016, prepared by AECOC, which evaluates the manufacturer-distributor relationship, analysing aspects such as negotiation with purchase managers from the point of view of the plant and the execution of the commercial proposal in Points of sale, Consum is valued by its suppliers as the second-best company to work with, thus maintaining the same position as the previous year.

As established in the Cooperative's Social Responsibility Policy, Consum works to stimulate local economic development using resources from the commercial establishment areas, encouraging the development of businesses in the area. Currently 99.6% of the purchases made by Consum are made to national suppliers, with 65.58% being suppliers from the autonomous communities in which it operates. In addition, environmental and sustainability criteria are still maintained in the choice of products and suppliers, seeking, through a formal declaration, to increase their awareness of the development of socially responsible management.

It should be noted that in 2016 Consum adhered to the Code of Good Practices in Food Procurement as set out by the Ministry of Agriculture and Fisheries, Food and Environment. Through this code, it expresses its commitment to voluntarily apply mercantile practices that promote fair, balanced and loyal relationships in the food chain.





Bárbara Ciscar
Supplier, Florida Products

IT FEELS GOOD TO GAIN TIME, FRESHNESS & ENVIRONMENTAL QUALITY!

LOGISTICS

(G4-9, G4-EC7, G4-EN30)

In 2016, Consum continued to develop the Origin Transport Project (TEO), with the aim of optimising all logistics processes, especially transport, reaching customers more efficiently. This project consists of managing the supply chain, from the supplier to the Cooperative platforms in Valencia, Murcia and Barcelona, optimising the time employed, working without fresh stock and guaranteeing the cold chain.

The TEO programme reduces delivery time, guaranteeing the cold chain for fresh, refrigerated and frozen products, with the aim of offering customers a better service.

THE TEO PROGRAMME OPTIMISES TIME, WORKING WITHOUT STOCKPILING FRESH PRODUCE & GUARANTEEING THE COLD CHAIN.

TEO	2015	2016
Participating companies	137 suppliers & 17 transport companies	159 suppliers & 12 transport companies
% of total fresh & refrigerated purchases	63%	76%
% of total food & non-food purchases	-	4%
Volume of merchandise transported annually	585,000 pallets	698,316 pallets (up 19%)
Estimated economic savings	4,258,249 €	6,777,811€ (up 59%)

Another important logistical project is Nodriza, which consists of suppliers being able to download all the merchandise in a single Consum Platform, instead of having to distribute to all the plants. Subsequently the products from different suppliers are regrouped and transported to the remaining of platforms. 74 suppliers are part of the Nodriza project and in 2016 more than 179,000 product pallets were transported.

This model brings important economic and environmental improvements throughout the chain, since it has allowed an estimated savings of more than 2.5 million kilometres and has also favoured the optimisation of internal transport between Cooperative platforms and higher cost and logistical processes efficiency.

NODRIZA	2015	2016
Participating companies	47 suppliers	105 suppliers
% of total purchases	-	11%
Volume of merchandise transported annually	60,000 pallets	179,421 pallets (up 200%)
Estimated economic savings	-	844,009 €
Estimated Km saved	868,000	2,539,062 (up 192%)

This year Consum concluded the pilot project in Collaborative Logistics, seeking an even closer relationship with its suppliers with the objective of improving the efficiency of the supply chain, and in 2017 its expansion will begin. The project allows suppliers and logistics operators to coordinate the delivery of goods, which optimises the timeframe for both parties and allows incidents to be managed in real time.

In 2016, the Cooperative continued to renew its fleet of trucks to make it more sustainable. Consum has a further 104 eco-efficient vehicles with less emission of polluting gases. Among them, the incorporation of 5 trucks propelled by natural liquified gas (LPG) for the distribution to the stores, which is an alternative fuel to oil and is an efficient and clean energy source that, applied to road transport, is fundamental for reducing air pollution,

by reducing greenhouse gas emissions. In addition, it has great energy efficiency, is abundant and is affordable. Consum also has 3 electric vehicles for the delivery of home purchases.

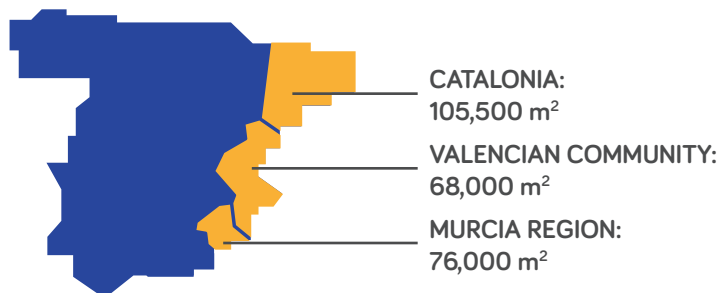
In addition, in 2016 the ISO 9001: 2008 Certification was renewed by AENOR for the Quality Management system of the processes of the refrigerated, frozen and refrigerated plants. Also, the service records of all the general merchandise platforms of the Cooperative have been renewed.

IN 2016, THE COOPERATIVE CONTINUED TO RENEW ITS FLEET OF TRUCKS TO MAKE IT MORE SUSTAINABLE. CONSUM HAS 104 MORE ECO-EFFICIENT VEHICLES WITH LESS EMISSION OF POLLUTING GASES.



LOGISTIC UNITS

In other areas, the year was marked by the installation of automation in the meat and fruit centre of the Barcelona Free Trade Zone, with an investment of 36 million euros and a total area of 24,700 m² to be finished by May 2017. These projects ensure efficient logistics for the opening of new stores in 2018 as well as the expansion of the Cooperative in the coming years.



Consum Distribution Centre in the Franca Area of Barcelona



Manuel Valle and Bernat González
Online store handlers

IT FEELS GOOD TO GAIN EFFICIENCY BY PUTTING
TECHNOLOGY TO THE SERVICE OF PEOPLE!

INNOVATION

(ES6.1)

More and more new information technologies are transforming the processes and the way we interact and work, so that innovation becomes a fundamental instrument to better respond to the needs of stakeholders. In 2016, the Cooperative increased investment in innovation by 25.7% to 8.8 million euros. Among the most outstanding projects is the development of a pilot for the On-Line Store for Valencia Capital, the improvement of the network of servers in supermarkets and franchises and the improvements in the meat, deli, fruit and vegetable scales, among others.

It is important to highlight the start of the process of digital transformation oriented towards people, with the creation of the Office of Digital Transformation, with the aim of launching the digitisation of all processes and services that bring value to the Cooperative's stakeholders. The processes of designing the new customer relationship model, the workers' portal and the remote queuing system in supermarkets have begun.

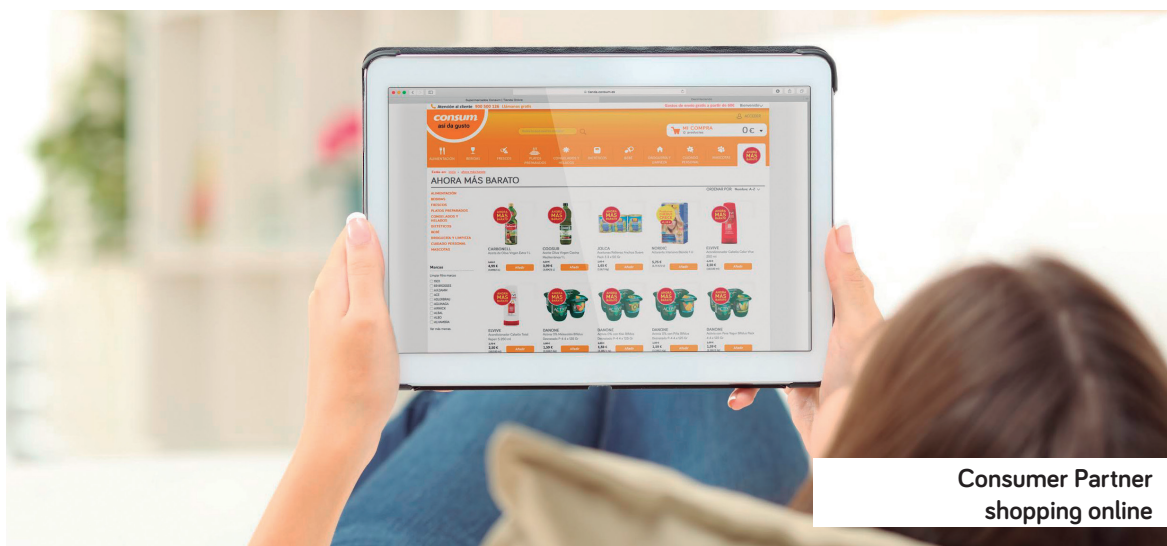
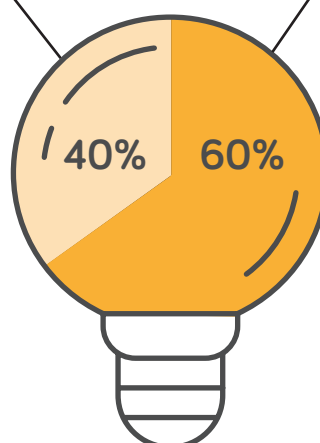
ONE OF OUR MOST SIGNIFICANT PROJECTS IS THE DEVELOPMENT OF A PILOT ONLINE SHOP IN VALENCIA CITY.

8.8
million euros
INVESTMENT
IN R&D&I



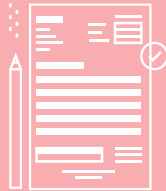
DEVELOPMENT
OF SOFTWARE TO
OPTIMISE PROCESSES

RENOVATION &
IMPROVEMENT OF
HARDWARE



Consumer Partner
shopping online

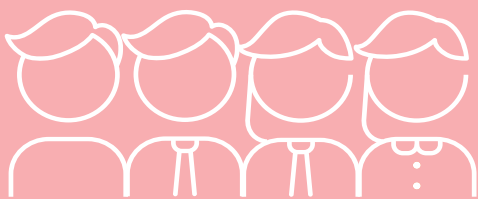




PERSONNEL MANAGEMENT

It feels good to put

*Consum
people first!*



IT FEELS GOOD TO PUT
STABLE, QUALITY JOBS FIRST!

PARTNERS AND WORKER PARTNERS



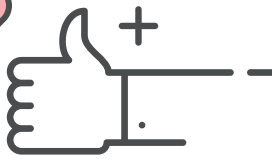
(G4-9, G4-10, G4-EC8, G4-LA1, G4-LA12, ES2-3, ES5-10, ES5-11, ES5-12, CS-6)

Consum's main asset is people, both those who work in the Cooperative, and those who trust it every day when shopping. For this reason, Consum works hard to make customers feel at home, and for our workers to welcome them like hosts, with an attitude that shows that their priority is to serve them and guide them in their purchases.

The Personnel Policy stands out for the creation of stable and quality employment, investment in training and commitment to quality of life at work. The Cooperative's Plan for Conciliation and Equality is a pioneer in the distribution sector and one of the most advanced.

The success of the Cooperative is due to our professional staff, whose daily work, committed attitude and pride of ownership contribute to the success of Consum. To achieve this, in 2016, a project was launched to achieve excellence in people orientation by converting the chain of command of the supermarkets into team advisors. This project, based on the attention, training and motivation of the people who work in Consum by their managers, has as its goal achieving excellence in customer service.

All the people who work in the Cooperative are part of Gente Consum (Consum People), for whom we named our internal communication campaigns. People who in 2016 were able to participate, via an exclusive web for internal use, in the search within our organisation for the people who best represent values such as fellowship, solidarity, enthusiasm, wisdom, authenticity, optimism, communication and dynamism.

2.7%  
**MORE SATISFACTION
FROM STAFF**

In the 2016 edition of the working environment study, which Consum elaborates every two years, the satisfaction of the workforce had increased by 2.7% to a score of 3.77 out of 5. Participation was 95%, the highest in the history of the Cooperative. The most valued factors were job security, integration in the company and social commitment. On the other hand, the ones that registered the greatest growth were internal remuneration and promotion. A good indicator of job satisfaction was how likely they were to recommend working at Consum to family and friends, which currently stands at 88%.

In 2016, we created 1,071 new jobs, reaching a workforce of 13,504 people, of which 72.7% are women and the average age is 38.6 years. The figures also speak of stable, quality employment, since 94.7% of the people working in Consum are partners, permanent employees or partners in their probation period.



anfitriones
asesores

excelencia en la orientación a las **personas**



1,071
NEW POSITIONS



13,504
PEOPLE ON OUR
WORKFORCE

94.7% OF PEOPLE
WHO WORK AT
CONSUM ARE
PERMANENT
PARTNERS, OR
PARTNERS IN THEIR
TRIAL PERIOD.



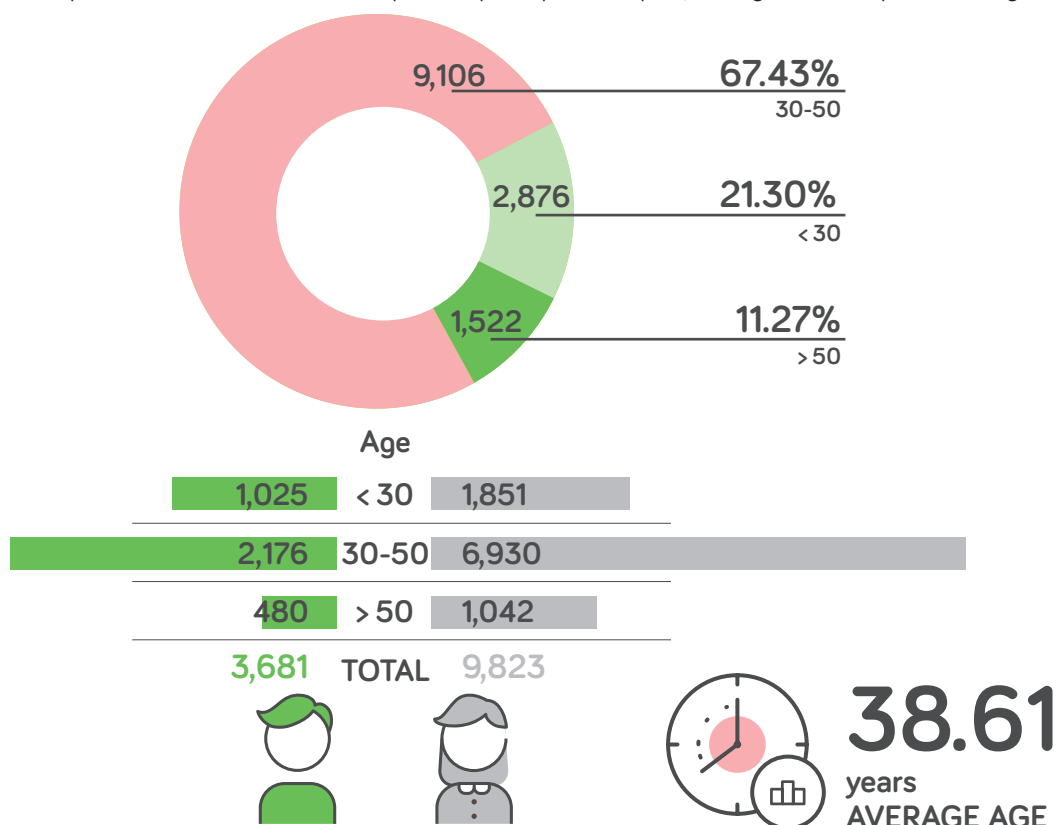
Diego Clemente
Worker Partner at Consum
Av. de Levante (Valencia)

IT FEELS GOOD TO PUT
STABLE, QUALITY JOBS FIRST!

DISTRIBUTION OF STAFF BY AGE AND GENDER. AVERAGE AGE

(G4-10, G4-LA12, ES5-10, ES5-11)

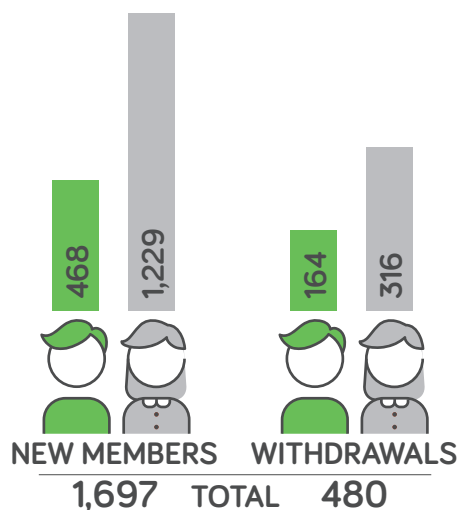
The 11,801 worker partners and owners of the Cooperative participate in capital, management and profit-sharing.



Rita Mª García
Worker partner in the
DistributionCentre in Silla

DEVELOPMENT OF WORKER-PARTNERS

(ES2-3)

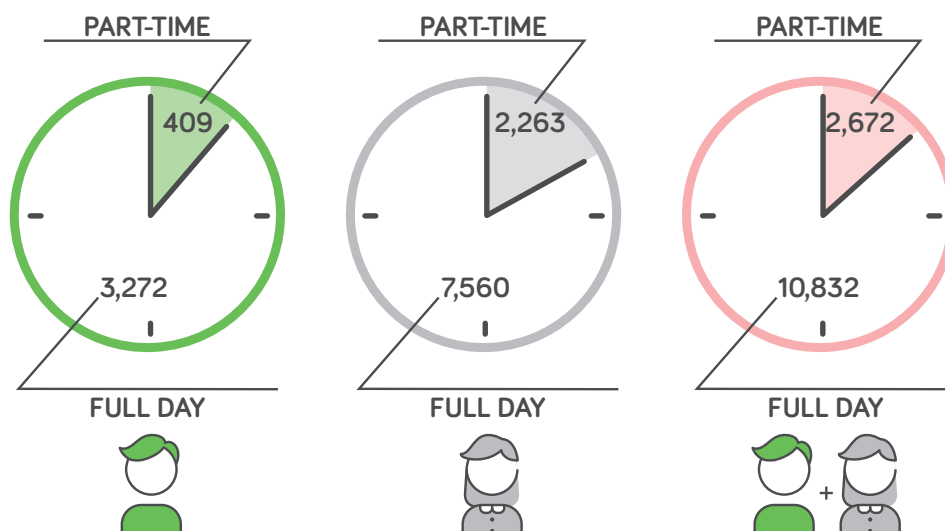


Consum's business generates more than 23,725 indirect jobs, mainly due to the growth of staff in the franchise network Charter, our own brand manufacturers and the transport, maintenance, cleaning, security and home delivery companies.

In the case of outsourcing, job creation is promoted among people residing in the Cooperative's areas of influence and, internally, new opportunities are created through internal promotion. Consum managers also come from the areas where the Cooperative is located.

PERSONNEL BROKEN DOWN BY TYPE OF WORKING DAY AND GENDER

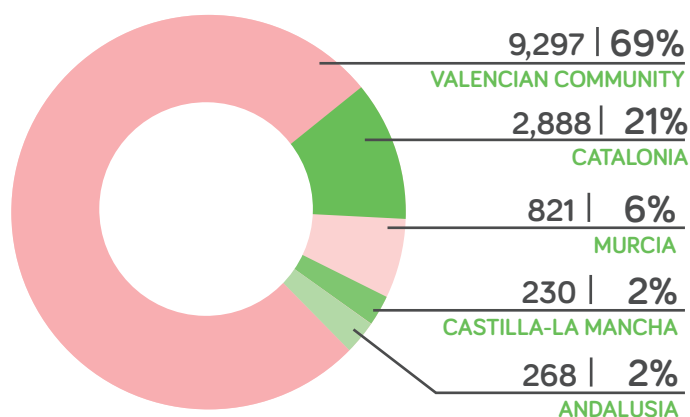
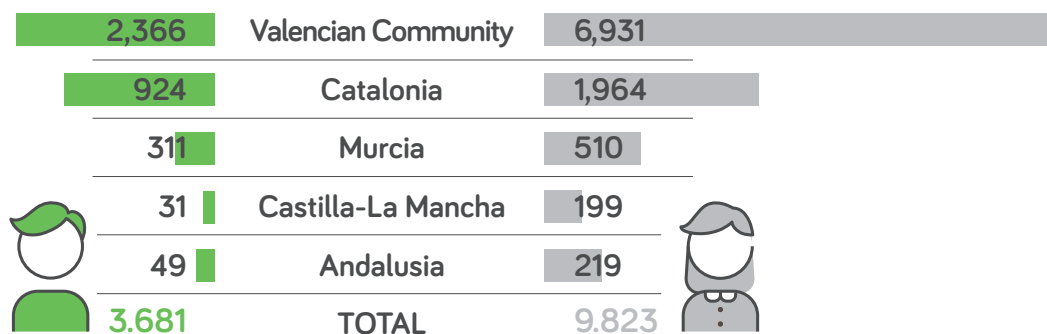
(G4-10, ES5-10, ES5-11)



IT FEELS GOOD TO PUT
STABLE, QUALITY JOBS FIRST!

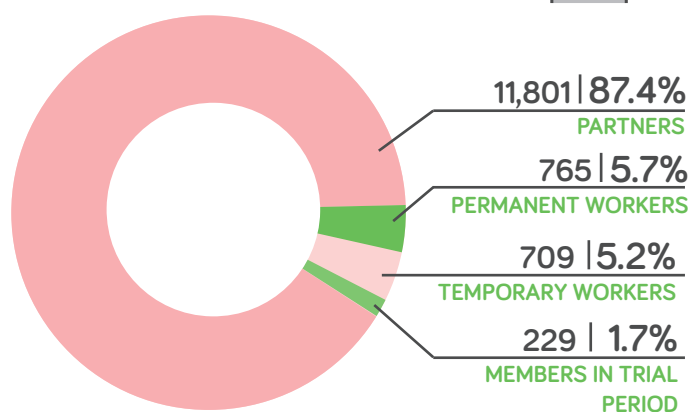
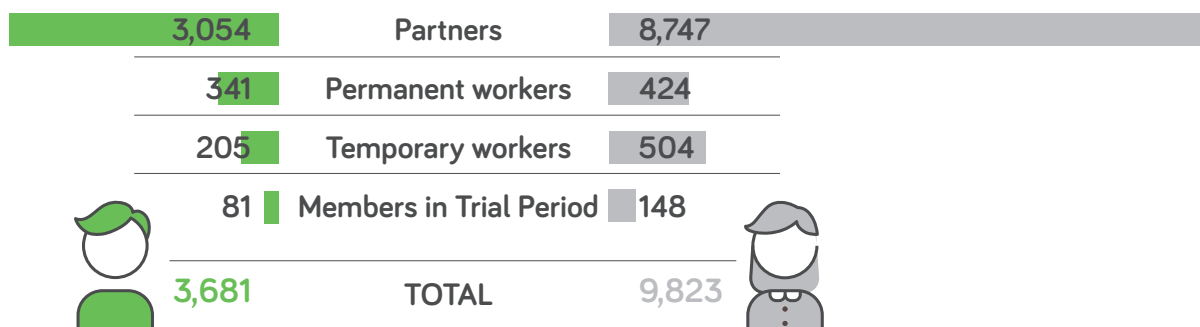
PERSONNEL BROKEN DOWN BY REGION AND GENDER

(G4-9, G4-10, ES5-10, ES5-11)



PERSONNEL BROKEN DOWN BY TYPE OF CONTRACT AND GENDER

(G4-10, ES5-10)





Workers at the Levante Consum,
Valencia

IT FEELS GOOD TO PUT STABLE, QUALITY JOBS FIRST!

In Consum, the average stay in the company is 8.69 years. In 2016, there were 9,079 new contracts in Consum, mainly due to seasonal jobs, such as campaigns, holidays, etc. As opposed to this, the number of staff leaving was 8,107.

8.69

 years

PERMANENCY WITH THE
COMPANY, ON AVERAGE



NEW STAFF, STAFF LEAVING AND CUMULATIVE ROTATION OF WORKER-PARTNERS BY REGION

(G4-LA1, ES5-12)

1,119	Valencian Community	253
415	Catalonia	182
97	Murcia	26
26	Castilla-La Mancha	6
40	Andalusia	13
NEW STAFF		STAFF LEAVING
1,697	TOTAL	480

Valencian Community	3.14%
Catalonia	8.4%
Murcia	4.2%
Castilla-La Mancha	3.2%
Andalusia	6.04%
CUMULATIVE ROTATION	
TOTAL	4.27%

NEW STAFF, STAFF LEAVING AND CUMULATIVE ROTATION OF WORKER-PARTNERS BY AGE

(G4-LA1, ES5-12)

40	< 20	4
697	20 - 30	139
595	31 - 40	177
314	41 - 50	101
51	51 - 60	38
0	> 60	21
1,697	TOTAL	480
NEW STAFF		STAFF LEAVING

< 20	0.04%
20 - 30	1.24%
31 - 40	1.58%
41 - 50	0.90%
51 - 60	0.34%
> 60	0.19%
TOTAL	
4.27%	
CUMULATIVE ROTATION	

The average turnover of the cooperative's structural staff, made up of its working partners, is 4.27%, a very positive figure in relation to the average turnover for the commercial distribution sector. Rotation of non-partner staff is not considered due to the small percentage they represent out of the total. Consum has no data on the specific rotation of disabled people, since this differentiation is not defined in the records. The cessation of a disabled person occurs only when they change to increased

or total disability. In 2016, 2 people with disabilities were discharged due to total permanent disability. In this sense, there have been no cases of total permanent disability and/or increased disability among persons with disabilities.

4.27%
AVERAGE STAFF
ROTATION



ROTATION OF PARTNERS

(ES5-12)



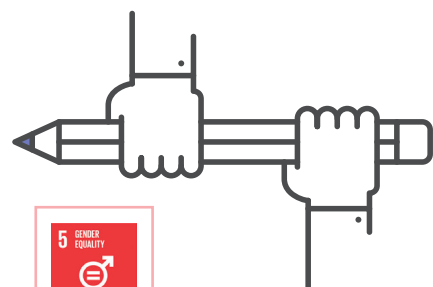
74	2.54%	Voluntary	119	1.43%	193	1.72%
72	1.47%	Dismissal-expulsion	145	1.74%	217	1.93%
4	0.14%	Retirement	9	0.11%	13	0.12%
2	0.07%	End of contract	0	0.00%	2	0.02%
12	0.41%	Others	43	0.52%	55	0.49%
164	5.62%	TOTAL	316	3.80%	480	4.27%
Nº STAFF LEAVING	% ROTATION		Nº STAFF LEAVING	% ROTATION	Nº STAFF LEAVING	% ROTATION



Rebeca Copado
Worker partner in Consum,
Levante Av., Valencia

IT FEELS GOOD TO PUT
OUR WORK/LIFE BALANCE FIRST!

CONCILIATION AND EQUALITY



(G4-38, G4-LA2, G4-LA3, G4-LA12, G4-LA13, ES5-7, ES5-11, CS7, CS8)

In 2016, for the fourth consecutive year, the Cooperative was awarded for its good working conditions with the Top Employers certificate, an international award that places us among the best Spanish companies to work for. This award is for being a company that supports and encourages talent, and which constantly strives to improve its labour practices as it grows.



It should be noted that all people working in the Cooperative enjoy the same social benefits, regardless of the type of job they have, although there are added advantages linked to the status of partner.

The most important conciliation measures have been selected, grouped by categories and more than is legally required, in order to measure their scope:

Likewise, since 2007, Consum continues to be the only company in the sector certified as Family Responsible Company. The Cooperative invested 8 million euros in conciliation in 2016, or 596.8 euros per worker. In addition, the catalogue "Over 50 Conciliation Measures", includes 75 initiatives to balance one's professional and personal life.

SINCE 1 JANUARY 2017,
WORKERS CAN ENJOY
6 WEEKS' PAID
PATERNITY LEAVE.



Brayan Benavides
Worker partner in Consum
C/Camino in Moncada (Valencia)

PERCENTAGE OF PEOPLE WHO TAKE FULL ADVANTAGE OF WORK-FAMILY-LEISURE AND SOCIAL BENEFITS*

(CS7, CS8)

CONCILIATION MEASURES	TOTAL STAFF	PEOPLE	TOTAL APPLICATIONS
Performance Evaluation	60.76%	8,205	60.76%
Stability of position	94.75%	12,795	94.75%
Medical service	11.82%	1,596	100%
Loans to Partners/members	1.93%	261	unavailable
Continuous day	100% headquarters 100% stores	2,134 11,370	100% headquarters 100% stores
Transfers due to proximity of workplace to home	1.95%	264	unavailable
Cumulative Lactation Leave	2.49%	245	100%
Paid Paternity Leave of 4 weeks (February to December 2016)	3.15%	116	100%
Paid Paternity Leave of 6 weeks (since January 2017)	0.24%	9	100%
Membership voucher	3.46%	468	100%
Payment for children with disabilities	1.07%	145	100%
Christmas Card Competition	32.08%	4,332	100%
Maternity protection Protocol	4.22%	415	100%
Leave due to risk during pregnancy with full pay	2.47%	334	100%
Payment due to disability	0.88%	119	100%
Payment for employees who are victims of gender-based violence	0.09%	12	100%

* Conciliation measures in absolute terms as enjoyed by 100% of the people who request it or who are in that situation.

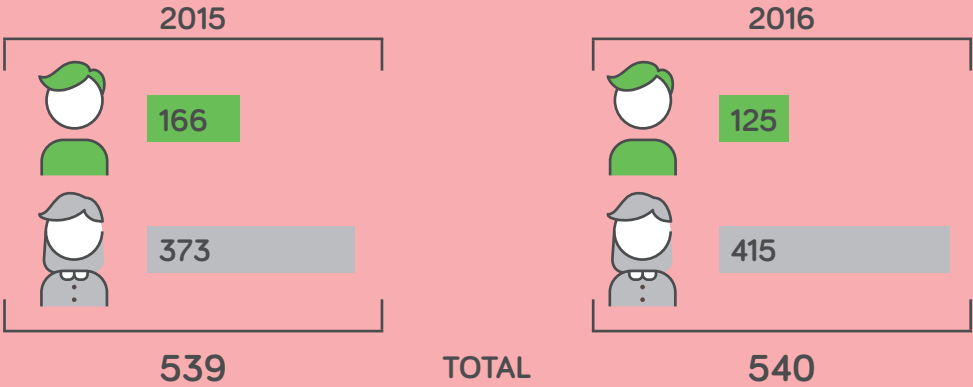
From January 1, 2017 workers already receive 6-weeks paid paternity leave, thus improving the conditions for birth, adoption or fostering leave that had already been established at 4 weeks since December 2009.

Since the implementation of the Consumer Conciliation Plan in 2007, the organisation's productivity has increased by 22%, while absenteeism fell by 17% and staff turnover by 22%.

IT FEELS GOOD TO PUT
OUR WORK/LIFE BALANCE FIRST!

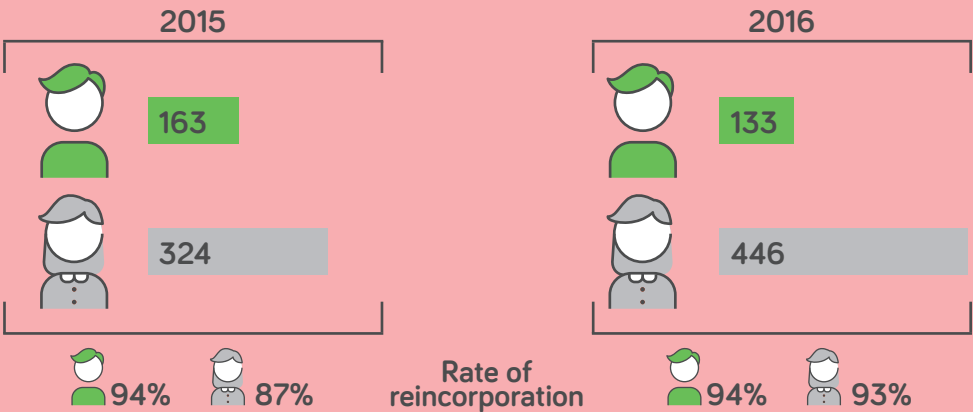
EMPLOYEES WHO HAVE TAKEN MATERNITY/ PATERNITY LEAVE

(G4-LA3)



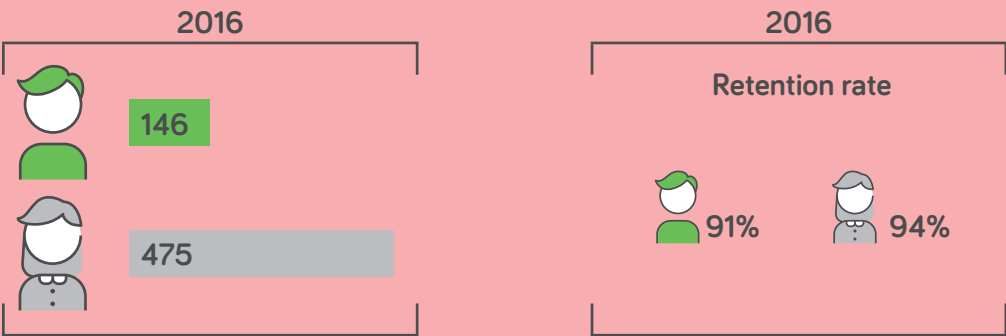
EMPLOYEES WHO CONTINUE TO BE EMPLOYED BY THE COOPERATIVE ONCE THEIR LEAVE ENDED

(G4-LA3)



EMPLOYEES WHO CONTINUE TO WORK FOR THE COOPERATIVE A YEAR AFTER THEIR LEAVE HAS ENDED

(G4-LA3)



Consum, remaining consistent to the Cooperative's values to promote conditions of equality and participation for all partners, has as its criterion to apply the same wage base to all its workers, regardless of the minimum wage established in the collective agreements of each area in which we operate, so that the base salary of the working partner is always higher than the local minimum wage.

At the end of 2016, a salary increase of 1.6% was approved exclusively for the operational staff, which represents an investment of more than 2 million euros and is a measure of salary solidarity that will shorten distances between the lowest and highest salaries and will contribute to reducing the wage gap in the cooperative, since it benefits mostly Consum's female workers. The minimum starting salary of a worker partner in Consum is 61% higher than that of the inter-professional minimum wage.

In this way, Consum's operating staff at operational level (accounting for 79.5% of the workforce) receives an average monthly gross income of €1,511, taking into consideration fixed, variable remuneration, cooperative returns and interest on capital stock.

Regarding the Cooperative's annual profit sharing among the worker partners, in 2016, 22.1 million euros (corresponding to the results of the 2015 exercise distributed in 2016 and the interest paid on its share capital) were distributed. Therefore, adding both concepts, each partner received in 2016, on average, the amount of 2,065 euros, in addition to their salary.

22.1

ANNUAL PROFIT SHARING AMONG WORKER PARTNERS

IN 2016, PARTNERS RECEIVED, ON AVERAGE, 2,065 EUROS IN ADDITION TO THEIR SALARY.

AT THE END OF THE 2016 FISCAL YEAR, A 1.6% SALARY INCREASE WAS APPROVED EXCLUSIVELY FOR OPERATING STAFF, WHICH REPRESENTS AN INVESTMENT OF OVER 2 MILLION EUROS & MEANS A PAID SOLIDARITY MEASURE.



Marta Espino
Workerpartnerin Consum,
Levante Ave., Valencia

IT FEELS GOOD TO PUT OUR WORK/LIFE BALANCE FIRST!

In addition, our 2nd Strategic Plan for Equality 2015-2017, in which we reaffirm the Cooperative's involvement with the effective equality of men and women, is in its second year of development with most of its objectives fulfilled. In 2016, the Generalitat Valenciana validated our Equality Plan, with the granting of the Visa and the Stamp "Fent Empresa. Iguals en Oportunitats".



In this way, we strengthened our commitment to practice and demonstrate fair treatment that promotes the personal and professional evolution of our staff. Through this new Plan, we aim to achieve objectives such as:

- Insertion into the workforce of vulnerable groups with a gender perspective.
- Creating a code of good conduct for the Personnel Policies (selection, contracting, promotion, etc.).
- Equal training for the entire chain of command and awareness-raising actions for all staff.
- Increasing the presence of women in positions of responsibility.
- Reducing the pay gap between men and women.
- Adding at least one more conciliation measure per year.
- Ensuring the protection of the rights of female victims of gender violence and the application of measures at work that go beyond existing legislation.

Consum fosters the implementation of open recruitment systems by establishing the same salary criteria for men and women. It should be noted that Consum has a Committee on Internal Relations that ensures, among other things, non-discrimination among workers. Therefore, Consum has never had complaints about labour discrimination throughout its cooperative history.

In Consum, there is no difference in the base salary between men and women for the same labour category. Consum's Equality Policy is encouraging the incorporation of more women into positions of responsibility, which are being consolidated but have not yet reached their maximum remuneration, according to the Valuation Regulation of the Cooperative, and in which there does not exist any difference by gender. In 2016, the difference between the average male and female labour force index is 0.34 in absolute terms. It is positive to note that this difference has been reduced by 8.1% compared to the previous year.

57.8%
**POSITIONS OCCUPIED
BY FEMALE
STOREHEADS &
MANAGERS**



As to the composition of positions of responsibility, in store management, 57.8% of the positions are already occupied by female Managers and Heads of Store.

On the Board of Governors (the highest representative and governing body, with an equal composition between working partners and consumer partners, and renewed in 2014), the representation of women currently reaches 67%, as a result of the equality policy promoted by the Cooperative. Finally, the Social Committee (exclusive representation of members and worker partners) is composed of 16 members, seven of whom are women, including the president.



General Assembly, 2016

COMPOSITION OF GOVERNING BODIES

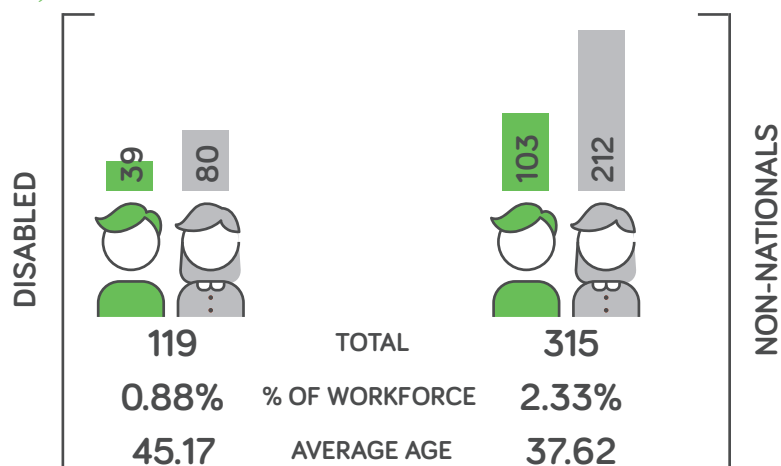
(G4-38, G4-LA12)

GOVERNING & REPRESENTATIVE BODIES	MEN 	WOMEN 	AVERAGE AGE	MINORITIES
General Assembly	33%	67%	> 50 años	0,7%
Board of Governors	33%	67%	> 50 años	0%
Social Committee	56%	44%	30-50 años	0%

IT FEELS GOOD TO PUT
THE WORK/LIFE BALANCE FIRST!

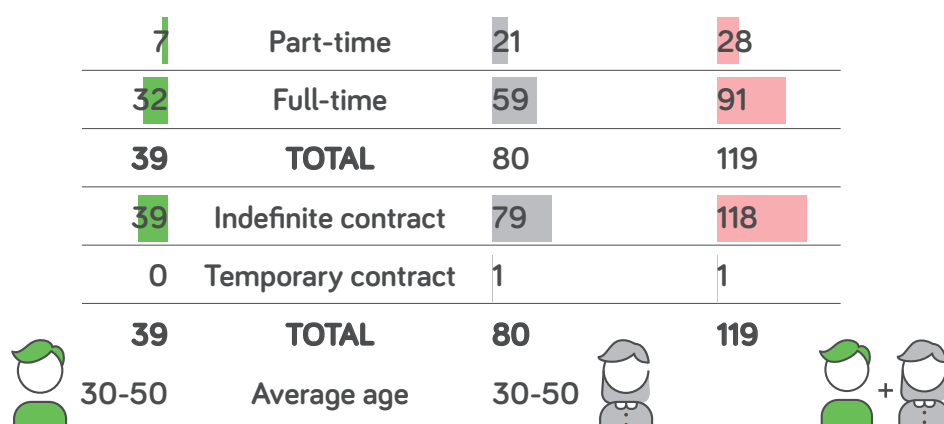
PEOPLE BELONGING TO MINORITY GROUPS (DISABLED AND/OR NON-NATIONALS) AND AVERAGE AGE

(G4-LA12, ES5-11)



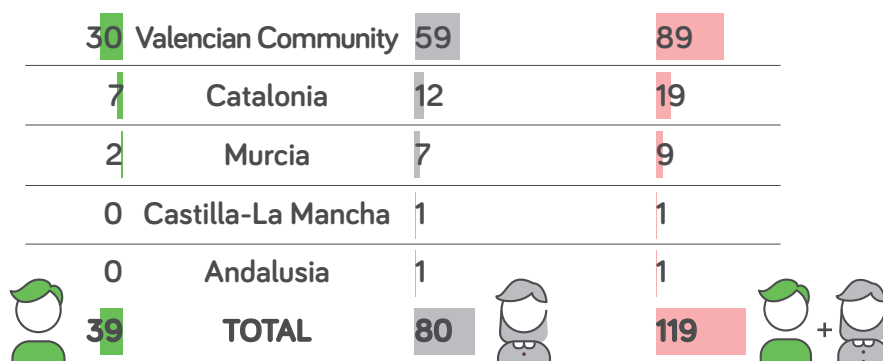
DISABLED PEOPLE WITHIN THE ORGANISATION BROKEN DOWN BY GENDER, WORKING DAY AND TYPE OF CONTRACT

(ES5-11)



DISABLED PEOPLE WITHIN THE ORGANISATION BY AUTONOMOUS COMMUNITIES

(ES5-11)



IT FEELS GOOD TO PUT
EXCELLENCE FIRST!

CONTINUAL TRAINING AND IMPROVEMENT

(G4-11, G4-EC4, G4-LA9, G4-LA10, G4-LA11, ES3-6, CS1, CS9, G4-EC1, G4-EC2, G4-EC3, G4-EC4, ES6.1)

Consum annually dedicates significant resources to professional development, since investment in training is part of its cooperative culture. Training is a fundamental factor for the acquisition of new skills and abilities, as well as for the internal promotion of workers and the insertion into the workforce of groups with a higher rate of unemployment. The organisation has invested 1.2% in training in relation to the Company's wage bill, which means an investment of 3.7 million euros, equivalent to €277.5 per worker.

All workers who join the Cooperative receive specific training in professional ethics to ensure respect for Human Rights in terms of our activity and non-corruption in the workplace. In 2016 2,503 people received training in professional

ethics, with a total of 5,006 hours dedicated to it, which means 18.54% of workers trained this year in these policies.

As regards training in social economics, 6.19% of the workforce has undergone training activities in this subject.



AVERAGE TRAINING HOURS BY CATEGORY AND GENDER

(G4-LA9)

572	605	Management	68,883	58.82
170	257	Technical staff	10,351	24.24
2,939	8,961	Operators	318,914	26.8
3,681	9,823	TOTAL	398,148	29.48
				
Nº Men	Nº Women		Hours	Average hours

31,82 
28,61 

IT FEELS GOOD TO PUT
EXCELLENCE FIRST!

MAIN INTERNAL AND EXTERNAL TRAINING PROGRAMMES (AVERAGE HOURS/PERSON)

(G4-LA10)

CATEGORY	MEN 	WOMEN 	TOTAL
New Technologies	0.72	0.28	0.4
Customer service & Marketing	1.00	1.45	1.33
Continual professional development	4.23	5.99	5.51
Skills and languages	4.55	2.25	2.88
Logistics	1.27	0.06	0.39
Risks prevention	3.00	1.93	2.22
Quality and food safety	2.17	2.06	2.09
Insertion and integration	14.42	14.44	14.44
Equality	0.46	0.14	0.23
TOTAL	31.82	28.61	29.48

It should be noted that virtually all financial aid received from autonomous or local governments reverted to the professional and corporate training of workers. In 2016, the Cooperative received 1,017,892 euros in subsidies, an amount higher than previous years that makes Consum's commitment to the professional improvement of all its workers possible.

Consum has a Career Plan for stores, which integrates selection, training and professional development, called "ProgresiON". Integrated into the store management structure, it aims at the incorporation and training of managers, through a system of training and support, encouraging the training of staff for positions in Management and

Store Supervision. Thanks to the internal promotion policy, in 2016, 454 workers were promoted, of which 298 were women and 156 men.

At Consum, performance evaluations are carried out transversally in all the company's job categories. In 2016, 60.76% of the workforce was evaluated according to the standards of their job and the results of same have led to proposed improvements.



PERCENTAGE OF EMPLOYEES WHOSE PERFORMANCE AND PROFESSIONAL DEVELOPMENT ARE ASSESSED REGULARLY (G4-LA11, ES6-1)

EVALUATION	MEN 	WOMEN 	TOTAL
2. Executive	68.18%	40%	61.02%
3. Area Manager	73.15%	65.96%	70.97%
4. Technician	71.18%	67.7%	69.09%
5. Unit Manager	83.25%	86.69%	85.2%
6. Operative Mgr	76.8%	83.04%	81.02%
7. Operative Staff	50.31%	57.76%	55.98%
% of total workforce	58.44%	61.63%	60.76%

89% of the staff of Consum, partners or partners in probation, are governed by the Bylaws and by the Internal Regime Regulation. The remaining 11%, non-partner personnel, is covered by Consum's collective agreement.

Consum has consolidated the Continuous Improvement programme in its stores, as it was already developing successfully in the Logistics Platforms. The programme is oriented towards the workers, to obtain their participation in the

improvement of processes and of the work climate, through personal proposals that they make as well as workshops, meetings, improvement groups and internal cohesion activities. There is also a daily news item where news of interest to workers is communicated. In 2016, 628 improvements were introduced by workers in terms of occupational safety, productivity improvement, personal relationships and benefits for customers, in which the company has invested more than 1.4 million euros.



Enric Verdú
Worker partner in the
Distribution Centre in Silla

IT FEELS GOOD TO PUT
HEALTH & SAFETY FIRST!

HEALTH AND SAFETY IN THE WORKPLACE



The Cooperative has a H&S Prevention Plan whose main objective is to integrate prevention of occupational risks into the management of the Cooperative.

HEALTH & SAFETY COMMITTEE

Members designated by the Board of Directors	8
Members designated by the Social Committee	8
Participating social representatives	520
% Employees represented	100%

*9 technicians from the Prevention service also take part in the meetings.

PREVENTION SERVICE	SUPERMARKETS
Safety reports, risk assessment and emergency plan	123
Management of prevention in their workplace	300

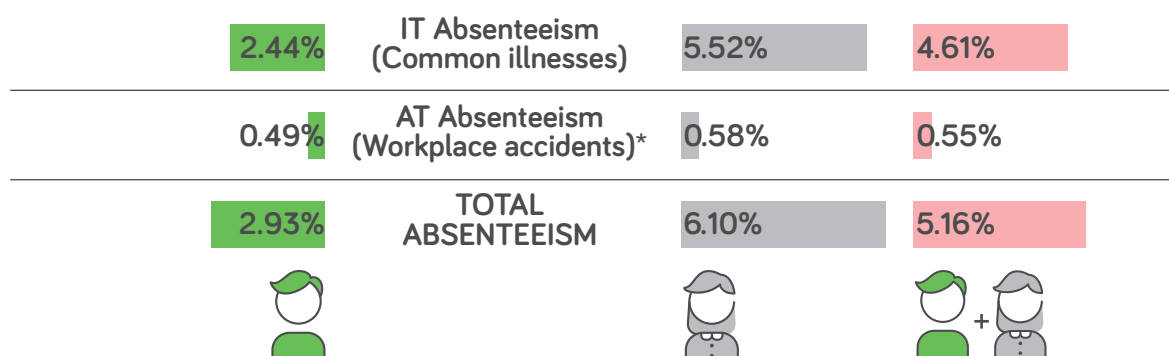
All staff joining Consum receive training in prevention of occupational hazards, and in addition also receive specific training in health through the internal magazine Bis, as do their relatives. This type of training also reaches the community through the health section of Entre_nosotros magazine.

In 2016, 12,656 workers participated in H&S Prevention training, with a total of 30,026 hours.

In addition, an action protocol has been implemented for pregnant workers, with the adaptation of tasks to the weeks of gestation, as

well as relocation to another job to reduce any risks until the corresponding licence is granted. The rate of absenteeism has remained at levels similar to the previous year and, as in previous years, there have been no fatal accidents. Nor has there been such an accident among independent contractors working on the spot. For the recording and notification of accidents, Consum applies the current national legislation. In 2016, there were 284 occupational accidents and 77 on route to or from the workplace. The rate of lost calendar days over the total number of days worked is 5.16%.

ABSENTEEISM RATE



* Within the percentage of occupational accidents, occupational diseases are included. During the year 2016, twelve workers with occupational diseases were declared and there were no work-related fatalities.

IN 2016, 12,656 WORKERS
TOOK PART IN HEALTH & S
AFETY TRAINING, TOTALLING
30,026 HOURS.

AN ACTION PROTOCOL
FOR PREGNANT WORKERS
HAS BEEN IMPLEMENTED.



Mariví Cruz
Workerpartnerin Consum,
Ave. Levante, Valencia





CUSTOMERS AND CONSUMER-PARTNERS

It feels good

*having
everything
in one place!*



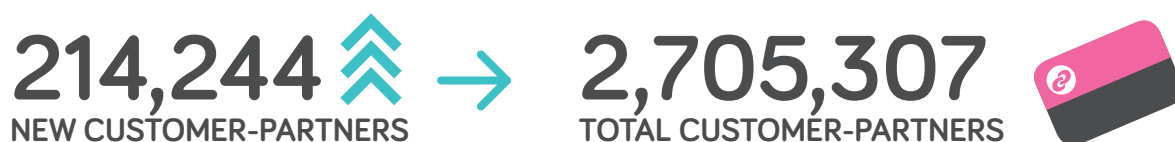
IT FEELS GOOD TO HAVE
THE SATISFACTION OF FEELING SPECIAL!

CONSUMER-PARTNERS AND 'MUNDO CONSUM'

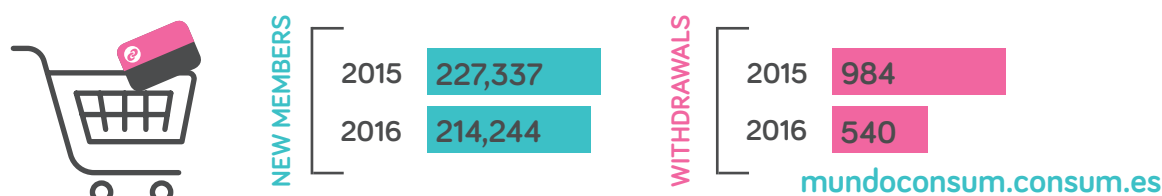
(G4-EC8, G4-PR5, ES2-3)

Consum's values can be summarised in the statement "listen in order to act as a responsible company", highlighting our commitment to integrate the needs of partners and customers in the management of the Cooperative.

In 2016, 214,244 new customer-partners were registered, reaching 2,705,307, a figure that shows the good functioning of the corporate model and the Mundo Consum loyalty points programme. All of this places Consum as one of the Spanish cooperatives with the greatest number of partners.



DEVELOPMENT OF CONSUMER-PARTNERS (ES2-3)



Mundo Consum, the Cooperative's loyalty programme, brings together all the advantages and exclusive and customised services for each consumer-partner. These can be consulted online at <http://mundoconsum.consum.es>. The main sections

are: consultation of personalised offers and discount coupons, access to loyalty vouchers, modification of personal data and viewing of purchase history. You also have access to the Virtual Communities "My Family", "Test and Try" and "Live to Travel".



3,435
MEMBERS



COMMUNITY WITH EXCLUSIVE
BENEFITS FOR FAMILIES
WITH CHILDREN.

Prueba y
aprueba



14,726
MEMBERS



COMMUNITY THAT
PARTICIPATES IN TRYING OUT
CONSUM PRODUCTS.

**vivir &
viajar**
exclusivo
socios-clientes



5,033
MEMBERS



COMMUNITY THAT SHARES A
LOVE OF TRAVEL, AND EXCLUSIVE
GASTRONOMICAL EXPERIENCES.



Jordi Enguix
Customer-partner from Ontinyent

IT FEELS GOOD TO HAVE THE SATISFACTION OF FEELING SPECIAL!

In 2016, the share of sales to consumer-partners exceeded 76%. In addition, they enjoyed discounts on their purchases worth 30.1 million euros, delivered in a total of 7.3 million gift vouchers, valid to be exchanged on purchase of any product.

The discounts increased by 24.4% in 2016, demonstrating the general acceptance of the Mundo Consum program, which with its personalised offer improves the relationship model of the organisation with its partners.

In addition, Mundo Consum also has a mobile app through which gift certificates and personalised discounts can be redeemed, and where customers can also check their "cheque-crece", or voucher, monthly offers and the location of the nearest supermarkets to the user.

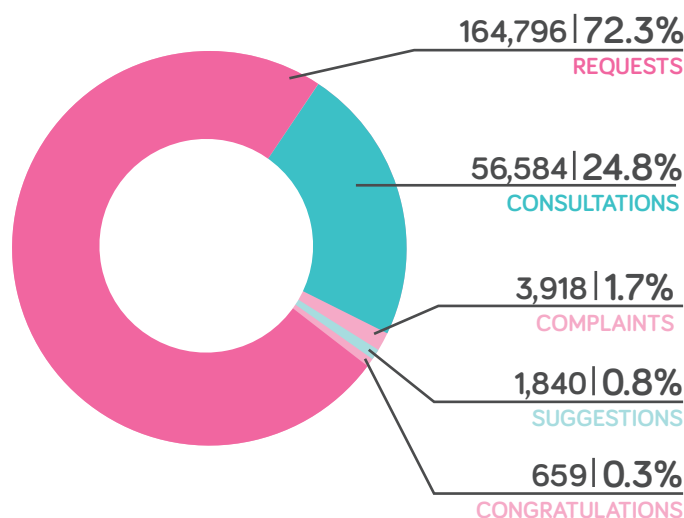


31.1

million euros
DISCOUNTS USED BY
CUSTOMER-PARTNERS ON
SHOPPING

CUSTOMER SERVICE PROCESSES

(G4-PR5)



RATE OF SATISFACTION

9 (out of 10)



In total, 227,797 customer service processes were completed throughout 2016, 3% more than the previous year.

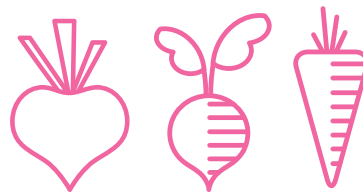
In order to meet and meet customer needs, Consum has a customer relations and innovation division, which is responsible for several types of

group dynamics: group meetings, assisted shopping, interviews, surveys, among others, to improve our products and services. During the past year, a total of 7,222 consumer-partners and customers participated, making a total of 95 group meetings, in which it was possible to test the image of 684 products of our own brand directly at point of sale.

IT FEELS GOOD **TO BE ABLE TO**
RESPOND TO NEW CONSUMER TRENDS!

PRODUCTS

(G4-4, G4-9)



Consum offers a wide and varied product range, adapted to the needs of the customer, where innovation and contemporary trends become an objective for incorporation as soon as they are detected. Partners and customers look for a variety of products and references, and can find them thanks to the decisive support that the Cooperative gives towards brands. In addition, Consum covers the own brand segment with a range that meets the expectations of price and quality demanded by customers. With this in mind, and with the aim of meeting consumer needs, by the end of 2016 the new range of ECO products was launched, which already has 80 references. Specifically, about 30 correspond to fresh produce, fruits and vegetables, available in about 130 shops, and 50 correspond to Food and Non-Food, present in more than 400 stores, to a greater or lesser extent depending on the characteristics of the store. It is expected to expand the range during the next fiscal year.

Regarding Consum products, we insist that a high level of quality, design and competitiveness is maintained. We emphasise the incorporation and modification in 2016 of 335 new own brand references, reaching a total of 1,732 products, 13.4% of the total.

On the other hand, the guarantee of freshness is very important to the Cooperative. We work to always offer products at their optimum moment of consumption, giving priority to quality and to seasonal products. To ensure this, we have worked to enhance the image of these products, especially in our meats and delicatessen products. In addition, fresh products have become part of the loyalty program through cheque-crece offers and monographic promotions.

It is also worth noting that the labels on all Consum products inform of their nutritional value, as required by law: energy, sugars, fats, saturated fats, fibre and salt, as well as any possible allergens, for customers with food intolerances.

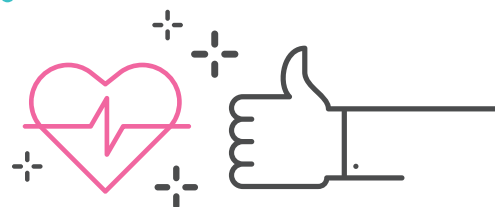
FRESH PRODUCTS HAVE
BECOME A PART OF THE
LOYALTY PROGRAMME
THROUGH THE GIFT
CHEQUE OFFERS
AND MONOGRAPHIC
PROMOTIONS.



IT FEELS GOOD TO BE ABLE TO OFFER
ALL THE GUARANTEES YOU NEED!

FOOD QUALITY AND SAFETY

(G4-PR1, G4-EN29, G4-SO8, G4-PR1, G4-PR2,
G4-PR4, G4-PR9)



Ensuring food safety and hygiene is a constant in the running of the Cooperative, which works year after year

to improve food safety and to meet the commitment to the quality of our products and services.

CONTROL AT THE POINT OF SALE

CRITERIA



FOOD HYGIENE AND
SAFETY, QUALITY AND
PRODUCT FRESHNESS

CHECKS CARRIED OUT



COLD CHAIN.
IMPLEMENTATION OF
CORRECT HYGIENE
PRACTICES.

Nº OF AUDITS



412

Shop Avenida Levante
(Valencia)



CONTROL OF PRODUCTS AND SUPPLIERS

(G4-PR1)

Product control is based on four levels of analysis:

1. PREVENTIVE CHECKS

Audits based on standards of food safety, quality and product control to all suppliers of own brand and fresh produce. They establish periodically supervised improvement routes, which are complemented by periodic analytical checks of products.

2. QUALITY CONTROL AT PLATFORMS

Here, it is verified that the quality standards that have been defined jointly with the suppliers are fulfilled.

3. COMPARATIVE CONTROL

We measure a product against one from the competition to detect points for improvement and adapt it to the tastes and needs of our customers.

4. REACTIVE CONTROL

Audits and analysis are performed on any incident.

	FOOD AND NON-FOOD PRODUCTS			FRESH & REFRIGERATED GOODS		
	Audits & analysis	Percentage of products	Satisfaction	Audits & analysis	Percentage of products	Satisfaction
PREVENTATIVE CHECKS	444	29.74%	92.00%	859	64.64%	99.30%
QUALITY CONTROL	236	15.81%	96.00%	894	67.27%	89.60%
COMPARATIVE CONTROL	313	20.96%	77.90%	177	13.32%	85.80%
REACTIVE CONTROL (INCIDENCES)	1,148	76.89%	99.00%	876	65.91%	100.00%
TOTAL	2,141			2,806		

The need for improvement and range expansion, mainly of our own brand, originates with the requests from the customers themselves through the Active Listening service, in which they are detected by the manager of that category, and in the innovations that suppliers offer. All this, together

with confirmation from consumer-partner, defines the Cooperative's range.

Quality control, applied to all phases of the life of the product, guarantees the best response and adapts to the range that meets the needs of the customers.

IT FEELS GOOD TO BE ABLE TO
OFFER ALL THE GUARANTEES YOU NEED!

STAGES OF THE LIFE CYCLE OF A PRODUCT

(G4-PR1)

DEVELOPMENT OF THE PRODUCT CONCEPT	98.5% products analysed to be marketed under our own brand meet quality criteria as defined with suppliers, the rest are discounted.
R+D	93 routes developed to improve product quality with suppliers.
CERTIFICATION	91% of suppliers with food safety certification.
MANUFACTURING & PRODUCTION	• Audits and preventive analysis of product: 1,303 with a satisfaction rate of 96.3% • Audits on product incidents: 2,024, with a satisfaction rate of 99.5%
MARKETING & PROMOTION	Market studies and improvement in customer services: • 2016 Designs: 684 • Test of image / conceptual: participation of customers 2.7% more.
STORAGE, DISTRIBUTION AND SUPPLY	• Control of Reception of products at Platform and shop 100% • Random and reactive control of stored products of 1,042 references. • Processes of verification and validation of temperatures in transport 100% • Certification of the quality management system of Fresh, Refrigerated and Frozen Platforms: ISO 9001. • Certification of the Service Charts of the Logistics Platforms of Silla, Zona Franca in Barcelona and Murcia.
UTILISATION & SERVICE	Own audits of: • Cold chain control processes in the p.v. 98.8% • Food safety at the point of sale 100%
ELIMINATION, RE-USE OR RECYCLING	Recruitment of authorised managers.

NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES (G4-EN29, G4-SO8, G4-PR2, G4-PR4, G4-PR9)

	Records	Sanctions	Cases paid
FOOD HEALTH & SAFETY	807	7	3,490€
LABELLING	16	1	637€
ENVIRONMENT	0	0	0
SOCIETY	1	0	0
TOTAL	824	8	4,127€



Edgar Navarro
Consumer partner from Valencia

IT FEELS GOOD TO HAVE OUR
OWN CRITERIA FOR GOOD COMMUNICATION!

RESPONSIBLE COMMUNICATION

(ES3-5, ES4-4)

Responsible communication is synonymous with responsible management. In this sense, Consum establishes a fluid dialogue with its stakeholders through various channels of communication, always applying the criteria of transparency and truthfulness. It is an asset that gives additional value to the actions of the Cooperative in all its areas.

Consum renewed its corporate website in October 2016. It is a very clear, intuitive portal that shows all the information related to the Cooperative at a glance. The new portal has direct access to the online store, as well as a powerful geolocalised store search engine, which offers information about the location, how to get there, telephone numbers, opening times, holidays and even the monthly leaflet with offers booklet corresponding to each store.

CONSUM ESTABLISHES A FLUID DIALOGUE WITH ITS STAKEHOLDERS BY ALWAYS APPLYING ITS OWN CRITERIA FOR TRANSPARENCY AND TRUTH.

The Cooperative also launched in July 2016 the new digital magazine Entrenosotros, a new magazine format that is much more visual and available to all, with periodical publications of contents on food, consumer well-being and a healthy lifestyle.

To find out the opinions and needs of our customers, Consum is available on various social networks (Facebook, Twitter, Instagram, YouTube, among others) responding to queries in real time, offering information on new products and services and organising activities such as contests or participation in surveys, thus helping to create a relationship of trust with the brand.



		2016	
Visits to www.consum.es	@	2,079,555	↑ 3.5%
Facebook fans	f	54,563	↑ 27.6%
Twitter followers	t	11,639	↑ 42.7%
YouTube replays	YouTube	422,776	↑ 12.3%
Instagram followers	ig	4,841	↑ 172.4%
Total interactions on social networks	#	496,862	↑ 13.7%

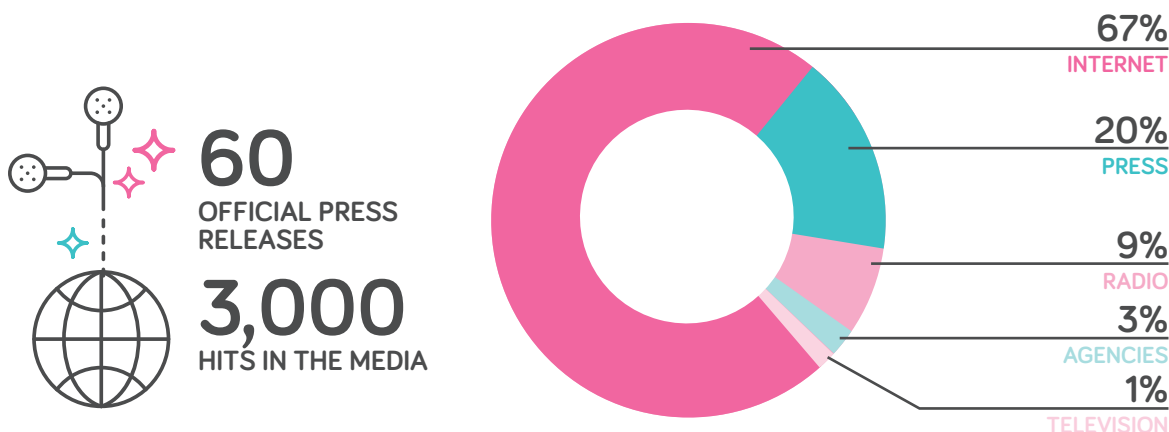


In addition, we continue to print a bimonthly publication, which is exclusively available to Consum's consumer-partners. In 2016, we distributed over 2 million copies, up 43.2%, reaching 400,000 homes.

In line with Consum's commitment to partners in all the regions in which it is present, the Cooperative publishes its media communications in the official languages of these regions: Spanish, Valencian and Catalan.

RELATIONSHIP WITH THE MEDIA

During the year, the Cooperative reported its activity through 60 official press releases, reaching a total of 3,000 media hits in 2016, most of them from online channels.



COMMERCIAL COMMUNICATION

Each year, the Publipromocional Plan organises the Cooperative's commercial-promotional activity. This Plan is defined and applied by the Commercial Management Committee, composed of the Consumer-Partner and Marketing, Sales and Logistics and Store Management departments. The resources necessary for its execution are detailed in the Annual Management Plan.

The commercial communication channels defined are: signage, posters and the PA system at the point of sale; Brochures that are sent personally to homes and online; Advertising in the media and social networks, and related marketing actions.

The Commercial Management Committee is responsible for evaluating the commercial actions undertaken by Consum, ensuring that the contents of same do not deviate from the values defined by the Cooperative and that they have direct application.

The application of each of the values to the Responsible Marketing section, translates into the following actions, which are based on a wide product range, personalised offer and assisted shopping, combined with self-service as basic aspects of the Cooperative's business model, meeting the demands of the partners and clients:

LISTEN	PROVIDE	TAKE RESPONSIBILITY FOR
• Offers from the outset. • Personalised offers in line with lifestyle. • Participation in design of the range.	• Mundo Consum Programme. • Validation of own brand products. • Home shopping service. • Communication model at Point of Sale. • Digital training activities.	• Reduction of signage at Point of Sale. • Centralised and regionalised PA. • Regionalised signage at Point of Sale

IT FEELS GOOD TO HAVE OUR
OWN CRITERIA FOR GOOD COMMUNICATION!

RADIO SPOTS

The Cooperative collaborates bi-weekly in radio spots broadcast on “Ser Consumidor” on Radio Valencia-Cadena SER, and on “La Mañana” on COPE Valencia, with “Consum Entrenosotros”. In addition, the “Aquí en la Onda” spots on Onda

Cero Valencia and “RAC Consumidors” on RAC1 are broadcast on a weekly basis, which can be heard in the Valencian Community and Catalonia respectively; Also on Sundays on “A vivir CV” on the Cadena SER.

PEOPLE’S DAY

In November of 2016, Consum celebrated for the second year its own People’s Day. Under the motto ‘SeamosMasPersonas’ (Let’s be more people), this global communication campaign, made by people to help others improve as people, involved the whole organisation. Its main objective was to show that people are the focus of our Cooperative activity.

P seamos más
Personas

IN NOVEMBER 2016 CONSUM
CELEBRATED ‘PEOPLE’S DAY’,
WITH THE PURPOSE OF
DEMONSTRATING THAT
PEOPLE ARE THE
FOCUS OF THE
COOPERATIVE’S ACTIVITY.

To celebrate it, on November 9, a live PA was opened for all consumer-partners and workers, in all workplaces, so they could share their little tips to be better people.

Through the microsite seamosmaspersonas.consum.es, the creation of personalised posters was enabled, with messages to be better people, reaching a participation of 7,200 posters. Among them, there was a draw for 2 shopping trolleys valued at €250, for the winner and for another person to be chosen by him/her, and Consum also donated €17,200 to the Spanish Cancer Association, chosen by the winner himself. With all the messages collected, the ‘People’s Book’ was published on the microsite.

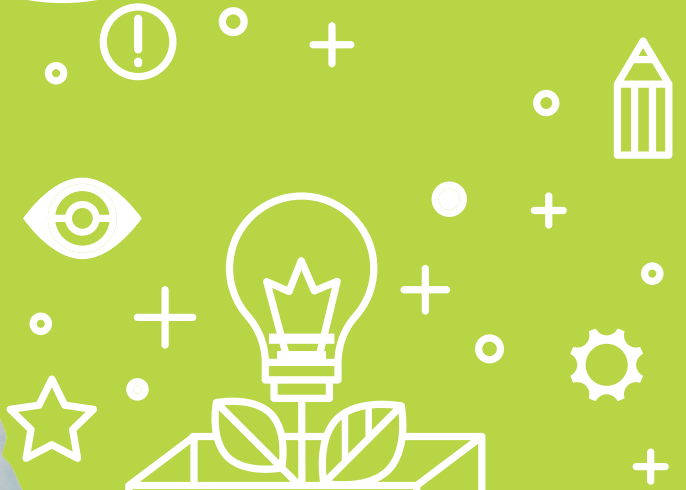




Customer participating in
People's Day



5





CARBON FOOTPRINT

It feels good
to look after our

environment!



IT FEELS GOOD TO TAKE CARE OF THE
CONSEQUENCES OF OUR DECISIONS!

ENVIRONMENTAL POLICY AND MANAGEMENT

(G4-2, G4-EC2, ES5-8, ES5-9)

The greenhouse effect, air pollution in cities and the accumulation of urban solid waste are major environmental challenges for society, which are mainly caused by business activity. In particular, the consequences of climate change tend to cause an increase in the temperature of the earth's surface, reducing the availability of natural resources such as water and crops, which is expected to cause higher costs for the development of Consum's business activity. On the other hand, 2017 will be the first year to apply in its entirety the taxes on the use of refrigerant gases.

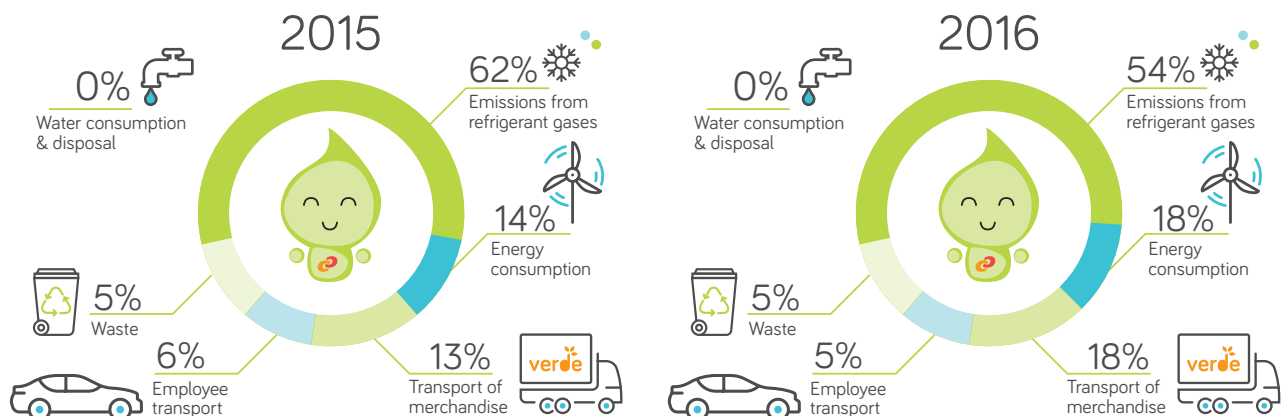
All this, thanks to the integration of the best technology available in its supermarkets and logistics units. These and other measures aimed at reducing our carbon footprint have meant environmental expenses and investments of 8,248,497 million euros in 2016.

Consum carries out continuous monitoring of the environmental actions defined in its management

THE COOPERATIVE IS WORKING TO REDUCE THE ENVIRONMENTAL IMPACT OF ITS ACTIVITY BY INVESTING IN CLEAN, RENEWABLE ENERGIES, ENERGY EFFICIENT EQUIPMENT, THE CIRCULAR ECONOMY OF WASTE, THE USE OF NATURAL REFRIGERANT GASES AND THE PROGRESSIVE RENEWAL OF THE DISTRIBUTION FLEET TO NATURAL GAS.

plan, based on the year 2015, assessing the most significant environmental impacts of its own operations, which are considered for the calculation of its carbon footprint. In 2016, our carbon footprint has been externally verified for the second consecutive year based on the ISO 14065 standard, and has decreased by 4.8% over the previous year, mainly due to the prevention and control of refrigerant gas leaks and their substitution by other gases with less Global Warming Potential (GWP).

DEVELOPMENT OF OUR CARBON FOOTPRINT



IT FEELS GOOD TO TAKE CARE OF THE
MATERIALS THAT WE WORK WITH!

MATERIALS

(G4-14, G4-EN1, G4-EN2, G4-EN27, CS11)



In order to include improvement measures within the Packaging and Packaging Prevention Plan 2015-2017, Consum calculates the emissions of the materials it places on the market, identifying those with a lower environmental impact that will reduce the Cooperative's carbon footprint. The Cooperative uses recycled paper and cardboard for the wrapping and packaging of its products that require these materials.

Consum requires its suppliers to comply strictly with environmental legislation, and during 2016 we carried out several voluntary initiatives in collaboration with them, for the sustainability of our own brand wrapping and packaging:

- In 694 own brand products, we have incorporated the "container suitable for recycling by the consumer" icon.
- The UTZ Standard has been implemented in our own brand coffee and cocoa capsules to comply with environmental and social criteria.

Finally, the Cooperative's Digital Transformation Process allows the dematerialisation of documents that were traditionally used in physical support to digital formats, which will mean a significant saving in the consumption of paper and office material and an improvement in productivity.

MATERIALS USED BY WEIGHT OR VOLUME, AND PERCENTAGE OF RECYCLED MATERIAL USED*

Materiales (Kg)	2015	2016	Recycled
Cardboard	518,112.18	844,764.7	100 %
Metals	11,496.73	4,021.94	0 %
Other materials	1,478.68	1,703.73	0 %
PVC plastics	85,779.58	95,556.02	0 %
PET plastics	51,484.66	58,262.95	0 %
Other plastics	1,127,499.31	1,508,533.13	37 %
Glass	32,927.93	38,923.52	0 %
Tetra briks for food	1,293.43	1,235.38	0 %

*DATA CORRESPONDS TO THE 2016 CALENDAR YEAR. THE MATERIALS ARE ACQUIRED FROM EXTERNAL SUPPLIERS AND COME FROM NON-RENEWABLE SOURCES.

THE UTZ STANDARD HAS BEEN IMPLEMENTED IN OUR OWN BRAND COFFEE AND COCOA CAPSULES TO COMPLY WITH ENVIRONMENTAL AND SOCIAL CRITERIA.



Own-Brand product

IT FEELS GOOD TO LOOK
AFTER OUR ENERGY CONSUMPTION!

NATURAL RESOURCES



(G4-EN3, G4-EN4, G4-EN5)

The energy consumed by the Cooperative to carry out its activity is mainly electric, with 75% of it being generated from sources of certified, renewable origin, consistent with Consum's commitment to clean energy. Seasonally, natural gas is consumed for heating the supermarkets in winter, and diesel to

supply the points of sale if there are interruptions in the network electricity supply.

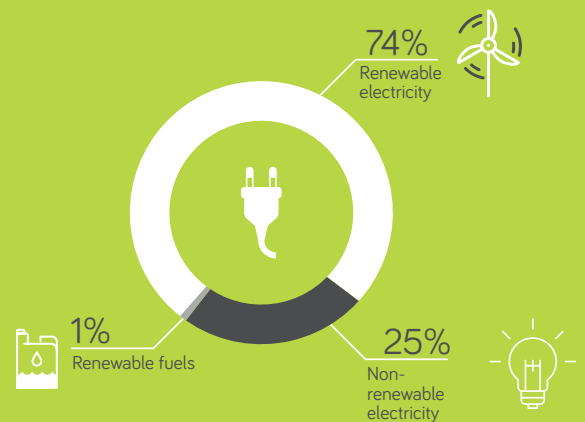
THE ENERGY CONSUMED BY THE COOPERATIVE IS 75% GENERATED FROM RENEWABLE SOURCES.

INTERNAL ENERGY CONSUMPTION

(G4-EN3)

	2015 (Gj)	2016 (Gj)
Non-renewable electricity*	230,298.81	219,500.14
Renewable electricity*	761,695.87	662,612.91
Diesel	10,238.53	14,825.24
Natural Gas	3,141.18	4,715.63
TOTAL	1,005,374.39	901,653.92

* INCLUDES ENERGY CONSUMPTION FOR REFRIGERATION. CALCULATIONS BASED ON INVOICES & ON FACTORS IN THE OCTOBER 2016 MAGRAMA

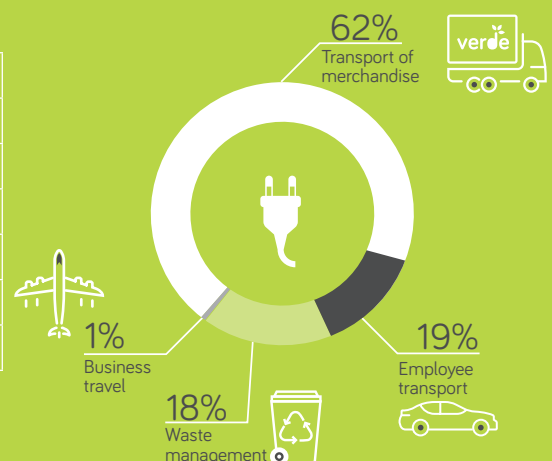


EXTERNAL ENERGY CONSUMPTION

(G4-EN4)

	2015 (Gj)	2016 (Gj)
Transport of merchandise	267,328.6	363,579.86
Employee transport*	102,037.1	108,108.87
Business travel	14,849	5,567.86
Waste management	89,207.8	105,571.70
TOTAL	473,422.4	582,828.28

* EMPLOYEE PARTICIPATION IN THIS EXERCISE WAS 83%.



ENERGY CONSUMPTION IN DISTRIBUTION CENTRES

The intensity of the energy derived from the Cooperative's energy consumption is 1.26 GJ / m², which means an improvement of 0.19 percentage points on the energy consumed per square metre.

The new Free Zone platform incorporates the latest technology for sustainable management, which means a savings of 25% in electricity consumption compared to a conventional platform. The refrigeration plant incorporates innovative energy efficiency systems. Among them, the following stand out:

- **INSULATED LOADING SPRINGS** to minimise loss of cold.
- **LOW POWER LED LIGHTING.**
- **USE OF NATURAL LIGHT.**

• **LIGHTING MANAGEMENT SYSTEM**, which, coupled with the regulation equipment that incorporates the lights, movement sensors and ambient light, allows us to automatically adjust the lighting to its optimum level and even turn it off when it is not necessary.

• **IT INCORPORATES A PHOTOVOLTAIC ZONE** with 1,171 solar panels that supply the new renewable energy installations.

- 25%
REDUCTION IN
ELECTRICITY
CONSUMPTION



ENERGY CONSUMPTION IN OUR STORES

In 2016, Consum's eco-efficient supermarket chain reached 327 stores, representing 75% of our own supermarkets. During the 2016 financial year, electricity consumption was reduced by 109,881.63 GJ, which is approximately equivalent to the annual electricity consumption of 30 conventional supermarkets, a reduction of 10.3%. The energy saving obtained during 2016 refers to the reduction of electricity consumption in the points of sale for the year over the previous one and has been possible thanks to the implementation of new equipment and technologies that are more efficient in lighting, air conditioning and refrigeration:

- **LED LIGHTING:** replacement of current fluorescent lighting by LED lighting in 85 supermarkets, reducing the energy consumption of each store by 50%. Available in 84% of the network.
- **REFRIGERATOR DOORS:** considerably reduce energy consumption, resulting in a reduction in the rate of breakdowns and better preservation of fresh products for sale. New doors have been installed in 13 stores.
- **OPTIMISATION OF CONTRACTED ENERGY CAPACITY:** the contracted capacity of 10 supermarkets in the organisation has been optimised to adjust to real

needs, avoiding unnecessary costs and consumption. 100% of the optimised network.

• **TELEMEASURE + AUTOMATON:** obtains electricity consumption in real time. 13 units have been installed during the exercise. Implanted in 100% of stores.

• **AUDITS OF GOOD ENERGY CONSUMPTION PRACTICES:** in addition to the energy audit, 2 additional voluntary audits have been conducted per store throughout the year to ensure the continuity of environmental awareness in our staff's daily operations. They are carried out in 100% of establishments.

Since the implementation of the Energy Savings and Efficiency Plan, the Cooperative has ceased to emit 36,551 t of CO₂ into the atmosphere, resulting in savings of more than 17 million euros. These results support Consum's commitment to energy efficiency and sustainability as fundamental pillars for the development of Corporate Social Responsibility.

75%
ECOEFFICIENT
SUPERMARKET NETWORK



IT FEELS GOOD TO TAKE CARE OF
WHAT WE DO, TO ENSURE WE DON'T POLLUTE!

EMISSIONS AND WASTE MANAGEMENT

(G4-EN15, G4-EN16, G4-EN17, G4-EN18, G4-EN19, G4-EN20, G4-EN21, G4-EN22, G4-EN23, G4-EN25, G4-EN26, G4-EN28, G4-EN30)

Emissions of refrigerant gases are the Cooperative's greatest environmental impact and account for 53% of our carbon footprint, followed by energy consumption and emissions from freight transport, people and reverse logistics of waste.

The intensity of emissions of greenhouse gases in terms of sales (tons of CO₂/annual sales) derived from the focus range 1 and 2, verified by APPIUS, is 39 tons of CO₂ equivalent calculated on sales, while the previous year was 44.35 tons, which has meant a reduction of 12% in the intensity of the activity.

In addition, a pioneer model of CO₂-cooled negative temperature facilities with a 4,000-fold lower environmental impact on the global warming potential has been implemented in the new openings. This state-of-the-art environmental technology is implemented in 26 Consum stores, so that one in every three CO₂ installations in

Spain is located in a Consum supermarket. In 2016 Consum reduced CO₂ emissions by 3,273 t, which is equivalent to 12,160 adult trees.

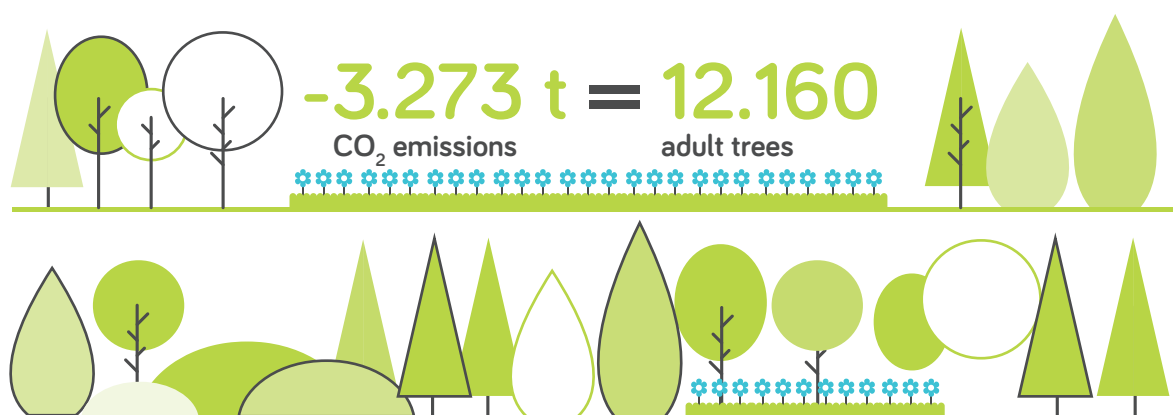
DIRECT EMISSIONS OF GASES AND OZONE-DEPLETING SUBSTANCES

(FOCUS RANGE 1)

(G4-EN15, G4-EN20)

	2015	2016
Refrigerant Gases	77,450.62	67,366.09
Diesel (Gj)	717.51	1,039.03
Natural Gas (Gj)	176.14	264.43
TOTAL	78,344.27	68,669.55

* DATA IN TONS OF CO₂e



INDIRECT EMISSIONS OF GASES WHEN CONSUMING ENERGY

(FOCUS RANGE 2)

		2015	2016
Non-renewable electricity (Gj)*		19,319.51	22,741.75
Renewable electricity (Gj)*		0	0
TOTAL		19,319.51	22,741.75

* DATA IN TONS OF CO₂e

* INCLUDES ENERGY CONSUMPTION FOR REFRIGERATION.

OTHER INDIRECT EMISSIONS

(FOCUS RANGE 3)

(G4-EN17)

		2015	2016
Transport of merchandise		16,559.5	22,521.75
Employee transport*		6,320.6	6,696.74
Business trips		919.8	344.9
Waste management		5,525.9	6,539.58
TOTAL		29,325.9	36,102.97

* DATA IN TONS OF CO₂e

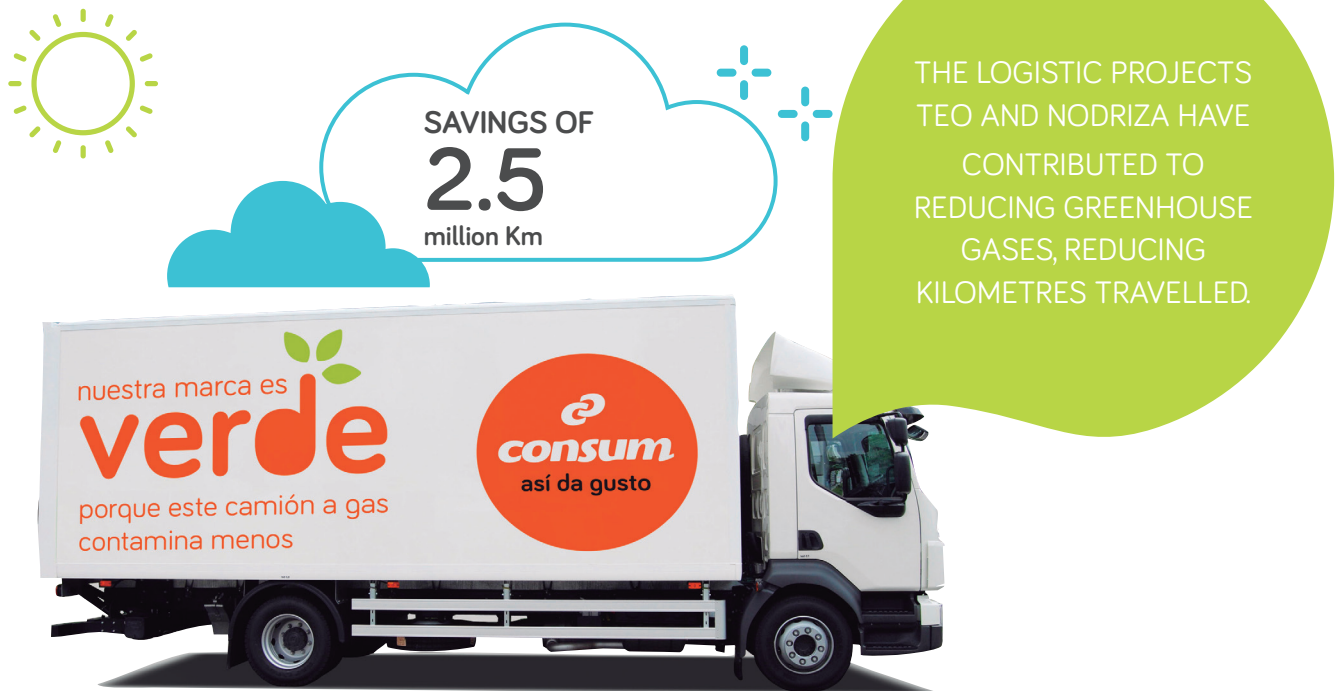
* EMPLOYEE PARTICIPATION IN THIS EXERCISE WAS 83%.

ONE OUT OF
EVERY 3 CO₂
REFRIGERATORS
INSTALLED IN SPAIN
IS LOCATED IN A
CONSUM STORE.

Consum Levante Avenue,
Valencia



IT FEELS GOOD TO TAKE CARE OF
WHAT WE DO, TO ENSURE WE DON'T POLLUTE!

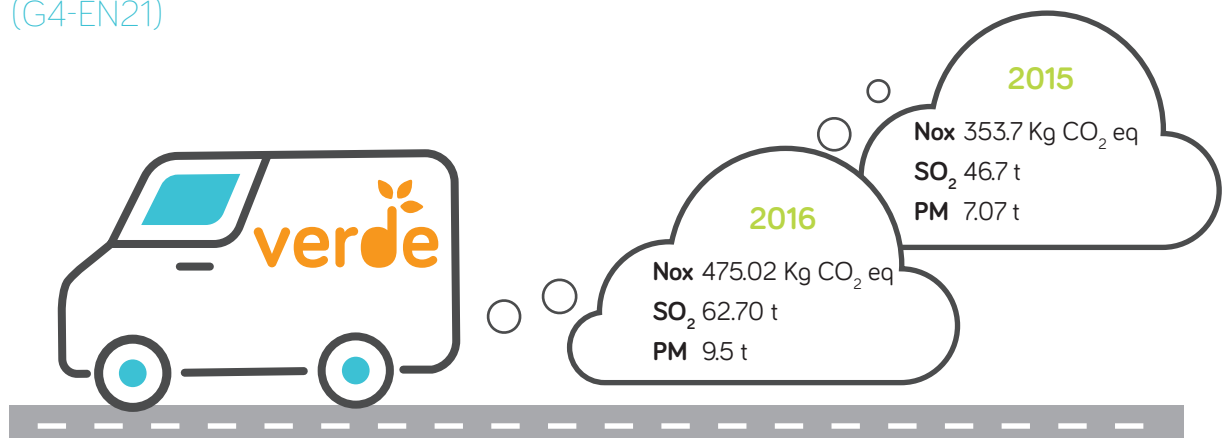


Consum has proposed as an additional objective the prevention and reduction of leakage of refrigerant gases in supermarkets, by investing 1.8 million euros in 2016, to improve the refrigeration facilities of 110 supermarkets. In addition, the R-404a refrigerant gas has been replaced by R-448a with a lower environmental impact in 6 supermarkets, thereby reducing the atmospheric heating potential of these stores by 65%.

In addition, the development of the TEO and NODRIZA logistic projects has also contributed to reducing greenhouse gases, reducing in 2016 by more than 2.5 million the total amount of Kilometres travelled within the supply chain by avoiding the movement of empty trucks. This means an emission reduction equivalent to 1,534.5 tons of CO₂. The progressive renewal of the logistics fleet to liquefied natural gas trucks will allow us to continue to reduce atmospheric emissions from freight transport.

GASES DERIVED FROM FREIGHT TRANSPORT AND HOME DELIVERY

(G4-EN21)





1.8

millions euros

INVESTMENT IN THE
IMPROVEMENT OF
REFRIGERATION
FACILITIES

Sara Gisbert

Consumer Partner from Favara

HE COOPERATIVE HAS DEFINED A SYSTEM, CONSISTENT WITH THE PRINCIPLES OF CIRCULAR ECONOMY, FOCUSED ON IMPROVING THE SELECTIVE COLLECTION OF WASTE MATERIALS.



Jordi Enguix
Consumer partner from Ontinyent



Alejandro Romero

WASTE BREAKDOWN BY TYPE AND TREATMENT

(G4-EN23, G4-EN25, G4-EN22)

WASTE RESIDUE		2015	2016	Treatment
CARDBOARD		17,416.8 t	18,650.51 t	
PLASTIC		1,544.2 t	1,605.51 t	
ORGANIC		6,675.1 t	7,635.01 t	
SANDACH1		1,416.4 t	1,741.88 t	
TONER		3.45 t	4.39 t	
SCRAP		76.7 t	16.18 t	
DANGEROUS WASTE ²		9.42 t	16.19 t	
WATER DISCHARGE		324,999 l	393,546.56 l	
ACCIDENTAL DISCHARGE		0	0	

 Appraisal
 Rubbish dump
 National authorised Manager
 Discharged into public sewers



1 SANDACH RESIDUES CORRESPOND TO THE CALENDAR YEAR, UNLIKE THE REST OF THE WASTE THAT COINCIDES WITH THE FISCAL YEAR.
2 RPS ARE TRANSPORTED. THERE IS NO IMPORT, EXPORT OR TREATMENT AS INDICATED BY LEGISLATION.

During 2016, through collaboration with Ecopilas and its partners, Consum collected 66 t of batteries, 12% more than in the previous year. Through the collection of light bulbs, started in

2015, 5.29 t have also been recovered thanks to customers. The waste is then transported to specialised treatment plants that allow recycling or proper environmental management.



6



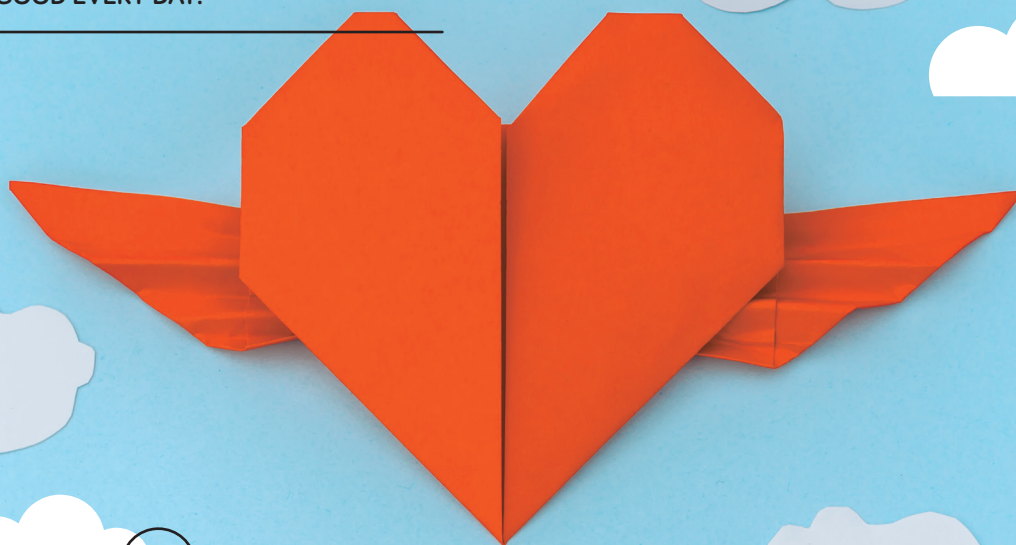
SOCIAL COMMITMENT

It feels good to do
some good

every day!

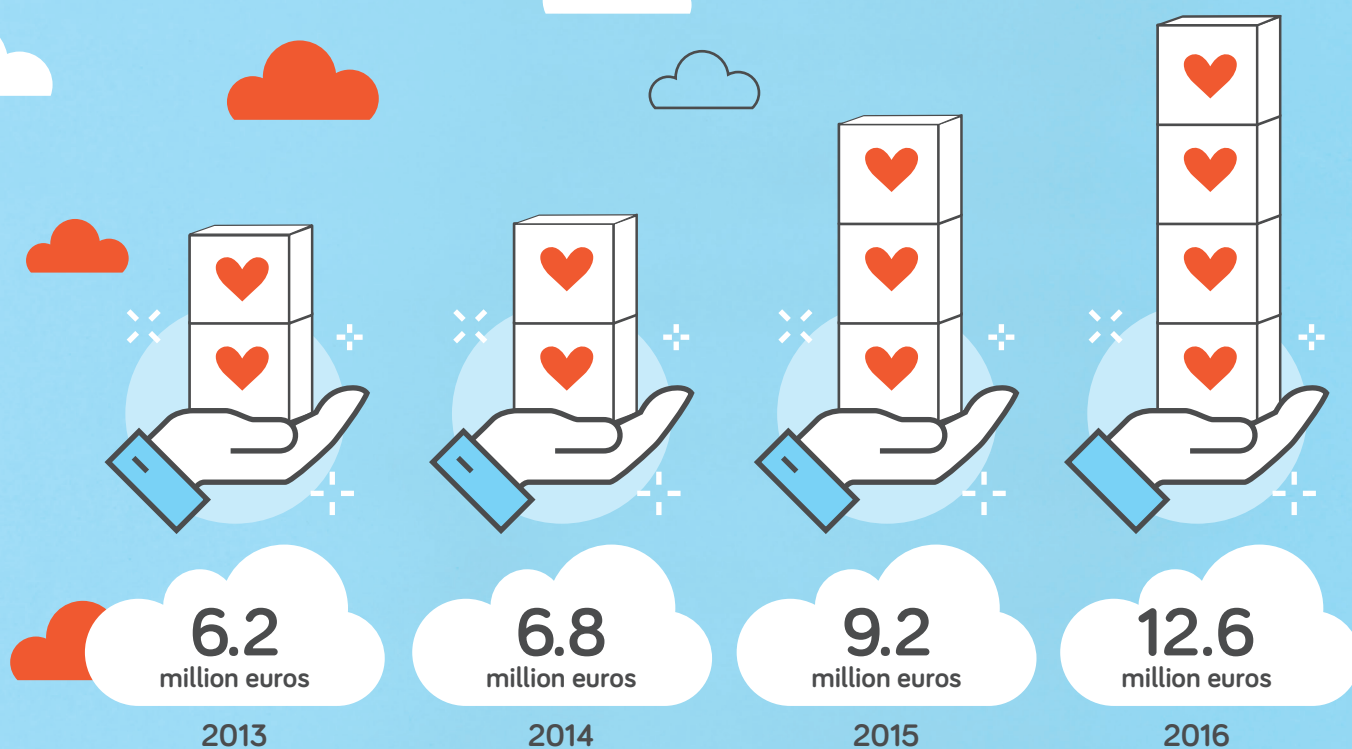


IT FEELS GOOD TO DO
SOME GOOD EVERY DAY!



As a company in the Social Economy, Consum has an inherent commitment to the people and to the communities in which it operates. Within the Social Responsibility Policy, the Cooperative's contribution to society is structured around three fundamental pillars: training for consumers, solidarity programs and integration into the environment.

12.6
million euros
**INVESTMENT IN
SOCIAL PROJECTS**



IT FEELS GOOD TO DO SOMETHING
GOOD FOR OUR CUSTOMERS!

CONSUMER EDUCATION

(G4-SO1, ES5-1, ES5-2)



Having the right information is essential for making consumer decisions that affect our economy or family health, and which also influence society and the environment.

AS A CONSUMER COOPERATIVE, CONSUM
PROMOTES HEALTHY, RESPONSIBLE
CONSUMPTION FOR ALL AGES AND ABILITIES.

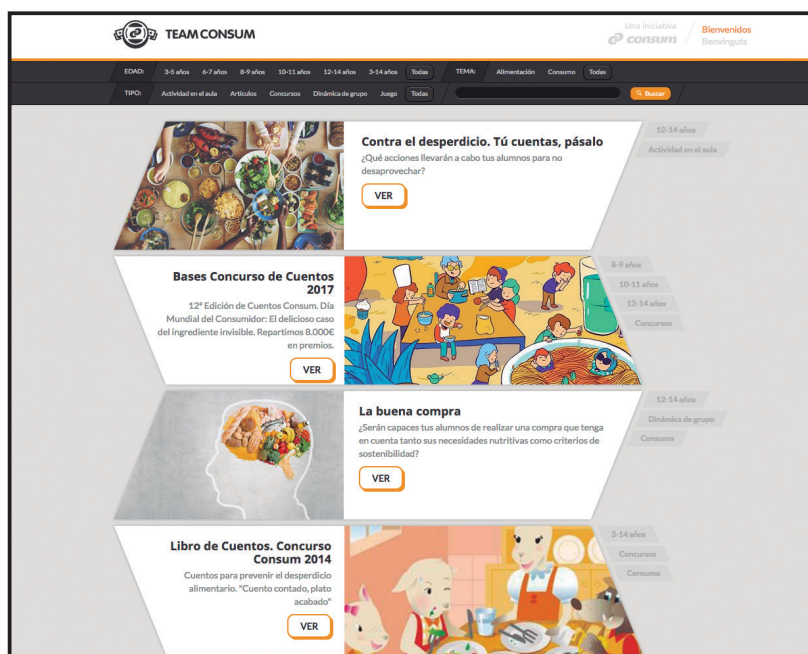
In order to learn healthy living habits, the training programme for young consumers has been consolidated in the Team Consum virtual school workshops, the Story Contest on World Consumer Day, and other training activities in the field of food, nutrition and food safety.

TEAM CONSUM

Team Consum is Consum's educational portal, aimed at teachers by providing training material on responsible consumption for children and young people between 4 and 14 years. This educational resource proposes

various games, dynamics and information to be used in classrooms or school canteens to promote healthy lifestyles and responsible food consumption, while fostering creativity and teamwork.

www.teamconsum.es



EDUCATIONAL
WEBSITE FOR
YOUNG PEOPLE

4,762
visits in 2016

3% 
more than in 2015

IT FEELS GOOD TO DO SOMETHING
GOOD FOR OUR CUSTOMERS!

WORLD CONSUMER DAY

For more than 20 years, Consum has promoted the Rights and Obligations of young consumers through the World Consumer Day Contest, through teamwork, creativity and reflection, as tools to awaken a critical sense in young people regarding consumption decisions, related to current affairs.

This Contest is the longest running social programme within the Cooperative and, now converted into a story contest for the past 10 years, it has attracted more than 27,000 students from primary, secondary, special needs and users of occupational centres of all ages in regions where the Cooperative is located. The project also has the support of the Autonomous Public Administrations in the field of consumption, education and health.

In the 2016 11th edition of the competition, with the participation of more than 2,400 schoolchildren, under the motto "Conectad@ winning depends on you", we bring the centres together so that the students reflect in the classroom on how to make responsible use of internet and their devices, elaborating original and innovative illustrated stories. The centres awarded in 2016 were: "The lost photos", Accésit Special Education for the CPEE Sant Rafael



(Tarragona) with the original text in Catalan; "The overloaded mobile is lying on the sofa," Accésit Occupational Centre La Tramoia (Elx), with the original text in Spanish; "Wow! Mobile effect ", first prize for the Mater Salvatoris school (Lleida) with the original text in Catalan; "Little Red Riding Hood and the tablet", second prize for the IES El Caminàs (Castellón), with the original text in Valencian; And "Learning to live connected", third prize for CEIP Bisbe Hervàs (Puçol), with the original text in Valencian. The awarded works can be consulted in the e-book of the 2016 Edition of the Story Contest available on the Team Consum portal.

The 2016 prize-giving ceremony was held in the Príncipe Felipe Auditorium of the City of Arts and Sciences in Valencia and was attended by the Minister for Sustainable Economy, Productive Sectors, Trade and Labour, Rafael Climent, and the Valencian Institute for Social Action, among others.

27,000
schoolchildren
**PARTICIPATION IN THE
LAST 10 YEARS**



World Consumer Day

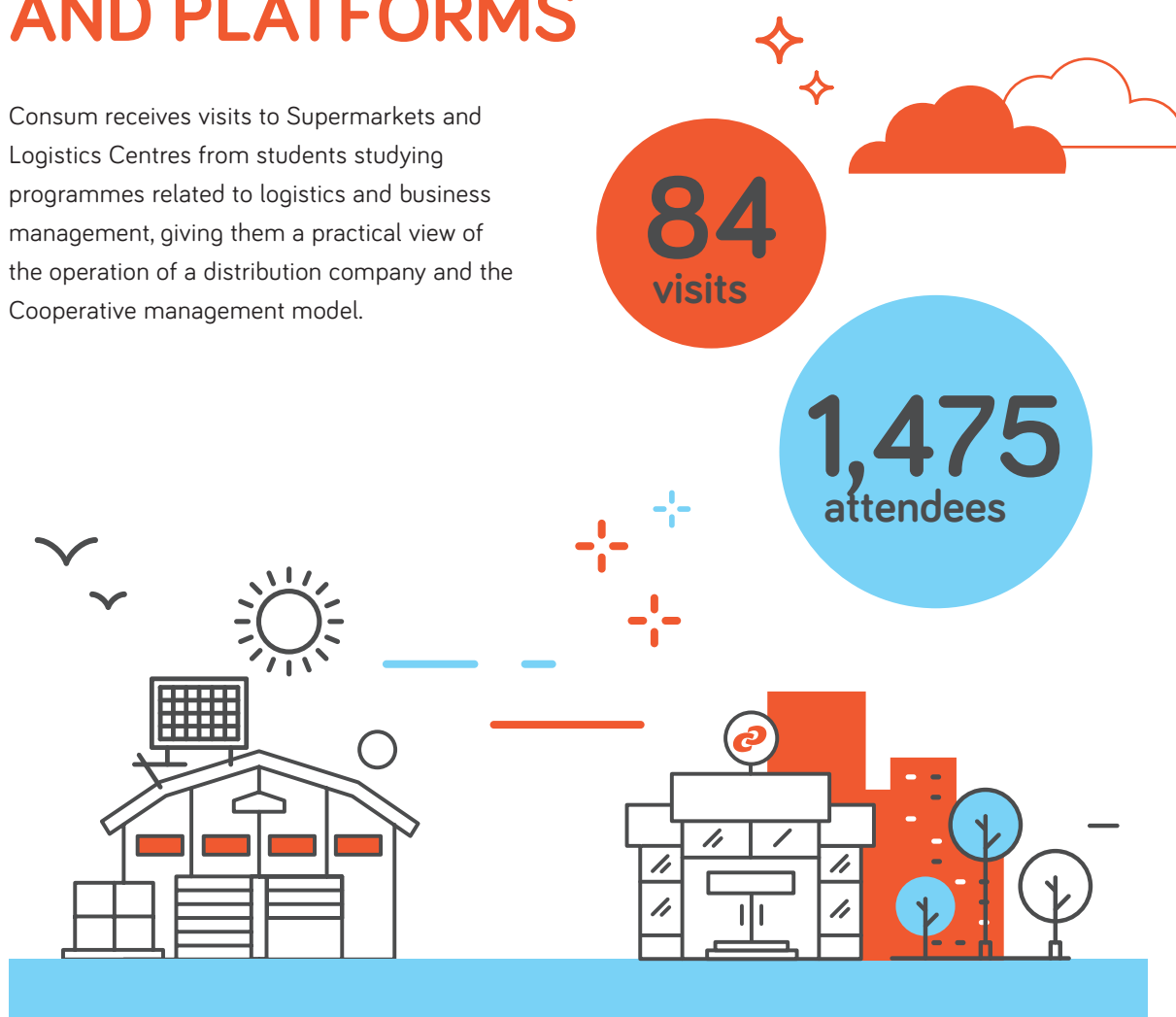
PAIDO

The Comprehensive Child Obesity Care Program (PAIDO) by the Unit against Obesity and Cardiovascular Risk in Children and Adolescents at the General Hospital of Valencia, involves families, educators, nutritionists, Physical Education teachers and other professionals. Consum collaborates in creating a healthy cooking workshop with young people, in which theory and

practice are combined in order to learn to eat and cook in a varied and healthy way. In the workshops, parents accompany their children. During 2016, the programme was attended by 70 people, who have positively valued the practical, fun nature of the workshop, as well as the possibility of preparing the recipes for a complete, healthy menu.

VISITS TO SUPERMARKETS AND PLATFORMS

Consum receives visits to Supermarkets and Logistics Centres from students studying programmes related to logistics and business management, giving them a practical view of the operation of a distribution company and the Cooperative management model.



IT FEELS GOOD TO DO SOMETHING
GOOD FOR THOSE WHO NEED IT MOST!

SOLIDARITY PROGRAMS



5,200
tons
FOOD
DONATED



PROGRAMA DE GESTIÓN RESPONSABLE DE ALIMENTOS



Caritas, Cristo Rey Parish:
Delivery of food to the
Profit Programme

PROFIT PROGRAMME

(G4-EC8)

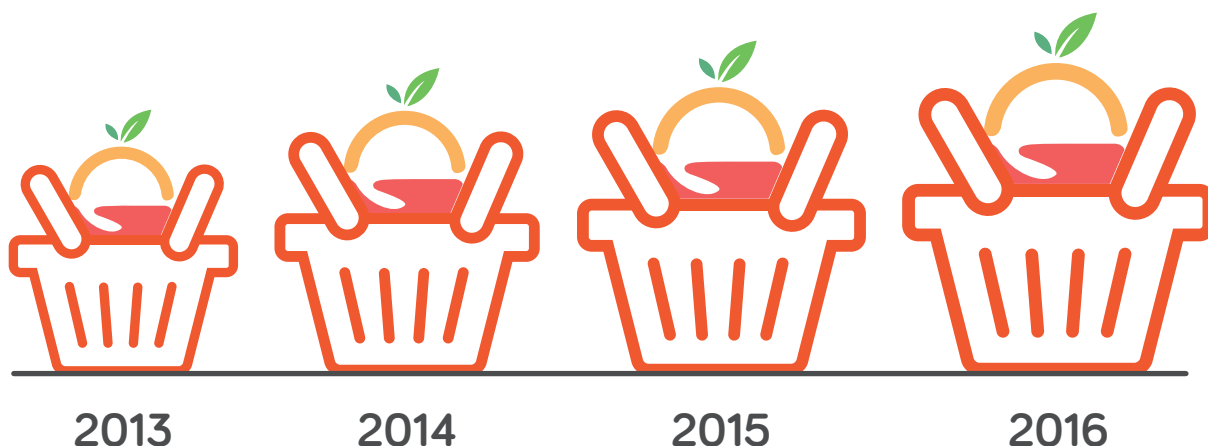


6 million €
1,800 t

6.7 million €
3,000 t

8.6 million €
4,000 t

12 million €
5,200 t



The Cooperative, ever aware of its commitment as a distribution company, has continued to improve the Profit Programme for Responsible Food Management, currently implemented in 100% of the commercial network of supermarkets owned by the Cooperative. It is a project that allows us to take advantage of the food surplus based on the donation of products that are removed from sale by commercial criteria but have not yet reached their expiration date, so they are perfectly fit for consumption. These products are donated daily by the Consum supermarkets, logistical platforms and fresh produce schools to the social services and local bodies of the town councils, so that they are distributed as quickly as possible among the people nearby who need it most. The vast majority of donated foods correspond to packaged products in the deli, meat, fruit, vegetable, sweet foods and dairy sections.

The daily distribution of these foods has been carried out thanks to the work of Consum employees, added to the over 1,000 volunteers from about 200 local bodies and social services of the municipalities with which the Cooperative works. Among the entities that collaborate in the Program are Caritas, Red Cross, Casa de la Caridad, Banco de Alimentos, as well as numerous local associations and social services.

The good management of the food donated in the Profit programme has meant that about 3,000 tons of CO₂ are no longer emitted into the environment, thus minimising the impact on the environment and reducing the carbon footprint as part of the Cooperative's sustainability policy.

IN 2016, THE COOPERATIVE DONATED 5,200 TONS OF FOOD THROUGH THE PROFIT PROGRAMME, WITH WHICH IT HAS BEEN POSSIBLE TO HELP MORE THAN 45,000 PEOPLE.



More information about
the Profit Programme
for Responsible Food
Management:



IT FEELS GOOD TO DO SOMETHING
GOOD FOR SOCIETY!

CHARITABLE ACTIVITIES

(G4-EC8, G4-SO1, ES5-1, ES5-2, ES5-5)

Consum's Social Action programs are based on Charity Sales, or sales on commercial terms advantageous to charity organisations or local public administrations, and

through Social Partnerships and Sponsorships, in which Consum participates jointly by means of a monetary contribution or products from the Cooperative.

CHARITY SALES

(G4-EC8)

In 2016, the Cooperative sold goods in Charity Sales worth more than 2 million euros, which are carried out by supplying subsidised stores and the sale of vouchers or a solidarity card, as payment method, through which beneficiaries can stock up on basic necessities directly in the Cooperative.



CHARITY COLLABORATIONS AND SPONSORSHIPS

(G4-SO1, ES5-1, ES5-2, ES5-5)



375,000 €

GLOBAL INVESTMENT IN
THE COOPERATIVE



In 2016, Consum collaborated with charities and provided sponsorships with an investment of over 375,000 euros. It has collaborated in more than 110 projects with social entities, have benefitting more than 95,000 people. Of particular note are the collaborations with entities such as

Payasospital, Unicef, Pupaclown, Aspanion, Acnur, Compañía de Jesús, Cáritas, Red Cross, Casa de la Caridad, Banco de Alimentos, Challenge, Spanish Cancer Association and the Alzheimer's Association. Among the most important social projects are:



CANCER RESEARCH PROJECTS

- We collaborate with the **Spanish Cancer Association** in the various areas where our Cooperative is located, raising funds for research.
- Consum is a partner company of the **Fundació Josep Carreras**, to which it makes a charity contribution. This foundation promotes projects to research and improve the quality of life for patients with leukaemia and other oncological blood diseases, in addition to managing the official registry of bone marrow donors in Spain.
- Collaboration with **Payasospital** (Comunidad Valenciana), **Associació Kokoro** (Catalonia) and **Pupaclow** (Murcia). These are clowns who, working in coordination with the health staff, use magic, stories, music, and, above all, improvisation, to help bring a smile back to a sick child's face.

INCORPORATION INTO THE WORKFORCE

- Collaboration with the **Red Cross** to promote incorporation into the workforce through store practices and informative activities..

EMERGENCY SERVICES

- Donation of food to the administration and the **Military Emergency Unit (EMU)**, to support families and fire intervention teams in Carcaixent (Valencia) and floods in Los Alcázares (Murcia).

ANIMAL WELFARE

- Free delivery of pet food products to **animal protection associations**.



CONSUM COLLABORATED WITH UNHCR AND THE HOGAR DE CRISTO HOUSING CORPORATION TO HELP MORE THAN 100 FAMILIES AFFECTED BY THE EARTHQUAKE IN ECUADOR.

On occasions when a natural disaster occurs, Consum collaborates with the most disadvantaged. This year, our collaboration with UNHCR and the Corporación Viviendas del Hogar de Cristo (Home of

Christ housing) stands at 100,000 euros to provide accommodation and shelter to more than 100 families affected by the earthquake in Ecuador, for the construction of prefabricated houses.

IT FEELS GOOD TO DO SOMETHING
GOOD FOR INTEGRATION!

INTEGRATION WITH THE ENVIRONMENT

(G4-15, G4-16, CS12)

PARTICIPATION IN ASSOCIATIONS

Consum has been a signee of the national network of the United Nations Global Pact since 2011, reiterating its commitment to the 10 Principles annually. For the first time, the Cooperative is also committed to the United Nations Sustainable Development Goals and has identified in this Report those that are related to its activity, in the corresponding section.

As a fully integrated cooperative in the industrial and social fabric of the communities

in which it operates, Consum maintains stable and cooperative relationships with sectoral associations, both business and social economy and research entities, among others.

Consum's participation in the associations to which it belongs has meant a contribution in 2016 of 232,000 euros, 2% higher than the previous year. The entities are listed below:

BUSINESS AND CONSUMER ASSOCIATIONS:

- Valencian Business Confederation
- Association for Progress in Management
- Valencian Business Association
- Association of Manufacturers and Distributors
- Valencian Community Association of Supermarkets
- Castilla la Mancha Association of Supermarkets
- Catalanian Consell d'Empreses Distribuïdores d'Alimentació
- Murcia Association of Supermarkets
- Spanish Association of Wholesalers, Self-services and Supermarkets
- Valencian Community Business Federation of Agro-food
- Association for the Promotion of Fruit & Vegetables "5 al día"
- Sabor y Salud (Taste & Health) Foundation

SOCIAL ECONOMY BODIES:

- Catalanian Federació de Cooperatives de Consumidors i Usuaris
- Valencian Community Federation of Consumer & User Cooperatives
- Spanish Confederation of Consumer & User Cooperatives
- Union of Associated Work Cooperatives for the Region of Murcia
- Valencian Community Confederation of Cooperatives
- Association for Social Economic Cooperation

RESEARCH AND EDUCATION BODIES:

- Valencian Community Innovation Club
- Innovall
- Technical Institute of ICT
- Technical Institute of Packaging, Transport & Logistics
- Foundation for Stock Exchange & Finance Studies
- Étnor Foundation
- Agrifood
- ADEIT Foundation
- Chair of corporate culture
- Consum-UPV Chair
- Mediterranean Marketing Club
- Institute of Internal Auditors of Spain

THE COOPERATIVE IS COMMITTED TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT OBJECTIVES AND HAS OUTLINED IN THIS REPORT THOSE THAT ARE RELATED TO OUR ACTIVITY.



PROJECTS

(G4-15)

Among the main voluntary collaboration projects with national and international entities, the following stand out:



- **Polytechnic University of Valencia.** Consum-UPV Chair, specialised in geomarketing. Its objective is to promote and develop research activities aimed at improving the marketing and market research process of the Cooperative, improving customer service, whilst promoting the training of UPV students.



- **Red Cross.** Agreement for the incorporation into the workforce of vulnerable groups. The agreement includes the Pluri-regional Operational Program "Fight against discrimination" with the support of the European Social Fund.



- **ONCE Foundation.** Agreement for the socio-labour inclusion of people with disabilities; With a commitment to hire 30 people in the three years of the agreement 2014-2016, in which the number of contracts has been exceeded, reaching a total of 34.



- **Agreements with training institutions** such as the Polytechnic University of Valencia, University of Valencia, Florida University, CEU San Pablo University, EAE Business School, Adeit, etc.



- **Collaboration with the Institute of Diversification and Energy Savings IDAE** in the development of projects initiated under the Cooperative's Savings and Energy Efficiency Plan.



- **ITI.** Collaboration for the management of the cold chain and for the monitoring of energy consumption, among others.



- **ITENE.** Logistics projects Smart Reader and Smart Delivery.



- **Cajamar.** Collaboration agreement with the Charter franchise, to boost the commercial activity of the franchisees.



- **Valencian Agriculture and Environment Foundation (FUVAMA),** for the promotion of healthy breakfasts in Valencian educational centres.

IT FEELS GOOD TO HAVE
SOMETHING TO CELEBRATE!

PRIZES AND AWARDS

(CS-12)



FEBRUARY



- Lleida City Council awarded Consum as '**Solidarity Enterprise 2016**' for its special sensitivity to the needs and actions of entities in the third sector of social action, solidarity, cooperation and development.

MAY



- The Professional Union of Valencia awarded its **I Awards for Excellence** in early May, granting Consum recognition in the Equal Opportunities- Corporate Social Responsibility category (CSR). In this first edition, more than 50 applications were received and assessed.



- **II Prizes de l'Horta Sud**, awarded by El Torricó Newspaper, who awarded Consum a prize in the Economics category for its cooperative model that has experienced a great economic growth from its birth in 1975 until today, as the Largest cooperative in the Valencian Community and the Spanish Mediterranean basin.

JUNE



- Consum received an **award from the Valencia Centro Rotary Club**, for our work in the Valencian Community in the XXX edition of the Awards for Service to the Community.



JULY



- Consum was awarded the **IX Edition of the 'Vila de Massamagrell' Awards**, which were presented in mid-July in the Magdalena Convent, in recognition of our active participation in the development of the town.



- At the end of July, Ice Cream Factory Comaker, a company that supplies Consum's ice creams, won the **tasting contest promoted by the newspaper Expansión**, with its gluten-free pannacotta ice cream with red fruit sorbet topped with white chocolate and raspberry chips. The objective was to find the most complete and delicious ice cream on the Spanish market.

NOVEMBER



- The Cooperative's educational portal Team Consum was awarded prize in the **II Awards for the 50 Best Digital Ideas**, organised by Expansión Digital Economy, within the Digital Education category, in recognition of technological innovation applied to the educational field.



- The City Council of Peñíscola recognised the work of social insertion carried out by Consum for the organisation of courses and contacting companies with job applicants, through the Consistory's Council of Social Welfare.



- Consum won three awards in the Festival of Advertising and Creative Communication 'La Lluna' 2016: Lluna de Plata in the category of Integral Campaign and Lluna de Oro in the category of Events for People's Day - #seamosmaspersonas, developed by the agency WeAddYou, and Gato de Oro in the category of Direct Promotional Marketing for the campaign 'Consum lights up your brands', developed by the Maslow agency.





TRANSPARENCY & HONESTY

It feels good to
have so much

*good news
for you!*



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SUSTAINABILITY INDICATORS

(G4-32, ES)

This Consum S. Coop. V. Sustainability Report has been prepared in accordance with the guidelines of

the Sustainability Reporting Guide from the Global Reporting Initiative (GRI) G4.

LEYENDA

G4	Basic General Content
EC	Economics
EN	Environment
LA	Labour Practices
HR	Human Rights
PM	Linked to Principles of the United Nations Global Treaty

PR	Product Responsibility
SO	Society
ES	Social Economics
CS	Consum's own Indicator

MEASUREMENT TECHNIQUES

(G4-22)

This Sustainability Report has been prepared by the Cooperative's CSR Committee, in which all departments are represented, working and contributing their corresponding indicators. The measurement techniques used to obtain the development indicators correspond to those established by the Global Reporting Initiative (GRI) G4 protocols. The criterion is maintained in a homogeneous and sustained manner. The majority of Consum's own indicators (CS) have been maintained and non-material ones are not

included, applying the criteria of protocol G4.

The information we provide is 100% comparable to the previous sustainability report.

This report is the result of the Consum commitment undertaken through its CSR Committee. The report was able to collect and shape each and every one of the actions carried out in the Cooperative and at the same time to promote new initiatives for improvement.

STRATEGY & ANALYSIS

INDICATORS		PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
G4.01	Statement by the Organisation's chief decision-maker (CEO, president or equivalent) on the importance of sustainability to the Organisation and the Organisation's strategy to address same	10, 12	✓
G4.02	Describe the main effects, risks and opportunities.	12, 24, 82	✓

ORGANISATION PROFILE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4.03	Name of the Organisation	128	✓
	G4.04	Main brands and services	18, 71	✓
	G4.05	Location of the Organisation's Head office	128	✓
	G4.06	Indicate in how many countries the Organisation operates and name the countries in which it carries out significant activities or that have specific relevance to the sustainability issues addressed in the report.	18	✓
	G4.07	Nature of property regime and legal structure	18	✓
	G4.08	Indicate which markets serve the Organisation (with geographical breakdown, by sectors and types of customers and recipients).	18, 36	✓
	G4.09	Determine the size of the Organisation, indicating: number of employees, number of operations, net sales (for private sector Organisations) or net income (for the public sector), capitalisation broken down in terms of debt and equity (for private sector Organisations) and quantity of products or services offered.	34, 35, 36, 40, 46, 50, 71	✓
	G4.10	Number of employees by employment contract and sex, Number of permanent employees by type of contract and sex, Size of the workforce by employees, external workers and sex. Size of the workforce by region and sex. Indicate whether a substantial part of the Organisation's work is carried out by legally recognised self-employed persons or persons who are not employees or external workers, such as contractors' employees and subcontracted workers. Report any significant change in the number of workers (e.g. seasonal hires)	46, 48, 49, 50, 52	✓
PM	G4.11	Percentage of employees covered by collective agreements.	61	✓
	G4.12	Describe the Organisation's supply chain.	34, 38	✓
	G4.13	Significant changes that have occurred during the period under analysis in the size, structure, ownership or supply chain of the Organisation, for example: changes in the location of operations, or in operations themselves, such as opening, closing or expansion of facilities; Changes in the capital structure and other capital formation, maintenance and alteration operations; Changes in supplier location, supply chain structure, or supplier relationship, in aspects such as selection or termination of a contract.	There are no significant changes in the capital structure or supply chain. 36	✓
	G4.14	Description of how the Organisation approaches, if applicable, the Precautionary Principle.	83	✓
	G4.15	List of charters, principles or other external economic and social initiatives that the Organisation subscribes to or has adopted.	102, 103	✓
	G4.16	List of associations (e.g., industrial associations) and national or international promotion Organisations to which your Organisation belongs and in which you: hold a position in the governing body; Participate in projects or committees, make a significant contribution to funds, in addition to the obligatory membership fees; Consider that being a member is a strategic decision.	102, 103	✓

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MATERIAL ASPECTS AND COVERAGE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4.17	List of entities included in the consolidated financial statements of the Organisation and other equivalent documents. Please indicate whether any of the entities included in the consolidated financial statements of the Organisation and other equivalent documents are not included in the report. It may be provided by reference to the information published and available in the consolidated financial statements or other equivalent documents.	Consum S. Coop. V.	✓
	G4.18	Describe the process for determining the Content of the Financial Statement and the coverage of each Aspect, explaining how the Organisation has applied the Principles for Preparing Financial Statements to determine the content of the report.	Materiality Review 2016 26, 29	✓
	G4.19	List of material aspects that were identified during the process of defining the content of the Financial Statement.	Materiality Review 2016 26, 29	✓
	G4.20	Coverage of each material aspect within the Organisation, indicating whether the Aspect is material or not to the Organisation, for all defined entities. Indicate any specific limitations that affect the Coverage of each Aspect within the Organisation.	Materiality Review 2016	✓
	G4.21	Indicate the limit of each material aspect outside the Organisation, indicating whether the Aspect is material or not outside of the Organisation, and indicating what entities, groups of entities or elements consider it so. Also describe the places where the Aspect in question is material to the entities. Point out any specific limitations that affect the Coverage of each Appearance outside the Organisation.	Materiality Review 2016	✓
	G4.22	Significant Changes in Scope and Coverage of each Aspect with regards to previous reports.	There have been no mergers or acquisitions during 2016. The base year of the 2016 Sustainability Report is 2015. Each new year, the previous one becomes the base year. The nature of the business in 2016 and the methods of measurement have not been modified. 108	✓
	G4.23	Cambios significativos en el alcance y la Cobertura de cada Aspecto con respecto a memorias anteriores.	Materiality Review 2016	✓

PARTICIPATION OF STAKEHOLDERS

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4.24	List of stakeholders linked to the Organisation	Materiality Review 2016 28	✓
	G4.25	Basis for the choice of the stakeholders or interest groups with whom you work.	Materiality Review 2016 28	✓
	G4.26	Describe the Organisation's approach to Stakeholder Engagement; For example, the frequency with which it collaborates with different types and groups of stakeholders, or whether the participation of a group specifically took place in the process of preparing the report.	Materiality Review 2016 28	✓
	G4.27	Point out what key issues and problems have arisen from stakeholder engagement and describe the Organisation's assessment, among other aspects, through its report. Specify which stakeholder groups raised each of the key issues and problems.	Materiality Review 2016 28	✓

OUTLINE OF THE FINANCIAL STATEMENT

INDICADORES			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4.28	Period covered by the Statement (for example, fiscal or calendar year).	This Financial Statement is annual in nature, and corresponds to the economic year 2016 for Consum (from February 1, 2016 to January 31, 2017)	✓
	G4.29	Date of last Statement (if applicable)	2015	✓
	G4.30	Cycle of presentation of Financial Statements (whether annual, biennial, etc.).	Annual	✓
	G4.31	Contact information to resolve any queries that may arise regarding the content of the Statement.	consumcooperativa@consum.es 128	✓
	G4.32	Indicate which agreement option from the Guide the Organisation has chosen.	Comprehensive agreement option from the GRI G4 Guide. 108	✓
	G4.33	Current policy and practice of the Organisation with respect to external verification of the report. If these are not mentioned in the verification report attached to the sustainability report, indicate the scope and rationale of the external verification. Describe the relationship between the Organisation and the verification providers. Indicate whether the senior governing body or senior management have been involved in the request for external verification for the Organisation's sustainability report.	External verification APPLUS + CTC audit methodology according to ISO 19011 and following the principles established in the Global Reporting Initiative (GRI) Guide to Sustainability Reporting (G4). The text and verified data are those corresponding to the activities and the geographical extension contained in the Report. APPLUS + has not participated or advised CONSUM in the preparation of the Report, it has been limited to acting as independent verifier, checking the adequacy of its contents. The request for verification was made by the Board of Directors. 6	✓

GOVERNANCE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4.34	Describe the governance structure of the Organisation, including the committees of the senior governing body. Indicate which Committees are responsible for decision-making on economic, environmental and social issues.	Worker and consumer partners elect 75 delegates from each group at the Preparatory Meetings. The 150 delegates that make up the General Assembly of Delegates elect the Board of Governors, the governing body of the cooperative. In all those aspects where the By-Laws do not directly establish the role of the Governing Board, decision-making on economic, environmental and social matters is entrusted to the Board of Directors. ²³	✓
	G4.35	Describe the process by which the senior governing body delegates authority to senior management and certain employees for economic, environmental and social issues.	The Board of Governors delegates the powers of ordinary management of the activity, reserving the faculties that by law are not delegable, for the Board of Directors.(EES Art. 25, 26, 27, 36, 40) (RRI Art. 69-71).	✓

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	G4.36	Indicate whether there are executive or responsible positions in economic, environmental and social matters in the Organisation and whether their holders report directly to the highest governing body.	The Board of Directors exercises executive functions on economic, environmental and social matters and is accountable to the Board of Governors. (EESS Art. 40)	✓
	G4.37	Describe the consultation processes between stakeholders and the governing body on economic, environmental and social issues. If such consultation is delegated, indicate to whom and describe the processes of information exchange with the governing body.	At the General Assembly of Delegate Members, they may consult the Board of Governors on economic, environmental and social issues. The Board of Governors also delegates the power to consult stakeholders to the Board of Directors, which is accountable to the latter.	✓
	G4.38	Describe the composition of the senior governing body and its committees: executive and non-executive, independence, seniority in the governing body, number of other positions and significant activities and nature of such activities, sex, members of social groups with insufficient representation, competences related to economic, environmental and social effects, representation of interest groups.	The Board of Directors assumes competences related to economic, environmental and social effects. 22, 54, 59	✓
	G4.39	Indicate whether the person who presides over the senior governing body also holds an executive position. If so, describe his/her executive functions and the reasons for this provision.	The president of the Board of Governors cannot hold an executive position, in accordance with Art. 37d of the Articles of Association.	✓
	G4.40	Describe the processes of appointment and selection of the senior governing body and its committees, as well as the criteria on which the appointment and selection of the members of the first body are based; Inter alia: if diversity is taken into account and how, if independence is taken into account and how, if and how and in what way knowledge and experience in the economic, social and environmental fields are taken into account, If they are involved in the stakeholders or interest groups (including the shareholders) and in what way.	The Articles of Association of the Cooperative (Articles 36 and 44) and the Internal Rules of Procedure (Article 37 et seq.) regulate the appointment and selection processes of the Board of Governors and the Social Committee of Consum. The conditions of capacity or incompatibility of being a member of the Board of Governors are set forth in the Bylaws (Art. 37).	✓
	G4.41	Describe the processes by which the senior governing body prevents and manages potential conflicts of interest. Indicate whether conflicts of interest are communicated to the parties concerned. Indicate at least: membership of different boards, holding of shares of suppliers and other interest groups, existence of a controlling shareholder, disclosure of related parties.	The Articles of Association (Article 41) specify the processes by which the Board of Governors, the Director General and the General Assembly manage conflicts of interest.	✓
	G4.42	Describe the functions of the senior governing body and senior management in developing, approving and updating the purpose, values or mission statements, strategies, policies and objectives relating to economic, environmental and social impacts Of the Organisation.	The functions of the General Directorate concerning management of the Organisation are described in the Articles of Association (Art. 40a).	✓
	G4.43	Indicate what steps have been taken to develop and improve the collective knowledge of the governing body in relation to economic, environmental and social issues.	The Board of Directors periodically reports the cooperative's sustainability information to the Board of Governors.	✓

G4.44	Describe the procedures for assessing the performance of the senior governing body in relation to the governance of economic, environmental and social affairs. Indicate whether the evaluation is independent and how often it is carried out. Indicate whether it is a self-assessment. Describe the measures taken as a result of the evaluation of the performance of the senior governing body in relation to the direction of economic, environmental and social affairs; Among other things, indicate at least whether there have been changes in members or Organisational practices.	The General Assembly is the competent body to evaluate the performance of the Board of Governors as set forth in the Articles of Association (Art.27b). It is carried out independently and on an annual basis. During 2016 there have been no changes to the members of the Board of Governors.	✓
G4.45	Describe the role of the superior governing body in the identification and management of economic, environmental and social impacts, risks and opportunities. Also indicate the role of the senior governing body in the implementation of due diligence processes. Indicate whether stakeholder consultations are to be used in the work of the senior governing body in the identification and management of economic, environmental and social impacts, risks and opportunities.	The annual Management Plan reflects the impacts, risks and opportunities of the Organisation, approved by the Board of Governors. The results obtained from the materiality process with interest groups are communicated to the Board of Directors.12	✓
G4.46	Describe the role of the senior governance body in analysing the effectiveness of the Organisation's risk management processes in economic, environmental and social matters.	The Board of Governors periodically monitors the effectiveness of sustainability risk management by the Board of Directors.	✓
G4.47	Indicate how often the superior governing body analyses the economic, environmental and social impacts, risks and opportunities.	Annually, in the preparation of the Management Plan.	✓
G4.48	Indicate the main committee or person responsible for reviewing and approving the Organisation's sustainability report and ensuring that all material aspects are reflected.	The Board of Directors reviews and approves the organisation's sustainability report.	✓
G4.49	Describe the process to convey important concerns to the senior governing body.	In the regular dispatches from the Board of Directors to the Board of Governors as well as through the Social Committee and the Social Representatives, who also send their concerns to the Board of Governors, in which the President has a voice but not a vote.	✓
G4.50	Indicate the nature and number of important concerns conveyed to the senior governing body, and describe the mechanisms used to address and evaluate them.	The Social Committee is the body responsible for the ordinary management of labour claims. In 2016, the Social Committee transferred 220 significant labour claims to the Board of Governors, resolved in full during the year.	✓
G4.51	Describe the remuneration policies for the superior governing body and senior management, according to the following types of remuneration: fixed and variable remuneration (based on performance, compensation in shares, premiums, deferred dividend shares or shares transferred), bonuses or incentives for hiring, severance pay, reimbursement, retirement pensions (taking into account the difference between the benefit schemes and the types of remuneration of the governing body, senior management and all other employees). List the performance criteria affecting the tax policy with the economic, environmental and social objectives of the governing body and top management.	The members of the Board of Governors receive no remuneration for the performance of their duties (EESS Art38-6). Senior management receives one fixed remuneration and one variable based on incentives for the achievement of the economic, environmental and social objectives included in the Annual Management Plan.	✓

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	G4.52	Describe the processes for determining compensation. Indicate whether consultants are used to determine remuneration and whether they are independent of management. Point out any other relationship that such consultants have in relation to remuneration with the Organisation.	Remuneration for work done is based on that established in the Regulation of the Internal Regime and Collective Agreement of Consum from a catalogue of job evaluations, prepared by external consultants and independent providers of personnel management services.	✓
	G4.53	Explain how stakeholder opinion is solicited and taken into account with regard to pay, including, where appropriate, the results of voting on policies and proposals related to this issue. Explain how stakeholder opinion is solicited and taken into account with regard to pay, including, where appropriate, the results of voting on policies and proposals related to this issue.	Via the labour climate survey conducted on a biennial basis, which is considered to be the assessment of same for the definition of measures related to remuneration. The results of the Labour Climate Survey are omitted for reasons of confidentiality and are verified by external audit. Annually, the Labour Regulations are drawn up by the Social Committee, which is approved later by the Board of Governors.	✓
	G4.54	Calculate the ratio between the total annual remuneration of the highest paid person in the Organisation in each country where significant operations are carried out with the average annual total remuneration of the entire staff (excluding the highest paid person) in the corresponding country.	Information omitted for reasons of confidentiality and confirmed by external audit.	✓
	G4.55	Calculate the ratio between the percentage increase in the total annual remuneration of the highest paid person in the Organisation in each country where significant operations are carried out with the percentage increase in the average annual total remuneration of the entire workforce (excluding the individual Improvement paid) of the corresponding country.	Information omitted for reasons of confidentiality and confirmed by external audit.	✓

ETHICS AND INTEGRITY

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4.56	Describe Organisational values, principles, standards and norms, such as codes of conduct or ethical codes.	Code of Good Governance. The Code of Ethics is pending approval in 2017.	✓
	G4.57	Describe the internal and external counselling mechanisms for ethical and lawful conduct, and for matters relating to the integrity of the Organisation, such as telephone helplines or counselling.	Internal Relations Committee (Regulations Centre, Art. 4). Audit of Internal Control.	✓
	G4.58	Describe the internal and external mechanisms for reporting unethical or unlawful conduct and matters relating to the integrity of the Organisation, such as staggered notification to managers, reporting mechanisms for irregular practices or telephone helplines.	Complaints Channel pending approval in 2017.	✓

BASIC GENERAL CONTENT

CATEGORY: ECONOMICS

ECONOMIC PERFORMANCE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EC01	Direct economic value generated and distributed according to the accrual principle, taking into account, among other aspects, the basic elements for the international operations of the Organisation indicated below. If the data are presented in accordance with the cash principle, justify it and describe the following basic components: direct economic value generated (income), distributed economic value (operating expenses, employee salaries and benefits, payments to capital providers, payments to Governments by country and investments in communities), economic value retained (according to the formula "direct economic value generated" minus "distributed economic value"). For a better assessment of local economic impacts, break down the direct economic value generated and distributed by country, region or market, where significant. Explain the criteria that have been used to determine their significance.	34, 35, 61, 62	✓
	G4. EC02	Economic consequences and other risks and opportunities for the Organisation's activities arising from climate change.	,61,62,82	✓
	G4. EC03	Coverage of the obligations of the Organisation due to its benefit plan.	The company does not have a private retirement benefit plan. 61,62	✓
	G4. EC04	Economic aid granted by government entities.	61,62	✓

MARKET PRESENCE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EC05	Relationship between the initial salary broken down by gender and the local minimum wage in places where significant operations are carried out.	Non-material.	
	G4. EC06	Percentage of senior managers from the local community where significant operations are carried out.	Non-material.	

INDIRECT ECONOMIC CONSEQUENCES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EC07	Development and impact of investment in infrastructure and service types.	34, 35, 36, 40, 41,	✓
	G4. EC08	Significant indirect economic impacts and scope of same.	36, 37, 46, 49, 68, 70, 99, 100	✓

ACQUISITION PRACTICES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EC09	Percentage of expenditure in locations with significant operations that correspond to local suppliers.	38	✓

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CATEGORY: ENVIRONMENT

MATERIALS

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. EN01	Indicate the weight or total volume of the materials used to produce and package the main products and services of the Organisation during the period of the report. Distinguish between: renewable and non-renewable materials.	83	✓
PM	G4. EN02	Percentage of materials used that are recycled.	83	✓

ENERGY

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. EN03	Internal power consumption	There is no consumption of steam or sale of energy or consumption of fuels from renewable sources. International Energy Agency (IAE) conversion factors have been used. Calculations based on the invoices and the MAGRAMA guide to the calculation of the carbon footprint, October 2016 version. 84	✓
PM	G4. EN04	External power consumption	International Energy Agency (IAE) conversion factors have been used. Calculations based on the invoices and the MAGRAMA guide to the calculation of the carbon footprint, October 2016 version. 84	✓
PM	G4. EN05	Energy intensity	84, 85	✓
PM	G4. EN06	Reduction of energy consumption	Calculations based on the invoices and the MAGRAMA guide to the calculation of the carbon footprint, October 2016 version. 85	✓
PM	G4. EN07	Reductions in the energy requirements of products and services.	Energy-saving measures have not been taken for products and/or services sold.	✓

WATER

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EN08	Total water intake according to the source.	Non-material.	
	G4. EN09	Water sources that have been significantly affected by water abstraction.	Non-material.	
	G4. EN10	Percentage and total volume of recycled and reused water.	Non-material.	

BIODIVERSITY

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EN11	Owned, leased, managed facilities that are adjacent, contain or are located in protected and unprotected areas of great value to biodiversity.	Non-material.	
	G4. EN12	Description of the most significant impacts on biodiversity of protected areas or areas of high value in terms of unprotected biological diversity derived from activities, products and services.	Non-material.	
	G4. EN13	Protected or restored habitats.	Non-material.	
	G4. EN14	Number of species included in the IUCN Red List and national conservation lists whose habitats are in areas affected by operations, depending on the species' level of extinction risk.	Non-material.	

EMISIONES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. EN15	Direct emissions of greenhouse gases (Scope 1)	There is no biogenic CO ₂ . Control is operational. Consumption is obtained from the invoices corresponding to the calendar year. The emission factor is from MAGRAMA and the International Energy Agency (IAE) conversion factors. 86	✓
PM	G4. EN16	Indirect emissions of greenhouse gases when generating energy (Scope 2)	Consumption is obtained from the invoices corresponding to the calendar year. The emission factor is from MAGRAMA and the International Energy Agency (IAE) conversion factors. 86,87	✓
PM	G4. EN17	Other indirect emissions of greenhouse gases (Scope 3)	There is no biogenic CO ₂ . Control is operational. Consumption is obtained from the invoices corresponding to the calendar year. The emission factor is from MAGRAMA and the International Energy Agency (IAE) conversion factors. . 86,87	✓
PM	G4. EN18	Intensity of greenhouse gas emissions.	86	✓
PM	G4. EN19	Reduction in emissions of greenhouse gases.	HCFCs gases have been studied in the machines used. Consumption is obtained from the invoices corresponding to the calendar year. The emission factor is that existing in the MAGRAMA carbon footprint calculation guide and the International Energy Agency (IAE) conversion factors. 86	✓
PM	G4. EN20	Emissions of substances that deplete the ozone layer	Ozone-depleting substances are not produced or exported or imported. Ozone-depleting substances are not produced or exported or imported. Substances verified in the carbon footprint, certified by APPLUS. Emission factors of the MAGRAMA document, October 2016 version 6.86	✓

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PM	G4. EN21	NO _x , SO _x and other significant atmospheric emissions.	Formulas according to the European Regulations for Diesel Motor Emissions. NO _x = Diesel consumption x Conversion Factor (0.035 Kg NO _x) SO ₂ = gr SO ₂ x Km travelled PM = Diesel consumption x Conversion factor (0.002 kg PM) 86,88	✓
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EFFLUENTS AND WASTE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. EN22	Total water discharge according to quality and destination.	This is discharged into the public sewers because it can be considered domestic wastewater. We considered a discharge of 99% of consumption, leaving 1% to evaporation. 86, 91	✓
PM	G4. EN23	Total weight of waste, according to type and method of treatment.	Waste is managed by authorised managers and the disposal method is applied according to the contractor's procedure. 86, 91	✓
PM	G4. EN24	Total number and volume of significant spillages.	There have been no significant spillages.	✓
PM	G4. EN25	Weight of transported, imported, exported or treated waste considered to be hazardous pursuant to Annexes I, II, III and VIII to the Basel Convention, and percentage of waste transported internationally.	Waste is managed by national managers. No dangerous waste is either imported or exported. 86, 91	✓
PM	G4. EN26	Identification, size, protection status and value in terms of biodiversity of water bodies and related habitats significantly affected by discharges and runoff from the Organisation.	Our centres are located in urban areas. Domestic wastewater is poured into the public sewer system.	✓

PRODUCTS AND SERVICES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. EN27	Mitigation of the environmental impact of products and services.	83	✓
PM	G4. EN28	Percentage of products sold and their packaging materials that are regenerated at the end of their useful lives by product category.	86, 91	✓

REGULATORY COMPLIANCE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. EN29	Monetary value of significant fines and number of non-monetary sanctions for non-compliance with legislation and environmental regulations.	72, 75	✓

TRANSPORT

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. EN30	Significant environmental impacts of the transportation of products and other goods and materials used for the activities of the Organisation, as well as the transportation of personnel.	40, 86, 88	✓

GENERAL

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EN31	Breakdown of environmental expenditures and investments.	Non-material.	

ENVIRONMENTAL ASSESSMENT OF SUPPLIERS

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EN32	Percentage of new suppliers that were examined according to environmental criteria	Non-material.	
	G4. EN33	Significant negative environmental impacts, real and potential, in the supply chain and related measures.	Non-material.	

MECHANISMS FOR ENVIRONMENTAL COMPLAINTS

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. EN34	Number of environmental claims that have been submitted, addressed and resolved through formal complaint mechanisms.	No Non-material.	

CATEGORY: SOCIAL PERFORMANCE / LABOUR PRACTICES AND DECENT WORKING CONDITIONS

EMPLOYMENT

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. LA01	Number and rate of recruitment and average turnover of employees, broken down by age, sex and region.	46, 52, 53	✓
PM	G4. LA02	Social benefits for full-time employees not offered to temporary or part-time employees, broken down by significant locations of activity.	54	✓
PM	G4. LA03	Rates of return to work and retention after maternity or paternity leave, broken down by gender.	54, 56	✓

RELATIONSHIPS BETWEEN EMPLOYEES AND MANAGEMENT

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. LA04	Minimum notice periods of operational changes and possible inclusion of these in collective agreements.	For operational changes, the period of notice provided is between 2 and 8 weeks depending on the type of change.	✓

HEALTH AND SAFETY IN THE WORKPLACE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. LA05	Percentage of workers who are represented in formal joint health and safety committees for management and employees, established to help control and advise on occupational health & safety programmes.	Non-material.	

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	G4. LA06	Type and rate of injuries, occupational diseases, days lost, absenteeism and number of work-related fatalities by region and by gender.	Non-material.	
	G4. LA07	Workers whose profession has a high number of incidences or high risk of disease	Non-material.	
	G4. LA08	Health and safety issues covered in formal agreements with trade unions.	Non-material.	

TRAINING AND EDUCATION

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. LA09	Average annual training hours per employee, broken down by gender and by job category.	61	✓
PM	G4. LA10	Skills management and continuing education programmes that promote the employability of workers and help them to manage the end of their working life.	Consum has a pre-retirement plan in accordance with the law. 61, 62	✓
PM	G4. LA11	Percentage of employees whose performance and professional development is regularly evaluated, broken down by gender and by professional category.	61, 63	✓

DIVERSITY AND EQUAL OPPORTUNITIES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. LA12	Composition of governing bodies and breakdown of staff by professional category and gender, age, minority membership and other indicators of diversity.	22, 46, 48, 54, 59, 60	✓

EQUALITY OF REMUNERATION BETWEEN MEN AND WOMEN

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. LA13	Ratio of the basic salary of men to women, broken down by professional category and by significant locations of activity.	54, 58	✓

EVALUATION OF SUPPLIER LABOR PRACTICES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. LA14	Percentage of new providers examined on the basis of workplace practices.	We only work with Spanish or EU companies. No new suppliers have been audited based on labour practices.	✓
PM	G4. LA15	Significant, actual and potential negative impacts of labour practices in the supply chain and measures in this regard.	We only work with Spanish or EU companies. No new suppliers have been audited based on labour practices.	✓

MECHANISMS FOR COMPLAINTS REGARDING LABOUR PRACTICES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. LA16	Number of claims on labour practices that have been submitted, addressed and resolved through formal complaint mechanisms.	Report of conclusions of the Social Committee.	✓

HUMAN RIGHTS

INVESTMENT

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. HR01	Number and percentage of significant contracts and investment agreements that include human rights clauses or have been subject to human rights analysis.	Non-material.	
PM	G4. HR02	Employee training hours on policies and procedures related to those aspects of human rights relevant to their activities, including the percentage of trained employees.	Non-material.	

NON-DISCRIMINATION

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. HR03	Number of cases of discrimination and corrective measures taken.		✓

FREEDOM OF ASSOCIATION AND COLLECTIVE NEGOTIATION

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. HR04	Identification of significant centres and providers where freedom of association and the right to benefit from collective agreements may be infringed or threatened, and measures taken to defend these rights.	We only work with Spanish or EU companies. No centres or providers with a significant risk of freedom of association or collective bargaining are identified.	✓

CHILD LABOUR

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. HR05	Identification of centres and providers with a significant risk of cases of child exploitation, and measures taken to contribute to the abolition of child exploitation.	Non-material.	

FORCED LABOUR

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. HR06	Centres and providers with a significant risk of being the source of forced labour incidents, and measures taken to contribute to the elimination of all forms of forced labour.	Non-material.	

SECURITY MEASURES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. HR07	Percentage of security personnel who have been trained in the Organisation's human rights policies or procedures relevant to operations.	Non-material.	

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RIGHTS OF THE INDIGENOUS POPULATION

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. HR08	Number of cases of infringement of the rights of indigenous peoples and measures taken.	Non-material.	

ASSESSMENT

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. HR09	Number and percentage of centres that have been subject to human rights impact assessments or examinations	Non-material.	

EVALUATION OF PROVIDERS WITH RESPECT TO THEIR HUMAN RIGHTS POLICIES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. HR10	Percentage of new providers examined on the basis of criteria related to human rights.	We only work with Spanish or EU companies. No new providers have been audited in terms of Human Rights.	✓
PM	G4. HR11	Significant negative impacts on human rights, real and potential, in the supply chain and measures taken.	We only work with Spanish or EU companies. No human rights providers have been audited. No suppliers have been terminated due to Human Rights.	✓

MECHANISMS FOR COMPLAINTS ABOUT HUMAN RIGHTS ISSUES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. HR12	Number of human rights claims that have been submitted, addressed and resolved through formal complaint mechanisms.	Non-material.	

SOCIETY

LOCAL COMMUNITIES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
PM	G4. SO01	Percentage of centres where development programmes, impact assessments and local community participation have been implemented.	95, 100	✓
	G4. SO02	Operations centres with actual or potential significant negative impacts on local communities.	36	✓

COMBATING CORRUPTION

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. SO03	Number and percentage of centres in which risks related to corruption and significant risks detected have been assessed.	Non-material.	
	G4. SO04	Policies and procedures for communication and training in the fight against corruption.	Non-material.	
	G4. SO05	Confirmed cases of corruption and measures taken	No material.	

PUBLIC POLICY

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. SO06	Value of political contributions, by country and recipient.	Non-material.	

UNFAIR COMPETITIVE PRACTICES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. SO07	Number of complaints about unfair competition, monopolistic practices or against free competition and results thereof.	Non-material.	

COMPLIANCE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. SO08	Monetary value of significant fines and number of non-monetary sanctions for non-compliance with legislation and regulations.	72, 75	✓

ASSESSMENT OF SOCIAL REPERCUSSION BY SUPPLIERS

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. SO09	Percentage of new providers that were examined based on criteria related to social impact.	Non-material.	
	G4. SO10	Significant negative or negative social impacts in the supply chain and measures taken.	Non-material.	

MECHANISM FOR COMPLAINTS ABOUT SOCIAL IMPACT

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. SO11	Number of complaints about social impact that have been presented, addressed and resolved through formal complaint mechanisms.	Non-material.	

PRODUCT RESPONSIBILITY

CUSTOMER HEALTH AND SAFETY

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. PR01	Percentage of significant product and service categories whose health and safety impacts have been evaluated to bring about improvements.	72, 73, 74	✓
	G4. PR02	Number of incidents of non-compliance with regulations or voluntary codes relating to the health and safety impacts of products and services during their life cycle, broken down by type of outcome of such incidents.	72, 75	✓

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LABELLING OF PRODUCTS AND SERVICES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. PR03	Type of information required by the Organisation's procedures relating to the information and labelling of its products and percentage of significant categories of products and services that are subject to such requirements.	Product health and safety standards are generally and obligatorily applied to 100% of our products. The labeling of all own-label products details the origin of components, content and substances with environmental or social impact, safety and product disposal instructions and environmental impact. The environmental treatment of our packaging is also reported.	✓
	G4. PR04	Number of breaches of regulation and voluntary codes concerning information and labelling of products and services, broken down by type of outcome.	72, 75	✓
	G4. PR05	Results of surveys to measure customer satisfaction.	28, 68, 70	✓

MARKETING COMMUNICATIONS

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. PR06	Sale of prohibited or litigated products.	Non-material.	
	G4. PR07	Number of noncompliance cases or voluntary codes related to marketing communications, such as advertising, promotion and sponsorship, broken down by type of outcome.	Non-material.	

CUSTOMER PRIVACY

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. PR08	Number of substantiated complaints about breach of privacy and customer data leakage.	Non-material.	

REGULATORY COMPLIANCE

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	G4. PR09	Monetary value of significant fines resulting from non-compliance with the regulations in relation to the supply and use of products and services.	72, 75	✓

SOCIAL ECONOMICS

1st PRINCIPLE. PRIMACY OF PEOPLE AND OF THE SOCIAL OBJECTIVE ON CAPITAL

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	ES1.1.	Description of a brief report that highlights the primacy of people and the social objective over capital.	10	✓

2nd PRINCIPLE. VOLUNTARY AND OPEN ACCESS TO MEMBERSHIP

INDICATORS				EXTERNAL VERIFICATION
	ES2.1.	Requirements for the accession of new members to the Organisation.	This is detailed in articles 6 and 8 Social Bylaws	✓
	ES2.2.	Requirements and conditions of withdrawal from the Organisation.	This is detailed in articles 6 and 8 Social Bylaws	✓
	ES2.3.	Evolution of members or members, describing the variation in new memberships and withdrawals.	46, 49, 68	✓

3rd PRINCIPLE. ORGANISATION AND BUSINESS CULTURE WITH THE AIM OF PARTICIPATORY AND DEMOCRATIC MANAGEMENT

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	ES3.1.	Percentage of persons or groups with voting rights in the maximum decision-making bodies with respect to the total number of persons in the Organisation.	20	✓
	ES3.2.	Degree of renewal in the representative bodies of the Organisation, indicating the expected renewal formula.	20, 21	✓
	ES3.3.	Work groups or spaces generated that favour the decision-making of the organisation.	20, 21	✓
	ES3.4.	Percentage of people in the Organisation who participate in some of the groups or spaces generated.	20, 21	✓
	ES3.5.	Information process by which people in the Organisation have access to the information from three sides (corporate, business and economic), indicating the channels, frequency and recipients.	28, 76	✓
	ES3.6.	Percentage of members of the Organisation who have received or participate in specific training activities in social economics in the last year in relation to the total membership of the Organisation.	61	✓
	ES3.7.	Average percentage of actual participation in the highest decision-making bodies.	20, 21	✓
	ES3.8.	Description of the preparatory process of the highest body of social representation.	This is detailed in article 34 of the Social Bylaws	✓

4th PRINCIPLE. CONJUNCTION OF THE INTERESTS OF USER MEMBERS AND OF GENERAL INTEREST

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	ES4.1.	Definition of a map of the interest groups focused on the Organisation.	28	✓

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	ES4.2.	Relational flows between the Organisation and its stakeholders.	28	✓
	ES4.3.	Existence of a section on human rights (rejection of child labour and forced and/or compulsory labour, freedom of access, prohibition of acceptance of bribes, corruption, etc.) within the Policy of social responsibility.	Sustainability Policy (www.consum.es/consum-doc/general/Politica_resp_social.pdf)	✓
	ES4.4.	Adaptation to the cultural identity of the territories where the Organisation operates.	76	✓
	ES4.5.	Existence of a system of evaluation of the satisfaction of interest groups or stakeholders.	28	✓

5th PRINCIPLE. DEFENCE AND APPLICATION OF THE PRINCIPLES OF SOLIDARITY

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	ES5.1.	Organisation of social, cultural or solidarity acts, and monetary or other collaborations in them.	95, 100	✓
	ES5.2.	Existence of actions related to socially responsible investments.	95, 100	✓
	ES5.3.	Existence of a formal declaration requesting suppliers and contracted companies to make a management commitment to respect the environment and be socially responsible.	38	✓
	ES5.4.	Consideration of environmental criteria in the selection of suppliers, products and services.	38	✓
	ES5.5.	Name and type of cooperation activities carried out with other Organisations.	100	✓
	ES5.6.	Percentage of purchases produced in the territory (raw materials, services and fixed assets) / total purchases.	38	✓
	ES5.7.	Existence of policies or procedures for equal opportunities in the selection, promotion and development of staff within the Organisation.	54, 58	✓
	ES5.8.	Data and documentation of significant environmental impacts arising from the business activity.	82	✓
	ES5.9.	Definition and documentation of annual environmental objectives based on significant environmental impacts.	82	✓
	ES5.10.	Breakdown of staff by type of work, by contract and by region, including workplaces occupied by persons with disabilities, over the whole Organisation.	46, 48, 49, 50	✓
	ES5.11.	Total number of staff broken down by age, gender and region, specifying any disabled staff.	46, 48, 49, 50, 54, 60	✓
	ES5.12.	Average rotation of the workforce broken down by age group, gender and region. Specifying disabled staff.	46, 52, 53	✓
	ES5.13.	Measures adopted to collaborate in the preservation or restoration of nearby natural species or spaces, as well as the natural and cultural wealth owned by the Organisation.	Our activity does not take place in protected areas.	✓
	ES5.14.	Availability of a global accessibility audit, recognised worldwide.	All our supermarkets are adapted to the legislation on accessibility, but we do not have any globally recognized audits.	✓

6th PRINCIPLE. AUTONOMY OF MANAGEMENT AND INDEPENDENCE REGARDING PUBLIC AUTHORITIES

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	ES6.1.	Description of a brief report detailing the requirements and limitations of the management sovereignty of the Organisation's highest decision-making bodies.	Each governing body of the Cooperative has exclusive powers, as stated in the Bylaws (articles 27, 36 & 44) 43, 61, 63	✓

7th PRINCIPLE. APPLICATION OF SURPLUSES OR MOST OF SAME IN ACHIEVING THE OBJECTIVES IN FAVOUR OF THE GENERAL INTEREST, OF SERVICES TO MEMBERS

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	ES7.1.	Percentage over Liabilities corresponding to irreparable collective funds.	34	✓
	ES7.2.	Percentage of distribution of surpluses for collective or irreparable funds.	34	✓
	ES7.3.	Percentage of surplus allocated to the members of the Organisation or to the incorporation of people (capitalised or monetised surpluses).	34	✓
	ES7.4.	Increase or decrease in retained earnings at the end of the period.	34, 35	✓

CONSUM

INDICATORS			PAGE OR DIRECT ANSWER	EXTERNAL VERIFICATION
	CS-1	Resources for innovation (hours per person or total euros invested).	43, 63	✓
	CS-6	Average length of stay in the company.	46, 52	✓
	CS-7	Existence of work-family-leisure conciliation measures (reduction of working hours, flexibility of hours, etc.).	54, 55	✓
	CS-8	Percentage of people who take advantage of every measure of work-family-leisure reconciliation.	54, 55	✓
	CS-9	Percentage of investment in training for workers / company payroll.	61	✓
	CS-10	Existence of procedures to evaluate training.	Reciprocal evaluation of students and faculty in order to plan actions for the following year.	✓
	CS-11	Elimination and/or saving of paper in management.	83	✓
	CS-12	Awards and distinctions received during the information period.	102, 104	✓



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Legal Business N°

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(G4-3, G4-5, G4-31)

This Annual Report is the result of Consum's commitment, via the CSR Committee.

The Report gathers, and gives form to, the actions carried out by the Cooperative and impels new initiatives for improvement.

The paper used in this report is FSC-certified and is partially chlorine-free.

