

LOOKING BACK,

TO MAKE A BETTER FUTURE

Sustainability Report 2017

#DecirHaciendo

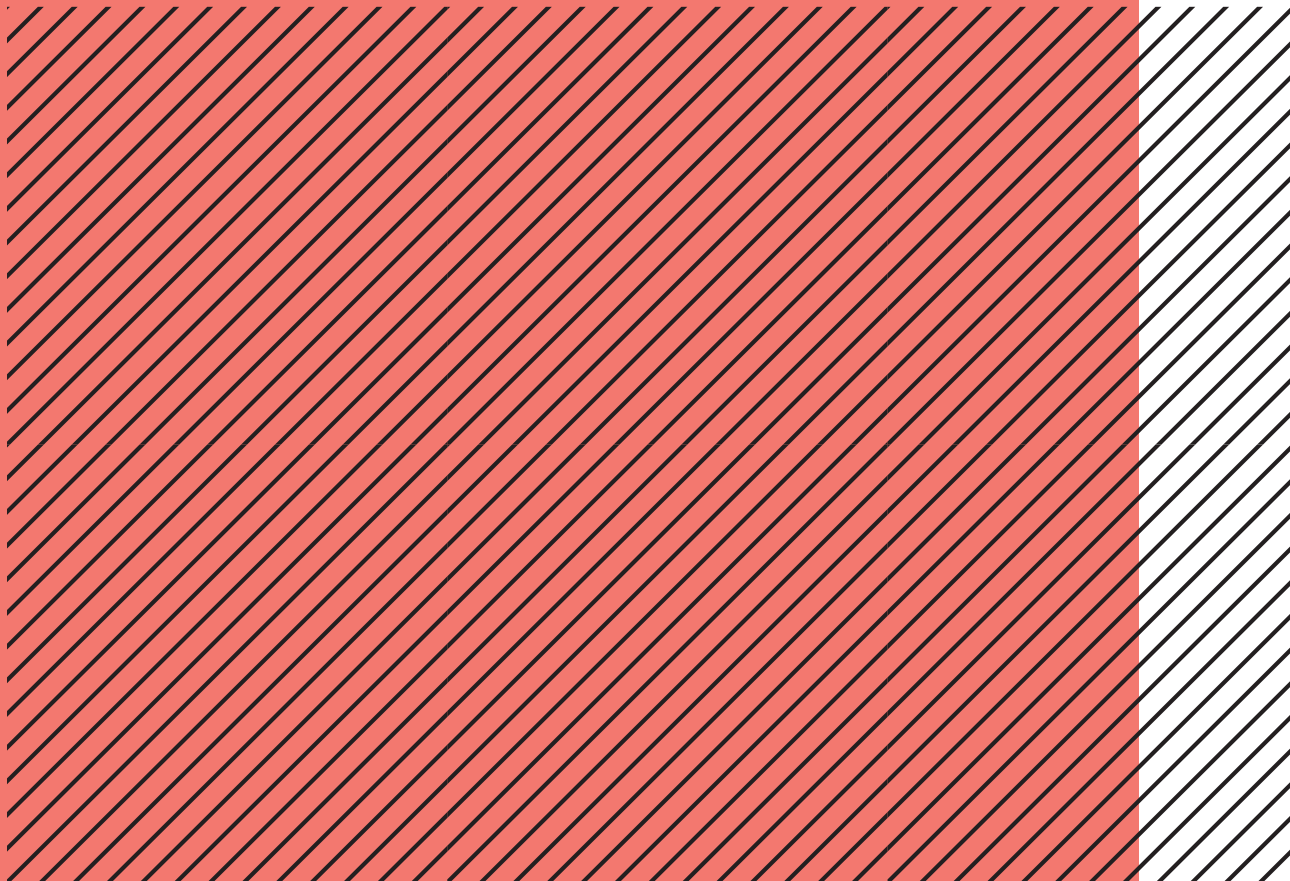


consum

it's great to be

different!

**Because the only way to
guarantee our future is
to move forward and let
our actions show our true
commitment to the world
of tomorrow.**



LOOKING BACK, TO MAKE A BETTER FUTURE

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INDEPENDENT CONFIRMATION

“This report has been produced in accordance with the GRI Standard: Comprehensive option”



INFORME DE VERIFICACIÓN EXTERNA INDEPENDIENTE DE LA MEMORIA DE SOSTENIBILIDAD 2017 CONSUM S. COOP. V.

ALCANCE VERIFICACIÓN:

El equipo de verificación ha realizado una Verificación Independiente de la información contenida en la Memoria de Sostenibilidad 2017 (en adelante “Memoria”) de CONSUM S. COOP. V. (en adelante CONSUM), correspondiente al ejercicio anual terminado a 31 de enero 2018.

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 los Estándares GRI (*GRI Standards*).

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.
- Revisión de la aplicación de los requerimientos establecidos en los *Sustainability Reporting Standards* de *Global Reporting Initiative (GRI Standards)*, de conformidad con la opción “Exhaustiva”.
- Comprobación, mediante procedimientos analíticos y pruebas de revisión en base a muestreos, de la información cuantitativa y cualitativa correspondiente a los contenidos 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.

Consum has had this Sustainability Report for 2017 externally audited, in accordance with our firm commitment to transparency and accountability to our stakeholders. The information included in this report has been verified

by the independent entity Applus+, based on the Principles of the Global Reporting Initiative Guide, Standard version in its Comprehensive option, at the express request of the Governing Board of the Cooperative.



- 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, a partir de sistemas de gestión propios de CONSUM.
- Comprobación de que la información financiera reflejada en la Memoria ha sido extraída de las Cuentas Anuales de CONSUM, correspondientes al ejercicio anual terminado a 31 de enero de 2018, y 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 de conformidad con las exigencias de los Estándares de GRI.
- 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 de los Estándares de GRI" declarado por CONSUM ("**De Conformidad – Opción Exhaustiva**") es apropiado.

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

Fecha: 26 de Abril de 2018

El Verificador:

Maria Grazia Difilippo
Centro de Certificación Applus+ CTC

A handwritten signature in black ink, appearing to be "MG" or similar, written over a faint circular stamp.

1



ETHICS: RESPONSIBLE MANAGEMENT IS ETHICAL MANAGEMENT

**Commitment, honesty
and sustainable activity is
what taking responsibility
really means**

Greta Martínez, Cash-replacement Manager
at Consum Sedaví (València)

#DecirHaciendo

PRESIDENT, FRANCESC LLOBELL

In a year in which consumer confidence has continued to consolidate, and we see a return to the indices prior to the economic recession, we can take stock of a tax year with good results, both at an economic level as well as in personnel management and generation of employment.

This growth rate would not be possible without the hard work of the members and working partners of our Cooperative. You have made customer service your priority, with the attitude, #I'llgowithyou, which goes beyond a merely professional relationship, and makes you the customers' hosts. In Consum, we can affirm that we strive to promote conciliation and equality, training and internal promotion. We are a company that, for fifth consecutive year, has received the Top Employers certificate, international recognition that places us among the best companies to work for in Spain. This year, we are especially satisfied because we are celebrating a decade as a Family-Responsible Company, a certificate that we were the first distribution company in Spain to obtain. In addition, the Ministry of Health, Social Services and Equality has awarded us the Equality in Business Award, a certificate that highlights the Equality policies applied in our Cooperative. In a similar vein, the Valencian Chamber of Commerce has also recognised us as a socially responsible company.

In this sense, in addition to our concern for people, we also care about our environment, so we opt for local, nearby trade, responding to two very important aspects for the Cooperative, i.e., to meet the demands of our customer partners, by offering fresh, sustainable products; and to strengthen cooperation with our suppliers, one of Consum's fundamental pillars, and with whom we share the same values. Likewise, we are also available to people in many localities throughout the country, through our Charter franchises, providing both service and added local value.

Similarly, in Consum, this year we wanted to take another step in our constant commitment to consumer health, by providing education on good eating habits with the Consum-Hospital La Fé Professorship. With this Chair, a pioneer in the sector, we will work on exchanging experience and knowledge to further research and disease prevention, mainly obesity, between a reference health centre, i.e., the Hospital La Fé in Valencia, and Consum.

Likewise, the Cooperative has continued to develop training, social and solidarity activities, among which the Profit program for responsible food management stands

out, a benchmark project for environmental responsibility of which we are particularly proud. At an environmental level, the Cooperative will continue to focus on energy efficiency and the circular economy of resources in order to reduce the impact of our carbon footprint on the environment. We continue with our commitment to the United Nations Global Agreement and with the UN's Sustainable Development Goals, especially highlighted in this sustainability report, and which endorse our management as a socially responsible company.

For Consum, commercial activity cannot and should never be indifferent to the needs and expectations of people and the natural environment in which they live. As a Cooperative, it is a source of pride for us to see that every step we take, making people the focus of our management, translates into positive results for society, the environment and the economy.



(102-14, ES1.01)

MANAGING DIRECTOR, JUAN LUIS DURICH

The balance for the 2017 tax year is positive, in line with the trends in recent years, with a continuing growth rate above the current average for the Spanish distribution sector. These results reaffirm that we are on the right path with our sustainable development plan at Consum, and consolidate our cooperative management model, where people are the focus of all strategic decisions: customers, workers, suppliers, franchisees and social entities.

The Spanish economy is well on its way to recovery, and it looks like we are already reaching pre-recession levels. GDP growth data during 2017 have remained at 3.1%, one tenth less than in 2016. A symptom of this is an improvement in consumer confidence, as well as the amount being spent by families, who have undergone an upswing when it comes to their weekly spending.

For another year, I have the satisfaction of being able to say that profitability and social responsibility are perfectly compatible, as we are a clear example of this. In 2017 we achieved a turnover of 2,518.7 million euros with a growth of 7.45% above the previous year and results of 51.7 million euros, some 10.47% higher. We have opened 38 new supermarkets: 12 Consum and 26 Charter franchises with a volume of investments of 114.3 million euros, guaranteeing the future growth of the Cooperative and contributing to the generation of local wealth in the areas where we have a presence.

However, these good results do not mean that we are oblivious to other, less positive economic indicators, such as the high level of unemployment and continued job insecurity, especially among young people and vulnerable groups; the uncertainty caused by political and social instability; and the progressively aging population. Faced with these challenges, Consum continues striving to create stable, quality employment, as part of our corporate social responsibility policy. In 2017 we created 860 new jobs, reaching a total workforce of 14,364 people.

The Cooperative has also carried out charity collaborations to the value of some 14.9 million euros, in projects together with local social entities that have directly benefited more than 150,000 people. Among these, the 'Profit' Programme for responsible food management stands out, allowing us to take advantage of 6,000 tons of surplus food, thus reducing the emission of a further 3,800 tons of CO₂ into the environment. In addition, Consum has continued to reduce its carbon footprint by 24.3% in 2017, thanks to the development of our Energy Saving and Efficiency Plan. We also continue to opt for the circular waste economy, through our zero-discharge project, one of many such activities.

Another reason for satisfaction during 2017 is that we have exceeded the historic figure of 3 million consumer-partners, a fact that consolidates us as the cooperative with the most consumer partners in Spain. Our gratitude goes out to all the people who trust us and who encourage us to continue working daily to improve our services, both in our physical stores and on-line. To achieve this, we are in the process of digital transformation oriented towards people, with the purpose of digitising those processes and services that they find valuable, and which respond to the demands of an increasingly digitally-aware, responsible consumer.

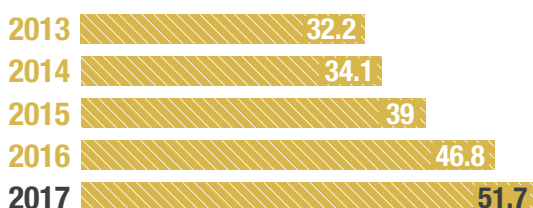
And so, at the close of this fiscal year, we can look back with satisfaction at the developmental path we have been following in recent years. We would like to thank our workers for their effort and commitment which have made it all possible, and our customers for their confidence which has encouraged us to continue along this route, a confidence also reflected in our suppliers, franchisees and social entities. We are convinced that working for and with people is the only way forward, one which enables us to grow every year as a Cooperative and as a socially responsible company.



DEVELOPING MEANS GROWING RESPONSIBLY, FOR THE COMMON GOOD

All of our investments and projects are undertaken with one common goal in mind: to guarantee everyone's wellbeing, and create a better future for all of us.

PROFITS



51.7
MILLION €



10.47%
more than
last year ▲

INVESTMENTS

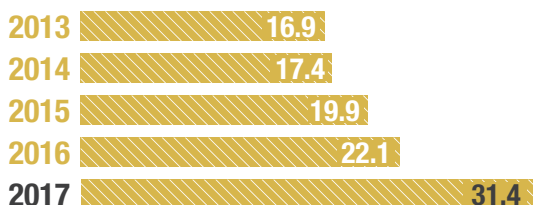


114.3
MILLION €



11.29%
more than
last year ▲

PROFIT SHARING



31.4
MILLION €



2,583 € on
average per
worker-member ▲

INNOVATION

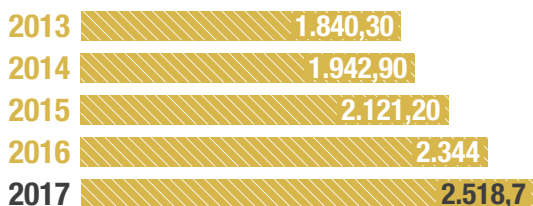


9.9
MILLION €



11%
more than
last year ▲

SALES

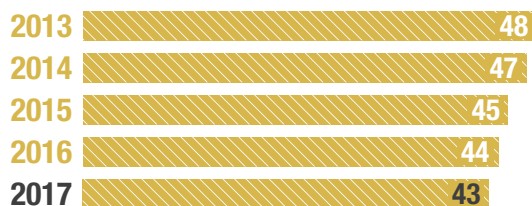


2,518.7
MILLION €



7.45%
more than
last year ▲

TERM OF PAYMENT TO SUPPLIERS

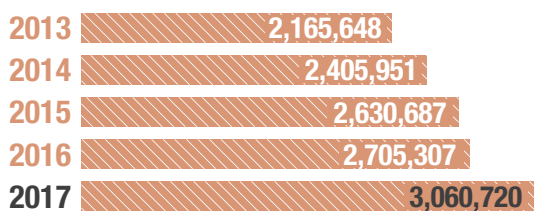


43 days
PAYMENT
DEADLINE

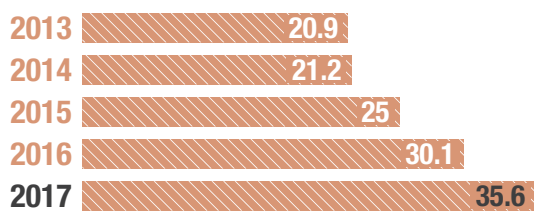


99.4% are
national
suppliers ▲

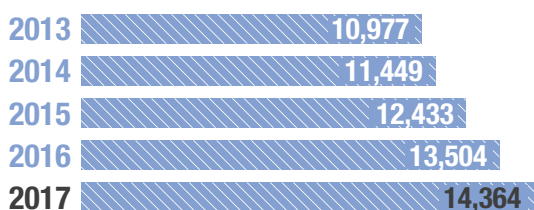
CONSUMER-PARTNERS



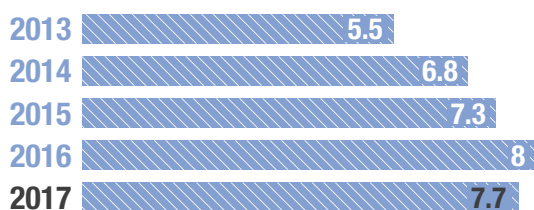
LOYALTY VOUCHERS



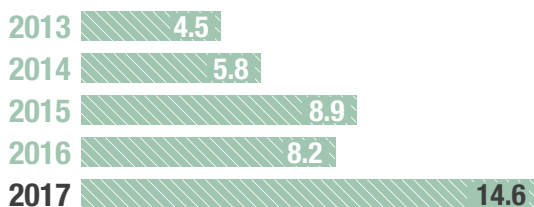
EMPLOYEES



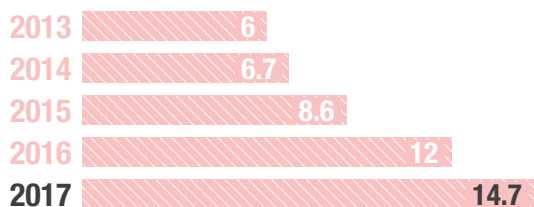
CONCILIATION



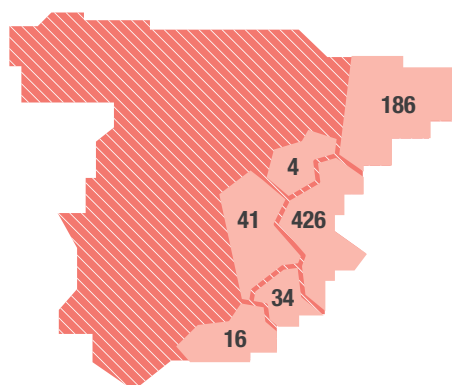
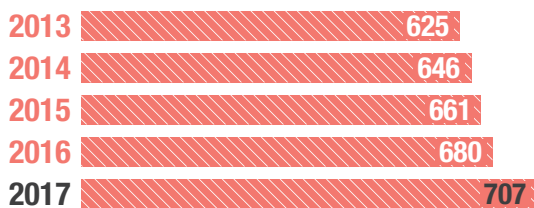
ENVIRONMENTAL INVESTMENTS



PROFIT PROGRAMME



STORES



INTRODUCTION

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 a multi-purpose cooperative, made up of worker-partners and consumer-partners, who, as owners, participate in the capital, management and results.

Consum's business model is based on neighbourhood supermarkets, with people as the hub of our activity. Our commercial offer is characterised by being market leaders in fresh produce, and by offering a variety of products that gives our customers a choice. 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.



(102-2, 102-4 102-5, 102-6, 102-16)

LISTENING TO THE PEOPLE: 30 OBJECTIVES FOR 2020

Sustainability is something that is inherent to the cooperative nature of Consum. It stems from a management model based on placing people as the focus of our business decisions and as a guide to our day-to-

day activities. The Sustainability Policy integrates all other Cooperative policies and is structured in these threefold economic, environmental and social aspects:



Sustainability Management at Consum is carried out via two main bodies: The Social Responsibility Committee, and Stakeholders or interest groups. The Committee has representation at executive level from all departments in the Cooperative, transversally evaluating and coordinating the management of the Cooperative's

Sustainability. For their part, the stakeholders are those groups that are vital for Consum to achieve its objectives, and which, in turn, may be affected by the Cooperative's activities or products. Consum's main interest groups, as well as our communication channels with them are listed below:

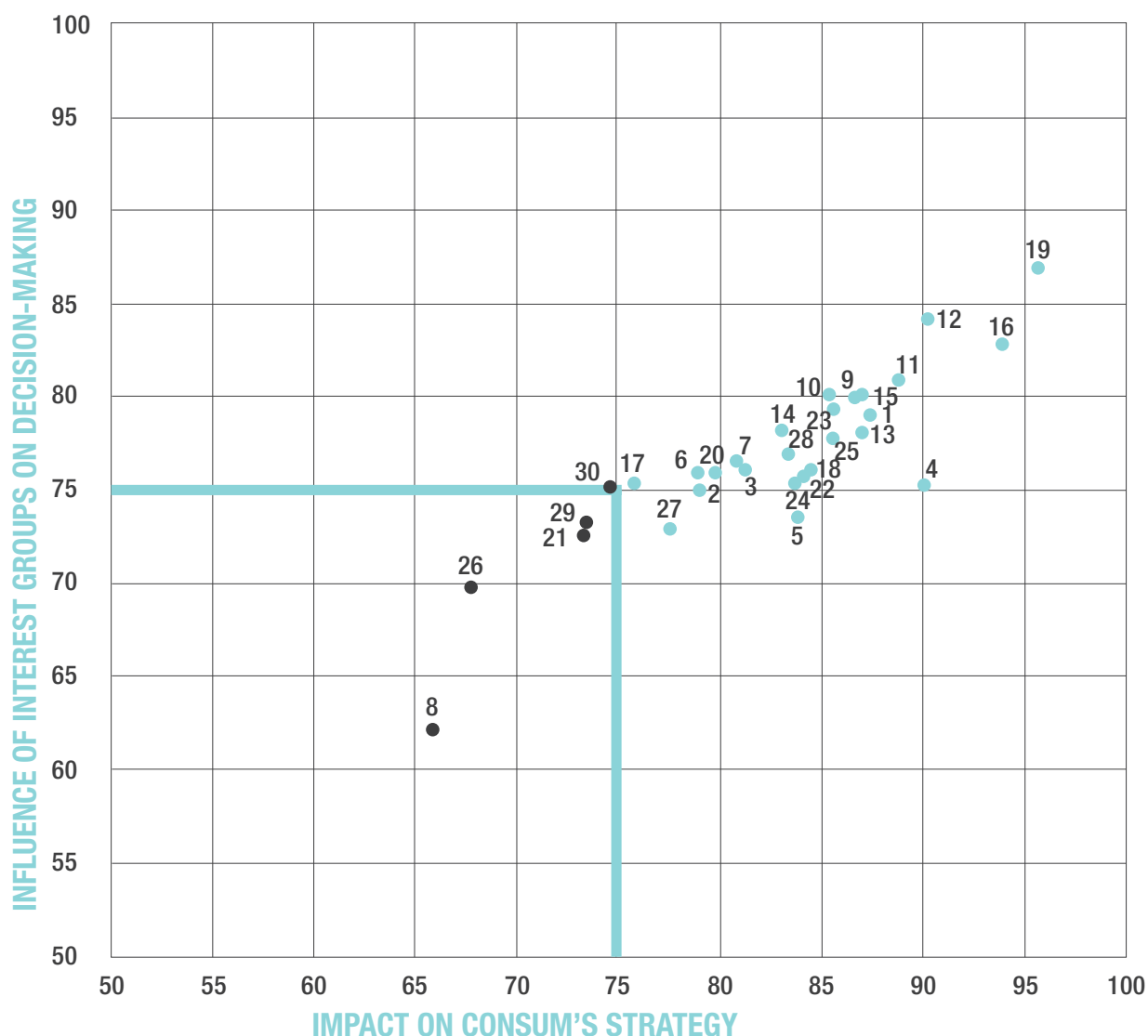
(102-20, 102-40, 102-42, 102-43, 102-44, ES3.05, ES4.01, ES4.02, ES4.05)

INTEREST GROUPS	COMMUNICATION CHANNELS	SATISFACTION RATES
WORKER PARTNERS & EMPLOYEES	• App for employees • Corporative Intranet • Webpage www.genteconsum.es & Social Networks • E-mailing • Monthly magazine BIS • System for proposing continual improvement • Monthly centre meetings • Training activities • Partners' AGM • Informative AGM for annual Delegate Commissions • Other annual events • Complaints channel	A score of 3.77 (out of 5) in the Labour Climate Survey of 2016 (Biennial), 2.7% more than the previous survey.
FRANCHISEES	• Annual events • Complaints channel • www.consum.es & Social Networks	Franchisees grade the organisation's sales and logistics service at 7.38 out of 10, maintaining its previous position.
CONSUMER PARTNERS & CUSTOMERS	• Triannual Partners' meeting • Bimonthly magazine, <i>Entreefficientos</i> • Personalised monthly e-mail • Balance and loyalty voucher • Information in stores • Weekly radio spots • Signs and PA system in stores • Monthly printed newsletters • Active Listening • Channel for complaints • www.consum.es, mundoconsum & Social Networks	Customer assessment of positive perception places us 2 percentage points higher than the competition in an independent study.
SUPPLIERS & CREDITORS	• Business meetings • Annual events • Complaints channel • www.consum.es & Social Networks	Consum holds 2nd place in the commercial ranking of 19 distribution companies, assessed by manufacturers in 2017 by an independent body.
BODIES WITHIN THE COOPERATIVE	• Agreements & Collaborations signed • Annual Events • Channel for complaints • www.consum.es, mundoconsum & Social Networks	100% participation in Consum convocations.

Consum has prepared the 2017 Sustainability Annual Report based on the most widely-used international voluntary standard for preparation of company sustainability reports: The Global Reporting Initiative (GRI), and this year for the first time, on its latest Standards version. Following this guide, the material aspects of sustainability with greatest influence on stakeholders' decisions and biggest impact on the Consum

strategy were identified. The participation process developed with the stakeholders, through surveys and group dynamics, has allowed us to find out their perceptions, expectations and needs. The material sustainability issues that make up Consum's Social Responsibility Strategy have been included in the materiality report as follows:

MATERIALITY MATRIX



1	Normative Compliance	16	Service and Customer Support
2	Participation in Management	17	Accessibility to products and services
3	Relationships with interest groups	18	Benefits Programme for customer-members
4	Growth & Development of the commercial network	19	Freshness, quality and food hygiene & safety
5	Innovation of commercial formats and channels	20	Responsible communication
6	Good practice in the agro-food chain	21	Healthy, sustainable products
7	Eco efficient logistics	22	Energy
8	Franchises	23	Water
9	Creation of stable employment	24	Emissions
10	Equality & Conciliation Plan	25	Waste
11	Continuous training & development	26	Noise
12	Health & Safety in the workplace	27	Packaging Materials
13	Salary and Profit Sharing	28	Joint management of product surplus
14	Wide range of brands	29	Charity activities
15	Consumer information	30	Training in food, health and responsible consumption

(102-44, 102-46, 102-47)



SUSTAINABLE DEVELOPMENT GOALS



In 2015, the 17 Sustainable Development Goals (SDGs) and their 169 objectives for the 2030 Agenda for Sustainable Development were approved by the United Nations, with the purpose of ending poverty, reducing inequalities and fighting

against climate change. For the first time, it was recognised that these can only be achieved through the actions of all social agents, highlighting above all the vital contribution of businesses to Sustainable Development.





To listen to the great challenges of the environment and act in a socially responsible manner, Consum has integrated the SDGs into its Social Responsibility Strategy, giving a joint response to the challenges of the Cooperative and to Society.

The Consum 30-20 Social Responsibility Strategy (CSR) unites the 30 sustainability issues managed by Consum with 30 of the SDGs' goals, in a management and reporting time frame up to 2020.



Participation of each SDG on the Cooperative's global strategy.

CONSUM'S 30-20 CSR STRATEGY

2017 ACHIEVEMENTS

OBJETIVES 2018

01 RESPONSIBLE MANAGEMENT IS ETHICAL MANAGEMENT

1. Include everyone in decision-making	7 worker-partner & 8 consumer-partner assemblies.	Elections to the Board of Governors.
2. Comply with regulations and improve on them by making people our focus.	Publication of the Ethics & Behaviour Code.	Disseminate the Ethics & Behaviour Code.

02 ECONOMIC GROWTH WORKS WHEN IT'S SUSTAINABLE

3. Achieve greater productivity and profit share.	Increase of 7.45% in sales.	Increase sales by 5.4%.
4. Grow, with everyone's interests in mind.	707 neighbourhood supermarkets.	Open 13 new own stores & 30 new franchises.
5. Collaborate with environmental progression.	99.4% of products bought nationally & 66% bought locally.	Disseminate the Code of Good Practice within the chain.
6. Aim for cleaner logistics.	Reduction of 4.7 million km with the Nodriza programme & 197 eco-efficient vehicles.	Renovate 50 trucks from the fleet up to the Euro6 Standard.
7. Reduce noise and disturbance.	4,200 new plastic shopping trolleys to reduce noise.	Incorporate 25 counterbalanced unloading machines & 1,300 plastic shopping trolleys to reduce noise.
8. Use technology to serve everyone.	In-store <i>WIFI</i> for consumer-partners and contactless payment with the Mundo Consum app.	Launch the digital Shift Manager and digital labels.
9. Develop products and services for everyone.	Accessible Consum webpage.	Provide 2 shopping trolleys for people with reduced mobility in newly-opened stores.

03 THE COMMITMENT FROM CONSUM STAFF: TO MAKE A COOPERATIVE TOGETHER

10. Continue to build a cooperative together.	860 new position and 95% of the workforce stable.	Creation of 500 new Jobs.
11. Promote equality between men and women and a good work-life balance.	"Equal Opportunity Employer" stamp from the Department of Labour and EFR Certificate.	Launch of 3rd Equality Plan.
12. Reduce the pay gap.	4.5 M€ to improve basic wages.	Labour incentives for 100% of staff.
13. Encourage professional development for all employees.	4.7 million invested in training.	New online training courses for workers.
14. Reduce sick leave due to illness and/or accidents.	2.7% less absenteeism.	Permanent Health & Safety training.

04 A QUALITY SHOPPING EXPERIENCE

15. Offer the best discounts and personalised offers.	35.6 million Euros in gift vouchers.	38 million Euros in gift vouchers.
16. Listen and find solutions to customers' needs.	8.75/10 customer satisfaction rate.	Chat helpline for the Online Store.
17. Offer a wide, varied selection of products, adapted to the needs of customers and members.	15,000 product references.	Launch a new line of convenience foods.
18. Inform and advise the customer.	Nutritional information pilot for products available on the online store.	Increase number of products with nutritional information available on the Online Store.
19. Encourage the consumption of healthy, sustainable products.	Healthy reformulation of 49 items and extending the ecological range with 165 products, 30 of them Consum ECO.	30% more ecological fresh produce and new MSC sustainable fish items in own brand range.
20. Market top quality products at competitive prices.	9,410 quality controls on own Brand products.	Increase items with Protected Designation of Origin.
21. Foster transparent, truthful communication.	3 rd Peoples Day campaign #I'llgowithyou.	New Corporative Reputation study.

05 ENVIRONMENTAL MANAGEMENT THAT DOESN'T LEAVE A CARBON FOOTPRINT

22. Use materials with lower environmental impact.	100% of our packaging is made from recycled paper & cardboard.	Substitute paper bags for the Online Store.
23. Opt for energy efficiency.	75% of our electricity is from renewable sources.	LED lighting in 100% of the Cooperative.
24. Responsible use of water.	78 new timer taps.	75 new timer taps.
25. Reduce atmospheric emissions.	Decrease our carbon footprint by 24.3%.	Removal of 100% of R404.
26. Recycle 100% of our waste from distribution centres.	Zero Waste Project.	100% of waste from Headquarters & Distribution Centres recycled.

06 A REAL COMMITMENT TO SOCIETY

27. Encourage healthy living & diet and responsible consumption.	Team Consum educational web page.	Technological adaptation of the Team Consum platform.
28. Donate surplus produce.	6.000 t of food donated to Profit Programme.	Implementation of the Profit Programme in 100% of new stores.
29. Be completely involved in charity activities.	164.774€ in charity collaborations and sponsorship.	Renovate Social Insertion Agreement.
30. Work with institutions and interest groups to continue to build together.	Creation of the Consum-La Fe Professorship on Healthy Eating.	External verification of the Sustainability Report.

CONSUM'S CSR OBJECTIVE

- 1 Include everyone in the decision-making process:**
7 Worker-member & 8 Customer-Member Assemblies.

PARTICIPATION AT ALL LEVELS

Both our worker and consumer partners are represented and participate in the General Assembly of Delegates, the Cooperative's highest governing body. It is made up of 150 members, 75 worker partners and 75 consumer

partners, representatives of the members elected at the Preparatory Meetings. The 2017 General Assembly had a 96% participation.

PARTICIPATION IN THE GENERAL ASSEMBLY

GENERAL ASSEMBLY 2016			
150 Total People	126 Participants	84%	
GENERAL ASSEMBLY 2017			
150 Total People	144 Participants	96%	

In 2017, elections for delegated partners were held. In May, eight Preparatory Meetings of consumer partners were held, with a participation of 3,596 people, and seven Preparatory Meetings of worker members, in which more than 6,218 people participated, 50% of the convened worker-partner staff and partners in trial period. The Meetings were held in all the geographical areas in

which the Cooperative operates. In this way, 100% of the members, through the delegates elected in the Preparatory Meetings, have the right to vote.

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	▶▶	4 years period	▶▶	100% Renovation*
SOCIAL COMMITTEE	▶▶	4 years period	▶▶	100% Renovation*
DELEGATES TO GENERAL ASSEMBLY	▶▶	3 years period	▶▶	100% Renovation*

* In all cases, without limitation to appear for re-election in different convocations.

The General Assembly of Delegates elects the Board of Governors, the highest governing body in the Cooperative, with a joint composition of 6 working partners and 6 consumer partners. The Board of Governors delegates to the General Assembly the power of management of the Cooperative, to carry out any plans and decisions adopted.

The Social Committee and its Delegate Commissions, the representative body for the working partners, are the

working groups that favour the exchange of information and decision-making in the organisation. Although there are certain forums of a corporate nature, there are others such as centre meetings, in which all workers can participate. Due to the organisational model of the Cooperative, all Consum employees can participate in organised groups to favour decision-making.

(ES3.01, ES3.02, ES3.03, ES3.04, ES3.07, 102-19, 102-24)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



16.7 - Guarantee to adopt inclusive & participative decision-making at all levels.



CONSUM'S CSR OBJECTIVE

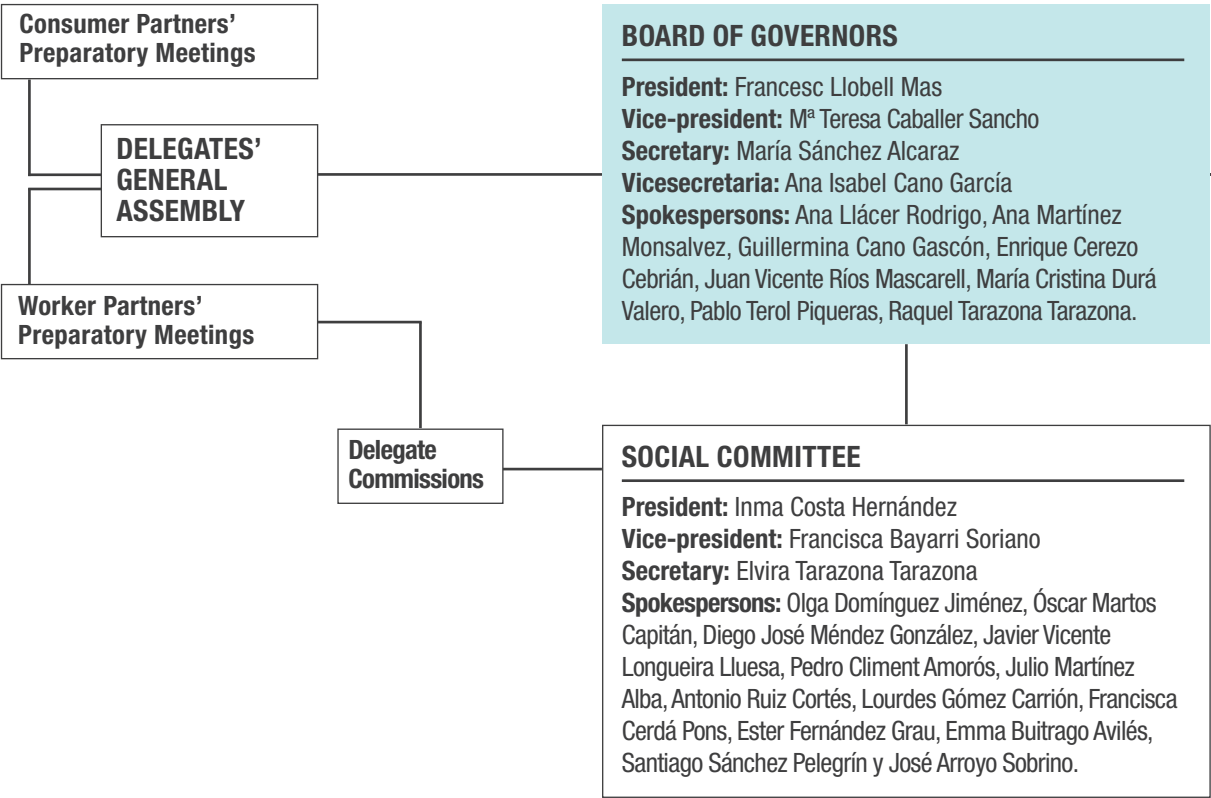
2 Comply with regulations and improve on them by making people our focus: Publication of our Ethics & Behaviour Code.

MANAGEMENT BASED ON ETHICAL VALUES



Board Of Governors

SOCIAL ORGANISATION



(102-22, 405-1)

OBJETIVO DE DESARROLLO SOSTENIBLE DE LA ONU



16.6 - Create efficient, transparent institutions that can be held accountable.



Board Of Directors

MANAGEMENT ORGANISATION

General Manager
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

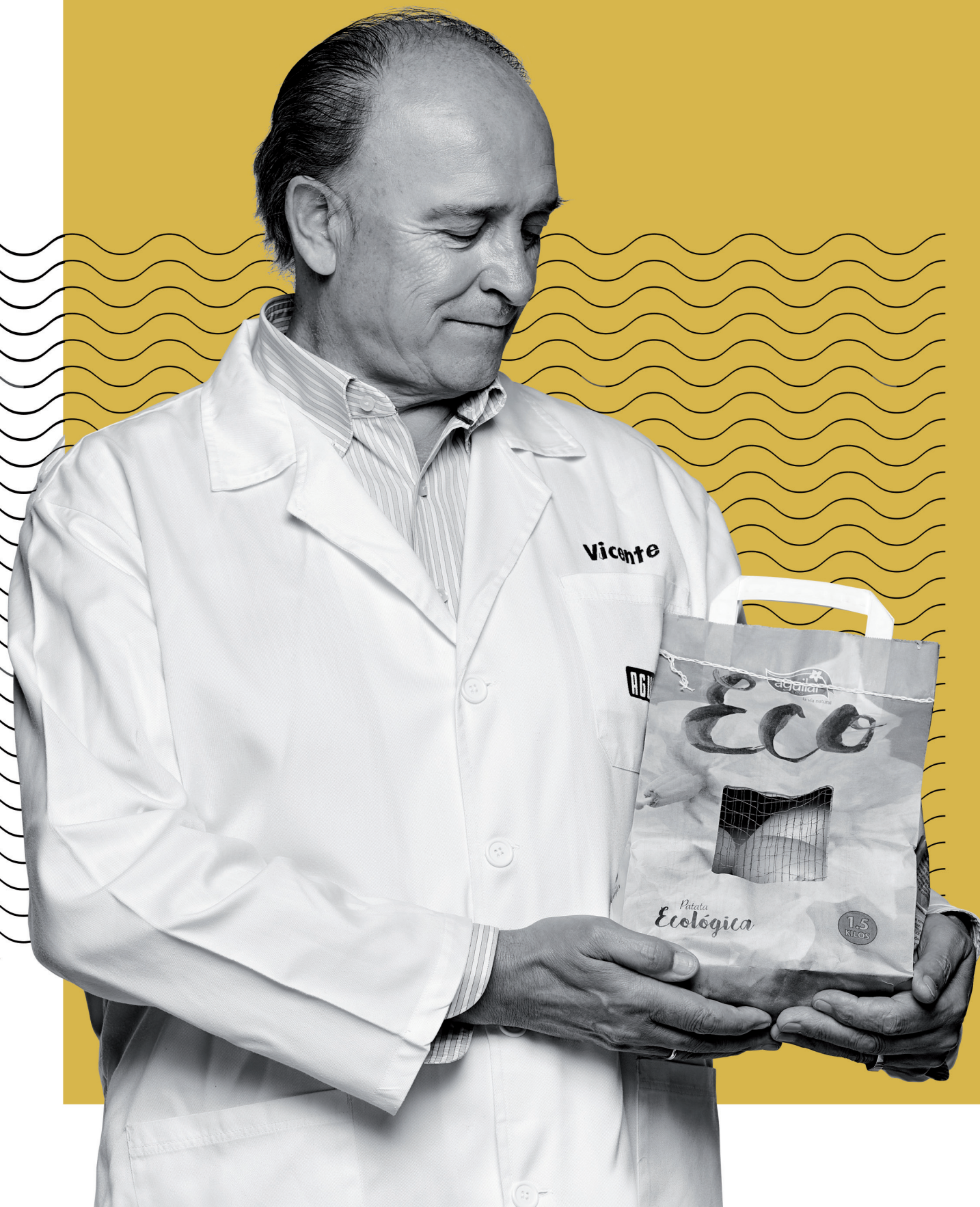
Sales & Logistics of Dry & Non-food Products Management

Agustín Delicado Núñez

Sales & Logistics of Fresh & Refrigerated Goods Managements

Lourdes Brugera Moreno

2



ECONOMIC GROWTH WORKS WHEN IT'S SUSTAINABLE

**Good practices in
the agro-alimentary
chain are a shared
responsibility**

Vicente Aguilar, Manager of Patatas Aguilar

#DecirHaciendo

CONSUM'S CSR OBJECTIVE

3^o Achieve greater economic productivity and profit-share:
51.7 M € in profits.

PROFIT SHARING

Consum closed the year 2017 with sales of 2,518.7 million euros, 7.45% more than the previous year. The result has increased 10.47% over the previous year to reach 51.7 million euros. The 2016 results, which amounted to 46.8 million euros, were distributed in the year 2017. Discounting from these total results the extra-cooperative results (amounting to 3.6 million euros, which are fully allocated to mandatory reserve), and the amount destined to the payment of interest for the contributions of share capital (amounting to 14 million euros), and adding to them the amount designated for the Cooperative Training and Promotion Fund (an amount of 1.55 million euros), the available cooperative surplus of 30.7 million euros is obtained. Of that amount, and by agreement of the General Assembly of June 14, 2017, it has been established that the percentage to be directly assigned to the worker members as a cooperative return is 74.46%.

Therefore, the returns finally distributed in 2017 among all working members of the Cooperative, formed by the cooperative return assigned to the working partners from the results from 2016 (22.9 million euros), plus the

interest for the contributions of obligatory social capital of the working members (8.5 million euros) amounts to a total of 31.4 million euros, which means an average of 2,583 euros per member.

In the Balance Sheet for the fiscal year 2017, 55% of the liability corresponds to own funds, for which the net worth amounts to 540 million euros, of which 27.2% are reserves, thus reaffirming the solidity of Cooperative's assets.

In fiscal year 2017, Consum paid in a direct value of 2,358.5 million euros, which is distributed among the different interest groups as shown in the table below. The economic assets retained by the Cooperative amount to 129.7 million euros, and consists of the value of the amortisations and the result obtained in the fiscal year 2017:

51.7 RESULTS OBTAINED
million euros IN 2017

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

2,358,478,629 €	DIRECT ECONOMIC VALUE CREATED
2,358,478,629 €	Income
2,228,756,875 €	ECONOMIC VALUE DISTRIBUTED
1,883,345,739 €	Operative Costs
336,386,367 €	Salaries & social benefits
2,154,435 €	Payments to fund providers
5,496,234 €	Payments to Public Administrative bodies
1,374,100 €	Investments in the community
129,721,754 €	RETAINED ECONOMIC VALUE
77,997,193 €	Amortisation of fixed assets
51,724,561 €	Result for the tax year

(102-7, 201-1, ES7.01, ES7.02, ES7.03, ES7.04)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



8.2 - Achieve greater economic productivity.

In 2017, the Cooperative invested 114.3 million euros, 11.29% more than in 2016, in the expansion and adaptation of our network of stores, the new logistic facilities in Cataluña and Valencia, and the Digital Transformation Project.

114.3
million euros

INCREASE & REFURBISH OUR
STORE NETWORK



Carolina Travé
Colour-coded vertical PMG
Warehouse in Silla (València)

CONSUM'S CSR OBJECTIVE

4 To grow with others in mind: 707 neighbourhood supermarkets.

CLOSER TO YOU: SUPERMARKETS AND FRANCHISES

With the aim of wishing to be close at hand for our consumers, Consum has continued to grow in 2017 with the opening of 38 new supermarket outlets: 12 under the Consum brand and 26 franchises with the Charter brand. With these new openings, Consum now has a total of 707 supermarkets throughout the Mediterranean region, 445 own brand and 262 franchisees, and a total of 552,430 m² of sales space.

This growth, together with the collaboration of partners and customers, has enabled Consum to maintain its position. In 2017, the Cooperative's national market share by area increased by 0.1% to stand at 4.1%, which

means we remain at 6th place in the national ranking of distribution companies.

Regarding the improvement of facilities, 28 renovations and 8 projects to extend existing supermarkets were carried out, with a total increase of 2,460 m²; the new perfumery model has been extended to 30 more stores; and the winery to 162. In 2017, 3 Consum and 8 Charter stores were closed, in the context of the adaptation of the commercial network. The impact on the surrounding area was minimal, due to the opening of other centres nearby and the complete relocation of the workforce. All these changes were properly communicated to the affected stakeholders.



Irina Rovira y Jorge Bartual,
Charter franchisees

(102-6, 102-7, 102-10, 203-2, 413-2)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE

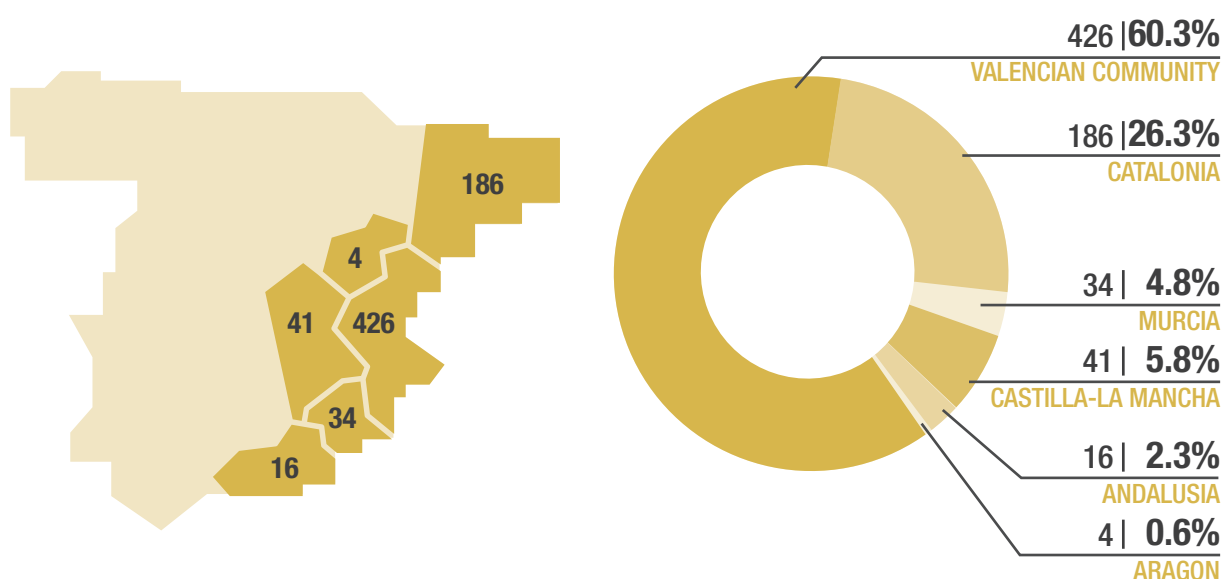


9.1 - Develop quality infrastructures to support economic development and the common good.

GEOGRAPHICAL PRESENCE

The main markets for implementation and sales are the Valencian Community, with a 68% share, and Catalonia

with a 22.58% share. Costs represent the same percentage over the total.



CHARTER FRANCHISES

Thanks to the Charter franchise, Consum provides a service to small towns and urban neighbourhoods whose population would not support the presence of a large supermarket, but who need a good facility, 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.

These stores 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 can find the full range of own brand products in these stores.

The Charter brand invoiced 242.5 million euros, 13.5% more than the previous year, adding 26 more supermarkets to the 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 these new openings, Charter added around 7,000 m², of sales area, closing 2017 with 262 establishments, and generating a workforce of approximately 1,500 employees, 8.7% more than in 2016.

(102-6, 203-2)

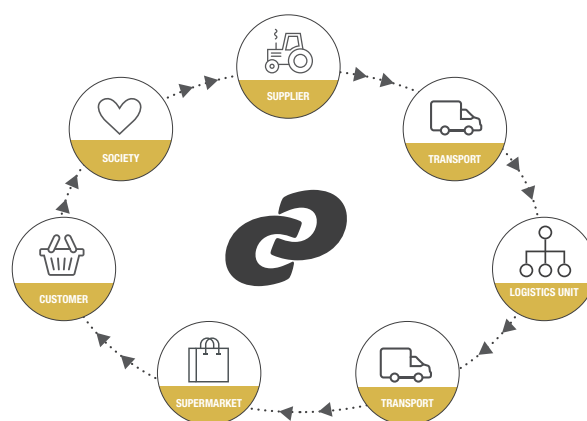
CONSUM'S CSR OBJECTIVE

5 Collaborate in environmental progress:
99.4% of our suppliers are national.

CONTRIBUTING TO THE LOCAL ECONOMY

THE VALUE CHAIN

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



Vicente Aguilar, Manager of
Patatas Aguilar, in Bonrepós
(Valencia)

(102-9, 102-12, 204-1, ES5.03, ES5.04, ES5.06)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



8.3 / 8.7 - Promote entrepreneurial development, innovation and the creation of quality employment.

43 days
AVERAGE
PAYMENT
PERIOD

1,163
COMMERCIAL
SUPPLIER

99.4%
NATIONAL
SUPPLIERS

66%
SUPPLIERS FROM THE AUTONOMOUS
COMMUNITIES IN WHICH WE HAVE A
PRESENCE



Pescados Simó in Benicarló
(Castellón)

The Cooperative works to improve the established payment terms every year. In fact, Consum is one of the fastest-paying companies in the sector, and in 2017 managed to reduce payment terms by one day, placing it at 43 days from reception of merchandise.

Listening and responding to customer needs through innovation, variety of brands, quality and assortment of own brand products and the best price from the outset, make the Cooperative a good business partner for suppliers. Consum occupies 2nd place in the commercial ranking of the 19 distribution companies valued by the manufacturers, carried out in 2017 by an independent entity.

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 Consum uses a total of 1,163 commercial suppliers, making purchases of over two thousand million Euros. In 2017, 99.4% of purchases made by Consum were from national suppliers, with 66% 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.

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

CONSUM'S CSR OBJECTIVE

- 6 Opt for cleaner logistics:** reduction of 4.7 million km with the Nodriza Programme and 197 eco-efficient vehicles.
- 7 Reduce noise & disturbance:** 4,200 new plastic shopping trolleys to reduce noise levels.

EFFICIENT DELIVERY: LOGISTICS

In 2017, Consum continued to develop the Origin Transport Project (TEO), with the aim of optimising all logistics processes, supplying our customers more efficiently. This project consists of administering the supply chain, from the supplier to the Cooperative distribution centres in Valencia, Murcia and Barcelona, by optimising the time taken, working without stockpiling fresh produce 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.

TEO	2015	2016	2017
Participating companies	132 suppliers & 17 transport companies	159 suppliers & 12 transport companies	167 suppliers & 11 transport companies
% of total purchases	63%	80%	80%
Volume of merchandise transported	585,000 pallets	698,316 pallets (up 19%)	786,176 pallets (up 13%)
Estimated economic savings	4,258,249€	6,777,811€ (59% más)	7,201,133€ (14% más)

Another important logistical project is Nodriza, which consists of enabling our suppliers to download all their merchandise in a single Consum Distribution Centre, instead of having to distribute to all the plants. Subsequently the products from different suppliers are regrouped and transported to the remaining distribution centres. 144 suppliers are part of the Nodriza project and in 2017 more than 346,000 product pallets were transported, 93% more than in the

previous year. Overall, this year over 4 million pallets of products were distributed throughout the Cooperative.

This model brings important economic and environmental improvements throughout the whole chain, as it has allowed us to make estimated savings of more than 4.7 million kilometres and has also favoured the optimisation of internal transport between Cooperative Distribution Centres and more efficient costs and logistical processes.

144

SUPPLIERS TAKE PART IN THE NODRIZA PROJECT

(102-7, 102-9)

346.000

PALLETS OF PRODUCE TRANSPORTED

4.7

million
KILOMETRES
SAVED

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



11.2 - Provide safe, sustainable transport systems.

NODRIZA	2015	2016	2017
Participating companies	47 suppliers	105 suppliers	144 suppliers
% of total purchases	-	11%	17%
Volume of merchandise transported annually	60,000 palets	179,421 pallets (up 200%)	346,438 pallets (up 93%)
Estimated economic savings	-	844,008 €	1,466,359 €
Estimated environmental savings	868,000	2,539,062 Km (up 192%)	4,787,300 Km (up 88%)

This year, at Consum we have also worked on a new Route Planning Project based on our own application, developed through a working group with Consum staff and the ITI (Technological Institute of Computing), which offers an overall view of prior planning of routes between logistics platforms and points of sale, taking into account the fleet of vehicles available and the restrictions of each store.

In the same vein, Consum has continued to renew the Cooperative's fleet of trucks to make them more

sustainable. Consum currently has 197 eco-efficient vehicles with less emissions of polluting gases. Among them, the renewal of 89 vehicles with Euro6 engines stands out, in line with the European directive to reduce the emission of polluting gases. In addition, Consum has 9 trucks powered by liquefied natural gas (LNG) for distribution to stores, which is an alternative fuel to oil and a clean, efficient energy source that, when applied to road transport, is fundamental in helping to reduce air pollution by reducing greenhouse gas emissions.



197
ECO-EFFICIENT
VEHICLES

89
VEHÍCLES WITH
EURO6 MOTORS

9
TRUCKS FUELLED BY LIQUID
NATURAL GAS (LNG)

CONSUM'S CSR OBJECTIVE

- 8 Use technology to help people:** In-store WIFI for customer-partners and contactless payment with the Mundo Consum app.
- 9 Develop products and services for everyone:** Accessible Web page for anyone with a disability.

In addition, to be more efficient and solve the problem of saturation in the Distribution Centre shipping areas, a night distribution project has been put in place. This project, the first phase of which has been implemented in 14 supermarkets, transfers part of the activity of distribution of goods to the night section, managing to reduce the distances covered and therefore the emissions of polluting gases while maintaining, in turn, adequate acoustic levels. By 2018 it is planned to continue increasing the service to a total of 40 stores.

At store level, we have implemented isolated technical rooms, as well as the progressive incorporation of plastic trolleys, with 4,200 new ones in 2017, and pallet trucks with rubber wheels in supermarkets, which also allow us to reduce noise and inconvenience to people living nearby. For 2018, it is planned to equip 25 stores with new pallet trucks, as well as in all newly-opened stores that can accommodate them.

In 2017, we were working to adapt the Quality Management system of the processes for the

refrigerated, frozen and refrigerated plants to the ISO 9001: 2015 standard, with the aim of obtaining certification from AENOR.

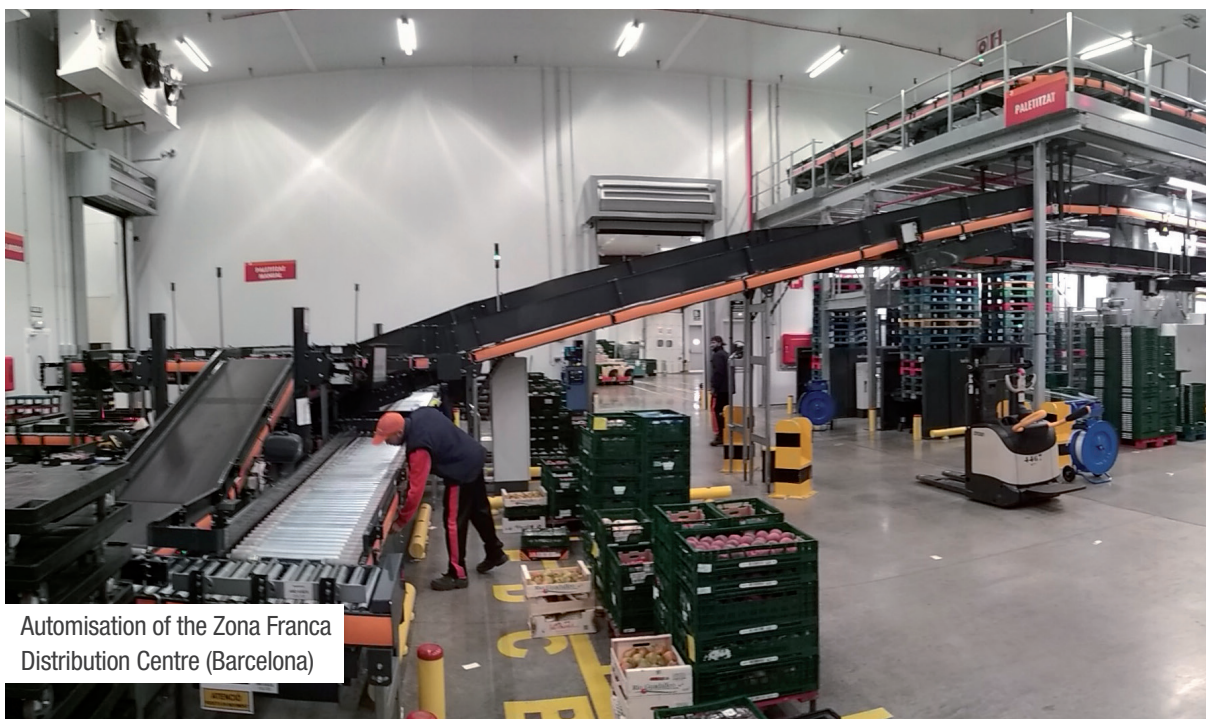
Regarding the new automation in the storage and distribution processes for fresh meat and fruit in the distribution centre at the Barcelona Free Trade Zone, 2017 was marked by the introduction of meat reference items into the automation, reviewing and defining the new processes that are carried out in this new, automated platform and that distinguish it from the conventional plants. These projects guarantee efficient logistics for the opening of new stores in 2018, as well as the expansion of the Cooperative in coming years.

UNIDADES LOGISTICAS

CATALONIA 105,500 m²

VALENCIAN COMMUNITY 68,000 m²

MURCIA REGION 76,000 m²



Automisation of the Zona Franca Distribution Centre (Barcelona)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



10.2 - Promote inclusion for everyone.

PEOPLE-BASED INNOVATION

The new information technologies are increasingly transforming our processes, how we relate to others and how we work. In this sense, innovation has become a fundamental instrument to better respond to the needs of stakeholders.

In 2017, investment in innovation was increased by 11%, up to 9.9 million euros. Among the most important projects started last year were the management of waiting time in the fresh produce sections, which will allow the customer to purchase goods more speedily; the development of the digital label so that price changes are made automatically; the implementation of a free Wi-Fi network for all customer-partners in supermarkets; and the possibility of paying with the *MundoConsum* app through the contactless system. In addition, a mobile version has been developed for the employees' website and the online store, as well as the installation of in-store beacons that inform the customer, keeping them up to date with the latest news.

Consum's online store celebrated its first anniversary, now located in 32 towns in the metropolitan areas of Valencia and Alicante, and including these two cities, and extending the service to Barcelona. This involves the creation of 160 specialised jobs for the preparation of orders.

Through the Consum online store, customers can access 9,000 items, including freshly cut and on-

tray products, as well as a wide variety of brands. In addition, they can plan both the day and the time of delivery of the online purchase, choosing from one-hour bands. To guarantee the best service, specialised staff select all the items in the order, always picking the most suitable product, and considering the freshness and quality of fresh produce or refrigerated items. The Cooperative plans to continue the expansion of its online store to other areas in the coming months. All the advantages of purchasing in a physical supermarket are present in the Consum online store, since the Consum loyalty program Mundo Consum is completely linked to the platform, so the personalised offers for each consumer-member are maintained, and the same discounts and "*loyalty vouchers*" as in the physical supermarket are applied.

In addition, Consum has implemented usability and digital accessibility criteria in its online portals through a tool that offers users with different abilities, both visual and motor, the ability to browse their corporate websites simply, adjusting to their needs.

Finally, it is worth noting the continuation of the process of digital transformation focussed on people, which began in 2016 with the creation of the Digital Transformation Office, which will allow us, through these new projects, to digitise processes and services, in order to optimise them, and which will translate, in turn, into an improvement in productivity.

9.9
Million Euros
INNOVATION

160
NEW POSITIONS
SPECIALISING IN THE PREPARATION OF
ONLINE ORDERS

9,000
REFERENCE ITEMS
AVAILABLE ON THE
ONLINE STORE

(102-2)

3



THE CONSUM PEOPLE COMMITMENT: TO BUILD A COOPERATIVE TOGETHER

**Proud to be employees
and owners of a
different type of
company, focussed on
people**

Jose Manuel Serrano & Tania Madroñal,
Fresh produce salespeople at Consum Sedaví
(València)

#DecirHaciendo

CONSUM'S CSR OBJECTIVE

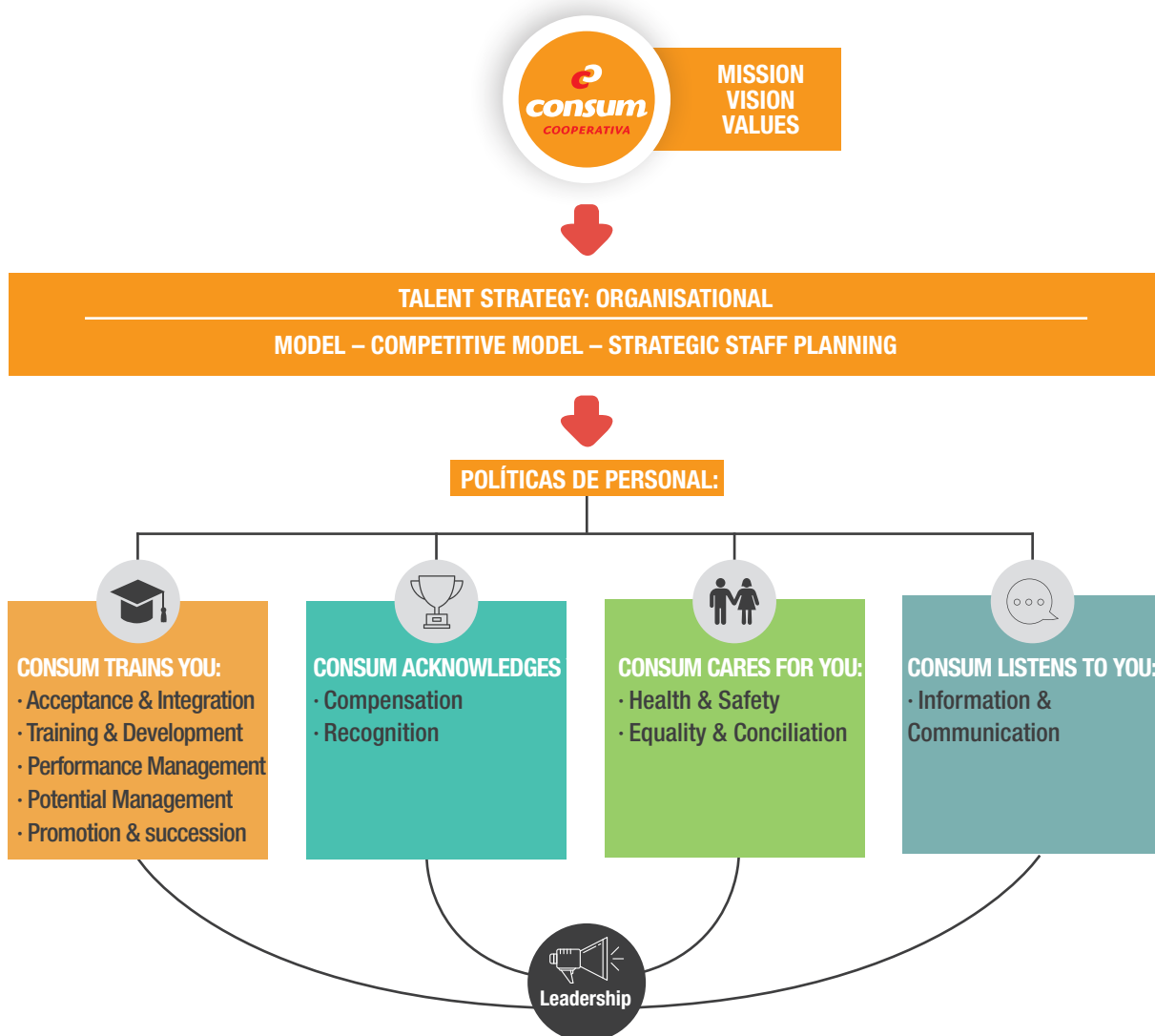
10 Continue to build a cooperative together:
860 new positions and 95% of the workforce stable.

CREATING STABLE, QUALITY EMPLOYMENT

Consum's talent strategy is completely aligned with our corporate strategy, and especially with our mission statement: "*Committed workers means satisfied customers*". Therefore, people are always the centre of our management focus.

In 2017, Consum continued to develop and renew its personnel policies, providing them with the tools to ensure that we can meet the future need for skills and talent within the organisation. An internal talent that can be defined as "*Intelligence in action*".

These basic policies or principles ensure that, within the organisation, people are developing all their potential (*Consum Trains You*), they are being recognised for their contribution (*Consum Acknowledges You*), they work in an environment where personal and professional well-being are promoted (*Consum Cares for You*) and that they have all the information they need and can express their opinion (*Consum Listens to You*).



(102-7, 102-8, 202-2, 203-2, 401-1, 405-1, ES2.03, ES5.10, ES5.11, ES5.12)

OBJETIVO DE DESARROLLO SOSTENIBLE DE LA ONU



8.5 - Achieve full and productive employment and quality jobs for all.

Leadership is a transversal personnel policy. This means that all managers in the cooperative are responsible for acting in accordance with these policies and for passing them on to their teams, as defined.



All the units in the business (headquarters, distribution centres and supermarkets) work focussed on the store and the client. The employees, as hosts, aim to make customers feel at home, with an attitude that shows that their priority is to assist and guide them while they shop.

To complement this working model in our supermarkets, a project has been developed aimed at achieving excellence in focussing on people, converting the supermarket chain of command into advisors for their teams. This project, based on our interest in the people who work at Consum, as well as their training and motivation by managers, has achieving excellence in customer service as its ultimate goal.



excelencia en la orientación a las **personas**

All these policies are a clear reflection of Consum's values: the creation of stable, quality employment, investment in training, internal promotion and commitment to a good quality of life at work.

The Cooperative's Conciliation and Equality Plan is a pioneer in the distribution sector and one of its most advanced.

Particular importance is also given to internal communication. All campaigns are developed under the internal name Gente Consum. In this respect, all the people who work at the Cooperative were able to participate through an exclusive website for internal use in diverse dynamics of awareness and identification of the Cooperative's values, under the slogan "You are one of us", based on three phases: "we're workers and partners", "we're a responsible company", and "our supermarket is different".

860

NEW POSITIONS

14.364

PEOPLE ON THE
WORKFORCE

72,4%

WOMEN ON THE
WORKFORCE

39

AVERAGE AGE OF
STAFF MEMBERS

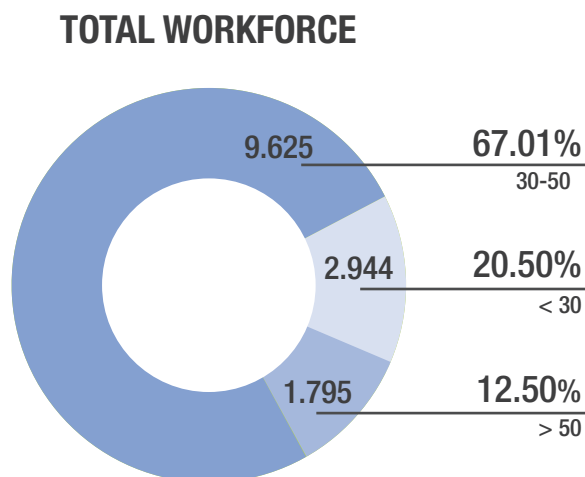
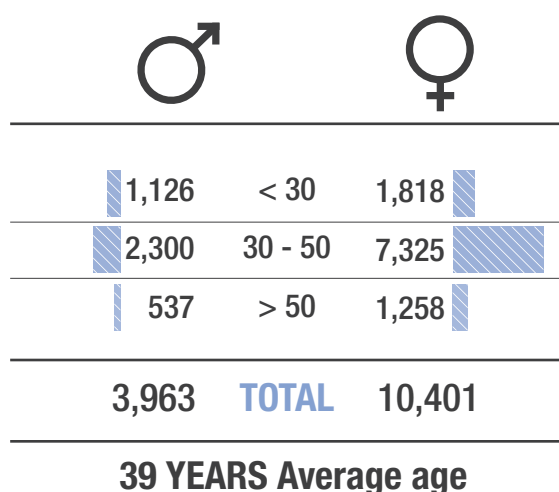
95%

WORKER
PARTNERS

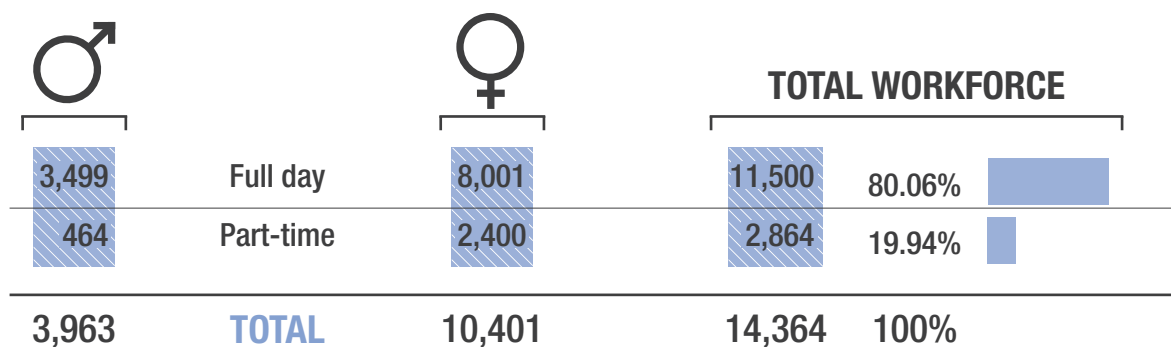


Entrance to the offices at Consum's Headquarters in Silla (Valencia)

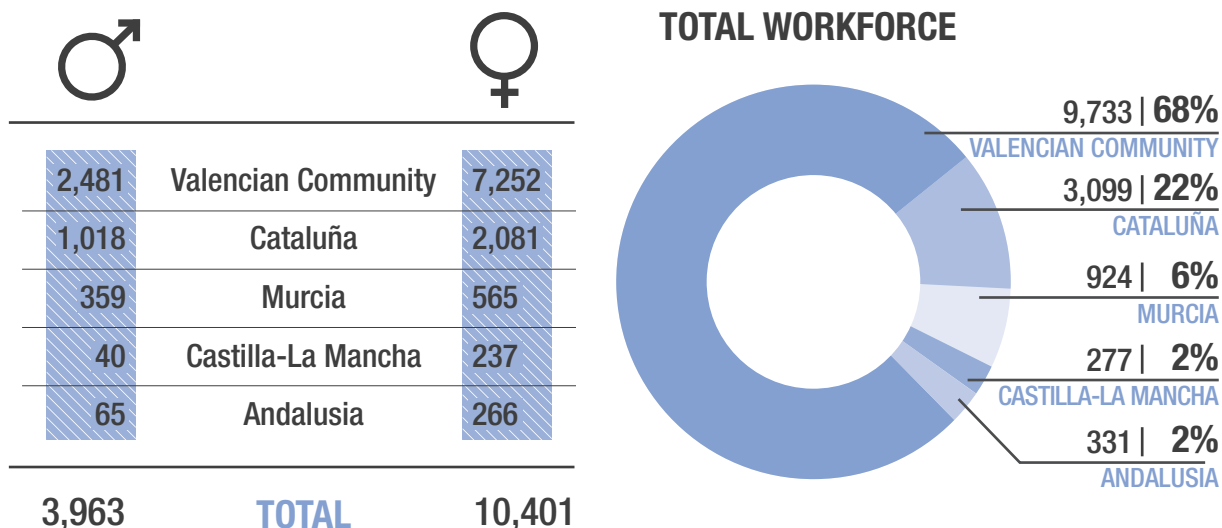
DISTRIBUTION OF STAFF BY AGE AND GENDER



PERSONNEL, BROKEN DOWN BY WORKING DAY AND GENDER



PERSONNEL, BROKEN DOWN BY REGION AND GENDER



(102-7, 102-8, 405-1, ES5.10, ES5.11)

It is estimated that Consum's business generates more than 32,800 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.

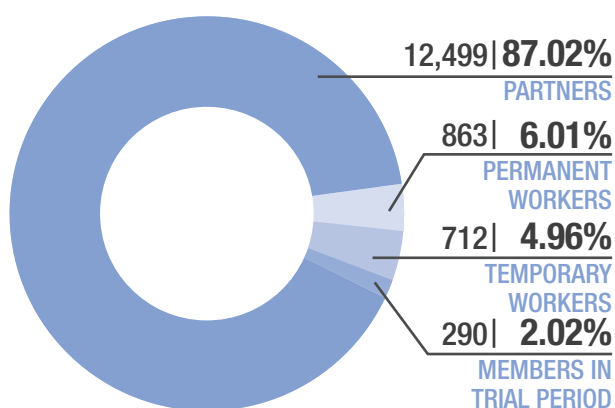
In the case of outsourcing, job creation is promoted among people residing in the Cooperative's areas of influence and, internally, new opportunities are created through internal promotion. 100% of Consum's managers come from the areas where the Cooperative is located.

95% OF THE PEOPLE WHO WORK AT CONSUM ARE PARTNERS, PERMANENT OR PARTNERS IN TRIAL PERIOD.

NEW STAFF & LEAVING STAFF, BY GENDER

♂		♀
3,318	Partners	9,181
384	Permanent workers	479
179	Temporary workers	533
82	Members in Trial Period	208
3,963	TOTAL	10,401

TOTAL WORKFORCE



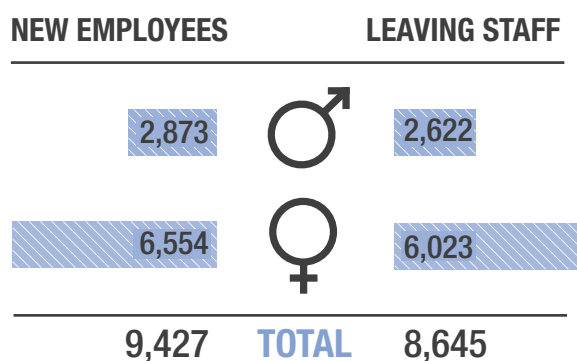
Araceli Monreal, fruit sales person at Sedaví (Valencia)

89% of the Consum workforce, partners or partners in trial period, are governed by the Bylaws and the Internal Regulations. The remaining 11%, non-partner staff, is covered by Consum's Collective Agreement. The 12,499 worker partners and owners of the Cooperative participate in the capital, management and results.

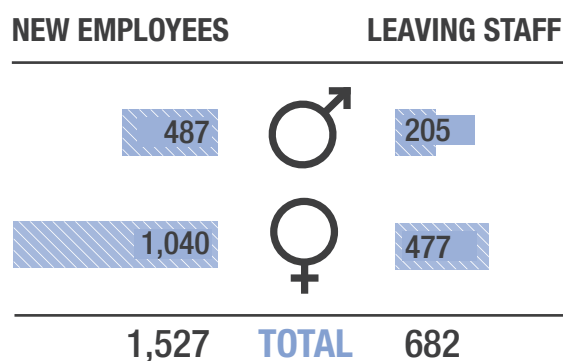
In Consum, the average stay in the company is 8.75 years. In 2017, there were 9,427 new contracts in Consum, mainly due to seasonal jobs, such as campaigns, holidays, etc. As opposed to this, the number of staff leaving was 8,645.

8.75 years
**AVERAGE LENGTH OF
EMPLOYMENT WITH THE COMPANY**

NEW STAFF & LEAVING STAFF, BY GENDER



DEVELOPMENT OF WORKER PARTNERS



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

NEW EMPLOYEES		LEAVING STAFF
935	Valencian Community	330
400	Cataluña	296
126	Murcia	39
26	Castilla-La Mancha	4
40	Andalusia	13
1,527	TOTAL	682

CUMULATIVE ROTATION	
Valencian Community	3.80%
Cataluña	12.75%
Murcia	5.73%
Castilla-La Mancha	1.92%
Andalusia	5.19%
TOTAL	5.61%

The average turnover of the cooperative's structural staff, made up of its working partners, is 5.61%, 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 2017, one person with disabilities was discharged due to total

permanent disability. There was also one case of permanent total disability. All our supermarkets are adapted according to legislation to provide accessibility, but we have not been audited externally.

5.61%
**AVERAGE STAFF
ROTATION**

(401-1, ES2.03, ES5.12, ES5.14)



Ana Verder & Paco Moreno,
salespeople at Consum Sedavi
(Valencia)

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

NEW EMPLOYEES			LEAVING STAFF		CUMULATIVE ROTATION		
44	< 20	0			< 20	0.00%	
612	20 - 30	219			20 - 30	1.80%	
540	31 - 40	237			31 - 40	1.95%	
278	41 - 50	145			41 - 50	1.19%	
52	51 - 60	56			51 - 60	0.46%	
1	> 60	25			> 60	0.21%	
1.527	TOTAL	682			TOTAL	5.61%	

ROTATION OF PARTNERS

♂				♀				TOTAL			
97	3.02%		Voluntary	184	2.06%			281	2.31%		
87	2.71%		Dismissal-expulsion	227	2.54%			314	2.58%		
10	0.31%		Retirement	8	0.09%			18	0.15%		
0	0.00%		End of contract	0	0.00%			0	0.00%		
11	0.34%		Others	58	0.65%			69	0.57%		
205	6.38%		TOTAL	477	5.34%			682	5.61%		
Nº STAFF LEAVING	% ROTATION			Nº STAFF LEAVING	% ROTATION			Nº STAFF LEAVING	% ROTATION		

(401-1, ES5.12)

CONSUM'S CSR OBJECTIVE

- 11 Promote gender equality and a good work-life balance:**
 “Equal Opportunity Employer” stamp from the Dept. of Labour and EFR Certificate.
 7.7 M € spent on conciliation.
 2 out of every 3 people promoted are women.
- 12 Reduce the pay gap:** 4.5 M € to improve the basic wage.

MAKING CONCILIATION AND EQUALITY A REALITY

In 2017, for the fifth consecutive year, the Cooperative was awarded the Top Employers certificate for its good working conditions, an international award that places us among the best Spanish companies to work for. This award recognises us as a company that supports and encourages talent, and which constantly strives to improve its labour practices as it grows.

After 10 years of certification, Consum is still the only company in the sector certified as a Family Responsible Company and is situated in the Top 25 FRCs nationally. The Cooperative invested 7.7 million euros in conciliation in 2017, or 540 per worker. In addition, the catalogue “*Over 50 Conciliation Measures*”, includes 76 initiatives to balance one’s professional and personal life.

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 range:



Maite Candel,
Preparer at the fruit warehouse
at Riba-roja (Valencia)

(102-22, 202-1, 401-2, 401-3, 405-1, 405-2, 406-1, ES5.07, ES5.11)

OBJETIVOS DE DESARROLLO SOSTENIBLE DE LA ONU



5.1 - End all types of discrimination against women.

5.4 - Promote shared responsibility at home and in the family.



5.5 - Ensure full participation of women and equal leadership opportunities at all levels.

8.5 - Achieve equal pay for equal Jobs.

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

CONCILIATION MEASURES	TOTAL STAFF	PEOPLE	TOTAL APPLICATIONS
LEADERSHIP AND MANAGEMENT STYLE			
Performance Evaluation	86.58%	12,436	86.58%
QUALITY OF EMPLOYMENT			
Stability of position	95.04%	13,652	95.04%
Medical service	11.63%	1,670	100%
Loans to Partners/members	1.91%	274	N/D
Life & accident insurance	0.05%	7	100%
TEMPORAL & SPATIAL FLEXIBILITY			
Continuous day	96.61%	1,836 / 12,041	100% stores & headquarters
Transfers due to proximity of workplace to home	1.42%	204	N/D
SUPPORT FOR THE FAMILY			
Cumulative Lactation Leave	1.80%	258	100%
Paid Paternity Leave of 6 weeks	3.61%	143	100%
Baby-basket voucher for partners	3.27%	470	100%
Payment for children with disabilities	1.27%	182	100%
Christmas Card Competition	24.49%	3,518	100%
Maternity protection Protocol	3.52%	366	100%
Leave due to risk during pregnancy with full pay	2.82%	293	100%
Payment due to disability	0.91%	130	100%
Payment for employees who are victims of gender-based violence	0.06%	8	100%

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

(401-2)

In July 2017, an improvement in one of our conciliation measures came into force: payment for children with disabilities. This improvement means that working members who are responsible for children with a disability greater than 50% receive an extra pay of 250 euros per month, 100 euros more per month than they received to date. With this new measure, the Cooperative has improved the amount that was assigned up to now in these cases, and breaks the age limit for the disabled child, which was previously limited to 25

years. On the other hand, those worker-partners who have children under 25 years with a disability between 33% and 50%, maintain their extra payment of 150 euros per month.

Since the implementation of the Consumer Conciliation Plan in 2007, the organisation's productivity has increased by 24%, while absenteeism fell by 19% and staff turnover by 22%. The data on staff reincorporation after maternity or paternity leave can be found below:

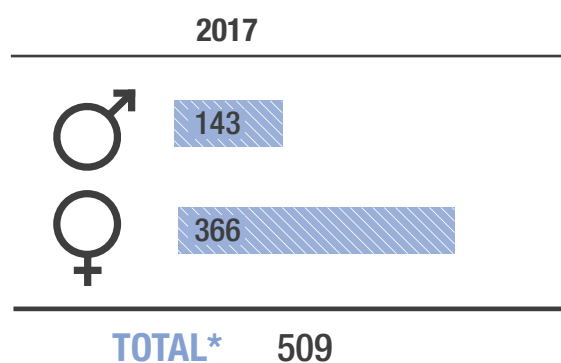
250€

EXTRA PAYMENT FOR CHILDREN WITH A DISABILITY OF OVER 50%

24%

INCREASE PRODUCTIVITY THANKS TO THE CONCILIATION PLAN

EMPLOYEES WHO HAVE TAKEN MATERNITY/PATERNITY LEAVE



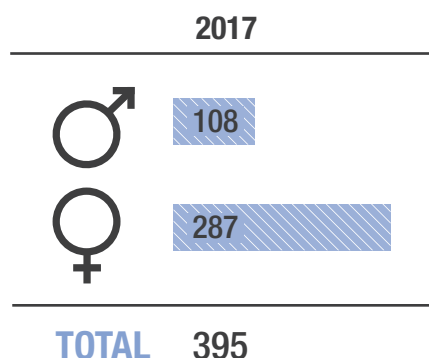
* 100% of staff with the right to leave have exercised it



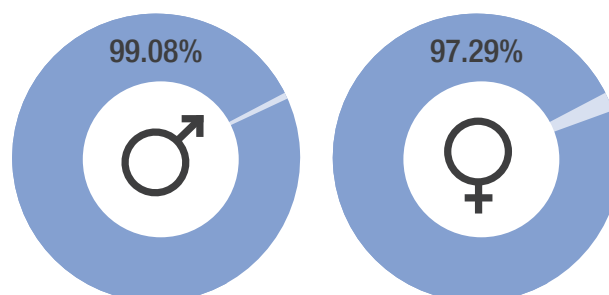
Vicente Arnal, employee at Consum La Torre (Valencia) during his paternity leave

(401-3)

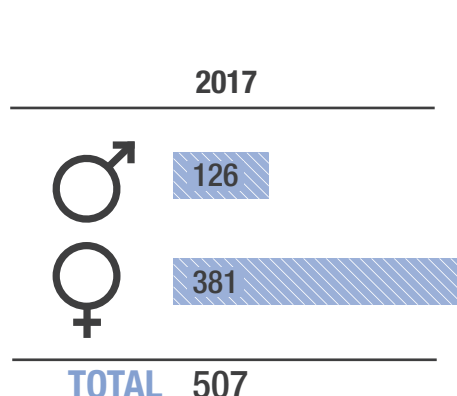
EMPLOYEES WHO CONTINUE TO WORK FOR THE COOPERATIVE ONCE THEIR LEAVE ENDED



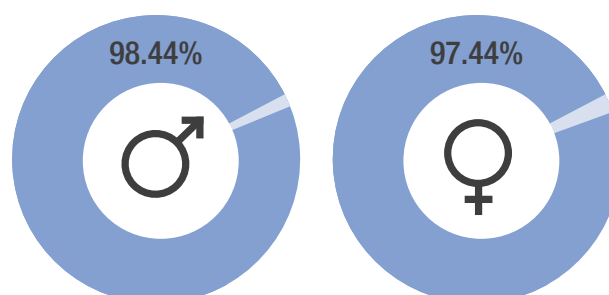
Rate of reincorporation



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



Retention rate



IN FEBRUARY 2017, A PAY RISE OF 1.6% WAS APPROVED EXCLUSIVELY FOR THE OPERATIONAL STAFF, WHICH REPRESENTS AN INVESTMENT OF MORE THAN 2 MILLION EUROS.

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.

In February 2017, a pay rise 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 differences between the lowest and highest salaries

in the organisation and will contribute to reducing the wage gap in the cooperative, since it benefits mostly Consum's female workers. Thus, Consum's operating staff at operational level (accounting for 79.2% of the workforce) receives an average monthly gross income of €1,564, taking into consideration fixed, variable remuneration, cooperative returns and interest on capital stock. The minimum starting salary of a worker partner in Consum is 43% higher than that of the inter-professional minimum wage.

The total salary expenses of the Cooperative during the fiscal year 2017 amounted to 336.3 million euros, which includes salaries and other benefits and indemnities.

TOTAL SALARY EXPENSES IN EUROS

2016 **308,561,940**
TOTAL SALARY COSTS
IN EUROS

2017 **336,386,367**
TOTAL SALARY COSTS
IN EUROS

Our 2nd Strategic Plan for Equality 2015-2017, in which we reaffirmed the Cooperative's commitment to effective equality of men and women, has concluded this fiscal year with most of its objectives fulfilled. In 2017, the Department of Health, Social Service & Equality granted the Cooperative the Stamp "*Igualdad en la Empresa*" (Equality in the Workplace), which joins the Certificate and Stamp "*Fent Empresa. Iguals en Oportunitats*" (Creating Companies. Equal Opportunities), granted by the

Generalitat Valenciana. With the Stamp "*Igualdad en la Empresa*", Consum now joins the 142 companies in the DIE Network (Network of Companies with the Equality in the Workplace Stamp).



With our Equality Plan, we strengthened our commitment to practice and demonstrate fair treatment that promotes the personal and professional evolution of our staff. Through this 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.

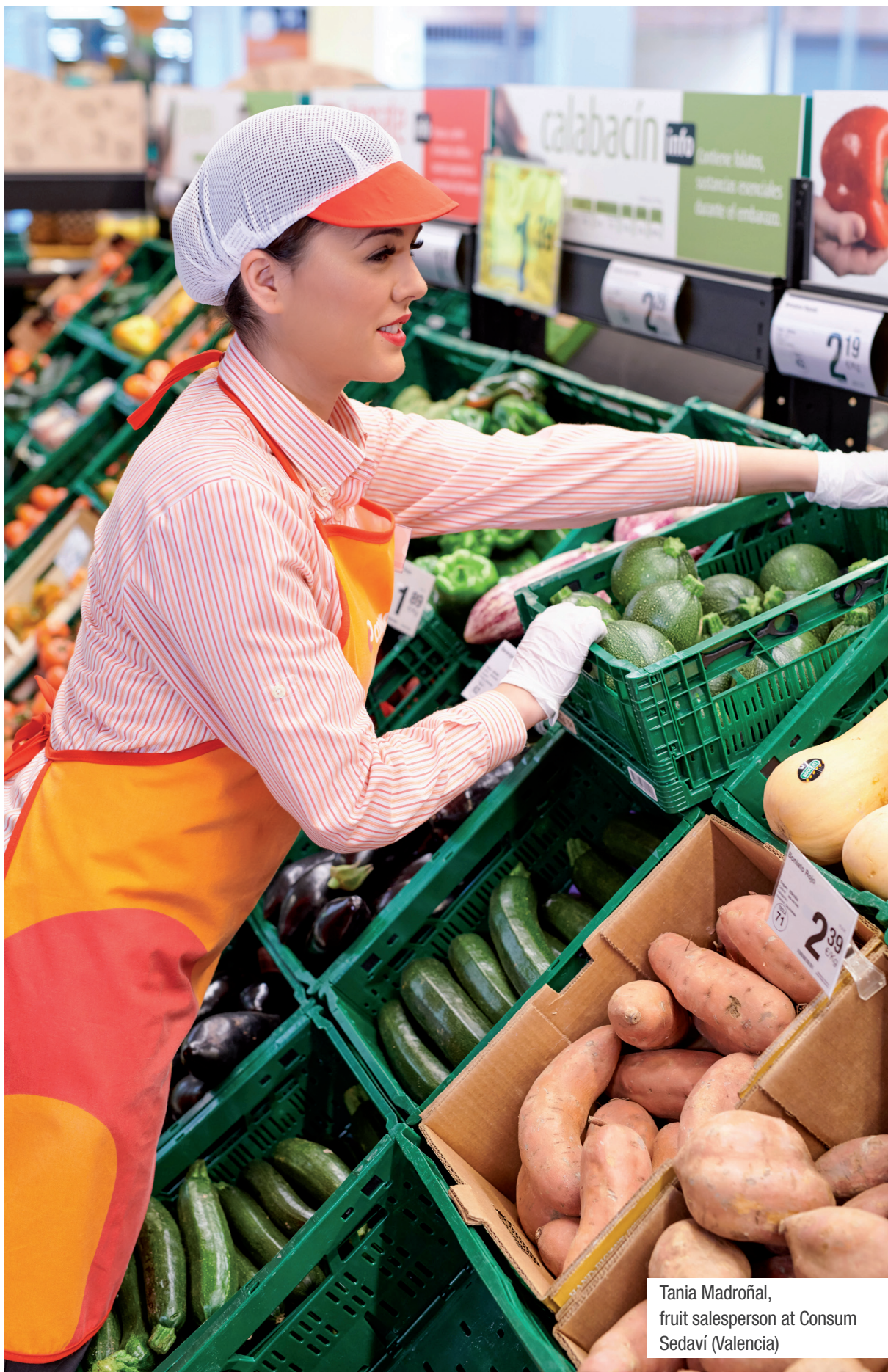
Consum fosters the implementation of open recruitment systems by establishing the same salary criteria for men and women. It should be noted that Consum has an Internal Relations Committee that ensures, among other things, non-discrimination among workers. Therefore, Consum has never had any complaints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

(201-1)

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 between genders. In 2017, the difference between the average male and female labour force index is 0.31 in absolute terms. It is positive to note that this difference has been reduced by 8.8% compared to the previous year.

As to the composition of positions of responsibility, in store management, 58.8% of the positions are already occupied by female Managers and Heads of Store.



Tania Madroñal,
fruit salesperson at Consum
Sedaví (Valencia)



Staff at Consum Sedavi
(Valencia)

ON THE BOARD OF GOVERNORS, REPRESENTATION OF WOMEN IS CURRENTLY AT 67%, AS A RESULT OF THE EQUALITY POLICY PROMOTED BY THE COOPERATIVE. FINALLY, THE SOCIAL COMMITTEE IS COMPOSED OF 16 MEMBERS, 50% OF WHOM ARE WOMEN, INCLUDING THE PRESIDENT.

COMPOSITION OF GOVERNING BODIES AND COMMITTEES

GOVERNING BODIES & REPRESENTATION	Men	Women	Average Age	Minorities	Executive	Average time spent in the body	Responsibilities within the company	Sustainability competences	Representation of interest groups
Board of Governors	33%	67%	>50 years	0%	NO	2 legislatures	50%	YES	YES
Social Committee	50%	50%	30-50 years	0%	YES	2 legislatures	100%	YES	YES

Diversity is one of Consum's most important values. The Cooperative collaborates with various charity organisations

for socio-labour insertion for vulnerable groups. Below are the details of the diversity indicators:

DIVERSITY GROUPS IN THE ORGANISATION, BY GENDER AND AVERAGE AGE

			TOTAL	% OF WORKFORCE	AVERAGE AGE
DISABLED	40	90	130	0.91%	45.24
NON-NATIONALS	122	239	361	2.51%	37.01

STAFF IN THE ORGANISATION WITH DISABILITIES, BY GENDER, WORKING DAY AND TYPE OF CONTRACT

	PART-TIME	FULL-TIME	TOTAL	STRUCTURAL
MEN	8	32	40	40
WOMEN	26	64	90	90
TOTAL	34	96	130	130

DISABLED PEOPLE WITHIN THE ORGANISATION BY AUTONOMOUS COMMUNITY

			TOTAL
Valencian Community	29	64	93
Cataluña	8	15	23
Murcia	3	9	12
Castilla-La Mancha	0	1	1
Andalusia	0	1	1
TOTAL	40	90	130

(405-1, ES5.11)

CONSUM'S CSR OBJECTIVE

13 Encourage professional development for all employees:
4.7 million in training.

INVESTING IN CONTINUAL TRAINING AND IMPROVEMENT

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 1.4% in training in relation to the Company's wage bill, which means an investment of 4.7 million euros, equivalent to 329.34 € per employee.

All employees 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 2017 1,794 people received training in professional ethics, with a dedicated total of 3,588 hours, which means 12.49% of workers were trained this year in these policies.

7.44% of the workforce has undergone training activities in social economics.

4.7 million euros
TOTAL INVESTMENT IN TRAINING

329.34€
INVESTED IN TRAINING PER EMPLOYEE

7.44%
OF WORKFORCE WHO HAVE UNDERGONE TRAINING IN SOCIAL ECONOMICS

AVERAGE TRAINING HOURS BY CATEGORY AND GENDER

	MEN			WOMEN			TOTAL		
	Hours	Staff	Average	Hours	Staff	Average	Hours	Staff	Average
Operative Staff	88,964	3,203	27.78	270,768	9,484	28.55	359,732	12,687	28.35
Technical Staff	4,323	185	23.36	6,231	288	21.64	10,554	473	22.31
Management	25,014	575	43.5	37,501	629	59.62	62,515	1,204	51.92
TOTAL	118,300	3,963	29.85	314,500	10,401	30.24	432,800	14,364	30.13

(102-41, 201-4, 205-2, 404-1, 404-2, ES3.06)

OBJETIVO DE DESARROLLO SOSTENIBLE DE LA ONU



4.3 - Ensure equal access to quality training.

MAIN INTERNAL AND EXTERNAL TRAINING PROGRAMMES

	MEN		WOMEN		TOTAL	
	Total Hours	Average / Staff	Total Hours	Average / Staff	Total Hours	Average / Staff
Customer Service	3,489	0.88	18,201	1.75	21,690	1.51
Quality	54	0.01	7	0.00	61	0.00
Economics	224	0.06	88	0.01	312	0.02
Fresh produce training	14,918	3.76	72,111	6.93	87,029	6.06
Cash R. Management	90	0.02	258	0.02	348	0.02
Logistics training	6,535	1.65	1,741	0.17	8,276	0.58
Skills	9,334	2.36	15,586	1.50	24,920	1.73
Languages	1,545	0.39	2,090	0.20	3,635	0.25
Equality	396	0.10	438	0.04	834	0.06
Incorporation	42,233	10.66	123,897	11.91	166,130	11.57
Integration	897	0.23	2,316	0.22	3,213	0.22
Logistics	30	0.01	10	0.00	40	0.00
Management	4,244	1.07	2,096	0.20	6,340	0.44
Marketing	108	0.03	266	0.03	374	0.03
Continued Development	1,452	0.37	4,839	0.47	6,291	0.44
Training Monitors	8,313	2.10	24,073	2.31	32,386	2.25
New Technologies	6,638	1.67	9,571	0.92	16,209	1.13
Risks prevention	11,625	2.93	17,731	1.70	29,356	2.04
Food safety	6,175	1.56	19,182	1.84	25,357	1.77

(AVERAGE HOURS/PERSON)

(404-2)

CONSUM'S CSR OBJECTIVE

14 Reduce sick leave due to illness and/or accidents: 2,7% decrease in absenteeism.

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 2017, the Cooperative received 1,094,957 euros.

Thanks to our internal promotion policy, in the 2017 financial year, 448 workers were promoted, of which 291 were women and 157 men. In other words, 2 out of every 3 staff members who were promoted in Consum were women.

2 OUT OF EVERY 3 STAFF MEMBERS WHO WERE PROMOTED IN CONSUM WERE WOMEN.

At Consum, performance evaluations are carried out transversally in all the company's job categories. In 2017, 86.58% of the workforce was evaluated according to the standards of their job and the results of same have led to proposed labour improvements.

PERCENTAGE OF EMPLOYEES WHOSE PERFORMANCE AND PROFESSIONAL DEVELOPMENT ARE ASSESSED REGULARLY

	MEN	WOMEN	TOTAL
Executive	44.19%	37.50%	42.37%
Area Manager	94.59%	93.48%	94.27%
Technician	91.35%	84.03%	86.89%
Unit Manager	93.46%	93.27%	93.35%
Operative Manager	92.09%	93.30%	92.91%
Operative Staff	83.23%	86.17%	85.45%
% of total workforce	85.36%	87.04%	86.58%

CONSUM HAS IMPLEMENTED A CONTINUOUS IMPROVEMENT PROGRAMME IN ITS STORES, ORIENTED TOWARDS OBTAINING STAFF PARTICIPATION IN THE IMPROVEMENT OF PROCESSES THROUGH INNOVATIVE PROPOSALS.

In 2017, over 6,800 improvement proposals were put forward by employees, of which 412 were introduced, with an investment of over 3.46 million euros by the Cooperative. The measures were divided into: focussing

(404-3)

on people: improvements in occupational safety, productivity and working atmosphere; and focussed on customers, to provide more value and satisfaction during their shopping experience.

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



8.8 - Protect workers' rights and foster a safe, risk-free working environment.

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	523
% Employees represented	100%

* The Prevention Executive and 8 technicians also take part in the meetings.

PREVENTION SERVICE	SUPERMARKETS
Safety reports, risk assessment and emergency plan.	131
Documented management of prevention in their workplace.	264



M^a Ángeles Contreras, Bakery salesperson at Consum Sedaví (Valencia)

(403-1, 403-2, 403-3, 403-4)

All staff joining Consum receive training in the prevention of occupational hazards, and in addition also receive specific training in health through the internal magazine *Bis*. This type of training also reaches the community through the health section of *Entrenosotros* magazine. 00% of all Health and Safety issues are covered by the agreements made by the Social Committee and the workers' Unions.

In 2017, 12,633 workers participated in H&S Prevention training, with a total of 29,356 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 maternity leave is granted.

The rate of absenteeism has lowered slightly compared 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 premises. For the recording and notification of accidents, Consum applies the current national legislation. In 2017, there were 305 occupational accidents and 91 on route to or from the workplace, all of which were minor. The rate of lost calendar days over the total number of days worked is 5.02%.

ABSENTEEISM RATE, BY REGION AND GENDER

♂		♀	TOTAL
2.56%	Valencian Community	5.53%	4.71%
4.40%	Cataluña	7.07%	6.14%
3.50%	Murcia	5.89%	4.89%
3.36%	Castilla-La Mancha	4.98%	4.73%
1.31%	Andalusia	5.96%	4.97%
3.08%	TOTAL	5.84%	5.02%

ACCIDENT FREQUENCY RATES, BY REGION AND GENDER*

♂		♀
14.20	Valencian Community	16.16
16.15	Cataluña	18.03
16.00	Murcia	26.33
0.00	Castilla-La Mancha	7.90
16.46	Andalusia	13.42

* Number of accidents per million working hours.



Meat cutting operations in the butcher's section.

(403-2)

ABSENTEEISM RATES

♂		♀	TOTAL
2.63%	IT Absenteeism (Common illnesses)	5.26%	4.48%
0.45%	AT Absenteeism (Workplace accidents) *	0.58%	0.54%
3.08%		5.84%	5.02% TOTAL ABSENTEEISM

	IT Absenteeism (Common illnesses)	AT Absenteeism (Workplace accidents) *	Total Absenteeism
ANDALUSIA	4.73%	0.24%	4.97%
CASTILLA LA MANCHA	4.03%	0.70%	4.73%
CATALUÑA	5.62%	0.52%	6.14%
VALENCIAN COMMUNITY	4.16%	0.54%	4.71%
MURCIA	4.21%	0.68%	4.89%
TOTAL	4.48%	0.54%	5.02%

* Within the percentage of occupational accidents, occupational diseases are included. During the year 2017, fourteen workers with occupational diseases were declared and there were no work-related fatalities.



Store meeting at Consum Sedaví (Valencia)

4



A QUALITY SHOPPING EXPERIENCE

**A service that adapts
to our changing
tastes and needs**

Mar Sanjuan, Consum consumer-partner

#DecirHaciendo

CONSUM'S CSR OBJECTIVE

- 15** Offer the best discounts and personalised offers: 35.6 million euros in gift vouchers.
- 16** Listen and find a solution to the needs of our customers: 8.75/10 in customer satisfaction rates.

Consum's values can be summarised in the statement "*listen, to act as a responsible company*", highlighting our commitment

to integrate the needs of partners and customers in the management of the Cooperative.

GIVING SOMETHING DIFFERENT TO OUR CONSUMER-PARTNERS

In 2017, 220,734 new customer-partners were registered, reaching 3,060,720, a figure that shows the good working of our corporate model and the Mundo Consum loyalty points programme. All of this makes Consum one of the Spanish cooperatives with the greatest number of partners.

220,734
NEW CONSUMER-PARTNERS

3,060,720
TOTAL CONSUMER-PARTNERS

DEVELOPMENT OF CONSUMER-PARTNERS

New members	2016	214,244	Withdrawals	2016	540
	2017	220,734		2017	533

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> and on the mobile app. The main sections are:

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

►► mundoconsum.consum.es



5,717
MEMBERS

COMMUNITY WITH EXCLUSIVE BENEFITS FOR FAMILIES WITH CHILDREN.

Prueba y aprueba



22,842
MEMBERS

COMMUNITY THAT PARTICIPATES IN TRYING OUT CONSUM PRODUCTS.

vivir & viajar
exclusivo socios-clientes



6,810
MEMBERS

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

(ES2.03)

In 2017, the share of sales to consumer-partners exceeded 77%. In addition, they enjoyed discounts on their purchases worth 35.6 million euros, delivered in a total of 8.1 million gift vouchers, valid to be exchanged on purchase of any product.

Discounts increased by 16.3% during the year, demonstrating the positive acceptance of the Mundo Consum programme,

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 loyalty vouchers 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.



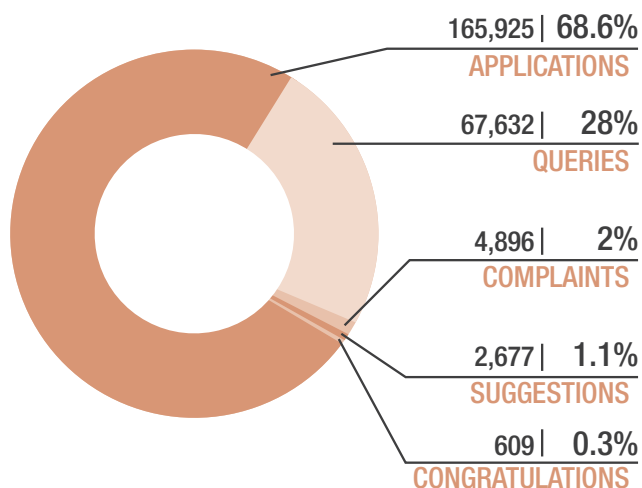
Noelia Borrallo, salesperson at Consum Sedaví (Valencia)

In order to meet and meet consumer-partner 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

11,302 consumer-partners and customers participated, holding a total of 80 group meetings, 70 personal interviews and accompanied shopping trips, as well as 80 ethnographic interviews, in which it was possible to test the image of 578 own brand products directly at point of sale.

IN TOTAL, 241,739 CUSTOMER SERVICE PROCESSES WERE COMPLETED THROUGHOUT 2017, 6% MORE THAN THE PREVIOUS YEAR.

CUSTOMER SERVICE



RATE OF SATISFACTION
8.7 (out of 10)

CONSUM'S CSR OBJECTIVE

- 17** Offer a wide, varied range, adapted to the needs of consumer-partners: 15,000 product references.
- 18** Inform and advise the customer: pilot scheme for nutritional information on the products available on the Online Store.
- 19** Encourage the consumption of sustainable products: Launch of 30 new Consum ECO products.

PROVIDING OUR CUSTOMERS WITH THE BEST POSSIBLE PRODUCTS

Innovation and contemporary trends are our basic premises when we decide to incorporate new products to the Consum brand, which offers a wide and varied range, adapted to the needs of our customers and partners. This can be seen in the decisive support that the Cooperative gives towards brands as well as of own brand, whose range meets the price and quality expectations demanded by customers. In this sense, and with the aim of covering an increasing demand of responsible consumers, during 2017 it launched the Consum ECO brand, which has 17 references in the Fresh and Refrigerated products section, already available in 224 stores. ECO 13 new references of the Food and Non-Food sections were also added to the ECO range, thus reaching 30 between the two categories. In addition, during this period other references of organic products have been incorporated, both in the Fresh and Refrigerated sections,

as well as in the Food and Non-Food sections, with a total of 135 references, present in more than 400 centers and it is planned to go expanding the range during the next exercise.

The guarantee of freshness continues to be Consum's most important commitment to our customers, and to this end, the Cooperative is constantly working to offer products at their optimum moment of consumption, giving priority to quality and to the widest possible range of seasonal products. To ensure this, in 2017, we have worked especially hard to enhance the products in our fish sections, with the emphasis being on their freshness and origin: "Nuestras Costas" (Our Coasts). In addition, fresh products have continued to form a part of the loyalty programme through the loyalty voucher offers and monographic promotions.



(102-2, 102-7, 102-11, 417-1)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



12.8 - Ensure that all people have all the information they need for a sustainable lifestyle.



2.2 - Meet customers' nutritional needs.

2.4 - Ensure sustainable production systems and agricultural practices.

During this fiscal year, Consum has adapted the product offer to new trends and customer demands, incorporating vegan products and “convenience” items (ready-made food) in the fresh and chilled sections. All this has been done while maintaining the commitment decided by the traditional fresh food sections (fruit and vegetables, meat, charcuterie, baked goods and fish), by personalised, helpful sales assistance, as well as responding to regional needs, offering close-at-hand solutions in the different provinces where Consum is present.

Regarding Consum products, at the Cooperative we continually strive to maintain and improve on our high standards of quality, design and competitiveness. During 2017, the incorporation and modification of 273 new own-brand references stand out, reaching a total of 1,867 products, 12% of the total of 15,000 reference items.

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, to prevent food intolerances, thus reinforcing the values of our brand: health, innovation and sustainability. In addition, Consum includes more information that that required by law on the labels of many own-brand items, in order to facilitate their recycling.

On a different note, the Cooperative is working on the healthy reformulation of our own brand products, and in 2017 the formulas of 49 of these were modified, incorporating the ingredients with the best nutritional values. Some of the Consum brand products also have sustainability certificates, which give them an added value, such as: 8 products with FSC sustainability certificates for the world's forests, 9 UTZ references for sustainably farmed coffee and cocoa, and 2 Ecolabels that guarantee an effective cleaning product that respects the environment.



Jose Manuel Serrano, fish salesperson at Consum Sedaví (València)

CONSUM'S CSR OBJECTIVE

20 Market top quality products at competitive prices:
9,400 quality controls on own brand products.

GUARANTEEING FRESHNESS, QUALITY AND FOOD SAFETY

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



555

CONTROL OF PRODUCTS AND SUPPLIERS

Product Control is carried out on four analytical levels:

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.

(307-1, 416-1, 416-2, 417-2, 419-1)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



3.4 - Promote health and well-being.



Fish section at Consum Sedaví (Valencia)

	FOOD AND NON-FOOD PRODUCTS		FRESH & REFRIGERATED GOODS	
	Nº OF AUDITS & ANALYSES	SATISFACTION	Nº OF AUDITS & ANALYSES	SATISFACTION
Preventative Checks	481	91.27%	853	94.80%
Quality Control	732	96.44%	1,462	84.20%
Comparative Control	226	100.00%	330	100.00%
Reactive Control (incidences)	2.646	100.00%	2,125	100.00%
TOTAL	4.085		4,770	

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 as well as the adaptation of the range to meet the needs of the customers.

STAGES OF THE LIFE CYCLE OF A PRODUCT

DEVELOPMENT OF THE PRODUCT CONCEPT	98.1% products analysed to be marketed under our own brand meet quality criteria as defined with suppliers, the rest are discounted.
R+D	85 routes developed to improve product quality with suppliers.
CERTIFICATION	89.05% of suppliers with BRC, IFS, ISO 22000 food safety certification.
MANUFACTURING & PRODUCTION	· Audits and preventive analysis of product: 1,334 with a satisfaction rate of 93.03%. · Audits on product incidents: 4,771, with a satisfaction rate of 100%.
MARKETING & PROMOTION	Market studies and improvement in customer services: · 2017 Designs: 578. · Test of image / conceptual: 8,685 participants. · Improvement studies: 2,617 participants.
STORAGE, DISTRIBUTION AND SUPPLY	· Control of Reception of products at Platform and shop 100%. · 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 PoS: 98%. · Own audits of food safety at the point of sale: 100%.
ELIMINATION, RE-USE OR RECYCLING	Checks carried out by authorised, contracted managers.



Cristina Martínez, fruit salesperson at Consum Sedaví with a consumer-partner

(416-1)

The Cooperative has strict food safety criteria for the evaluation of suppliers producing Consum brand products. All of them must have the IFS, BCR or ISO22000 certificate awarded by independent third parties in order to be a supplier for our own brand. In 2017, 2 new suppliers were added, both evaluated and with the

current certification, so 100% of the new suppliers have been evaluated on food safety criteria. In addition, the annual follow-up of the renewal of said certificates is carried out, which was passed successfully by 100% of the suppliers. In 2017 there were no health alerts that affected any Consum brand provider.

100%

OF SUPPLIERS ACHIEVED A POSITIVE RATING IN FOOD SAFETY CRITERIA

0

HEALTH ALERTS FOR CONSUM BRAND SUPPLIERS

INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND/OR VOLUNTARY DETECTED

	WARNINGS	SANCTIONS	MONETARY VALUE
Customer Health & Safety	364	24	16,640.60€
Labelling of products & services	48	5	4,400€
Marketing communications	30	2	1,300€
Environment	1	0	0
Society	0	0	0
TOTAL	443	31	22,340.60€

There have been no non-compliance incidents in the voluntary categories, in any category.



Juan Carlos Meneses,
Quality Control Manager at the
Fruit Warehouse at Riba-roja

(307-1, 414-1, 414-2, 416-2, 417-2, 417-3, 419-1)

CONSUM'S CSR OBJECTIVE

21 Foster transparent, truthful communication: 3rd People's Day campaign #I'llgowithyou.

RESPONSIBLE COMMUNICATION

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.

The Cooperative has several training and information portals that cover different areas, from corporate information to the online store, a powerful geo-localised store search engine, an exclusive space

for the consumer-partner and spaces more oriented towards offering quality content in food, beauty, wine, shopping and conservation advice, health, etc.

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.

CONSUM ESTABLISHES A FLUID DIALOGUE WITH ITS STAKEHOLDERS THROUGH VARIOUS CHANNELS OF COMMUNICATION, ALWAYS APPLYING THE CRITERIA OF TRANSPARENCY AND TRUTHFULNESS.

		2017	s.a.a
Views of www.consum.es	@	1,326,198	▲ 4.8%
Facebook Fans	f	69,744	▲ 27.8%
Twitter followers	t	14,100	▲ 21.1%
Instagram followers	ig	7,516	▲ 53.3%
Total scope of network publications	#	1,104,135	



Magazine: Entrenosotros

(ES3.05, ES4.04)

In addition, we continue to print our bimonthly publication, *Entrenosotros*, which is exclusively available to Consum's consumer-partners. In 2017, we distributed over 2.5 million copies, up 26%, reaching 440,000 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. As well as this, several of our corporate portals also include an English language option, to better attend to our customers from other countries.

PEOPLE'S DAY



Paula Tormal Asensi, worker at the C/Padre Ferris store (València)

On 7th November 2017, Consum celebrated for the third year running its own "People's Day". Under the motto, *#Ilgowithyou*, the Cooperative aimed to acknowledge the importance of people to our organisation and one of the attributes which distinguishes our workers, i.e., to accompany our customers whenever they need it. A simple gesture which is appreciated by more than 40,000 people, and which demonstrates the value of always making people the main focus of our activities.

To celebrate, Consum wanted to give all its customers the opportunity to thank the person who is always there to

accompany them when they need it. In short, the Cooperative wanted to celebrate the importance of feeling accompanied through "The Box that says thanks."

This consists of a gift box, of which more than 15,000 units were distributed, into which each customer was able to put one or several gifts (any product from the supermarket), together with a dedication or note of gratitude for that person who always accompanies him/her. All those who came to the store to deliver the box to their companion were entered for the raffle of 5 Premium boxes valued at € 100.



Mar Martinez Cerezo, worker at the C/Padre Ferris store (Valencia) with her husband and son

JCDecaux

*¿Quién te
acompaña
cada día
hasta
que se acaba
la batería?*

consum
qué bueno ser
diferente!

#VamosTeAcompaño
www.diadelaspersonas.es

ACUDE A TU TIENDA CONSUM
EL 4 O EL 6 DE NOVIEMBRE Y PREGUNTA
POR **LA CAJA QUE DA LAS GRACIAS**

7 DE NOVIEMBRE
Día
DE LAS PERSONAS

RADIO SPOTS

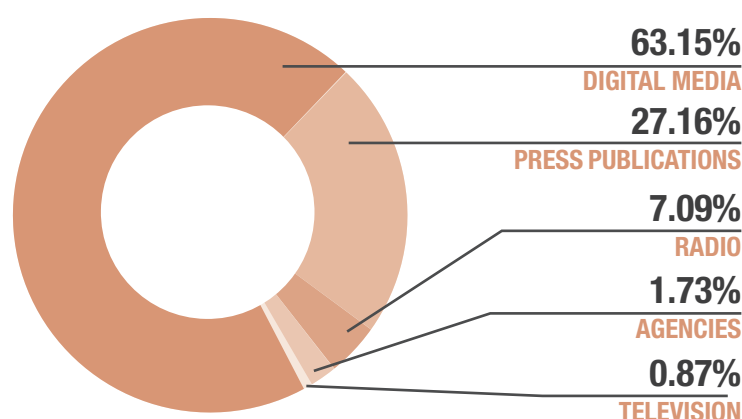
The Cooperative collaborates bi-weekly in two micro radio spots broadcast on Sundays in “*A vivir que son dos días - Comunidad Valenciana*” on the Cadena SER and on Tuesdays in “*Hoy por hoy*” on the Cadena SER in Murcia. Also, every week we collaborate with briefer “*bullets*” in “*La Mañana con Herrera*” on COPE radio, and in the

morning magazine “*Hoy por hoy*” on SER. In addition, the “*Aquí en la Onda*” spots on Onda Cero Valencia are broadcast every Wednesday and the “*RAC Consumidores*” on RAC1 on Sundays, which can be heard in the Valencian Community and Catalonia respectively.

RELATIONSHIP WITH THE MEDIA

During the year, the Cooperative reported its activity through 83 official press releases, reaching a total of

3,000 media hits in 2017, most of them from online channels.



COMMERCIAL COMMUNICATION

Each year, the Publipromocional Plan organises the Cooperative's commercial-promotional activity to offer the customer all the information available through various media channels. The commercial communication channels defined are: signage, posters and the PA system at point of sale; Brochures 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.

The application of each of the values to the Responsible Marketing section, translates into the following actions:

LISTEN

- Offers from the outset.
- Personalised offers in line with lifestyle.
- Participation in design of the range.

PROVIDE

- Mundo Consum Programme.
- Validation of own brand products.
- Home shopping service.
- Communication model at Point of Sale.
- Digital training activities.

TAKE RESPONSIBILITY FOR

- Reduction of signage at Point of Sale.
- Responsible management of information at point of sale.
- Centralised and regionalised PA.
- Regionalised signage at Point of Sale.

5



ENVIRONMENTAL MANAGEMENT THAT DOESN'T LEAVE A CARBON FOOTPRINT

**The reduction of the
environmental
impact caused by
our activity is a priority**

Juan Bautista Garrido, Maintenance
Technician at the General Merchandise
Distribution Centre at Silla (Valencia)

#DecirHaciendo

CONSUM'S CSR OBJECTIVE

22 Use materials with a lower environmental impact:
Our packaging uses 100% recycled paper and cardboard.

MAKING SURE WE LOOK AFTER OUR ENVIRONMENT

The fight against Climate Change is one of the priorities of the United Nations' 2030 Agenda, because of its impact on the sustainability of natural resources.

The progressive increase in the Earth's temperature could cause extreme climatic phenomena, such as droughts and land degradation, with adverse economic consequences derived from agricultural and livestock losses. If we focus in particular on the environment that most closely affects the Cooperative, pressure on the water supply could

affect the yield of irrigated crops, favour the spread of fires or cause tensions between different regions due to their use of water.

Consum's Environmental Policy is aimed at reducing the Cooperative's Carbon Footprint, investing in the incorporation of the best technologies available in supermarkets and distribution centres, the progressive renewal of the logistics fleet with eco-efficient vehicles and the circular economy of waste.



THE CARBON FOOTPRINT HAS BEEN VERIFIED EXTERNALLY IN 2017 AND, FOR THE THIRD CONSECUTIVE YEAR, BASED ON THE ISO 14065 STANDARD, WE ARE THE ONLY COMPANY IN THE DISTRIBUTION SECTOR TO REGISTER IT ON THE MINISTRY OF AGRICULTURE, FISHERIES, FOOD AND ENVIRONMENT (MAPAMA)'S DATABASE. CONSUM HAS MANAGED TO REDUCE ITS CARBON FOOTPRINT BY 24.3% COMPARED TO THE PREVIOUS YEAR, THANKS TO A VOLUME OF ENVIRONMENTAL EXPENSES AND INVESTMENTS OF MORE THAN 14.6 MILLION EUROS IN ENVIRONMENTAL PREVENTION AND MANAGEMENT MEASURES.

CHOOSING MATERIALS THAT RESPECT THE PLANET

Within the Plan for the Prevention of Packaging 2015-2017, new measures of innovation and reduction of grammages are gradually being incorporated into the design of the packaging of own brand products, with the aim of minimising their environmental impact. Consum is committed to reducing the use of plastics and to their progressive replacement by renewable materials such as cardboard.

TO CONTRIBUTE TO THE DEVELOPMENT OF A CIRCULAR ECONOMY IN THE USE OF ITS RESOURCES, CONSUM USES 100% RECYCLED CARDBOARD IN THE PACKAGING AND WRAPPING OF ITS OWN BRAND PRODUCTS.

(201-2, ES5.8, ES5.09) (301-1, 301-2, 301-3)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



12.2 - Achieve efficient use of natural resources.



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



Materials used, by weight (t)	2015	2016	2017	Renewable	Percentage of recycled input
Paper/Cardboard	518.11	844.76	1,174.73	Sí	100 %
Metal	11.49	4.02	14.89	No	100%*
Other materials	1.48	1.70	1.74	No	0 %
PVC plastics	85.78	95.56	110.64	No	0 %
PET plastics	51.48	58.26	57.23	No	0 %
Other plastics	1,127.49	1,732.68	1,493.51	No	37 %
Glass	32.93	38.92	30.85	No	100%*
Tetra briks for food	1.29	1.23	1.14	No	0 %

INFORMATION CORRESPONDING TO PURCHASES IN THE 2017 NATURAL YEAR, ACCORDING TO DATA FROM SUPPLIERS AUDITED BY KPMG.
 *INFORMATION PROVIDED BY EXTERNAL SUPPLIERS, BUT NOT VERIFIED BY CONSUM.

CONSUM'S CSR OBJECTIVE

23 Opt for energy efficiency:
75% of our electricity is from renewable sources.

24 Use water responsibly:
78 new timer taps.

ENSURING EFFICIENT USE OF NATURAL RESOURCES

2017 marks the 10th anniversary of the Cooperative Energy Savings and Efficiency Plan (2007-2017), an ambitious project focused on making more efficient use of equipment and facilities, both at points of sale and

at logistical distribution centres, with the objective of minimising the organisation's environmental impact. The measures implemented can be grouped into three main management areas:

- EDUCATION AND AWARENESS OF GOOD PRACTICES OF ENERGY CONSUMPTION AND EFFICIENT USE OF EQUIPMENT AND FACILITIES.
- USE OF THE MOST EFFICIENT TECHNOLOGIES.
- REMOTE MONITORING AND CONTROL OF ENERGY CONSUMPTION IN REAL TIME.

The energy consumed by the Cooperative is mainly electric, with 75% of it 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. Consum generates its own energy by means of generators in the event of a power cut, but it does not market it.

INTERNAL ENERGY CONSUMPTION (GJ)

INTERNAL ENERGY CONSUMPTION (GJ)	2015	2016	2017
Non-renewable fuels:	13,379.71	19,540.87	16,505.18
Diesel generators	1,805.78	1,154.63	634.00
Diesel heating	0	1,215.62	1,826.80
Diesel leased vehicles	8,432.76	12,454.99	8,423.23
Gas Natural	3,141.18	4,715.63	5,621.14
Renewable fuels	0	0	0
Electricity bought for consumption	991,994.68	882,113.05	882,117.68
Non-renewable electricity	230,298.81	219,500.14	221,998.27
Renewable electricity	761,695.87	662,612.91	660,119.40
TOTAL ENERGY CONSUMPTION	1,005,374.39	901,653.92	898,622.86

CONVERSION FACTORS FROM THE INTERNATIONAL ENERGY AGENCY (IAE). CALCULATIONS BASED ON INVOICES AND THE JULY 2017 GUIDE FOR THE CALCULATION OF THE MAPAMA CARBON FOOTPRINT, VERSION 9.

(302-1, 302-2, 302-3, 302-4, 302-5)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



7.3 - Duplicate the rate of improvement in energy efficiency.



6.4 - Increase the efficient use of water resources.



Araceli Monreal, fruit salesperson
at Sedavi (Valencia)

Consum also measures the energy consumption generated in its value chain for the transport and

distribution of people, products and waste treatment.

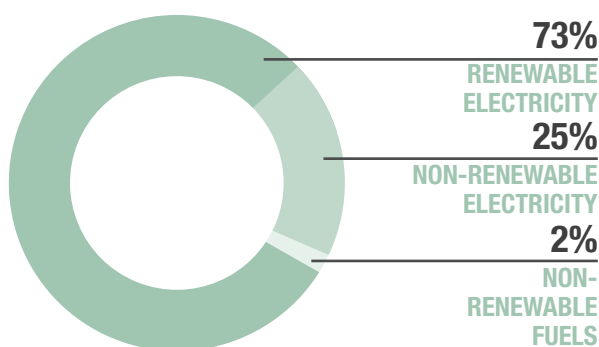
EXTERNAL ENERGY CONSUMPTION (GJ)

EXTERNAL ENERGY CONSUMPTION (GJ)	2015	2016	2017
Transport & distribution of products	267,328.60	363,579.86	281,914.42
Travel to & from the workplace*	102,037.10	108,108.87	132,749.11
Business travel	14,849	14,876.85	6,219.56
Waste treatment	89,207.8	105,571.70	145,896.48
TOTAL	473,422.4	592,137.28	566,779.56

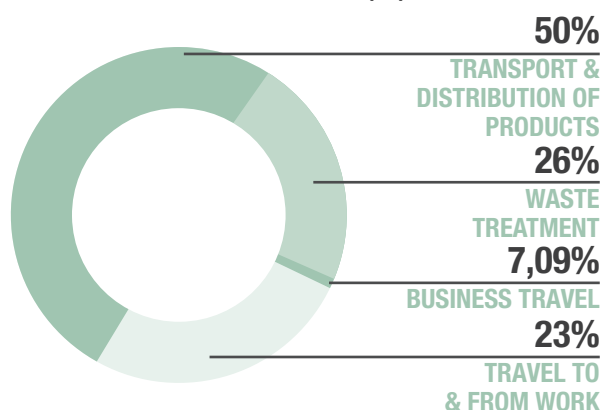
CONVERSION FACTORS FROM THE INTERNATIONAL ENERGY AGENCY (IAE). CALCULATIONS BASED ON INVOICES AND THE JULY 2017 MAPAMA CARBON FOOTPRINT CALCULATION GUIDE, VERSION 9. THE CONVERSION FACTOR FOR WASTE TREATMENT COMES FROM THE CATALAN OFFICE FOR CLIMATE CHANGE, MARCH 2017 VERSION.

* WORKER PARTICIPATION THIS YEAR ROSE TO 80%. AN ESTIMATE OF 100% IS MADE FOR THE CALCULATION.

INTERNAL ENERGY CONSUMPTION (GJ)



EXTERNAL ENERGY CONSUMPTION (GJ)



The Cooperative's energy intensity ratio is the measure that allows us to calculate how much energy is needed to carry out the organisation's activity, in this case, to distribute 1,000 pallets of product. In 2017 the energy intensity ratio was 211.56 GJ/1,000 pallets, which represents a reduction of 7.67% over the previous year, a very positive figure, as it shows that the growth of the commercial network has not meant an increase in our energy consumption, thus validating the effectiveness of the organisation's energy efficiency measures.

During the 2017 fiscal year, it is estimated that electricity consumption at the points of sale where energy efficiency measures were implemented was reduced by 37,440 GJ, mainly thanks to the replacement of current lighting by LED lighting and new standing refrigerator doors. Since the implementation of energy efficiency measures in 2007, it is estimated that the Cooperative has made economic savings of 18 million euros and the emission of 38,900 t of CO₂ into the atmosphere has been avoided.

7.6%

REDUCTION IN THE RATE OF ENERGY INTENSITY

18

million euros

ECONOMIC SAVINGS DUE TO EFFICIENT ENERGY MEASURES

38,900t

EMISSION OF CO₂ AVOIDED DUE TO EFFICIENT ENERGY MEASURES

In 2017, Consum's eco-efficient supermarket chain reached 405 stores, representing 91% of our own supermarkets. Consum supermarkets can be considered among the most sustainable within the

distribution sector, with the following measures implemented over the years within the Savings and Energy Efficiency Plan being of particular note:

- Doors in vertical refrigeration equipment, which allow a saving of 50% of their energy and 15% in the overall supermarket total. 25% implementation.
- Vertical freezer doors, which reduce consumption and breakdown rate, for better preservation of fresh produce. 100% implementation.
- Cooling plants powered by CO₂, which allow an energy saving of 5%. 12% implementation.
- Floating condensing mechanisms that take advantage of favourable outdoor temperatures to optimise the operation of refrigeration equipment, thus reducing consumption by 10%. 70% implementation.
- Telemeasure to monitor energy consumption throughout the network in real time. 100% implementation.
- Automation of the facilities to allow the shutdown of equipment outside of operating hours, generating an energy saving of 15%. 100% Implementation.
- LED lighting with 20W tubes and a saving of 65%. 85% implementation.
- Frontal display that prevents leakage of refrigerated air to the sales area which interferes with the air conditioning of the store, and vice versa. 100% implementation.
- Audits of good energy consumption practices in all centres. 100% implementation.
- Optimisation of energy capacity, to adjust to real needs. 100% implementation.



Closed vertical fridges for refrigerated products.

The new distribution centre at the Free Zone in Barcelona incorporates the latest sustainable logistics technology, allowing a saving of 25% of electricity consumption compared to a conventional platform. The refrigeration

plant also incorporates innovative energy efficiency systems, including high and low rotation automatisms for the reception of goods.

CONSUM'S CSR OBJECTIVE

25 Reduce atmospheric emissions: Decrease our Carbon Footprint by 24.3%.

Water consumption represents a very small part of the Cooperative's Carbon Footprint, since its use is limited to the cleaning of facilities and products, as well as for hygiene in toilets and changing rooms. However, Consum carries out water saving measures to ensure responsible use of this vital environmental resource. In 2017, 78 new timer taps were installed, allowing

savings of up to 15% in water consumption in toilets and changing rooms in the Cooperative. The modification of the new fish section model to 100% of our stores has also allowed a reduction in the consumption of water resources. All the Cooperative's water consumption comes from the municipal supply, so that water sources are not significantly affected.

WATER EXTRACTION BY SOURCE (M³)	2015	2016	2017
	▼	▼	▼
MUNICIPAL SUPPLY	327,777	397,512	415,767

The Cooperative's water consumption Intensity Ratio allows us to calculate how much water is necessary to carry out the organisation's activity, in this case, to distribute a product pallet. In 2017, the consumption intensity was 98 m³/1,000 pallets, which represents a very slight improvement of 0.02 percentage points over the previous year's intensity.

In 2017 there were no accidental water spills. All the water used is considered domestic waste, so it is discharged into the municipal public sewage system and there was no significant spill, nor did we affect any body of water or habitat. Water is not recycled or reused.

RESPONSIBLE EMISSIONS MANAGEMENT

Emissions of refrigerant gases are the Cooperative's greatest environmental impact and account for 45% of our Carbon Footprint. The following are the focus ranges 1, 2 and 3 of the Footprint, generated respectively as a result

of the direct emissions generated by the organisation, emissions generated indirectly by energy consumption, and emissions stemming from the transport of freight, people and waste treatment.

GROSS VALUE OF GHG EMISSIONS	2015	2016	2017
Direct GHG emissions (Focus Range 1)	78.344,27	68.669,55	49.039,14
Indirect GHG emissions (Range 2)	19.319,51	22.741,75	20.149,70
Other indirect GHG emissions (Range 3)	29.325,90	36.102,97	37.033,29
TOTAL	126.989,68	127.514,27	106.222,13

* THERE ARE NO BIOGENIC EMISSIONS. BASE YEAR 2015. JULY 2017 MAPAMA EMISSIONS AND GLOBAL WARMING POTENTIAL (PG) FACTORS, VERSION 9. CONSOLIDATION APPROACH FOR EMISSIONS BY OPERATIONAL CONTROL. CARBON FOOTPRINT VERIFIED EXTERNALLY IN RANGES 1 & 2, AS WELL AS TRANSPORTATION AND DISTRIBUTION OF GOODS TO POINT OF SALE FOR RANGE 3, IN MARCH 2018 BY APPLUS +. THE GASES ARE THOSE INCLUDED FOR VERIFICATION OF THE CARBON FOOTPRINT.

(303-1, 303-2, 303-3, 305-1, 305-2, 305-3, 305-4, 305-5)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



13.1 - Strengthen the ability to adapt to climactic hazards.

The intensity ratio of greenhouse gas emissions shows the amount of emissions generated to distribute 1,000 pallets of product. In 2017, 25.01 t of CO₂ were issued for every 1,000 pallets distributed, which implies a reduction of 22.83% in the intensity of emissions compared to the previous year. The Focus Ranges 1, 2 and 3 and the gases verified in the Carbon Footprint were included for the calculation.

The externally verified Carbon Footprint has been reduced by 22,222.45 t of CO₂, which implies a decrease of 24.31% with respect to the previous year. The significant reduction in greenhouse gas emissions during the year was mainly due to improvements in the refrigeration and air conditioning installations.

22.83%
REDUCTION IN
THE INTENSITY OF
EMISSIONS

24.3%
EXTERNALLY VERIFIED
REDUCTION IN OUR
CARBON FOOTPRINT

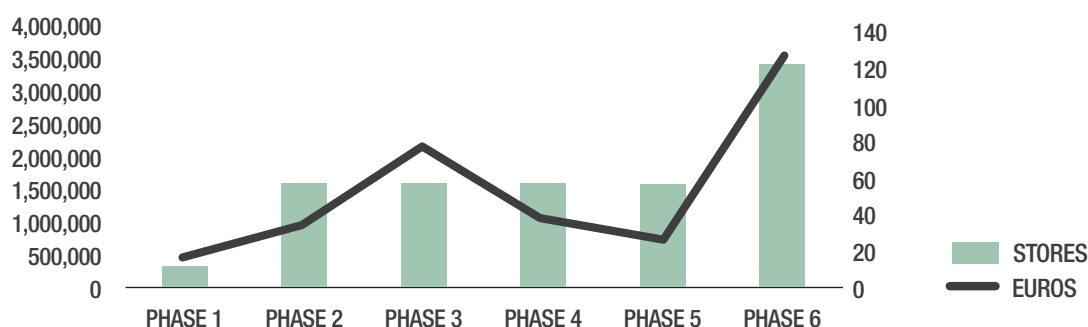
3.5 million
Euros
INVESTMENT IN
IMPROVEMENT IN
120 SUPERMARKETS

4.8 million
Euros
INVESTMENT
IN CLIMATE
CONTROL PLAN

In 2017, 3.5 million euros were invested in improving 120 supermarkets, with an aggregate investment of 8.98 million euros for 3 years in the Plan to reduce leakage of refrigerant gases. This year has also

begun Phase 1 of the Air Conditioning Plan, with an investment of 4.8 million in the implementation of 24 complete installations and 72 improvements to pre-existing facilities.

PLAN TO REDUCE LEAKAGE OF REFRIGERANT GASES



Additionally, the replacement of refrigerant gas R-404a by R-448a was carried out in 170 supermarkets, with a lower environmental impact, thus reducing the global warming potential of these centres by 65%. The refrigerant gases used in Consum facilities belong to national refrigeration companies. In the new stores opened in 2017, the pioneering model for negative temperature refrigeration installations fed with CO₂, and with an environmental impact 4,000 times lower on the global warming potential, was implemented. This state-of-the-art environmental technology is implemented in 52

Cooperative stores, making Consum one of the companies with the greatest implementation nationwide.

In addition, the development of the NODRIZA logistic project also contributed to reducing greenhouse gases, reducing in 2017 the total amount of kilometres travelled within the supply chain by more than 4.7 million, by avoiding the movement of empty trucks. These measures, added to the progressive renewal of the logistics fleet to ecological vehicles, will allow us to continue to improve logistical and environmental efficiency in freight transport.

CONSUM'S CSR OBJECTIVE

26 Reduce atmospheric emissions: Projet Zero Waste.

APPLYING A WASTE MANAGEMENT POLICY

In compliance with the State Plan for Waste Management (PEMAR), 2015-2017, we have defined measures to promote the circular economy of waste, by means of the selective collection of waste materials through the integrated reverse logistics centres.

In 2017, Consum launched the Zero Waste Project on all its platforms, which allows 100% of the waste from packaging, containers and reusable pallets that come from the distribution centres and supermarkets to be utilised, so that none of it eventually ends up in a landfill. These centres also have plastic and cardboard processing systems, so that waste is managed at the distribution centre itself. In this way, Consum is ahead

of European specifications that seek to recycle 50% in 2020 and 70% in 2030.

The waste generated by the organisation is mainly cardboard and plastic from product packaging and containers for distribution. All the Cooperative's waste is 100% maximised, except for organic waste, which is managed through the municipal collection services.

Hazardous waste is managed by authorised national agents, who are responsible for its transport and apply the appropriate recovery method according to their internal procedures. Consum does not transport, import, export or treat hazardous waste.

WASTE RESIDUE BREAKDOWN BY TYPE AND TREATMENT (t)	Treatment method	2015	2016	2017
Cardboard 	Recuperación	17,416.80	18,650.51	21,885.90
Plastic 	Recuperación	1,544.20	1,605.51	1,799.61
Organic 	Vertedero	6,675.10	7,635.01	11,605.90
Sandach 	Recuperación	1,416.40	1,741.88	2,156.14
Toner 	Recuperación	3.45	4.39	2.92
Scrap 	Recuperación	76.70	16.18	159.96
Hazardous waste 	Gestor autorizado	9.42	16.19	28.95

* SANDACH RESIDUES CORRESPOND TO THE CALENDAR YEAR, UNLIKE THE REST OF THE WASTE THAT COINCIDES WITH THE FISCAL YEAR.

(306-1, 306-2, 306-3, 306-4, 306-5)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



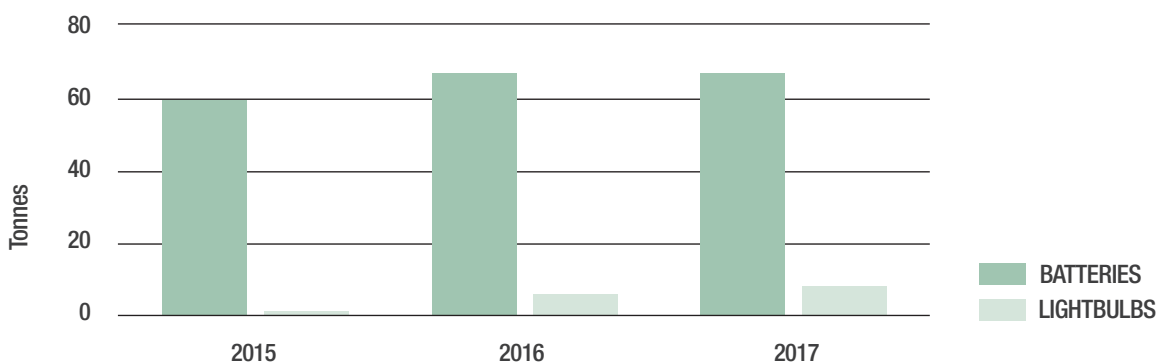
12.5 - Reduce the generation of waste through prevention, reduction, recycling and re-use activities.

In 2017, Consum and Hispacoop launched the campaign “Join us in responsible consumption. Reduce-Reuse-Recycle”, with the aim of informing and making consumers aware of how best to manage the waste products and rubbish generated in the home, thus avoiding waste.

Thanks to the collaboration with Ecopilas and Consum’s

customer partners, in 2017 65.5 tons of batteries were collected, 0.7% less than the previous year. The collection of light bulbs and fluorescent tubes in collaboration with Ambilamp has made it possible to recover 7.13 tonnes, 34.78% more, thanks also to the participation of customers. These waste products are then transferred to specialised treatment plants that allow the product to be given a second life.

WASTE RECOVERED (t)



Inverse Logistics Area at the PMG at Silla (Valencia)

6



A REAL

COMMITMENT

TO SOCIETY

**Solidarity is an
enormous word,
made up
of small acts**

Julia Grau, volunteer at the Amigos de San Antonio Association in Valencia

#DecirHaciendo

CONSUM'S CSR OBJECTIVE

27 Training in food, health and responsible consumption: Team Consum educational web page.

ENCOURAGING HEALTHY CONSUMPTION

Having the right information is essential for making responsible consumer decisions that affect not only the economy or our family's health, but which also have consequences for society and the environment. As a Consumer Cooperative, Consum promotes healthy, responsible consumption for all ages and abilities.

In order to encourage healthy living habits in young consumers in a fun way, Consum has introduced a training programme for healthy living, with different educational initiatives such as the Team Consum website for educational resources, the Story Contest on World Consumer Day, and the PAIDO Programme for the prevention of childhood obesity.

TEAM CONSUM

Team Consum is Consum's educational website, providing training material on responsible consumption for teachers, aimed at children and young people between 4 and 14 years. This resource proposes various games, group dynamics and informational material to be used in classrooms or school dining

rooms and in occupational centres, to promote healthy lifestyles, while fostering creativity and teamwork. In 2017, the Team Consum page saw an increase of 11% in visits, demonstrating how well these workshops have been received.

	2015	2016	2017
	▼	▼	▼
VISITS TO THE WEB PAGE	3,628	4,762	5,317



TEAM CONSUM

The screenshot displays the Team Consum website interface, which is organized into a grid of educational cards. Each card features a title, a brief description, and a 'VER' (View) button. The cards are categorized by age groups on the right side of the page.

- 10-11 años:**
 - ¿Qué aporta un plato de legumbres?** (What does a plate of legumes bring?) - Las legumbres en la base de la alimentación. ¿Qué tal si creamos spots publicitarios para estimular su consumo? (Legumes at the base of nutrition. How about we create advertising spots to stimulate their consumption?)
- 8-9 años:**
 - Una noticia increíble de legumbres** (An incredible news about legumes) - ¿De qué diferentes formas podemos consumir legumbres? En grano, germinada, en hamburguesas, como macarrones... (How can we consume legumes in different ways? In grain, sprouted, in hamburgers, like macaroni...)
- 9-10 años:**
 - Y tú, ¿ya desayunas bien?** (And you, do you already eat breakfast well?) - ¿Por qué es importante desayunar bien antes de salir de casa? ¿Qué necesitaría cambiar en mi rutina diaria para tomar un buen desayuno? (Why is it important to eat breakfast well before leaving home? What would I need to change in my daily routine to have a good breakfast?)
- 3-4 años:**
 - Leche, fruta y cereal** (Milk, fruit and cereal) - ¿Cómo es un desayuno saludable y qué alimentos lo componen? (How is a healthy breakfast and what foods make it up?)

The right sidebar lists educational categories: Actividad en el aula (Classroom activity), Ciencias sociales (Social sciences), Ciencias de la naturaleza (Natural sciences), Destrezas lingüísticas (Language skills), Educación artística (Art education), and Matemáticas (Mathematics).

(413-1, ES5.01, ES5.02)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



4.7 - Ensure that all students receive the theoretical and practical knowledge necessary to promote sustainable development.

WORLD CONSUMER DAY

Consum promotes the Rights of young consumers through the World Consumer Day Commemorative Story Contest. Through teamwork, creativity and self-criticism, the aim is for young people to reflect on their consumption choices as they relate to current affairs, and then to convert them into an original, innovative illustrated story.

The World Consumer Day commemoration is Consum's longest running social programme. The Story Contest has been held for twelve years, during which more than 30,700 primary, secondary and special education students have taken part in it, as well as users of occupational centres from all the communities where the Cooperative is present. The programme also has the support of the Autonomous Council Heads for consumption, education and health.

The 12th edition in 2017, under the slogan "*The delicious case of the invisible ingredient*" saw the participation of 3,270 schoolchildren. This year's

objective was to stimulate interest in healthy, sustainable cooking, evoking the senses transmitted to us by dishes prepared by our families and loved ones.

In 2017 the first prize in the category of primary and secondary education, worth 3,000 euros, was for IES El Caminàs de Castellón, for the story "*La Magdalena d'August*", written in Valencian. The second prize of 2,000 euros went to Escola Països Catalans de Llérida for the story "*Les hamburgueses de la iaia*", with an original text in Catalan. The third prize, valued at 1,000 euros, went to the Barriomar 74 School in Murcia for the short story "*La pasión por la cocina*", written in Spanish. The prize in the occupational centre category, worth 1,000 euros, went to the Llar Joan Trias centre in Barcelona for the short story "*La comida de la iaia*", with text in Spanish. In the Special Education category, with a prize of 1,000 euros, the winner was the Los Silos centre in Valencia for their short story "*Bocaditos de felicidad*" written in Spanish. All the stories are available in the digital edition published on the Team Consum website.

30,700

TOTAL SCHOOL CHILDREN WHO TOOK PART IN THE 12 EDITIONS

3,270

SCHOOL CHILDREN WHO TOOK PART IN 2017

8,000€

IN PRIZES



Winners of the 12th edition of the World Consumer Day Illustrated Stories Contest

CONSUM'S CSR OBJECTIVE

- 28** **Donate surplus produce:**
Profit Programme 6,000 t of food donated.
- 29** **Get fully involved in charity activities:**
164,774€ in charity collaborations & sponsorships.

The 2017 awards ceremony was held in the La Rambleta venue in Valencia, where live cooking workshops were held with schoolchildren, in collaboration with teachers from the Mediterranean

Higher Centre for Hostelry. The event was attended by authorities from the autonomous governments and the Valencian Institute of Social Action.



Cookery workshop carried out with the children who attended the Prize-Giving Event for World Consumer Day.

PAIDO

The Comprehensive Child Obesity Care Program (PAIDO), run by the Unit for Obesity and Cardiovascular Risk in Children and Adolescents at the General Hospital of Valencia, involves health sector professionals, nutritionists, Physical Education teachers and families, to prevent the spread of these conditions in young people. Consum collaborates by creating healthy cooking workshops with young people and their parents, in which theory and practice are combined in order to

learn to cook and eat in a varied, healthy way. In 2017, the programme was attended by 130 people aged between 7 and 15, who have positively valued the fun nature of the workshops, as well as how easy it was to prepare a complete, balanced menu.

130
PARTICIPANTS BETWEEN 7 & 15 YEARS OF AGE

VISITS TO FACILITIES

Every year, Consum receives visits to Supermarkets and Logistics Centres from students studying programmes related to logistics and business management. In 2017 there were 119 group visits, with a total of approximately 2,200 attendees. The visits are aimed at giving the students a practical view of the operation of a distribution company and

the Cooperative management model. In 2016, there were 84 visits with a total of 1,475 attendees.

119
GROUP VISITS

2,200
ATTENDEES

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



12.3 - Reduce food wastage by half in the agro-alimentary chains.



1.2 - Contribute to reducing poverty.

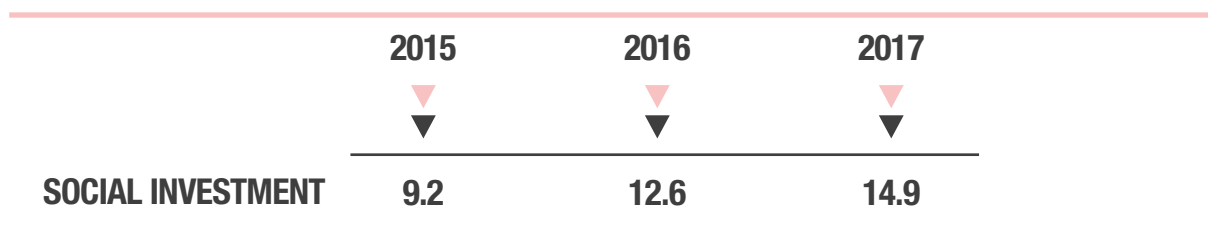
SOLIDARITY PROGRAMMES

Consum, as a Social Economic company, has an inherent commitment in its nature to people and to the social challenges in the environment in which it carries out its activity. Within the Social Responsibility Policy, Consum's contribution to the community is divided into three main pillars: The Profit Programme for the responsible management of surplus produce, the Cooperative's social sales and the collaborative charity activities carried out in conjunction with entities and

social services. As a result, this year 14.9 million euros were invested in collaborative charity projects, with a direct impact on more than 150,000 people.

14.9
INVESTED IN SOCIAL
PROJECTS

150,000
PEOPLE BENEFITTED
FROM DONATIONS



Volunteers collecting food for the Profit Programme at Consum Conde Salvatierra (Valencia)

PROFIT PROGRAMME

Consum, as a food distribution company, and ever aware of the needs of society, formalised the Profit Program in 2011 for the responsible management of food and basic products, which allows us to make use of surplus products that are withdrawn from sale by commercial criteria, but have not yet reached their expiry date, so are perfectly suitable for consumption. These products are donated daily from supermarkets, distribution centres and fresh produce schools to the nearest local bodies and social services so that they are distributed among the people in the surrounding area who need it most. Currently the programme is implemented in 100% of the Cooperative's commercial network. The vast majority of donated foods correspond to packaged products in the deli, meat, fruit, vegetable, sweet foods and dairy sections. In addition, the Programme also includes essential cleaning, hygiene and health products.

In 2017, 6,000 tonnes of products were donated, with which it was possible to help some 52,000 people. Here at Consum, we would like to thank the efforts of more than 1,000 volunteers from the municipal bodies and social services which, in addition to the work of Consum employees, made the daily distribution of these basic foodstuffs and other products possible.



PROGRAMA DE GESTIÓN RESPONSABLE DE ALIMENTOS

6,000

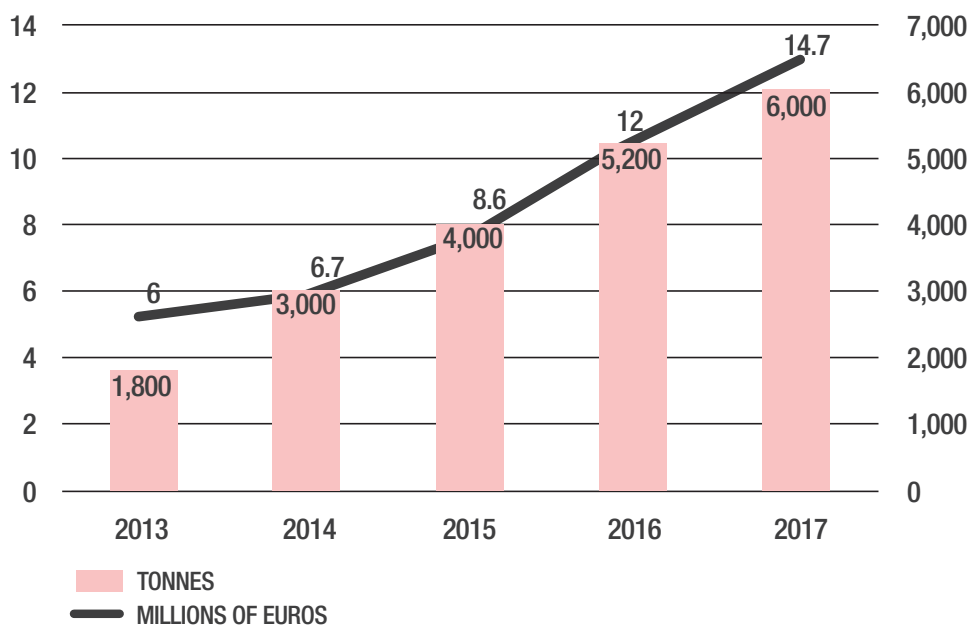
**TONNES OF
PRODUCTS
DONATED**

52,000

**PEOPLE
AIDED**

1,000

**VOLUNTEERS
INVOLVED IN THE
PROJECT**



The responsible management of the surplus food donated has also meant that we prevented the emission of about 3,800 tons of CO₂ which would have been generated if it had been wasted, thus generating an additional benefit for Society and the environment.

In addition, during the “Grand Collection” it was possible to collect, thanks to donations from Consum's customer-partners, a total of 459 tons of product that were taken to the Food Banks in the areas in which the Cooperative operates.

SOCIAL SALES

Social sales are those which the Cooperative carries out under favourable commercial conditions for social organisations or public administrations. In 2017, social sales were made to 15 Businesses to a value of 406,680 euros, and sales through vouchers or solidarity cards to

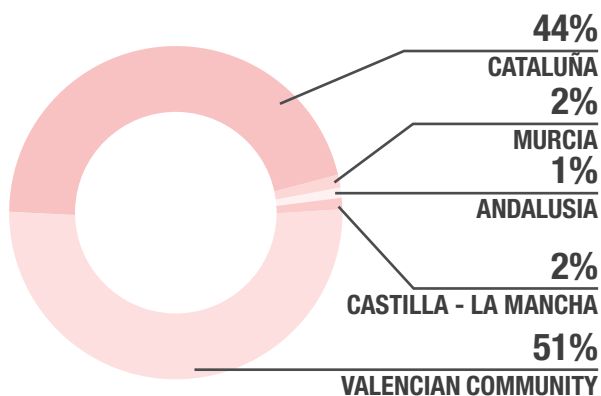
a value of over 1.8 million euros. The latter function as a payment modality in the Cooperative's supermarkets and allow the beneficiaries of said social assistance to obtain supplies of basic necessities.

SPONSORSHIPS AND CHARITY COLLABORATIONS

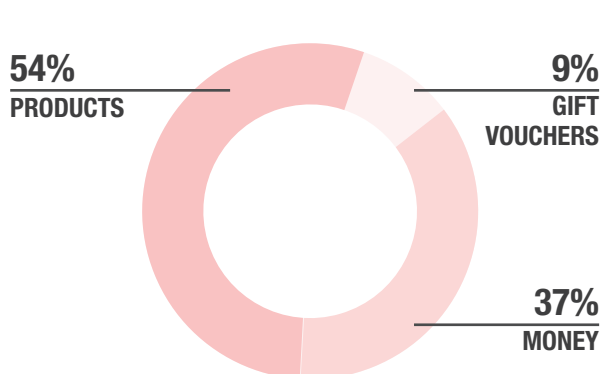
In 2017, Consum collaborated in 323 projects with charities to the amount of 164,774 euros, with an impact benefitting more than 97,985 people.

	2015	2016	2017
	▼	▼	▼
Nº CHARITY COLLABORATIONS	284	290	323

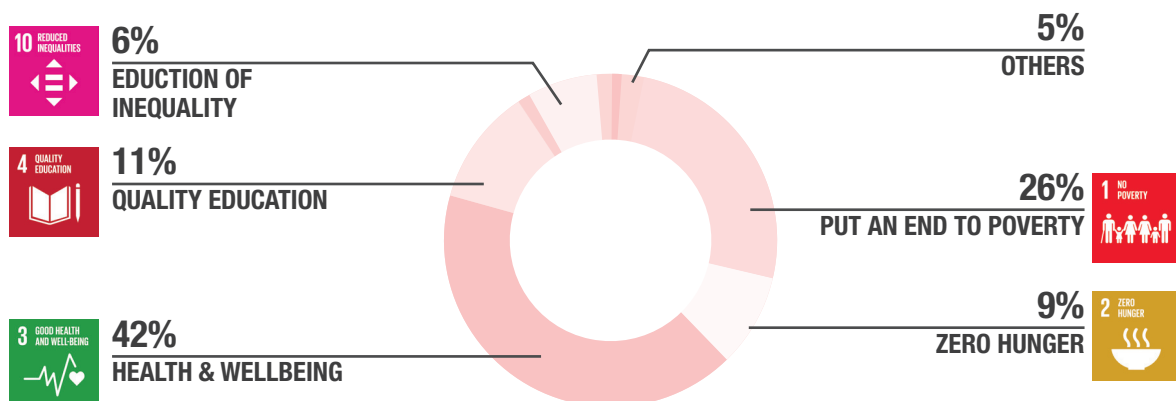
BY GEOGRAPHICAL LOCATION



BY TYPE OF DONATION



BY CONTRIBUTION TO THE SDGS



CONSUM'S CSR OBJECTIVE

30 Work with institutions and interest groups in order to continue to build together:

Consum-La Fe Professorship, to promote healthy eating.

External verification of the Report, based on GRI.

Among the most significant social activities in 2017, the following collaborations stand out:

SDG 1 PUT AN END TO POVERTY



- We have collaborated with the Red Cross with the amount of 30,000 euros to help rebuild water and sanitation systems in areas affected by Hurricane Irma, especially in Cuba. 1,000 family hygiene kits have been sent to cover basic sanitation needs, and 1,000 cooking kits have been sent to replace essential lost items. It is estimated that this aid will reach more than 12,000 people from the most vulnerable communities.
- In 2017 Consum donated 30,000 euros to the Spanish UNICEF Committee, to contribute to the re-education of the 800 children affected by the earthquake in Mexico last September. It will be allocated to 10 tents and 60 "Schools in a suitcase" kits, with all the necessary material for a teacher to give classes. Also, 143 family water and hygiene kits have been distributed to prevent the spread of diseases.

SDG 2 ZERO HUNGER



- Among the entities that collaborate with Consum for the distribution of food and staples are the Food Bank, Caritas, Casa de la Caridad, the Red Cross and Pont Alimentari, as well as numerous local entities.

SDG 3 HEALTH & WELLBEING



- Collaboration with the Spanish Cancer Association, Aspanion and the Josep Carreras Foundation, providing funds for research and improving the patients' quality of life.
- Collaboration with Payasospital (Valencian Community), Asociación Kokoro (Catalonia) and Pupaclown (Murcia), who use magic, stories, music and improvisation to help younger patients to forget that they are in hospital for a while.

SDG 4 QUALITY EDUCATION



- Consum donated 10,000 euros to the campaign "Llegir en valencià" to encourage reading and promote the Valencian language. The campaign is organised by the Bromera Foundation for the publication of books. "Llegir en valencià" is aimed at everyone who wants to start reading in Valencian and would also like to discover stories and anecdotes about different aspects of Valencian culture: legends, festivals, the local cuisine, and so on.

SDG 10 REDUCTION OF INEQUALITY



- For more than 10 years we have collaborated with the Red Cross, as part of the Employment Plan for the Valencian Community, for the insertion of people with social problems, through jobs orientation, training and labour intermediation actions. The agreement is carried out through funds provided by Consum, as well as the realisation of non-labour practices with vulnerable groups in the company. In the Valencian Community more than 1,000 people were able to join the workforce in 2016 thanks to this programme.
- We also collaborate with the Once Foundation, through the Inserta Agreement, by means of which it is expected to incorporate 30 people with disabilities into the cooperative's workforce over the next three years. Currently 54 workers have joined Consum thanks to this programme.

(ES5.05)

THE UN'S SUSTAINABLE DEVELOPMENT OBJECTIVE



17.17 - Encourage public/private partnerships, and links with society at large.



12.6 - Incorporate sustainability information when presenting Reports.

BUILDING A BETTER ENVIRONMENT

Consum has been a signatory of the national network of the United Nations Global Pact since 2011, with which it has renewed its commitment to the 10 Principles annually. 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 business and consumer sector

associations, as well as other organisations in the fields of social economy and academic training and research.

Consum's participation in the associations to which it belongs has meant a contribution in 2017 of 213,000 euros. The entities are listed below:

BUSINESS AND CONSUMER ASSOCIATIONS:

- Valencian Business Confederation (CEV).
- Association for Progress in Management (APD).
- Valencian Business Association (AVE).
- Association of Manufacturers and Distributors (AECOC).
- Valencian Community Supermarkets Association (ASUCOVA).
- Castilla la Mancha Supermarkets Association (ASUCAM).
- Catalanian Council of Food Distribution Companies (CEDAC).
- Murcia Supermarkets Association (ASUMUR).
- Spanish Association of Wholesalers, Self-services & Supermarkets (ASEDAS).
- Valencian Community Business Federation of Agro-food (FEDACOVA).
- Association for the Promotion of Fruit & Vegetables "5 a Day".
- Taste & Health Foundation.

SOCIAL ECONOMY BODIES:

- Valencian Federation of Consumer Cooperatives (FCCV).
- Catalanian Federation of Consumer & User Cooperatives (FCCUC).
- Spanish Confederation of Consumer & User Cooperatives (HISPACOO).
- Union of Associated Work Cooperatives for the Region of Murcia (UCOMUR).
- Valencian Community Confederation of Cooperatives (CONCOVAL).
- Association for Social Economic Cooperation (ASCES).

RESEARCH, EDUCATION & CHARITY 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
- Red Cross

(102-12, 102-13)

PROJECTS WITH CHARITY ASSOCIATIONS

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.



TRAINING INSTITUTIONS

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.



IDAE

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.v



ITI

Collaboration with the Technological ICT Institute (ITI), for the management of the cold chain and for the monitoring of energy consumption, among others.



LA FE HOSPITAL IN VALENCIA

In 2017, Consum and La Fe Hospital in Valencia signed an agreement for the creation of the Consum-La Fe Chair: Healthy Eating, with the aim of promoting healthy lifestyle habits and a healthy diet to prevent putting on weight, obesity and a sedentary life, thus helping to improve the health of our citizens.



ITE, ITENE

In 2017 Consum launched, along with the Technological Institute of Energy (ITE) and the Technological Institute of Packaging, Transport and Logistics (ITENE), the Cool Routing project for the distribution of home and online purchases in large cities, using electric vehicles with zero emissions to improve the air quality of cities and reduce traffic noise.



ITENE

Logistics projects Smart Reader and Smart Delivery.



CAJAMAR

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



GIS

Consum participates in the Innovation and Sustainability Group (GIS), a working forum promoted by Agrifood to value R + D + I to develop products in sufficient quantity, safely and sustainably.



FUVAMA

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

PREMIOS Y RECONOCIMIENTOS

FEBRUARY

Job Creation Award. III Edition of the KPMG and El Confidencial Prizes for the best business practice (February 2017).



MARCH

STIGA Awards.
Leader in Customer satisfaction and experience 2016.



APRIL

Prize for solidarity from the Ribarroja City Council.



FundaCOM Award (Miami).
Informative Magazine BIS.



MAY

ECOMOV Awards.
Ecological mobility from Las Provincias.



Castellón **Red Cross Award** for sharing the Institution's principles.

Recognition from the Association for the Development of Logistics, ADL.

Vertex Award for the design of the Kirey men's deodorant product.



NOVEMBER

Valencia Chamber 17 Award
for the most Socially Committed Company.



DECEMBER

onsum receives the
Randstad Award 2017
for attractive workplace.



7



AN EXERCISE IN TRANSPARENCY

**Say things clearly,
do them well
and prove it**

Javier Aguilera

#DecirHaciendo

MEASUREMENT TECHNIQUES

Consum S. Coop. V is the only entity included in the organisation's financial statements. All the information in the process to define the contents of the 2017 Report is included in the Report on the Process of identifying material issues and their Coverage, 2017. This annual

sustainability report, corresponding to Consum's 2017 fiscal year (from 1 February 2017 to January 31, 2018), continues on from the last Sustainability Report, 2016. It is the eleventh Sustainability Report and will be continued in the next financial year, 2018.

SUSTAINABILITY INDICATORS

GRI CONTENT INDEX

GRI 102: 2016 General Content

GRI Standard	Content	Page number or URL	Omission	Ex.V.
Organisational Profile				
	102-1 Name of the Organisation	112		✓
	102-2 Actividades, marcas, productos y servicios	12, 35, 62		✓
	102-3 Location of the Head Office	112		✓
	102-4 Location of operations	12		✓
	102-5 Property regime and legal structure	12		✓
	102-6 Markets served	12, 28, 29, 89		✓
	102-7 Size of the Organisation	Net sales amount to 2,347,829,389 euros 26, 28, 32, 38, 40, 62		✓
	102-8 Information on Employees and other Workers	There are no external workers. Data collection is done through the Oracle PeopleSoft tool. 38, 40, 41		✓
	102-9 Supply chain	30, 32		✓
	102-10 Significant changes in the Organisation and in its supply chain	There have been no significant changes in the structure of the social capital or the value chain.		✓
	102-11 Precautionary Principle	62		✓
	102-12 External initiatives	30, 93		✓
	102-13 Affiliation to associations	93		✓
Strategy				
	102-14 Statement from the Organisation's chief decision makers	8		✓
	102-15 Main impacts, risks and other opportunities	8		✓
Ethics and Integrity				
	102-16 Values, principles, standards and behaviour codes	Social By-Laws and Regulation of Internal Regime. In the 2017 tax year, the Consum Good Governance Codes and the Code of Ethics & Conduct, prepared by Management and approved by the Board of Governors, were published, which set the guidelines for the full performance of all Consum employees and their relationships with the stakeholders. 12		✓

(102-45, 102-46, 102-50, 102-51, 102-52, 102-54, 102-55)

	102-17 Mechanisms for advice and ethical concerns	Art. 6 and 7 Code of Ethics & Conduct. The Cooperative has a Complaints Channel for the confidential communication of any unethical conduct, as well as an Ethics Committee and a Compliance Officer to provide ethical and legal advice to all members of the organisation.		✓
Governance				
	102-18 Management structure	Art 4.2.3 Consum Good Corporate Governance Code. The Board of Governors is responsible for setting the guidelines on Corporate Social Responsibility. 23		✓
	102-19 Delegation of Authority	Art. 4.3.3 of the Consum Good Corporate Governance Code. The Board of Directors is responsible for implementing the guidelines adopted by the Board of Governors in the area of Corporate Social Responsibility. 20		✓
	102-20 Executive responsibility for economic, environmental and social matters	13		✓
	102-21 Consultations with stakeholders regarding economic, environmental and social matters	Art. 4.3.3 of the Consum Good Corporate Governance Code. The Board of Governors delegates the faculty to consult the interest groups to General Management, which, via the different Departments in the company, has consultation channels with the interest groups, to later pass on their comments to the Board of Governors. 13		✓
	102-22 Composition of the highest governance body and its committees	22, 23, 44		✓
	102-23 President of the highest governance body	Art. 37d Social By-Laws. Incompatible.		✓
	102-24 Nomination and selection of the highest governance body	Art 4.2.11 Consum Good Corporate Governance Code. The members of the Board of Governors will be chosen by strict criteria of good repute, capacity and professionalism, and are unable to introduce procedures that could be discriminatory. 20		✓
	102-25 Conflicts of interest	Art. 41. Social By-Laws. Art 4.7.3 Consum Code of Good Corporate Governance. Art 4.10 of the Code of Ethics and Conduct.		✓
	102-26 Role of the highest governance body in the selection of purposes, values and strategy	Art. 4.2 Consum Good Corporate Governance Code. Non-delegable powers of the Board of Governors		✓
	102-27 Collective knowledge of the highest governance body	Art. 4.2.5 Consum Good Corporate Governance Code. For the performance of their duties, the members of the Board of Governors may obtain the necessary information and advice from any organ of the Cooperative.		✓
	102-28 Evaluation of the performance of the highest governance body	Art.27b Social By-Laws. The General Assembly is the competent body to evaluate the performance of the Board of Governors. It is normally carried out on an annual basis. There have been no changes in the Board of Governors or in the Cooperative's practices.		✓
	102-29 Identification and management of economic, environmental and social impact	Art 4.2 Consum Good Corporate Governance Code. Competence that can not be delegated by the Board of Governors.		✓
	102-30 Effectiveness of risk management processes	Art 4.2 Consum Good Corporate Governance Code. Competence that can not be delegated by the Board of Governors.		✓
	102-31 Evaluation of economic, environmental and social issues	Art. 38 Social By-Laws. Minimum every two months.		✓
	102-32 Role of the highest governance body in the preparation of sustainability reports	The Board of Governors approves the list of material topics and their Coverages that make up the content of the Report.		✓
	102-33 Communication of critical concerns	In the regular dispatches from the Board of Directors with the Board of Governors, as well as through the Social Committee and the Social Representatives		✓
	102-34 Nature and total number of critical concerns		The content of the critical concerns has been omitted for reasons of confidentiality.	✓

	102-35 Remuneration policies	Art. 4.2.12 Consum Good Corporate Governance Code. The position of Director is not remunerated. Senior Management receives a fixed remuneration and a variable remuneration based on the achievement of economic, environmental and social objectives. Bonuses for hiring, severance payments, reimbursements and retirement benefits are those given in accordance with current labor regulations.		✓
	102-36 Process to determine remuneration	According to Consum's Internal Regulation and Collective Agreement Regime. Based on a job evaluation catalogue and prepared by independent consultants.		✓
	102-37 Involvement of stakeholders in remuneration	Through the Biannual Labor Climate Survey.		✓
	102-38 Ratio of total annual compensation		Ratio omitted for reasons of confidentiality.	✓
	102-39 Ratio of percentage increase of the total annual compensation		Ratio omitted for reasons of confidentiality.	✓
Stakeholder participation				
	102-40 List of stakeholders/interest groups	13		✓
	102-41 Collective bargaining agreements	52		✓
	102-42 Identification and selection of stakeholders/interest groups	Art. 4.2.5 Consum Good Corporate Governance Code. The main stakeholders are those defined in the Code. They have not been modified since 2006. 13		✓
	102-43 Approach for the participation of stakeholders/interest groups	13		✓
	102-44 Key issues and concerns mentioned	13		✓
Practices for the preparation of reports				
	102-45 Entities included in the consolidated financial statements	15, 98		✓
	102-46 Definition of the contents of the reports and the Coverage of the subject	15, 98		✓
	102-47 List of material topics	15		✓
	102-48 Reexpression of information	There have not been any reexpressions of information.		✓
	102-49 Changes in reporting	All reexpressions necessary, deriving from the change from the G4 standard to the GRI standards.		✓
	102-50 Period subject to the report	98		✓
	102-51 Date of last report	98		✓
	102-52 Reporting cycle	98		✓
	102-53 Contact point for questions about the report	112		✓
	102-54 Declaration of preparation of the report in accordance with GRI standards	4, 98		✓
	102-55 GRI content index	98		✓
	102-56 External verification	4		✓

MATERIAL ITEMS

Compliance with Regulations

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 2016 Management focus				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	22, 23		✓
	103-3 Evaluation of the management approach	67		✓
205 Anticorruption 2016				
	205-1 Operations evaluated for corruption-related risks	An Cooperative's Overall Business Risk Map has been carried out in collaboration with an external consultant.	Risks identified omitted for reasons of confidentiality.	✓
	205-2 Communication and training on anti-corruption policies and procedures	The Board of Governors approves the organisation's anti-corruption policies. 52		✓
	205-3 Confirmed cases of corruption and measures taken	No cases of corruption have been identified in Consum, nor has any contract with suppliers been terminated due to corruption, nor has any legal case been filed against the organisation.		✓
206 Unfair Competition Practices 2016				
	206-1 Legal actions related to unfair competition, monopolistic practices or against free competition	There have been no legal actions related to unfair competition, monopolistic practices or against free competition.		✓
307 Environmental compliance 2016				
	307-1 Non-compliance with environmental legislation and regulations	64, 67		✓
415 Public policy 2016				
	415-1 Contribution to political parties and/or representatives	No contributions are made to political parties or representatives.		✓
419 Socio-economic Compliance 2016				
	419-1 Non-compliance with laws and regulations in the social and economic fields	64, 67		✓

Participation in management

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	20, 21		✓
	103-3 Evaluation of the management approach	20, 21		✓
402 Employee-company relationship 2016				
	402-1 Minimum warning periods regarding operational changes	In the event of any organisational change in the Cooperative, the chain of command will try to communicate it with the earliest possible notice, usually set at 2 weeks maximum. The criterion of internal communication is to inform workers at least one day before any matter becomes public.		✓

Relationships with Stakeholders/interest groups

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	93, 94, 95		✓
	103-3 Evaluation of the management approach	93, 94, 95		✓

Growth and development of the commercial network

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	26, 28		✓
	103-3 Evaluation of the management approach	26		✓
201 Economic performance 2016				
	201-1 Direct economic value generated and distributed	26,48		✓
	201-2 Financial implications and other risks and opportunities arising from climate change	74		✓
	201-3 Obligations of the defined benefit plan and other retirement plans	Consum no dispone de Plan de Pensiones privado.		✓
	201-4 Financial assistance received from the government	Las deducciones por I+D+i son 149.806,18 euros. 52		✓

Innovation in commercial formats and channels

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	35		✓
	103-3 Evaluation of the management approach	35		✓

Good practice in the agro-food chain

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	30, 31		✓
	103-3 Evaluation of the management approach	30, 31		✓
203 Indirect economic impact 2016				
	203-1 Investments in infrastructure and supported services	Consum does not make investments in infrastructure or supported services.		✓

	203-2 Significant indirect economic impacts	The importance of indirect economic impacts is identified from external benchmarks and priorities of interest groups to respond to environmental risks arising from unemployment or job insecurity. The impact on the Cooperative's interest groups is produced through the creation of jobs in the supply chain, the promotion of entrepreneurship in the franchises and favouring the availability of products through food banks or with social vouchers for people on low incomes. 28, 38, 89		✓
204 Acquisition practices 2016				
	204-1 Proportion of spending on local suppliers	30		✓
414 Social evaluation of suppliers 2016				
	414-1 New suppliers that have passed selection filters according to social criteria	67		✓
	414-2 Negative social impacts within the supply chain and actions taken	Negative social impacts in the supply chain are identified as food alerts that affect the suppliers of Consum's own brand. In 2017 there were no health alerts that affected Consum's MDD providers, so consequently we did not had to define corrective plans or terminate contracts.. 67		✓

Eco-efficient logistics

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	32, 33		✓
	103-3 Evaluation of the management approach	32, 33		✓

Creation of stable employment

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	38, 39		✓
	103-3 Evaluation of the management approach	40, 41, 42, 43		✓
401 Employment 2016				
	401-1 New employee hiring and staff rotation	38, 42, 43		✓
	401-2 Benefits for full-time employees not given to part-time or temporary employees	44, 45		✓
	401-3 Parental leave	44, 46, 47		✓

Conciliation and Equality Plan

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	44, 45, 46, 47, 48, 49, 50, 51		✓
	103-3 Evaluation of the management approach	44, 45, 46, 47, 48, 49, 50, 51		✓
401 Employment 2016				
	401-1 New employee hiring and staff rotation	38, 42, 43		✓
	401-2 Benefits for full-time employees, not given to part-time or temporary employees	44		✓
	401-3 Parental leave	44		✓
405 Diversity and Equal Opportunities 2016				
	405-1 Diversity in governing and employee bodies	22, 38, 40, 44, 51		✓
	405-2 Ratio of basic salary and remuneration of women compared to men	44		✓
406 Non-discrimination 2016				
	406-1 Cases of discrimination and corrective actions taken	No cases of discrimination were registered. 44		✓

Continual professional training and improvement

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	52, 53, 54		✓
	103-3 Evaluation of the management approach	52, 53, 54		✓
404 Training and Education 2016				
	404-1 Average hours of training per year per employee	52		✓
	404-2 Programmes to improve employee skills and transition assistance programmes	Consum includes the possibility of early or partial retirement. There are no programmes to help the transition due to dismissal. 52, 53		✓
	404-3 Percentage of employees who receive periodic performance evaluations and professional development	54		✓

Health & Safety in the Workplace

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	55, 56, 57		✓
	103-3 Evaluation of the management approach	55, 56, 57		✓
403 Health & Safety in the workplace 2016				
	403-1 Representation of workers in formal health and safety company-employee committees	55		✓
	403-2 Types of accidents and frequency rates of accidents, occupational diseases, days lost, absenteeism and number of deaths due to work-related accidents or occupational diseases	55, 56, 57		✓
	403-3 Employees with high incidences or high risk of disease related to their activity	There are no workers with high incidences or risk of disease. 55		✓
	403-4 Health and safety issues addressed in formal agreements with unions	55		✓
407 Freedom of association and collective bargaining 2016				
	407-1 Operations and/or suppliers whose right to freedom of association and collective bargaining may be at risk	No centres and/or suppliers at significant risk of freedom of association and collective bargaining were identified. Consum only operates in Spain and complies with current legislation on Human Rights.		✓

Salaries and Profit-sharing

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	48		✓
	103-3 Evaluation of the management approach	48		✓
202 Market presence 2016				
	202-1 Ratio of standard initial category salary by gender to local minimum wage	44		✓
	202-2 Proportion of senior executives hired from the local community	The members of the Board of Directors are understood to be senior executives. 38		✓

Range of brands

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	62, 63		✓
	103-3 Evaluation of the management approach	62, 63		✓

Consumer information

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	62, 63		✓
	103-3 Evaluation of the management approach	66		✓
417 Marketing and Labelling 2016				
	417-1 Requirements for information and labelling of products and/or services	62		✓
	417-2 Cases of non-compliance related to information and labelling of products and/or services	64, 67		✓
	417-3 Cases of non-compliance related to marketing communications	67		✓

Customer service and support

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	60, 61		✓
	103-3 Evaluation of the management approach	60, 61		✓
418 Customer privacy 2016				
	418-1 Claims based on violations of a customer's privacy and loss of customer data	There have been no breaches of the data privacy regulations.		✓

Accessibility to products and services

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	36		✓
	103-3 Evaluation of the management approach	36		✓

Benefits programme for the consumer-partner

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	60, 61		✓
	103-3 Evaluation of the management approach	60, 61		✓

Freshness, quality and food safety

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	64, 65, 66, 67		✓
	103-3 Evaluation of the management approach	64, 65, 66, 67		✓
416 Customer health and safety 2016				
	416-1 Evaluation of the health & safety impacts of the categories of products and/or services	64, 65		✓
	416-2 Cases of non-compliance related to the health and safety impacts of the categories of products and/or services	64, 67		✓

Responsible communication

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	68, 69, 70, 71		✓
	103-3 Evaluation of the management approach	68, 69, 70, 71		✓
417 Marketing and labelling 2016				
	417-1 Requirements for information and labelling of products and/or services	62		✓
	417-2 Cases of non-compliance related to information and labelling of products and/or services	64, 67		✓
	417-3 Cases of non-compliance related to marketing communications	67		✓

Energy

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	76, 77, 78, 79		✓
	103-3 Evaluation of the management approach	76, 77, 78, 79		✓
302 Energy 2016				
	302-1 Energy consumption within the organisation	76		✓
	302-2 External energy consumption	76		✓
	302-3 Energy intensity	For the calculation of the ratio, only the energy consumption within the organisation is included. 76		✓
	302-4 Reduction of energy consumption	Conversion factors from the International Energy Agency (IAE). Calculations based on invoices and the calculation guide from the July 2017 MAPAMA Carbon Footprint, version 9. 76		✓
	302-5 Reduction of the energy requirements for products and/or services	76	Not applicable. Consum does not elaborate the products, it only sells them.	✓

Water

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	80		✓
	103-3 Evaluation of the management approach	80		✓
303 Water 2016				
	303-1 Water extraction by source	80		✓
	303-2 Water sources significantly affected by water withdrawal	80		✓
	303-3 Water recycled and reused	80		✓

Atmospheric emissions

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	80, 81		✓
	103-3 Evaluation of the management approach	80, 81		✓
305 Emissions 2016				
	305-1 Direct GHG emissions (range 1)	80		✓
	305-2 Indirect GHG emissions when generating energy (range 2)	80		✓
	305-3 Other indirect GHG emissions (range 3)	80		✓
	305-4 Intensity of GHG emissions	80		✓
	305-5 Reduction of GHG emissions	Base year 2015. July 2017 MAPAMA emissions and global warming potential (PCG) factors, version 9. Consolidation approach for emissions by operational control. Carbon footprint verified externally in Ranges 1 & 2, as well as transportation and distribution of goods to point of sale in Range 3, in March 2018 by APPLUS +. The gases are those included in the verification of the carbon footprint. 80		✓
	305-6 Emissions of substances that deplete the ozone layer (ODS)	Substances that deplete the ozone layer are not produced, imported or exported.		✓
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions	There are no emissions of Nitrogen oxides (NOX), sulfur oxides (SOX) or other significant air emissions.		✓

Waste

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	82, 83		✓
	103-3 Evaluation of the management approach	82, 83		✓
306 Effluent and waste 2016				
	306-1 Water discharge according to its quality and destination	82		✓
	306-2 Waste, by type and method of disposal	82		✓
	306-3 Significant leakages	82		✓
	306-4 Transportation of hazardous waste	82		✓
	306-5 Bodies of water affected by water discharges and/or run-off	82		✓

Packaging and wrapping materials

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	74, 75		✓
	103-3 Evaluation of the management approach	74, 75		✓
301 Materials 2016				
	301-1 Materials used by weight or volume	74		✓
	301-2 Recycled supplies used	74		✓
	301-3 Reused products and packaging materials	0% The recycling of product packaging is done through the management of Ecoembes Green Point, which recycles them to re-convert them into resources. 74		✓

Voluntary joint management of surplus products

GRI Standard	Content	Page number or URL	Omission	Ex.V.
103 Management focus 2016				
	103-1 Explanation of the material issues and their Coverage	15		✓
	103-2 Management approach and its components	90		✓
	103-3 Evaluation of the management approach	90		✓
413 Local communities 2016				
	413-1 Operations with local community participation, assessment of impact and development programmes	86, 89		✓
	413-2 Operations with significant negative impacts - real or potential - in local communities	One closure was made in the Valencian Community and two in Castilla La Mancha. 28		✓

SECTORIAL SOCIAL ECONOMY

GRI Standard	Content	Page number or URL	Omission	Verif. externa
1st PRIMACY OF THE PEOPLE AND OF THE SOCIAL OBJECT ONTO THE CAPITAL				
	ES1.01 Description of a brief report that highlights the primacy of persons and the corporate purpose over capital.	8		
2nd VOLUNTARY AND OPEN ADHESION				
	ES2.01 Requirements for the adhesion of new members to the organisation.	Art. 6 and 8 Social By-Laws. The necessary requirements are assembled.		
	ES2.02 Requirements and conditions for departure from the organisation.	Art. 16 Social By-Laws. The departure conditions are assembled.		
	ES2.03 Evolution of partners or members, describing the variation of new additions and/or leaving members.	38, 42, 60		
3rd ORGANISATION & ENTERPRISE CULTURE WITH ROLE IN PARTICIPATORY AND DEMOCRATIC SOCIETY MANAGEMENT				
	ES3.01 Percentage of persons or groups with the right to vote in the highest decision-making bodies with respect to the total number of people in the organisation.	13, 20		
	ES3.02 Degree of renewal in the representative bodies of the organisation, indicating the expected renewal formula.	20		
	ES3.03 Working groups or generated spaces that favour the organisation's decision making	20		
	ES3.04 Percentage of people in the organisation who participate in any of the groups or spaces generated.	20		
	ES3.05 Information process by which the people in the organisation have access to 3-pronged information (corporate, business and economic), indicating the channels, frequency and recipients.	68		
	ES3.06 Percentage of members in the organisation who have received or participate in specific training activities in the social economy in the last year, with respect to the total number of members in the organisation.	52		
	ES3.07 Average percentage of real participation in the highest decision-making bodies.	20		
	ES3.08 Description of the preparatory process for the highest body of social representation.			
4th COMBINED INTERESTS OF USER MEMBERS AND OF GENERAL INTEREST				
	ES4.01 Definition of a map of the stakeholders/ interest groups focused on the organisation.	13		
	ES4.02 Existing relational flows between the organisation and its stakeholders.	13		
	ES4.03 Existence of a section on human rights (rejection of child labor and/or forced and compulsory labour, freedom of association, prohibition of acceptance of bribes, corruption, etc.) within the social responsibility policy.	Consum's Sustainability Policy. We respect the fundamental rights of working people and their freedom of expression and association. We guarantee the defence of human rights in all our activities, and we reject any type of commercial activity, or of any other nature, in which compulsory and/or forced child labour is directly or indirectly used, supporting all those initiatives aimed at securing the interests of children.		
	ES4.04 Adaptation to the cultural identity of the regions where the organisation operates.	13, 68		
	ES4.05 Existence of a systematic assessment of stakeholder satisfaction.	13		

5 th DEFENCE AND APPLICATION OF SOLIDARITY PRINCIPLES				
	ES5.01 OrganiSation of social, cultural or solidarity events, and monetary or any other kind of collaboration in such.	86, 89		
	ES5.02 Existence of actions linked to socially responsible investments.	86, 89		
	ES5.03 Existence of a formal declaration that requests from suppliers and contracted companies a management commitment that is respectful of the environment and socially responsible.	30		
	ES5.04 Consideration of environmental criteria in the selection of suppliers, products and services.	30		
	ES5.05 Name and typology of cooperational activities carried out with other organisations.	92		
	ES5.06 Percentage of purchases produced nationally (raw materials, services and fixed assets) / total purchases.	30		
	ES5.07 Existence of policies or procedures for equal opportunities in the selection, promotion and development of staff within the organisation.	44		
	ES5.08 Knowledge and documentation of significant environmental impacts arising from our activities.	74		
	ES5.09 Definition and documentation of annual environmental objectives based on significant environmental impacts.	74		
	ES5.10 Breakdown of staff by type of work, by contract and by region, including workplaces occupied by persons with disabilities over the organisational total.	38, 40, 41		
	ES5.11 Total number of people broken down by age group, gender and region, specifying disabled staff.	38, 40, 44, 51		
	ES5.12 Average turnover of staff broken down by age, gender and region, specifying disabled staff.	38, 42, 43		
	ES5.13 Measures taken to collaborate in the preservation or restoration of local species or natural spaces, as well as any natural and cultural resources, property of the organisation.	Not applicable.		
	ES5.14 Have an overall accessibility audit, recognised worldwide.	42		
6 th AUTONOMY OF MANAGEMENT AND INDEPENDENCE WITH RESPECT TO PUBLIC AUTHORITIES				
	ES6.01 Description of a brief report detailing the requirements and limitations of the management authority of the organisation's highest decision-making bodies	Art. 27, 36 and 44 of the Bylaws. The powers of each governing body are included.		
7 th APPLICATION OF SURPLUS (OR OF MOST OF IT) IN THE ACHIEVEMENT OF OBJECTIVES IN FAVOUR OF THE GENERAL INTEREST, AND/OR OF SERVICES TO MEMBERS				
	ES7.01 Percentage of liabilities corresponding to collective or irreparable funds.	26		
	ES7.02 Percentage of distribution of surplus destined to collective or irreparable funds.	46.28%. 26		
	ES7.03 Percentage of surplus allocated to the organisation members or to staff incorporation (capitalised or monetarised surpluses).	26		
	ES7.04 Increase or decrease in retained earnings at the end of the period.	26		



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Legal Deposit Number:
V-1330-2014

(102-1, 102-3, 102-53)

This Report has been prepared by the CSR Committee of Consum as a result of the Governing Board's commitment to transparency and accountability with stakeholders. The Report includes the actions implemented by the Cooperative and serves as a tool for the continuous improvement of the social responsibility management.





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