



Together

Sustainability Report 2020

Sustainability report 2020

Here at Consum, we would like to thank you for the huge amount of effort you have made this year, and applaud your commitment to society and to our cooperative values. Although we probably don't hold many great memories from 2020, we would like you to remember it as the year we discovered that working together and thinking about people

is cooperative. An attitude that also leads us to want to share another one of our great values with you: transparency. That's why we are externally verified in line with the Global Reporting Initiative (GRI) standards and the Law on non-financial information. This report is our way of showing you that Consum's commitment will always be to Say Doing.



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Independent verification



CERTIFICADO

Núm. GRI-0056/21

LGAI Technological Center (APPLUS)
certifica que la verificación de la memoria de sostenibilidad de la organización:

CONSUM SD. COOP. VALENCIANA

CONSUM S. COOP. VALENCIANA
Avda. Alginet, 1
46460, Silla (Valencia)

Titulada:
Memoria de Sostenibilidad : 2020

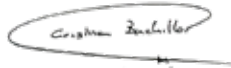
es conforme con los requisitos de los Estándares de GRI, con el nivel de aplicación: De Conformidad – Opción Exhaustiva, según GRI Estándares y la Ley 11/2018 de Información No Financiera.

Cerdanyola del Vallès, 30 de abril de 2021.

Director General
Applus+ Certification B.U.


Xavier Ruiz Peña

Directora Técnica
Applus+ Certification B.U.


Cristina Bachiller Martínez

El presente certificado se considerará válido siempre que se cumplan todas las condiciones del contrato del cual este certificado forma parte. Campus UAB – Ronda de la Font del Carme, s/n, 08193 Bellaterra (Barcelona)

* (VER ANEXO)

The Sustainability report has been written at the request of the Board of Governors as evidence of the Cooperative's commitment to its stakeholders regarding transparency and accountability. The information included in this report forms part of the management report from the 2020 financial year and

has been verified by the independent body, LGAI Technological Center (Applus+), based on Standards for the drafting of sustainability reports from of Global Reporting Initiative (GRI) in their Exhaustive option and complies with the provisions of Law 11/2018 on non-financial information and diversity.



**THIS REPORT HAS BEEN WRITTEN IN ACCORDANCE WITH
THE GRI STANDARDS: EXHAUSTIVE OPTION**

01





Together we make more responsible decisions

Francesc Llobell, President

2020, the year we celebrated our 45th anniversary, has been a difficult year which has highlighted our commitment as a key sector during the pandemic. We guaranteed the day-to-day supply of essential products, being very close to consumers' homes and investing in creating safe spaces in supermarkets for them to do their shopping, without the risk of infection, both for customers and workers. We have also learned that cooperation is fundamental in facing the most adverse situations, giving organisations with a purpose an active role in social cohesion and in the economic development of the environment.

Covid-19 also highlighted the importance of collaboration and resilience within the supply chain, the value of fresh and local products, and the positive impact of working alongside local suppliers. For many years at Consum, we have made nearly all of our purchases from national suppliers, of which two thirds are companies located in the regions we work in. Ethical commercial relationships, with fair and balanced margins within the agri-food chain also continue to be our priority.

The Charter franchises, as an essential service for small rural communities, have helped to create wealth and employment, structuring the territory and curbing rural depopulation. This year has seen a record number of openings to reach 330 establishments.

Our working conditions have been recognised yet again, for the eighth consecutive year, with the Top Employers seal, which endorses us for being one of the best companies to work for nationally. Moreover, as a result of the pandemic and the challenging times we have faced during the State of Alarm, in April we launched a free psychological support service for staff. We have incorporated this service as another measure in our catalogue of conciliation measures.



As part of our cooperative mission to promote healthy living habits, in the framework of the Naos Strategy (Spanish Strategy for Nutrition, Physical Activity and the Prevention of Obesity) of the Spanish Agency of Food Security and Nutrition (AESAN), we have spent three years working to reduce 502 tonnes of sugar, salt and saturated fats, reformulating and improving our own brand products.

Consum, as a cooperative which is committed to society, has made an extraordinary effort throughout the year to respond to the social needs arising from this health crisis. Over the year it has taken part in more than a thousand social partnerships and sponsorships at a value of close to 561,000 euros. In addition, work was also carried out along with the Valencian Community Department of Education in launching digital vouchers to guarantee meal grants for pupils during the months of lockdown.

We are also expecting a challenging year in 2021. Uncertainty has become part of our normality. Sustainable, resilient companies with a focus on their purpose will be better prepared to create value for all of their stakeholders and, therefore, to survive and be competitive in the long term. From our position, Consum's purpose is, and will continue to be, to serve society by performing an essential activity and being a driver for the creation of employment and economic development, always from a local, social and charitable perspective, within the Sustainable Development Goals framework.

Juan Luis Durich, Managing Director

The coronavirus health crisis and social distancing has had a huge impact on consumers. It seems clear that certain trends that came with this crisis are here to stay. These include concerns for health and sustainability, as well as an increase in online shopping. On the other hand, the increased need for hygiene and safety will also become a competitive factor, and the post Covid-19 consumer will equally value proximity, which is associated with safety.

Consum responded quickly to putting all of the safety measures in place for workers and customers to guarantee safe shopping. We were one of the first supermarkets to limit capacity and reduce shopping time, and the first to make the use of masks compulsory in our stores. Our customers and workers are grateful for this.

This situation has had an impact on Consum's sales which have reached 3,324.9 million euros, up 13.3% compared to the previous year. Profits were 65.5 million euros, which is an increase of 19.9%. The distinctiveness of our business model, based on proximity to the customer, variety of choice and the quality of fresh products, has enabled Consum to be one of the distribution companies that has grown in 2020 more than the average of the sector. This demonstrates the success of our response to the pandemic.

The development and improvement of the commercial network has continued despite the pandemic, with an approximate investment of 116.6 million euros, spent on the opening and renovations of retail stores to adapt them to our new model of a more modern and efficient supermarket. The online store continues its strong growth, ending the financial year by doubling sales and being available in more than 200 towns. Digitalisation is fundamental for the transformation of our Cooperative towards a more productive organisation with technology focussed on improving the customer experience.

This year, we have reached a total of 3.6 million partners, to whom we have issued discounts of a value of 49.7 million euros through the Mundo Consum loyalty programme.

In the environmental plan, we are focussed on fulfilling the commitments of the European Union's Green Deal. That's why we continue to implement measures to mitigate our emissions to the atmosphere and therefore slow



down Climate Change. In 2020, we have once again opted for certified renewable energy and have innovative measures in place in the facilities and equipment that enable our network of supermarkets to be the most efficient in the sector, without a shadow of a doubt. Added to the improvement of the vehicles from the logistics fleet, the Carbon Footprint has reduced by 86.6% since 2015.

The circular economy is the other major pillar of our Cooperative's environmental management. We continue with the Reduction of Materials and Packaging Plan, through which we have taken off the market more than 1,300 tonnes of plastics thanks to the implementation of reusable and compostable bags in the fresh food sections, as well as a variety of packaging reduction and replacement measures in our own brand items. We have also removed all of the plastic from the organisation's communications.

Consum is the first food distribution company to hold the Zero Waste certificate from AENOR in all of its logistics platforms, and which endorses its recycling of practically 100% of the waste generated in them. We also continue our commitment to preventing food waste, in such a way that, through the Profit Programme, we have managed to use 7,100 tonnes of

food that has been donated to social entities for distribution among the most vulnerable groups.

To reward the efforts of staff during the hardest weeks of the pandemic, extra payments amounting to 8.5 million euros have been made. This equates to 583 euros per operative worker, which has benefited more than 95% of the workforce. In 2020 we have created 1,355 new stable and quality jobs, to boost the workforce to around 17,400 people.

We are facing months of uncertainty due to the pandemic, which will be heavily influenced by the rates of mass vaccination that we hope will come sooner rather than later. At Consum, we will continue working as we have until now, to give consumer's confidence, placing people at the centre of all of our decisions. We are here and ready to face the changes that await us. As we have shown throughout 2020, we will continue working together day after day, and showcasing our cooperative essence.

We are a cooperative

INTRODUCTION

Consum is the largest cooperative of the Spanish Mediterranean area and it carries out its activity in the retail and wholesale distribution sector through its two brands: Consum supermarkets and Charter franchises. Its business model is based on local supermarkets, offering a wide selection to facilitate customers' ability to make choices, as well as high quality fresh products. Moreover, its Mundo Consum loyalty programme for partner-customers offers significant discounts on purchases, both directly and in a personalised manner, depending on shopping habits.



MISSION: "COMMITTED WORKERS. SATISFIED CUSTOMERS."

As a multipurpose cooperative, Consum is formed by two types of partners, workers and consumers, who take part in the capital, management and profits. That is why Consum has a double corporate objective: on the one hand, to provide workers with the best working conditions, thus achieving their maximum engagement; and, on the other hand, offering consumers the highest quality products possible to achieve their maximum satisfaction. The Cooperative's mission and purpose are created as a result of efforts focussed on both aspects which can be summarised in the phrase "committed workers, satisfied customers", and which places people at the centre of its management model.



Staff from the supermarket at Av. Hermanos Bou in Castelló de la Plana

VISION: "TO BE A RENOWNED COMPANY IN THE DISTRIBUTION SECTOR."

With the aim of being an independent, innovative, honest and sustainable cooperative where customers are able to make choices and access affordable prices, Consum focuses all of its actions towards a single vision: being a leader in the distribution sector.

VALUES: "LISTEN TO ACT LIKE A RESPONSIBLE COMPANY."

Consum's social responsibility comes from its cooperative values, from listening to its customers, workers, suppliers and surroundings. From supplying products, services, training, information, well-being, innovation and development. And from taking responsibility, with commitment and integrity to act in a sustainable manner. That's why it is deeply rooted in its management model.

Key figures

Profits

€65,5

million

up 19,9%



Investments

€116,6

million

down 14,1%



Innovation

€19,4

million

up 44,8%



Sales

€3.324,9

million

up 13,3%



Profit sharing

€32,3

million

average of

€2.187

per worker-partner



Average payment to suppliers

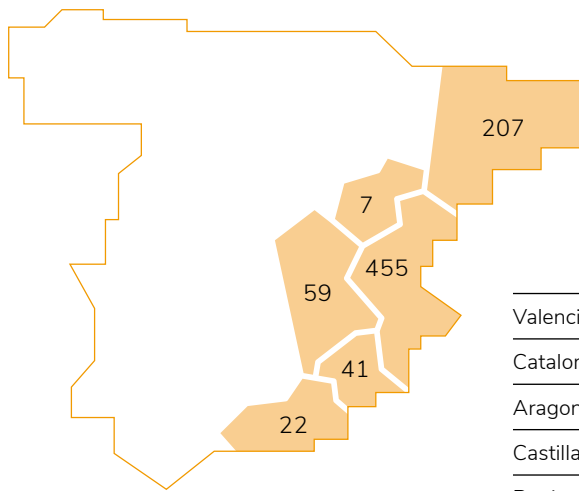
44

days

99%

of national suppliers





Valencian Community	455	+33
Catalonia	207	+9
Aragon	7	-
Castilla-La Mancha	59	+8
Region of Murcia	41	+5
Andalusia	22	+1

Stores

791

supermarkets

36 more



Work life balance

€22,6

million

€1.303

per worker



Workers

17.386

people

1.355 more

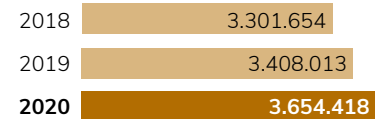


Partner-customers

3,6

million people

up 7,2%



Gift vouchers

€49,7

million

up 9,5%



Environmental costs and investments

€16,2

million

up 16,5%



Profit programme

€19,1

million

up 6,7%



We integrate CSR and the Sustainable Development Goals



Consum's Sustainability Policy is the base on which the rest of the Cooperative's policies are developed..

SUSTAINABILITY POLICY:

To be a sustainable company in economic, environmental and social dimensions, incorporating social responsibility into the strategy and promoting its values in relationships with stakeholders.

ECONOMIC AND CORPORATE GOVERNANCE DIMENSION:

To make long term decisions with an innovative attitude for the development of the local environment, in the social economy sphere.

- **Legal Risk Prevention Policy:** to always act legally and faithfully with the market, rejecting any type of corruption.
- **Conflicts of interest Policy:** to make decisions in the interest of the Cooperative, independently and transparently.
- **Taxation Policy:** to comply with all tax obligations ethically and transparently.

ENVIRONMENTAL DIMENSION:

To act responsibly with the natural environment and promote environmental management within the chain.

- **Environmental Policy:** to reduce the impact of the activity through continuous improvement of processes and raising awareness.

SOCIAL DIMENSION:

To guarantee respect for fundamental rights, providing stable and quality jobs, and committing to the social development of the surroundings.

- **Staffing policies:** to promote training and personal development, to have secure jobs with competitive salaries, to encourage participation in the organisation, to contribute to equality between men and women, and to promote work-life balance.
- **Quality Policy:** to offer fresh, healthy, safe and useful products; to maintain transparent channels of communication, information and training.
- **Donations and Sponsorship Policy:** to boost charitable collaborations to contribute to the social development of the surroundings.

Stakeholder participation is the basis of the Cooperative's sustainability strategy. Consum's priority stakeholders, as well as the main channels of communication with them, are outlined below:

PARTNER-WORKERS AND WORKERS

Channels of communication	As partners, the workers take part in the management of the Cooperative through the annual General Assembly and the triennial Preliminary meetings and yearly Informative meetings. The main channels of communication are the Gente Consum APP, the company intranet, BIS magazine and the monthly centre meetings.
Satisfaction rating	The company carries out a Labour Climate survey every two years to measure staff satisfaction. In 2020, this was not possible due to the extraordinary situation of Covid-19. In the last survey from 2018, the overall labour climate rating was 3.8 out of 5.

PARTNER-CUSTOMERS AND CUSTOMERS

Channels of communication	Partner-customers form part of the management, and take part in the General Assembly and Preliminary Meetings. Communication with customers is carried out through the bimonthly Entrenosotros magazine, the customer service channel, co-innovation sessions, store signage and loud speaker system, weekly radio shows, monthly commercial leaflets, purchase statements and gift vouchers, as well as through the Cooperative's social networks.
Satisfaction rating	The Mundo Consum loyalty programme is one of the most highly valued nationally. A recent study by the consultancy firm <i>Dunnhumby</i> places Consum as the second most highly rated by customers in terms of loyalty offers from all of the brands in the sector.

SUPPLIERS AND CREDITORS

Channels of communication	Communication within the supply chain is vital for transparency and trust in commercial relationships. It is mainly carried out via the regular meetings between the Cooperative's management and suppliers' sales representatives, but also through occasional events.
Satisfaction rating	The Cooperative once again takes 1st place among the 21 main national distributors, rated by manufacturing companies in an independent study carried out by the Advantage Group consultancy firm.

FRANCHISEES

Channels of communication	Charter franchises are the Cooperative's partners for expanding its service to small towns and urban neighbourhoods. Communication takes place continuously through meetings between franchisees and their area managers, with technical advice and commercial accompaniment training from our Consum team.
Satisfaction rating	Each year, franchisees rate the level of service of the supply they receive from the Cooperative via an internal survey created by the consultancy firm, Nielsen. In 2020, a rating of 7.8 out of 10 was achieved, a half point increase on the previous year.

SOCIETY

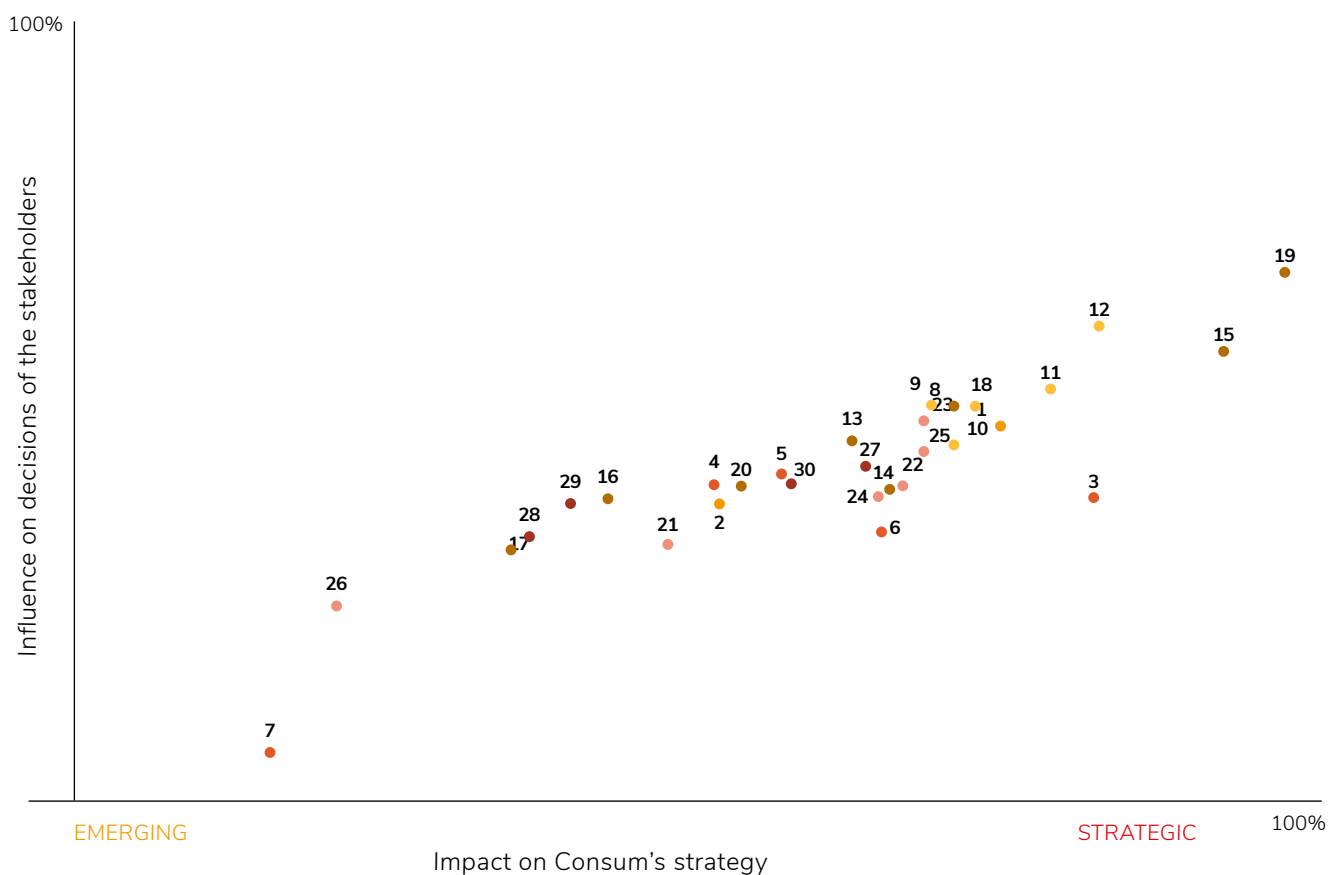
Channels of communication	In carrying out its activity, Consum interacts with various entities from society, including public administrations, NGOs, the media, business associations, research centres, etc. Communication with society in general is carried out via discussion forums, events, press releases, interviews in the media, signing agreements, in addition to social networks and the Cooperative's own website.
Satisfaction rating	To measure its corporate reputation, the Cooperative carries out a half-yearly study through the consultancy firm <i>Reputation Institute</i> , in which it obtained an overall score of 76.4 in its Reprtrak index in 2020. This is 12.9 points more than the previous year and 4 points above the sector average.

The 3 year period of validity of the current Sustainability Strategy 2020 ends at the close of this financial year, the working framework to coordinate and drive socially responsible objectives and actions in the organisation.

This strategy was defined in 2017 and a process of participation with stakeholders was carried out for this

purpose. Through the participation of 80 internal managers, in addition to more than 2,800 surveys and focus groups with all stakeholders, 25 material issues were identified with a high impact on Consum and influence for the stakeholders. The issues were grouped into six categories into which the different lines of the strategy are organised. 5 emerging issues were also identified with potential for development in the future.

MATERIALITY MATRIX



- | | | |
|-------------------------------------|---|-----------------------------------|
| 01 Ethics and compliance | 11 Training | 21 Packaging |
| 02 Participation | 12 Occupational health | 22 Energy |
| 03 Growth | 13 Ability to choose | 23 Water |
| 04 Agri-food chain | 14 Benefits and discounts | 24 Emissions |
| 05 Logistics | 15 Customer service and assistance | 25 Waste |
| 06 Innovation | 16 Accessibility | 26 Noise and disturbances |
| 07 Franchises | 17 Consumer information | 27 Food waste |
| 08 Employment stability | 18 Sustainable product | 28 Social action |
| 09 Equality and conciliation | 19 Quality of the product | 29 Responsible consumption |
| 10 Remuneration | 20 Communication | 30 Partnerships |



CONSUM SUPPORTS THE SUSTAINABLE DEVELOPMENT GOALS

The 17 Sustainable Development Goals (SDGs) are a United Nations initiative to face the big global challenges and achieve a more sustainable future in 2030. For the first time, the SDGs bring together the efforts of governments, companies and other social agents towards a common purpose for everyone, to end poverty, reduce inequalities and fight against climate change.

Consum's values embed the fact that, in order to be able to act in a responsible manner, we need listen and respond to the major challenges facing society. That's

why we decided to integrate the SDGs into Consum's own social responsibility objectives, thereby enabling a joint response to the challenges of the Cooperative and humanity. This is how the current Sustainability Strategy 2017-2020 was born. Throughout this year we have been working on developing the next strategy which will continue with the progress achieved in this one.

The main achievements of the Sustainability Strategy 2020 are outlined below:

STRATEGIC LINE

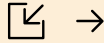
SCOPE

SUSTAINABILITY STRATEGY 2020

GOOD GOVERNANCE

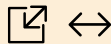


1. Involve everyone in decision-making



Celebration of the Cooperative's 45th anniversary.

2. Comply with regulations and improve by placing people at the centre



Publication of the Conflicts of Interest and Taxation Policy.

SUSTAINABLE BUSINESS MODEL



3. Share profits and grow thinking of others



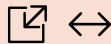
€3,324.9 million sales and 65.5 of profits. 461 own supermarkets.

4. Boost the development of the franchise model



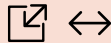
€393.3 million sales to Charter and 330 franchises.

5. Contribute to the progress of the environment



99% of purchases from national suppliers and 66% from local suppliers. Creation of 39,000 indirect Jobs.

6. Commit to cleaner logistics



Renewal of 100% of the fleet with an age of less than 10 years, with 374 efficient vehicles and 29 vehicles running on natural gas.

7. Place technology at the service of people

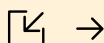


€ 19.4 million invested in innovation.

TALENT

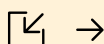


8. Continue building the cooperative together



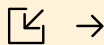
1,355 new jobs. 92% of staff have a stable contract as a partner or permanent employee.

9. Promote equality between men and women and work life balance.



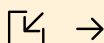
Investment of €22.6 million in conciliation.

10. Offer fair and equal salaries and work conditions



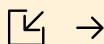
Increase in the basic salary of all staff above 1%.

11. Foster the professional development of all workers



€3.9 million in training for the whole workforce.

12. Look after health and safety in the workplace



Free psychological support service for workers. 1.6 million in Covid-19 prevention.

CUSTOMER EXPERIENCE



13. Offer the best discounts and personalised offers



€49.7 million sent in discounts to partner-customers.

14. Deal with and provide solutions to the needs of the partners and customers



272,041 customer services processes, with a satisfaction rating of 8.95 out of 10.

15. Develop products and services for all	 →	1580 new ergonomic trolley-baskets, available in 79% of the network.
16. Offer a wide and varied range adapted to the needs of the partners and customers	 →	Overall product range of 15,000 items, 13.6% of Consum's own brand.
17. Promote the consumption of healthy and sustainable products	 ↔	59 Consum Eco products and the healthy reformulation of 18% of own brand products.
18. Inform and advise the consumer	 →	3,395 voluntary seals have been included on own brand products about sustainability.
19. Market high quality products at competitive prices	 ↔	ISO 9001 certification and 13,014 quality controls on products and facilities.
20. Foster transparent and truthful communication	 →	Average monthly reach of posts on social networks to 1.1 million people.

ENVIRONMENT		    
21. Use materials with reduced environmental impact	 →	Replacement of department bags for compostable plastic ones and a reduction of 1,300 tonnes of plastic packaging.
22. Promote energy efficiency	 ↔	97.5% renewable energy. 31.8% improvement in energy efficiency.
23. Use water responsibly	 →	1301 timed taps to save 15% of water and employee training.
24. Reduce atmospheric emissions	 ↔	86.6% reduction in the Carbon Footprint externally verified.
25. Reduce noise and disturbance in cities	 →	6 electrically assisted vehicles (EAVs) for home delivery. 137 pallet trucks with rubber wheels to prevent noise.
26. Boost the circular economy of waste	 →	Zero Waste certificate in all platforms and recovery of 80% of waste.

SOCIETY		       
27. Manage product excess sympathetically	 →	7,100 tonnes of food donated in Profit to help 50,000 people per year.
28. Become deeply involved in society	 →	€560,916 donated in social partnerships and sponsorships.
29. Train on nutrition and responsible consumption	 →	Change in the format of the World Day of the Consumer Competition to videos. Entrenosotros magazine sent to 315,000 homes.
30. Work with institutions and stakeholders to continue building together	 →	Renewal of the Agreements with the Red Cross and Once Foundation for the labour integration of 30 people in 3 years.

The scope refers to the place and way in which the sustainability impacts are produced. It can be internal within the organisation, external or both; it can also be carried out directly by the organisation, indirectly through its business relationships, or both.

We encourage participation



Consum's Head Office in Silla (Valencia)

As a cooperative, 100% of Consum's partners, both workers and consumers, can take part in its management. Preliminary Meetings are held every three years in which partners who wish to can put themselves forward to be chosen as Delegate Partners and form part of the General Assembly, Consum's largest decision-making body for partners.

As a result of the Covid-19 crisis, the Preliminary Meetings planned for 2020 were cancelled. The mandate of current Delegates was exceptionally extended for one year, in accordance with the exceptional regulation approved by the government of the Valencian Community. Given the risk of causing new outbreaks, the decision was made not to hold these Meetings, for consumers or workers, and to postpone them to another year. It is the first time in its history that the

Cooperative has cancelled the Partner Meetings which have been held continuously since its beginnings.

Consum's General Assembly has an equal composition, made up of 150 Delegate Partners, 75 of them are worker representatives and 75 are consumer representatives. The 2020 General Assembly was held with maximum prevention measures, respecting social distancing and safety measures at all times, and prioritising proxy voting. The meeting ratified the management of the Cooperative and approved the yearly accounts. 107 delegates participated, a quorum of 71.3% of the total number of delegates.

The General Assembly is responsible for choosing the Board of Governors every 4 years, the highest governing body of the Cooperative, presided over by

(102-18, 102-22, 102-24, 405-1, ES3-1, ES3-2, ES3-3, ES3-4, ES3-7, ES3-8)



Francesc Llobell, and also formed by an equal structure of 6 worker-partners and 6 partner-customers, of which 58% are women. In 2020, one of its members voluntarily resigned from the board and has been replaced in accordance with the provisions of the Cooperative's Articles of Association.

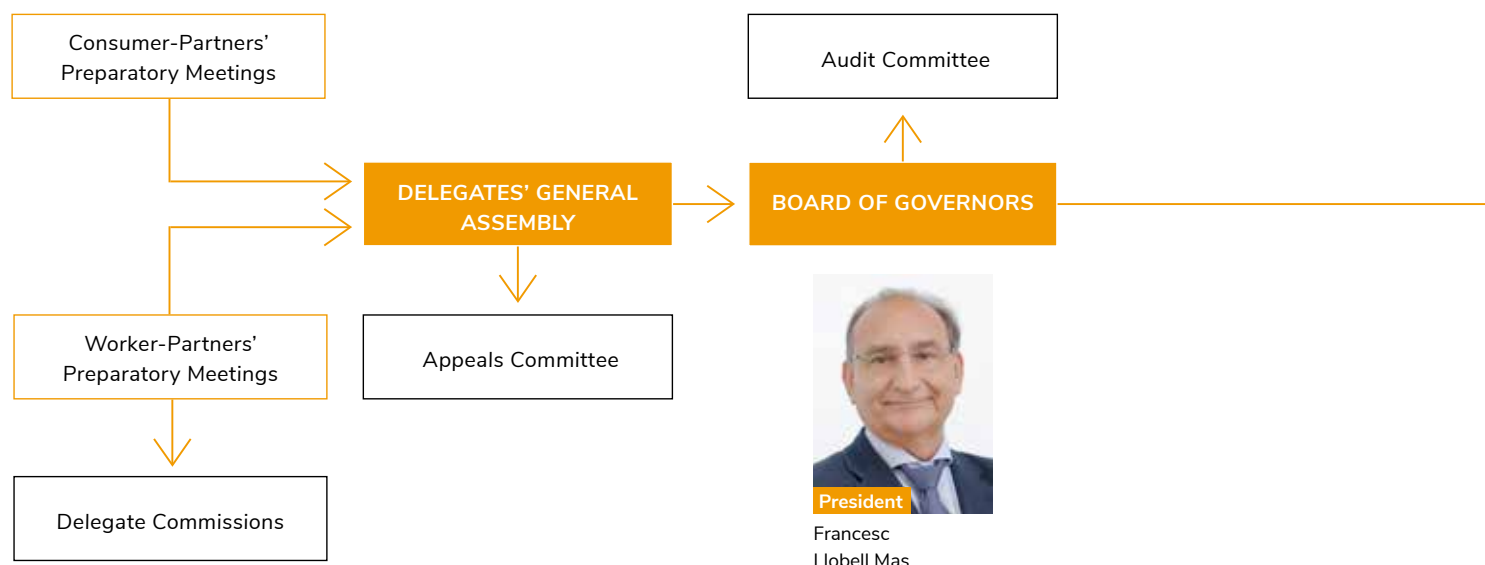
The Board of Governors delegates to the General Management and the Board of Directors of the Organisation, to put all of the plans and decisions made at the heart of it into practice. This Board of Governors is made up of 10 people, headed by Juan Luis Durich as Director General.

Consum has a body delegated by the Board of Governors, the Social Committee and its Delegate Commissions, with the aim of improving communication and

advice about socio-work issues within the Cooperative. The Social Committee is made up of 18 members, chosen from the partner-workers every 4 years, to represent workers from the different areas of the Cooperative. The current president is Inmaculada Costa.

Finally, the Board of Governors also has an Audit Committee which ensures the internal control of the company, risk prevention and compliance with the legislation for public interest entities. There is also an Appeals Committee, to which partners can appeal sanctions agreed by the Board of Governors or Management that affect them.

Social organisation



Social Committee

President: Inmaculada Costa Hernández. **Vice-president:** Francisca Bayarri Soriano. **Secretary:** Elvira Tarazona Tarazona. **Members :** Juan Antonio Ramos Almansa, Laura Pastor Miguens, Santiago Mora Garrido, Diego José Méndez González, Juan Carlos Gil Ponce, Jorge Juan Calderón García, Antonio M. Ruiz Cortes, Sergio Martín Martín, Cristina Díaz Aroca, Jesús Sinuhé Gutiérrez Peña, Esther Fernández Grau, Fco. Javier Martínez Mateo, Santiago Sánchez Pelegrín, José Arroyo Sobrino, Julio Martínez Alba.



Vice-president

Mª Teresa
Caballer Sancho



Secretary

María
Sánchez Alcaraz



Vice-secretary

Vanessa
Gómez Campo

Audit Committee

President: Ana Isabel Cano García. **Secretary:** María Sánchez Alcaraz. **Members:** Pablo Terol Piqueras.



Member 1°

Pablo
Terol Piqueras



Member 2°

Gabriel
Bejerano Parra



Member 3°

Ana Isabel
Cano García



Member 4°

María Cristina
Durá Valero

Appeals Committee

President: Miguel Antonio Montagut Gómez. **Secretary:** Mª Remedios Alarcón Carbó. **Members:** José Manuel Campo Ruíz, Mario Molla Romano.



Member 5°

Alejandra
Santonja Esteve



Member 6°

Fernando
Aliaga García



Member 7°

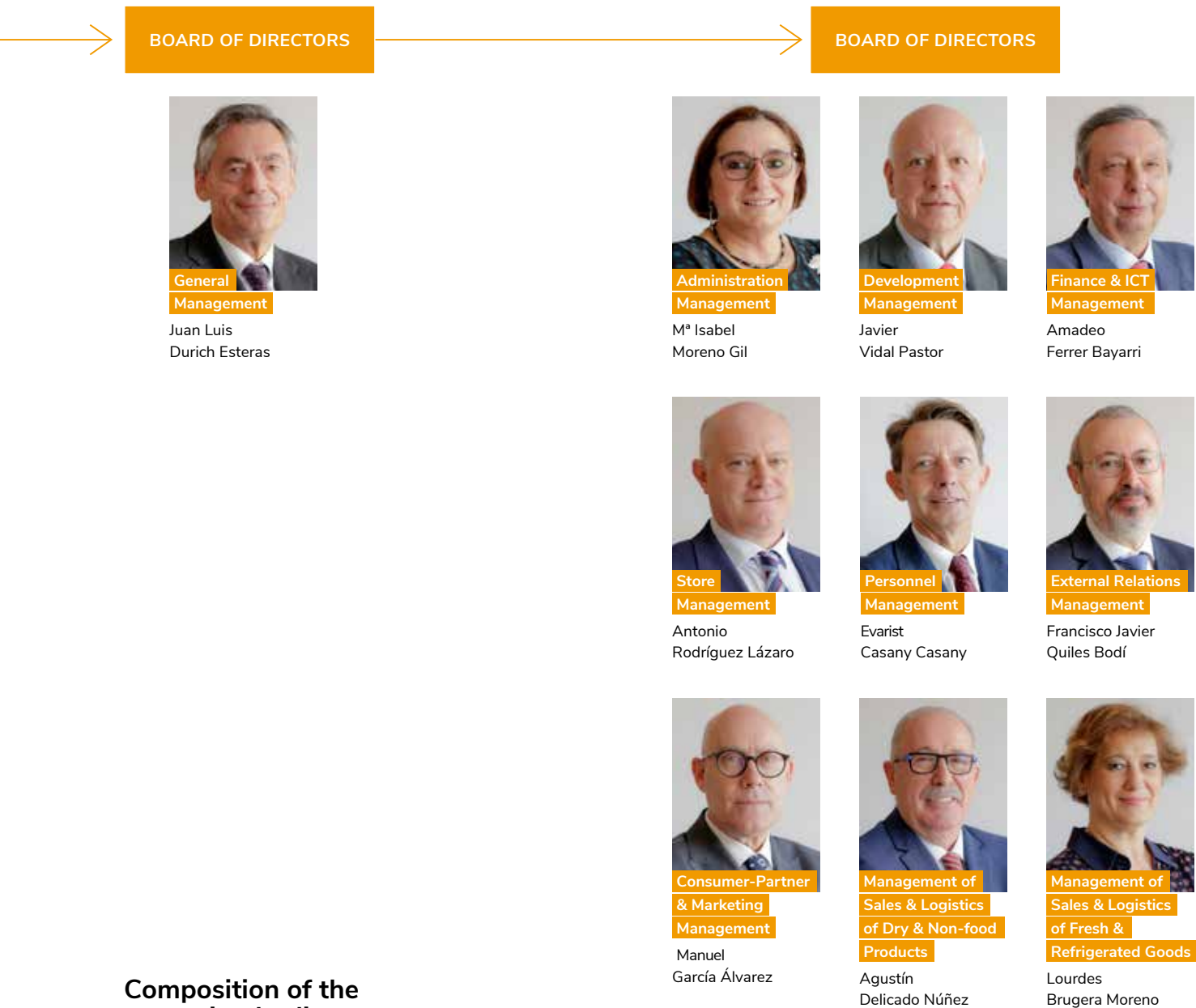
María José
Ramírez Jurado



Member 8°

Enrique
Cerezo Cebrián

Organisation of management



Composition of the governing bodies

GOVERNING BODIES AND REPRESENTATION	SEX		AGE			Disability
	Female	Male	<30	30-50	>50	
Board of Governors	58%	42%	0%	25%	75%	0%
Board of Directors	20%	80%	0%	0%	100%	0%
Social Committee	33%	67%	0%	61%	39%	0%
Audit Committee	67%	33%	0%	0%	100%	0%
Appeals Committee	25%	75%	0%	100%	0%	0%



We operate from values



The purpose of Consum's good governance model is to strengthen its management systems to make them more transparent, efficient and democratic, ensuring compliance with the law and promoting good ethical behaviour within the organisation.

The Cooperative has a Map of Business Risks and a Crime Prevention Plan for all of the organisation's operations, developed in collaboration with an external consultancy firm. Appropriate contingency measures have been defined for each risk which are evaluated on a yearly basis.

Consum's Code of Good Corporate Governance includes voluntary commitments by the Cooperative's governing bodies to a more comprehensive and transparent management, in order to generate trust among stakeholders. The Code of Ethics and Conduct includes the action guidelines for workers when carrying out their responsibilities and in their relationships with stakeholders. These codes have been written by Man-

agement and approved by the Board of Governors in 2012 and 2018, respectively.

So that all stakeholders are aware of these Codes, they are publicly available on the Cooperative's website in several languages. Moreover, since 2019, a clause has been included in 100% of contracts signed by the Cooperative with workers, suppliers and other stakeholders to make them aware of the existence of the Code of Ethics and requirement for its implementation.

To ensure compliance with these Codes, the Cooperative has an Ethics Committee which provides ethical and legal advice to the whole organisation. Likewise, there is also a Compliance Officer to assess the legal risks of the Cooperative and design the necessary prevention mechanisms.

Consum also has a Complaints Channel, an internal mechanism managed by the Ethics Committee and the Personnel Department for the reporting of illegal or un-



Complaints channel:



Code of Good Governance:



Code of Ethics and Conduct:



ethical conduct by any of the stakeholders. The Cooperative guarantees the maximum level of confidentiality and protection against any type of reprisal. 32 complaints were filed in 2020 via this channel, of which two investigations have been opened. The existence of corruption was rejected in both cases. All complaints are subsequently referred to the appropriate customer services channels or the Social Committee to be managed appropriately. There were no dismissals, terminations of contracts with suppliers or complaints received about corruption during the year. The Complaints Channel can also be accessed by the public through a portal on Consum's website.

A new Operations Policy has been approved in 2020 with related parties and situations of conflicts of interest. It applies to everyone at Consum, in particular its board members and directors. This policy governs economic transactions, such as conflicts of interest in business decision-making, establishing three general principles of conduct: Independence, be faithful to the interests of the partners above your own interests; Abstention, not to take part in decisions where you are personally involved; and Communication, in other words, to inform the Ethics Committee about any potential conflict. In this respect, a proactive conflicts of interest communication mechanism has also been developed for members of the Board of Governors and Management in order to inform them about other occupational activities or participation in companies.

02





**Together we work for
the common good**

We distribute profits

32.3

million euros distributed to workers

2,187

euros on average per partner-worker

In 2020, the Cooperative's sales have exceeded three thousand million euros for the first time, reaching a figure of 3,324.9 million euros. This represents an increase of 13.3% on the previous financial year. Although growth took place across the sector, the difference in Consum's business model, which places people at the centre, has enabled the Cooperative to become one of the companies which provided the best response to the pandemic and has grown the most in the food distribution sector.

Of the economic value generated by the Cooperative, 2,971.5 million euros are distributed among the stakeholders, mainly through purchases made from suppliers and creditors, employment services and salaries of partners and workers. Tax payments are also made to public authorities and allocations are made to the Cooperative Education, Training and Promotion Fund, which impacts society.

In 2020, profits reached 65.5 million euros, with an increase of 19.9% on the previous year. Added to the depreciation for the year, it equates to a total retained economic value (cash-flow) of 173.2 million euros.

DIRECT ECONOMIC VALUE	2019	2020
Generated economic value	2.732.664.954	3.090.756.142
Distributed economic value	2.584.123.045	2.917.539.752
Operational costs	2.174.929.942	2.458.531.286
Salaries and social benefits	401.631.984	450.435.901
Payment to external fund providers	946.155	1.177.983
Payments to Public Administrations	5.157.464	5.331.742
Investment in the community	1.457.500	2.062.840
Retained economic value	148.541.909	173.216.390
Depreciation of property	93.879.157	107.674.863
Profit from the year	54.662.752	65.541.527

(102-7, 201-1, 207-4, ES7-1, ES7-4)



Consum's Head Office in Silla (Valencia)

In 2020, the Cooperative's partner workers have shared more than 20.5 million euros from the cooperative's profits, obtained in the previous financial year. In addition, partners also received the interest generated on their compulsory Consum capital stock contributions, to a value of 11.3 million euros, and a goodwill fund. In total, Consum's partner-workers received more than 32.3 million euros in 2020, which equates to an average of € 2,187 per person.

In 2020, a volume of investments in the conservative organisation were carried out to total a value of 116.6 million euros, spent mainly on continuing the development of the supermarket network to adapt to the new business model, the expansion of logistics platforms to respond to the increase in demand, and the digital transformation of the Cooperative. In terms of the Balance Sheet at the end of the 2020 financial year,

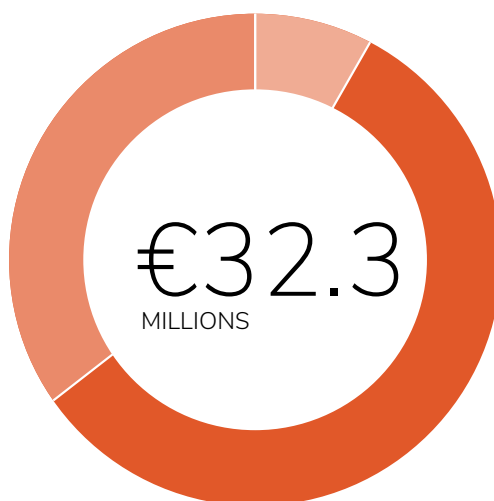
Consum's assets reached 1,167.6 million euros, with 59.4% of the liabilities being own funds, of which 29.2% are reserves, which strengthens the Cooperative's financial solvency even further.

TAXATION

In 2020, the Board of Governors approved the Cooperative's Taxation Policy, within the framework of Consum's governance and compliance policies, encompassing all of the organisation's taxes and territories. Through this Policy, the Cooperative is committed to complying with all of its tax obligations from the development of its activities, with full transparency and without using any opaque structures or companies in tax havens under any circumstances.

PROFIT SHARING (€MILLIONS)

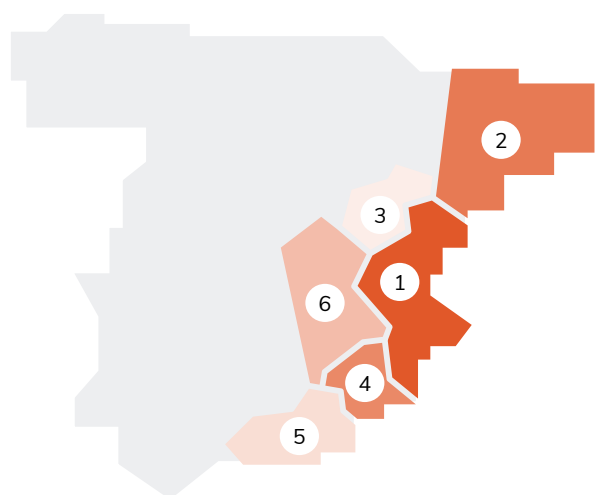
- €20.5M
Cooperative profits
- €11.3M
Interest from compulsory
capital stock contributions
- €0.5M
Goodwill fund



We open supermarkets to be closer

SUPERMARKETS BY REGION

	REGION	SUPERMARKETS	PERCENTAGE
1	Valencian Community	455	57.5%
2	Catalonia	207	26.2%
3	Castilla La Mancha	59	7.5%
4	Murcia	41	5.2%
5	Andalusia	22	2.8%
6	Aragon	7	0.9%
	Total	791	100%



CONSUM SUPERMARKETS (9)

Valencian Community (3)

Onda
Burjassot
Castellón

CHARTER FRANCHISES (43)

Valencian Community (16)

Monforte del Cid
Càrcer
València (4)
Rosell
Bigastro
Bétera
Tavernes de la Valldigna
Aldaia
Alicante
Castellón
Vilamarxant
Traiguera
Xàtiva

Catalonia (2)

Santa Coloma de Gramenet
Almacelles

Catalonia (16)

Barcelona (5)
Sant Boi de Llobregat
Terrassa
Sabadell (2)
Sant Joan de les Abadeses
Manresa
Vilanova i la Geltrú
Igualada
Hospitalet de Llobregat
Tarragona
Esplugues de Llobregat

Castilla-La Mancha (4)

Pedro Muñoz
Mota del Cuervo
Albacete
Bolaños de Calatrava

Castilla-La Mancha (5)

Las Valeras
Honrubia
Casas de Juan Núñez
Villanueva de la Jara
Alpera

Murcia (5)

Murcia (2)
Mazarrón
Lorquí
Molina del Segura

Andalusia (1)

Puerta del Segura



Consum Supermarket in Benicàssim

Consum is continuing its expansion, strengthening its presence along the whole Spanish Mediterranean area. In 2020, 52 new outlets have opened, 9 supermarkets belonging to the Consum brand and 43 Charter franchises. With these openings, Consum has a total sales network of 791 supermarkets throughout the Mediterranean, 461 own supermarkets and 330 franchises, and a total of 608,995 m² of sales space. In 2020, the Cooperative's national share of surface area remained at 4.3%, making it the 6th largest company in the ranking of national distribution chains created by Alimarket. The main regions where the Cooperative has a presence are in the Valencian Community, with almost 60% of the network, and Catalonia with 26% of the supermarkets.

In 2020, Consum has continued to make a huge effort to adapt its network of supermarkets to the needs of its partner-customers, with the extension of 11 stores and the renovation of 33. The Cooperative now has 71 supermarkets adapted to the new model of supermarket. On the other hand, 4 Consum supermarkets and 11 Charter stores which did not meet the organisation's commercial standards have been closed. The impact of these closures has been minimal, given that these stores have been replaced by new openings in areas close by with the complete relocation of the teams. All of these changes are properly communicated to the stakeholders concerned.



Façade of the Charter franchise in Hospitalet de Llobregat

CHARTER FRANCHISES

The Charter franchises offer an entrepreneurial opportunity with the support of a strong and solvent organisation like Consum which offers them a quality service and the advice of the Cooperative's professionals at all times. Through a local supermarket model, of supermarkets with a Surface area of between 200 and 500 m², franchises have a range of products available to them adapted to their needs and the possibility of also selling the Consum brand products. If the franchisee subscribes, they can also apply all of the discounts and offers included in the Mundo Consum loyalty programme. The opening of a Charter franchise does not involve any upfront payment or regular royalties, fees or access tariffs, since Consum only charges for the products it supplies, with a policy of transparency in the sales price.

Consum exceeded its sales forecasts for the Charter franchises for 2020, up to 393.3 million euros, 22.6% more than in 2019. 43 new supermarkets were opened,

mainly in Catalonia, the Valencian Community, Murcia and Castilla La Mancha. With these new openings the Charter brand extended its sales area by 12,200 m² and ended the 2020 financial year with 330 establishments. The number of employees created by the franchises reached 2,278 workers, 12% more than in 2019.

With the Charter franchises, Consum also covers its objective of providing a quality service to small towns and urban areas which do not have a large enough population for the presence of a large supermarket, but who also need a customised store where they can do their daily shopping. The Cooperative thereby fulfils its corporate mission: to always be near to the consumer. Franchises favour the creation of a collaborative link with the traditional store of each area and serve to fight against depopulation. Charter has shown that it is a profitable business, a generator of self-employment and local employment and, above all, a booming model within distribution franchise in Spain.

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

COVID-19 PREVENTION MEASURES AT THE POINT OF SALE

Consum, as an essential service in society, has put hygiene and social distancing measures in place at points of sale since the start of the pandemic. This includes

franchises and in its own stores, in order to guarantee that they are safe places, both for customers and workers. The main actions put in place include:



- Implementation of protective methacrylate screens at each checkout and partitions between checkouts.



- Marked boundaries for safety distances in stores, sections and queuing area at checkouts.



- Automatic capacity control system at store entrances, informing people of the occupancy of the store in terms of the limits established by law in real time.



- Implementation of automatic hydrogel dispensers in all supermarket entrances, as well as bins to dispose of gloves.



ALL OF THESE MEASURES HAVE INVOLVED AN INVESTMENT OF MORE THAN 12 MILLION EUROS TO GUARANTEE SAFE SHOPPING IN THE COOPERATIVE.



- Increased additional cleaning at midday and regular disinfection of trolleys and baskets in stores, as well as trays and preparation materials for online shopping.



- Exceptional measures during lockdown: reduced opening hours to the public, limits on purchasing units for customers to ensure supply, messages and advice for responsible shopping, and payment at alternate checkouts.



- First supermarket to implement the compulsory use of masks before it was legally required.

Siguiendo estas medidas te cuidas a ti y a los demás.

 Es obligatorio el uso de la mascarilla.	 Desinfecta tus manos con el gel hidroalcohólico.
 Mantén la distancia mínima.	 Es obligatorio el uso de guantes en las secciones de frescos que lo requieran.

¡GRACIAS POR TU COLABORACIÓN!

CONSUMO
Juntos es responsable.

- Implementation of a signage system at various points of the supermarket to remind shoppers of safety measures.



Order picker from the online store

WE OFFER THE BEST SHOPPING EXPERIENCE WITHOUT LEAVING THE HOUSE

After 4 years of operating, Consum's online store is already present in 229 towns of the provinces of Valencia, Alicante, Castellón, Barcelona, Tarragona, Almería and Murcia. With revenues of 44.5 million euros, 58% more than the previous year, the online store has more than 11,500 items, including fresh sliced and trayed products, as well a wide range of brands that are prepared and sent from 40 points of sale.

To guarantee the best service, specialised staff select all of the items in the order, always choosing the most suitable product, bearing in mind the freshness and quality of fresh and refrigerated items. All of the advantages of buying in the physical supermarket are maintained in Consum's online store, since the Mundo Consum loyalty programme is fully linked to the platform, so the offer continues to be personalised to each partner-customer and the same discounts and "cheque-crece" are applied as in the physical supermarket. In addition, it is possible to plan the day and the time of delivery of the online shopping, choosing one hour slots.

Since February 2021, Consum's customers have been able to do their online shopping using the Mundo Consum App thanks to its latest update. This new feature allows them to choose how they want their product prepared, add products directly to their trolley with the offers already applied or create shopping lists. All of this can be done from the same platform.

The Covid-19 crisis has hugely impacted the service from the customers' side, considerably increasing demand, shopping frequency and volume of orders. As a result of this, at the start of the crisis, Consum was forced to stop receiving orders for a brief period of time in order to maintain the appropriate level of service for customers. After the reopening, it has been necessary to expand the number of stores preparing orders, as well as the preparation team, in order to improve coverage for this growing demand.

The expansion to new areas and services in 2020 has led to the creation of 450 New jobs specifically for the preparation of orders and online logistics. The Cooperative plans to continue the expansion of its online store to other areas over the coming months.

We contribute to the local economy

1,250

commercial suppliers

18.6%

suppliers make own
brand products

4,238

total suppliers in the
supply chain

€2,142.7

million in payments
to suppliers

The commercial relationship between Consum and its suppliers is based on transparency, trust and shared commitment, as pillars on which to create value in the long term for the whole chain. The Cooperative considers its suppliers as key allies for the development of an innovative range, adapting to the needs of its partners and customers, where freedom of choice prevails and where its values of quality, health and sustainability are conveyed.

Since the start of the pandemic in March 2020, Consum has worked in partnership and coordination with its suppliers, in order to provide the best service possible and meet the needs of customers. As a result of this partnership, in the rating carried out in 2020 about the Covid-19 situation in the AECOC OSA Barometer, Consum comes out on top from March to December. What suppliers noted most was the collaboration, flexibility, coordination, continuous communication and forecast of demand made, in a shared and negotiated way. Moreover, during the weeks of lockdown, transporters were offered bags of food at the platforms to give them energy, and the facilities were opened up to them so they could shower and have a rest in the canteens.

Consum has 4,238 suppliers in its value chain to whom purchases of a value of 2,142.7 million euros have been made in 2020. Consum is committed to boosting the economic growth of the regions it is present in, prioritising the purchase of local products. 98.9% of the purchases have



Vegetable field in Alginet (Valencia)

66.2%

purchases to local suppliers

39,171

indirect jobs

44

average payment days to suppliers

98.9%

purchases to Spanish suppliers

been made from national suppliers, of which 66.2% are from local suppliers of the autonomous communities where it is present. It is estimated that Consum's activity generates more than 39,000 indirect jobs, mainly within its supply chain and its service contractors.

With the aim of encouraging fairer, more balanced and loyal relationships throughout the food chain, since 2016 Consum has adhered to the Code of Good Business Practices in Food Contracting of the Ministry of Agriculture, Fisheries and Food (MAPA), thus demonstrating its commitment to voluntarily apply good business practices in the commercial relationships with its suppliers. In this vein, the Cooperative works each year to strive to improve its payment periods for suppliers. Due to the extraordinary situation of the pandemic, the percentage of products with a longer payment period has increased, which has caused delays in average payment periods. In 2020 this has been 44 days. The Cooperative will work to continue reducing these as far as possible over the next few years.

With a CSR clause included in all contracts, Consum encourages suppliers to share the Cooperative's values, especially those related to protecting employment rights, work-life balance, equal opportunities, as well as the environmental efficiency of resources. In the case of human rights, Consum's Sustainability Policy guarantees the defence of these in all of its activities, rejecting any business relationship in which child or forced labour is directly or indirectly promoted.

We promote efficient logistics



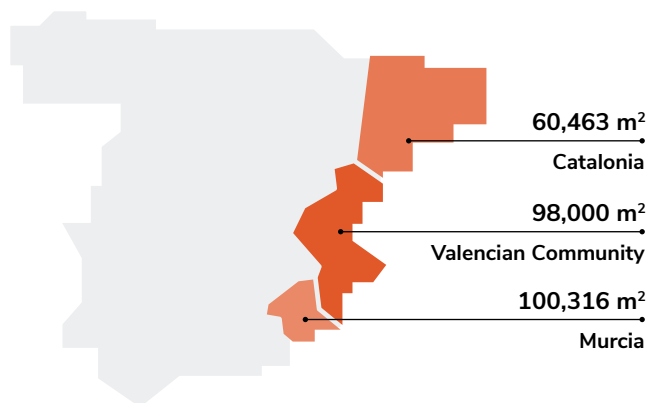
New area of the Quartet de Poblet logistics platform (Valencia)

LOGISTICS PLATFORMS

The Cooperative has continued to drive the improvement and extension of its logistics platforms to guarantee the best service to stores. In May 2020, the second phase of the new dispatch area of the fresh and refrigerated platform at Quart de Poblet was completed. This involved an investment of 5 million euros and an extension of 2,675 m² and 27 loading and unloading bays, in turn doubling the capacity of the dispatch bays.

On the other hand, at the start of 2020, work started on extending the Platform at Torres de Cotillas, in its fresh and refrigerated food area, increasing the available stock for meat, fruit and fish, also increasing storage capacity. This work was completed in August, involving an investment of 2.9 million euros and an increase of more than 6,700 m² for the storage of low rotation products, gaining more space for the preparation of orders and optimising storage areas. Currently, the Cooperative has more than 228,705 m² of logistics space.

LOGISTICS NETWORK (m²)



PLATFORMS

Barcelona Free Zone
El Prat

Silla
Quart de Poblet
Riba-roja

Torres de Cotillas



CURRENTLY, THE COOPERATIVE HAS MORE THAN 228,705 M² OF LOGISTICS SPACE.

LOGISTICS EFFICIENCY

The crisis experienced because of Covid-19 has tested suppliers' ability to fulfil orders, logistics platforms' ability to manage them and the ability of the capillary transport to stores to be able to serve them in the scheduled time slots. Thanks to the joint effort, the supply of basic products has been guaranteed at all times, reaffirming the strength of the supply chain.

In line with the above, new IT developments had to be implemented to be able to act quickly to information about orders and services to stores. Adjustments had to be made to orders to adapt the workload to its full potential in the platforms, sometimes deleting orders of low rotation items and therefore being able to provide the most highly demanded products in store. On the other hand, the supply of key products and high rotation products was prioritised, classifying them in the system as basic items.

Consum continues to drive various projects to improve logistics efficiency. This is the case with the Route Planner which has been fully operating since November 2019 in the service to stores from the Silla Platform, and which was implemented in all of the transport of the Murcia Logistics Unit in summer 2020. This is planned for implementation in Catalonia during the first quarter of 2021. This transport management tool, designed for Consum by the Institute of Information Technologies and Communications (ITI) at the Polytechnic University of Valencia, helps to optimise the capillary transport routes to points of sale, improving the occupation level of the vehicles, reducing the kilometres travelled and

maintaining excellence in the service to the supermarkets. All of the processes are always shown in real time, which enables decisions to be made in advance, replanning and future scenarios to be simulated.

Consum also has a smart system called Optimum Order Manager which is able to predict the orders of the stores and therefore improve the supply in the platforms. This programme uses different statistical models, historical data and data on constraints such as delivery times, safety stocks or the life of the product to calculate a daily prediction per item. This way, the management of orders with suppliers is more agile and there are better levels of stock control and store service. It is a project in constant development which uses artificial intelligence and machine learning to predict demand. This tool has helped the Cooperative to adapt to forecast models to predict situations arising from Covid-19. These include restrictions that may cause consumption patterns to change, and foreseeing the impact it may have on the organisation in order to handle the service to stores and the customer experience in the best way possible.

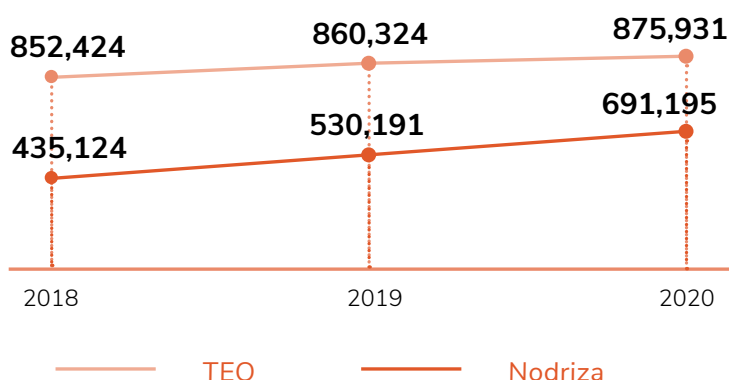
With the aim of being more efficient and solving the problems of saturation of the despatch areas in the platforms, the night time distribution project has continued. This transfers some of the goods distribution activity to night hours, thereby reducing the distances travelled as well as the emissions, but offering the same level of service and reducing the traffic nuisance caused those living nearby. At the end of the financial year, there were 19 supermarkets included in this project, a figure that increases to 36 in the summer period and is planned to be expanded to new areas in 2021.

TEO PROGRAMME AND NODRIZA

The Transport in Origin (TEO) programme consists of collecting products directly from the supplier, thereby optimising the times and guaranteeing the control of the cold chain. The supply of fresh and refrigerated products through this system enables these products to be supplied without stock, which improves their quality and freshness. The TEO programme has already been implemented in 73% of the purchases of fresh and refrigerated foods, and has the participation of 201 suppliers, generating economic savings of 8.5 million euros in 2020.

Another important logistical project is the Nodriza programme, which consists of suppliers being able to unload all of the goods in a single Consum Platform, instead of having to distribute to all the platforms separately. Subsequently, Consum regroups the products from different suppliers and transports them to the other platforms. 202 suppliers form part of the Nodriza Project and in 2020 they transported 26.5% of the total purchases. This model provides important efficiencies throughout the chain given that, as well as generating a saving of 3.1 million euros for the Cooperative, it also results in an environmental saving of more than 5.7 million kilometres. In the entire Cooperative, this year more than 5 million pallets of products have been distributed.

VOLUME OF GOODS TRANSPORTED (PALLETES)



We gear innovation towards people



Innovation is a key element to respond to all stakeholder's expectations, and even more so in this period of change, uncertainty and new patterns of consumption. The Co-operative has continued working throughout 2020 to make digital transformation a reality in all areas. This is reflected in the 19.4 million euros invested in 2020 in R+D+i.

DIGITAL INNOVATION PROCESSES

Consum has an Office for Digital Transformation (OTD), whose main objective is to foster an organisational culture based on innovation and facilitate the incorporation of new technologies to increase efficiency in the processes and improve the experience of customers and workers. The OTD's functions include the role of boosting technology in the different business areas, identifying new opportunities, acting as support in technology selection processes and improving internal communication. The projects started within the OTD framework are carried out using agile work methodologies, and can involve any phase of the value chain, always with an experiential nature. In 2020, 14 projects have been launched, of which 3 have been completed. The most notable projects of the year have been:

- **Electronic receipts:** Digital purchase receipts have been made available to partner-customers for all purchases made both in the supermarkets and online store.

The receipt history is available through the Mundo Consum App, as well as on the Mundo Consum website and the online store website. Currently, the option of electronic receipts continues to be used alongside paper receipts, but we are working on stopping printing them whenever customers request it, thereby preventing unnecessary use of paper.



- **Self-service checkouts:** During the 2020 financial year, a pilot project has been carried out to assess the viability of self-service checkouts in stores. This type of checkouts are aimed at small purchases and card payments. They work by the customer scanning the products and making the payment themselves, without the need for any intervention from employees. This way, queuing times at checkouts are reduced and processes are optimised. The results of the pilot project, carried out in 2 stores, have been satisfactory, and the possibility of extending this to more stores is being evaluated.



Screen from the digital capacity control system

In addition to the projects framed within the digital transformation process, the Cooperative is working continuously on new innovation projects with the aim of improving its internal processes. Among the most prominent projects started in the last year are:

- **SPIRA:** a tool to manage pricing and the new model of pricing that will enable the competitive positioning of the Cooperative to continue to improve.

- **Purchase and activation of equipment to detect advanced threats:** a security system has been set up that enables hidden and persistent attacks on the Cooperative's IT systems to be detected. The aim is to purchase and set up the equipment required for the service of detecting advanced persistent threats (APTs).

- **Capacity control system:** In June, Consum began implementing a digital system to control the capacity in its stores to prevent overcrowding and to ensure distance between customers. Through the use of sensors in all of the supermarket entrances, the system autonomously controls the flow of customers through screens with a red or green traffic light located at the entrance to the stores. The digital capacity control system monitors almost a thousand entry points in total

between street entrances and car park entrances. Furthermore, the system enables capacity to be managed in an automated way, giving information in real time. This information can be accessed in store and remotely, enabling a more dynamic management of the teams and needs of each store. The system is present in all of our own supermarkets.

- **Consum Conecta (Consum Connect):** In April 2020, the communication channel 'Consum Conecta' was incorporated with the aim of facilitating instant messaging between Area Managers, Directors and Store managers, replacing other less secure non-corporate channels. It also enables communication between supervisors and will gradually incorporate new features in time. The medium is the company's terminal equipment which can only be used during work hours to facilitate conciliation.

- **Queue manager on the Mundo Consum app:** customers can now queue virtually for the fresh food counters thanks to the new feature of the Mundo Consum app which enables them to speed up their shopping while also improving safety during the pandemic. This new development is already implemented in 182 stores and is planned to be extended in the coming months.



Automated silo in Barcelona's Free Zone



IN 2020, 9,527 INITIATIVES FOR IMPROVEMENT WERE PUT FORWARD BY WORKERS.

WE ENCOURAGE INNOVATION AMONG WORKERS

The workers of Consum's platforms and retail outlets can make suggestions and take part in the innovation process through the Continuous Improvement Programme (Mejora Continua). The teams in charge of collecting and evaluating the ideas received study their viability and turn them into real projects. Since this programme started, more than 60,000 suggestions for improvement have been received. Specifically, in 2020, there were 9,527 initiatives for improvement from workers, both from the stores and the platforms, of which 1,346 were approved and 1,224 have been implemented with an aggregate investment of 870,000 euros. The measures are orientated towards people, always seeking to improve the conditions and safety of the workers; and towards customers, adding value to the shopping experience. This financial year, for the first time, the option of presenting proposals of continuous improvement through the internal Gente Consum App has been included. This means that, in addition to the physical suggestions box, new suggestions for improvement can be entered, those made by the individual can be viewed and their status checked, as well as those carried out by the teams. The incorporation of the channel has increased the number of initiatives in the last quarter by 29.5%.

In 2020, continuing with the optimisation of processes, the Lean Management System has continued to progress in the fresh, refrigerated and frozen platforms. The Lean method, originating from Japan, is a management method which removes processes that do not add value to the final customer experience, such as inefficient movements, over-production or delays. This reduces costs, deadlines and risks, satisfying the customer. The system has been implemented in some platforms in Murcia and Valencia and will be gradually expanded to the rest of the organisation over the next year.

03





**Together we are committed
to talent and employment**

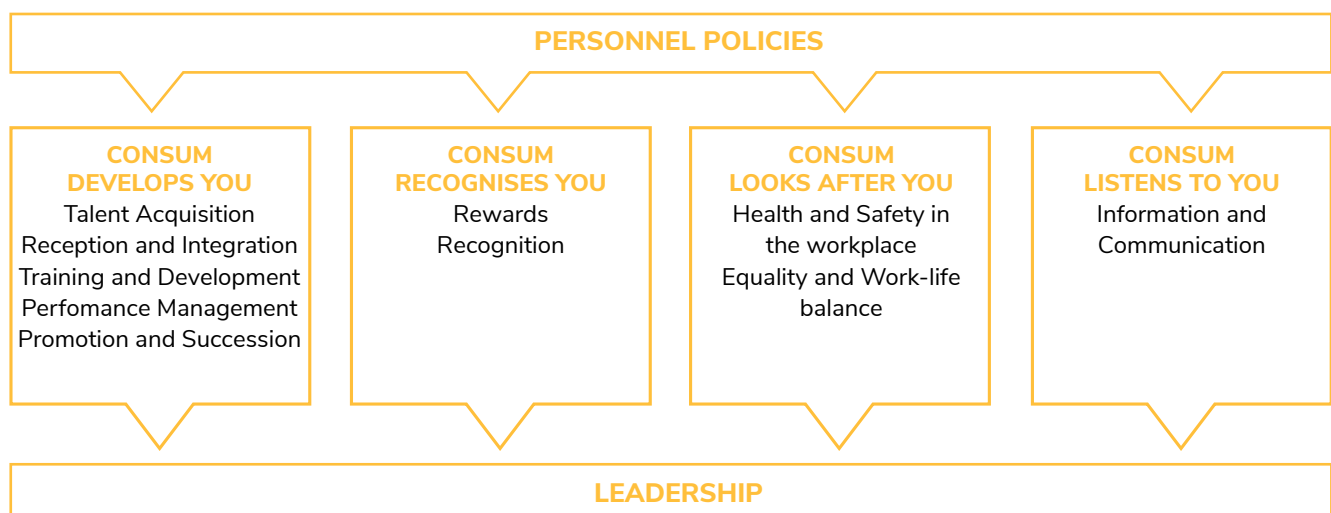
We create stable and quality employment

TALENT STRATEGY

People are at the centre of Consum's management model and their talent is one of the keys to the Co-operative's growth. That's why the Talent Strategy is the foundation that all of the Personnel Department's Policies rely on, focussed on attracting, training, developing, motivating and engaging the best workers. The organisational model defines the structure of the jobs in the organisation and the skills model establishes the capacities needed for each job. Staffing Policies are divided into four main groups, the Leadership Policy cross-cutting all of them.

The Staffing Policies are constantly being developed to place people at the centre. One of the changes has been the introduction of a new Talent Acquisition Policy, with the aim of attracting the top professionals, with attitude and commitment, and with values that match those of the Cooperative.

The Reception and Integration Policy was also renewed in 2020. This defines the full itinerary of candidates until they become part of Consum, to facilitate their incorporation into the job and work team and, subsequently, to become partners of the Cooperative. This reception is carried out by the different internal





Staff from the Av. Hermanos Bou supermarket in Castelló de la Plana

managers and is supported by information available on the Gente Consum App. Various surveys are carried out to measure the satisfaction of the new workers, with an average rating of 4.8 out of 5 by people who have already completed this new process.

In 2020, as a company committed to talent and constantly improving practices for its workers, Consum has renewed its Top Employers certificate for the eighth consecutive year, which recognises it as one of the best companies to work for in Spain.

INTERNAL COMMUNICATION

Consum has continued to work on developing the values that make it stand out as a Cooperative and to identify and praise the internal talent of its workers. In 2020, it completed the internal communication campaign “We are talent” (Somos talento) which was done via the website www.comparteloquesomos.es. The campaign’s aim was to make workers feel pride in belonging, through recreational and gamification activities where they could earn “coinsums”, a Consum virtual currency so they could win prizes.

This year also saw the introduction of the internal communication campaign “Together We Are Cooperative” with the aim of strengthening the cooperative values, a goal that has become particularly relevant given the current situation. Charitable and leisure activities have been carried out, enabling workers to share their experiences and receive personal rewards and donations for social entities.

To celebrate the Cooperative's 45th anniversary, workers received a surprise gift box and a series of activities with competitions, games and challenges took place in the 45 days running up to it. A communication campaign was carried out which told the story of the Cooperative through different protagonists who had experienced each of the phases, from its origins to the present day.

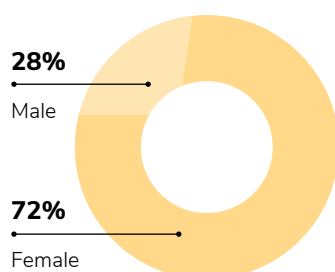
The new internal digital channels of communication that were implemented in previous years have been consolidated. 93% of the workforce are now registered on the Gente Consum App, the BIS Magazine is no longer printed on paper and, from April, it started to be published in digital format only. Furthermore, screens have been installed in communal areas of the company headquarters and the platforms, displaying internal information of interest for workers.

On the other hand, this year saw the launch of the changes to the clothing items worn by fresh food sellers, including aprons, hats and hair coverings. The new materials are functional and adapted to the specific requirements of the different sections. In addition, the colours of the aprons have been adapted to the new model of sections, in line with the overhaul of the store image. The workers themselves have taken part in the design through the ‘Mejora Continua’ continuous improvement suggestions.

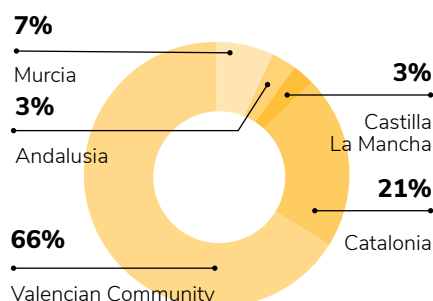
STAFF BY TYPE OF CONTRACT, SEX AND REGION

	Andalusia		C. La Mancha		Catalonia		Valencian C.		Murcia		Total
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Partner	81	324	60	292	951	2,053	2,640	7,673	378	574	15,026
Partners on probationary period	324	1	3	4	52	98	21	34	1	10	224
Permanent	60	7	19	98	104	129	122	157	55	34	729
Temporary	292	55	2	33	97	232	181	669	17	111	1,407
Total	951	387	84	427	1,204	2,512	2,964	8,533	451	729	17,386

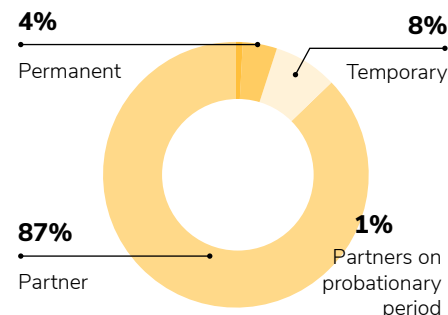
Sex



Region



Contract



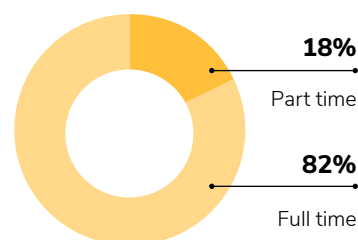
WORKFORCE

At the end of the 2020 financial year, Consum's total workforce was formed by 17,386 workers. 72% of workers to are female and the average age is 39. 82% of the workforce have full time contracts and 92% of the people who work at the Cooperative have a stable job, as partners or permanent employees.

Consum's partner workers or partners on probationary period are governed by the provisions of the Articles of Association and Internal Regulations. Salaried workers, who make up 12.3% of the workforce, are governed by the Cooperative's own Collective Bargaining Agreement.

STAFF BY TYPE OF WORKING DAY AND SEX

	Male	Female	Total
Full time	4,296	9,978	14,274
Part time	502	2,610	3,112
Total	4,798	12,588	17,386



PERCENTAGE OF STAFF BY JOB CATEGORY, SEX AND AGE

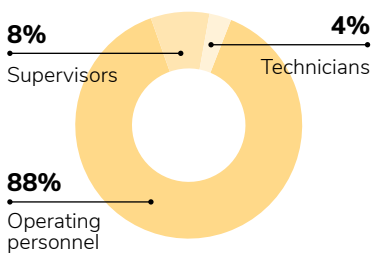
	Male			Female			Total
	<30	30-50	>50	<30	30-50	>50	
Supervisors	0,11%	2,28%	1,24%	0,11%	3,16%	0,79%	7,68%
Technicians	0,35%	1,20%	0,24%	0,18%	1,33%	0,37%	3,68%
Operating personnel	7,86%	11,63%	2,69%	13,88%	42,83%	9,74%	88,63%
Total	8,32%	15,11%	4,16%	14,17%	47,33%	10,90%	100,00%

(102-7, 102-41, 405-1, ES5-10, ES5-11)



Toñi López, store manager, with Gisela Celdrán in the supermarket at Castelló de la Plana-Av. Hermanos Bou

Job category



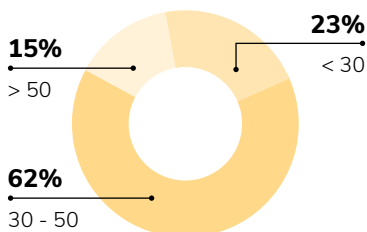
JOB CREATION

In 2020, 1355 net new jobs were created compared to the previous year. This is a record figure for the generation of employment in the Cooperative and, taking the last 5 years as a baseline, an average of more than 900 jobs have been created each year.

1,355

new jobs in 2020

Age



The average length of time workers stay at Consum is 9 years. The average staff turnover of partners is 4.4%, a very positive figure compared to the average for the National distribution sector. Throughout the year there were 1,445 additions and 834 losses of partners.

ADDITIONS AND LOSSES OF PARTNERS BY SEX, AGE AND RELIGION

	Sex		Age			Region					Total
	Male	Female	<30	30-50	>50	Andalusia	Castilla La Mancha	Catalonia	Valencian Community	Murcia	
Additions	461	984	724	666	55	51	93	443	752	106	1.445
Rate of new contracts	11,70%	9,28%	36,43%	6,88%	1,91%	13,61%	31,44%	15,52%	7,43%	11,72%	9,93%
Losses	209	434	236	309	98	18	8	282	305	30	643
Turnover rate	5,30%	4,09%	11,87%	3,19%	3,40%	4,80%	2,70%	9,88%	3,01%	3,32%	4,42%

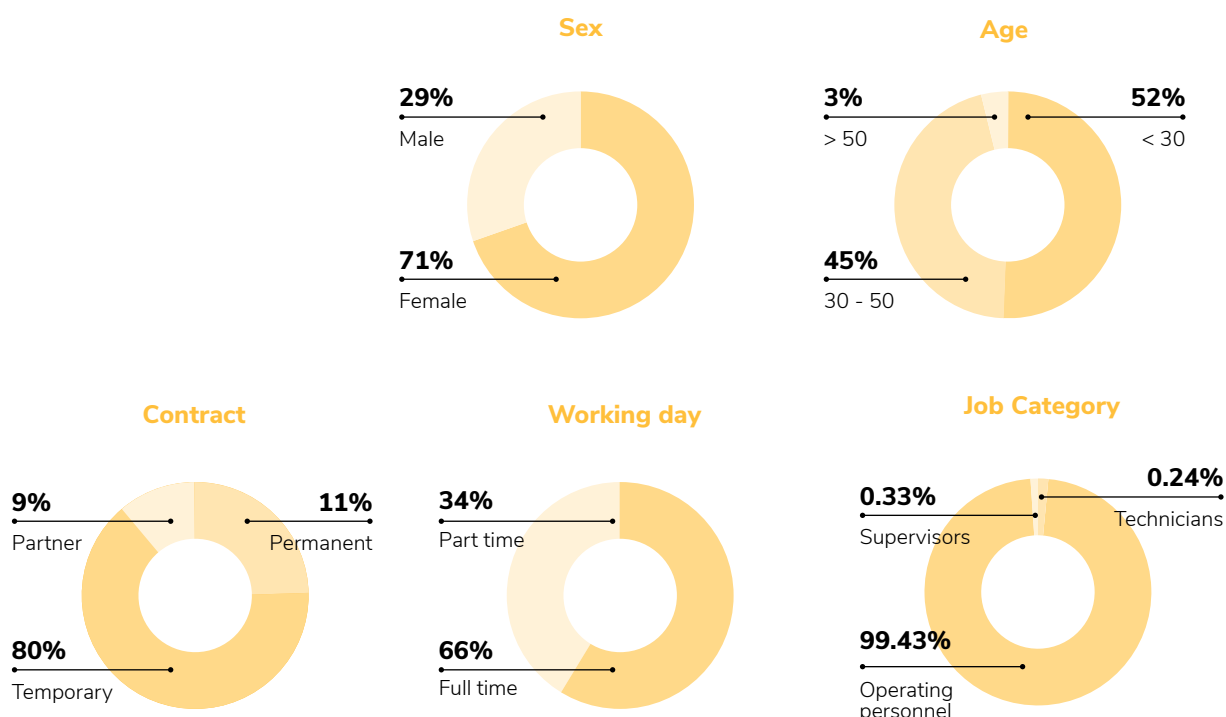
The main changes in the workforce generally occur during the summer season in tourist areas due to the temporary hiring of extra staff and to cover staff holidays. Consum is the only company in the sector to offer its workers 5 weeks of holidays and, as a minimum, two of them during summer.

To tackle the increase in workload arising from the Covid-19 crisis, Consum has strengthened its workforce, particularly

in 2020. Specifically, there have been 2,873 extensions to the working day, as well as 6,149 hirings of staff for the logistics platforms and supermarkets, which has enabled us to provide an essential service over these last few months.

Below is the data regarding contracts and dismissals carried out during 2020:

AVERAGE ANNUAL CONTRACTS





CONSUM HAS
INCREASED ITS
STAFF THIS YEAR,
HIRING 6,149
NEW STAFF

Carlos Cátedra, in the bakery section of the Consum supermarket in Burjassot

DISMISSALS BY JOB CATEGORY, SEX AND AGE

Job category	Male			Female			Total
	<30	30-50	>50	<30	30-50	>50	
Supervisors	0	5	1	0	4	0	10
Technicians	1	0	0	0	0	0	1
Operating personnel	78	56	6	89	147	25	401
Total	79	61	7	89	151	25	412



Toñi López, store manager, with José Llácer, director of the supermarket in Castelló de la Plana-Av. Hermanos Bou

We turn work-life balance and equality into reality

EQUALITY

The Equality and Work-life Balance Policy at Consum aims to achieve the equality of opportunities between men and women in all areas of the Cooperative, to remove discrimination and ensure respect for diversity. Furthermore, it seeks to encourage a favourable environment for the work-life balance of the entire Cooperative.

Consum's third Equality Plan 2018-2022 is currently in force, containing a series of measures and commitments to effectively and really incorporate the gender perspective at all levels of the organisation. The Plan is available to all staff on the internal intranet, in the Co-operative's document manager and the Gente Consum App. This Plan pursues the following objectives:

- To enhance the hiring of people from vulnerable groups with a gender perspective.
- Promote a leadership model with a gender perspective through the publication of the "First Equality Guide" and equality-diversity training.
- Launch the Potential Development Plan to achieve a balanced presence of women in posts of responsibility.
- Reduce the wage gap between men and women.
- Add to or improve at least one work-life balance measure each year.
- Stay vigilant on domestic violence.



Fishmonger's section of the Consum supermarket in Burjassot. Masters of freshness Daniel Pérez and Cristina Martínez



Toñi López, store manager, with José Llácer, director. Consum supermarket at Av. Hermanos Bou in Castelló de la Plana

Thanks to successive equality plans, the incorporation of more women to posts with responsibility is being facilitated. Approximately 60% of Store Management posts are occupied by women. As a result of this, Consum forms part of the Network of Companies with a Distinction in Equality in the Company from the Ministry of Equality, reaffirming the Cooperative's commitment to real equality between women and men.

Consum also has an Internal Relations Committee that ensures the prevention of workplace or harassment based on gender among the workers, and an action protocol to respond to such situations. Any worker who has been a victim of bullying can contact the Committee anonymously and confidentially. 10 reports have been filed in 2020 where the existence of a case of bullying has been confirmed and the relevant corrective measures have been put into place.

REMUNERATION

In 2020, the Cooperative's Board of Governors, upon the suggestion by the Social Committee, has approved a salary increase of 1% for the entire workforce. To reward the hard work and dedication of workers in supermarkets and platforms for the increase in workload during the weeks of lockdown, an extra payment of €283 on average was added to the wage for March 2020. In January 2021, the cooperative paid a "covid bonus" of €300 on average to its operational teams. These payments have benefited 95% of the staff and amount to a total investment of 8.5 million euros for Consum.

The average remuneration for staff during the financial year was €1,709.51 per month, including fixed remuneration, variable remuneration, cooperative returns and return on share capital. Given that the minimum interprofessional salary in Spain is €1,108, the basic salary of a Consum partner-worker is 16% higher, calculated over 12 payments.

The Staffing Policies establish the commitment to define transparent and fair remuneration systems for all of the workers. At Consum, the basic salary for a specific post is the same for everyone, regardless of their sex or place of work. Although women are increasingly becoming established in management positions, there is still an average salary divide between men and women.

AVERAGE WAGE INDEX AND SALARY DIVIDE BY SEX AND JOB CATEGORY

	<30			30-50			>50			Total	
	Male	Female	Salary divide	Male	Female	Salary divide	Male	Female	Salary divide	Con-tents	Salary divide
Managers				6,99	6,55	-6,30%	9,13	8,29	-9,20%	8,34	-13,37%
Middle supervisors	2,52	2,18	-13,76%	3,26	2,95	-9,46%	4,04	3,31	-18,07%	3,22	-13,64%
Technicians	2,21	2,31	4,82%	2,61	2,57	-1,74%	3,08	2,75	-10,70%	2,60	-1,07%
Operative staff	1,28	1,26	-1,15%	1,44	1,35	-6,12%	1,54	1,36	-11,48%	1,35	-4,35%
Total	1,31	1,28	-3,01%	1,80	1,49	-16,96%	2,66	1,58	-40,40%	1,56	-17,89%

WORK LIFE BALANCE

The Cooperative is committed to work-life balance, to encourage the joint responsibility of men and women in terms of childcare and other dependent individuals in the home. That's why Consum invested 22.6 million euros on conciliation in 2020, which equates to 1,303 euros per worker.

Consum has the "+ than 75 Conciliation Measures" catalogue, with initiatives to encourage the balance

between the professional and personal life of workers and which continues to add new measures or improvements to existing measures each year. Everyone who works in the Cooperative enjoys the same social benefits, regardless of the type of day they work, although there are advantages linked to the condition of being partner. Below are some of the most prominent conciliation measures included in the catalogue and the number of people who benefit from them:



Staff from the supermarket at Av. Hermanos Bou in Castelló de la Plana

CONCILIATION MEASURES AND OTHER SOCIAL BENEFITS

	PEOPLE BENEFITING IN 2020	PERCENTAGE OF TOTAL WORKFORCE
QUALITY OF JOB		
Medical service (Measure 9)	2.513	14,45%
Loans for partners	176	1,15%
Life and accident insurance (Measures 8 and 10)	14	0,08%
TEMPORARY AND SPATIAL FLEXIBILITY		
Transfers due to proximity of workplace to home (Measure 9)	69	0,40%
Continuous working day (Measure 28)	16.794	96,59%
FAMILY SUPPORT		
Cumulative lactation leave (Measure 37)	443	2,55%
Paternity leave (Measure 38)	158	3,29%
Baby basket voucher for partners (Measure 51)	506	2,91%
Payment for children with disabilities (Measure 52)	235	1,35%
Christmas card competition (Measure 47)	3.876	22,29%
Maternity protection protocol (Measure 55)	393	3,12%
Leave due to risk during pregnancy with 100% pay (Measure 55)	289	2,30%
Payment for disabilities (Measure 20)	145	0,83%
Payment for employees who are victims of domestic violence (Measure 53)	31	0,18%

Since January 1st, 2021, maternity and paternity leave have become equal, both have 16 weeks from the birth or adoption and are inter-transferable. For the last 11 years at Consum the two weeks of paternity leave have been extended beyond the stipulations of the law, a

measure that has been contained within the catalogue of “+75 Conciliation Measures”. During 2020, a total of 158 fathers enjoyed paternity leave and 393 mothers had maternity leave.

WORKERS WHO HAVE HAD MATERNITY OR PATERNITY LEAVE

	Male	Female	Total
Workers with maternity or paternity leave	158	393	551

RATE OF RETURN AND RETENTION AFTER MATERNITY OR PATERNITY LEAVE BY SEX

	Male	Female	Total
Workers who have returned to Consum after maternity or paternity leave	142	315	457
Rate of reincorporation	94.67%	81.82%	85.42%
Workers who continue working at Consum 12 months after the end of maternity or paternity leave	144	330	474
Retention rate	89.44%	81.28%	83.75%

Since 2007, Consum is the only company in its sector to be certified with the EFR seal, recognising it as a Family-friendly Company, with a rating of distinction. This certification, promoted by the Másfamilia Foundation and endorsed by the Ministry for Equality, recognises the work of companies regarding work-life balance and equality.





M^a Cruz Carrillo, cashier at the supermarket in Castelló de la Plana-Av. Hermanos Bou

DIVERSITY

The Equality Plan objectives include the incorporation of workers from vulnerable groups from a gender perspective, favouring the employment of groups at risk of exclusion and committing to people and their abilities.

PEOPLE WITH DISABILITIES

		Percentage	Total
Sex	Male	32%	46
	Female	68%	99
Age	<30	6%	8
	30-50	59%	85
	>50	36%	52
Region	Andalusia	0%	0
	Castilla La Mancha	4%	6
	Catalonia	21%	31
	Valencian Community	67%	97
	Region of Murcia	8%	11
Type of working day	Full time	79%	115
	Part time	21%	30
Type of contract	Structural	100%	145
Job category	Supervisors	6%	8
	Technicians	4%	6
	Operating personnel	90%	131
Total		100%	145

We invest in training



Basic perfumery course for the sales assistants from the beauty section



CONSUM HAS INVESTED 3.9 MILLION EUROS IN TRAINING, EQUIVALENT TO 227.42 EUROS PER WORKER.

Training is essential in order to develop workers' talent and for them to acquire the new competences and skills required for the future. Consum has invested 0.88% of its wage bill in training during the year, which means a total of 3.9 million euros, equivalent to €227.42 euros per worker. In 2020, workers carried out an average of 27.4 hours of training.

AVERAGE HOURS OF TRAINING BY JOB CATEGORY AND SEX

JOB CATEGORY	Sex		Total
	Male	Female	
Supervisors	29,4	18,67	24,03
Technicians	16,17	13,79	14,98
Operating personnel	26,45	28,87	27,66
Total	26,17	27,9	27,43

(201-4, 403-5, 404-1, 404-2, 404-3, ES3-6)



Basic perfumery course for the sales assistants from the beauty section

The Cooperative has various multidisciplinary training programmes that enable workers to improve their job performance and offer a better service to customers. Through the Gente Consum App, workers have a virtual classroom called “Campus Consum” where they can access a wide range of online courses. Two new courses have been added in 2020, one about Covid-19 and another about the Mundo Consum card. They can be completed conveniently and adapted to their working hours. The available courses include raising awareness about equality, understanding share capital, leadership skills, time management, communication, etc.

Health and safety training is an essential tool for the prevention of occupational risks in the organisation.

Some of the training activities are carried out internally by prevention technicians, while some are taught by the medical insurance company and training academies. All workers complete an online health and safety course during their initial training when they start their jobs. In order to pass this course, workers must correctly answer the questions in each module. In addition to this course, they complete other specific prevention courses within the Cooperative's yearly training programme. An online course for Covid-19 prevention has also been carried out in 2020. All of the courses are free or charge and take place during the working day. In terms of training in social economy, 7.8% of the workforce have carried out training activities on this subject in 2020.

MAIN TRAINING PROGRAMMES AND HOURS OF TRAINING BY SEX

	Male	Female	Total
Customer services	4.427	16.871	21.298
Fresh Food School	17.257	83.321	100.578
Social skills	5.976	6.716	12.693
Insertion	47.556	122.619	170.175
Monitoring	10.816	47.443	58.259
Prevention	14.979	31.817	46.796
Food safety	8.975	21.226	30.201

528

workers promoted

2 out of every 3

people promoted were women

It is worth noting that most of the grants the Cooperative receives from public administrations go towards training for workers, a total of €1,005,639 has been received in the 2020 financial year.

In order to meet the Cooperative's talent needs over the coming years, in 2019 Consum implemented a new model of internal promotion through the Potential Development Plan, which encourages all posts to be covered with its own staff in the first instance. The potential candidates are not chosen for a specific post, but for an organisational level, thus committing to transversality within the organisation. Three plans have been defined: future executives and area managers, future unit managers and future technicians. This new model, as well as being proactive, enables there to be more equity and impartiality in internal promotion.

528 workers were promoted in 2020, of which 308 were women and 220 were men. In other words, almost 2 out of every 3 people promoted at Consum in 2020 were women.

Consum regularly carries out a professional performance evaluation of all of the Cooperative's staff. In 2020, 82.4% of staff have received their evaluation based on the generic and specific competences of their position. Based on the results, line managers suggest different measures and training courses to improve the professional performance.



PERCENTAGE OF WORKERS WHOSE PERFORMANCE HAS BEEN EVALUATED BY JOB CATEGORY AND SEX

Job category	Male	Female	Total
Supervisors	81,43%	89,38%	85,63%
Technicians	66,88%	62,31%	64,53%
Operating personnel	83,82%	82,60%	82,91%
Total	82,41%	82,45%	82,44%

We promote health and safety in the workplace

Since 2001, Consum has had a Prevention Plan with the aim of integrating the management of health and safety into the Cooperative. It is divided into three large blocks: supermarkets, logistics platforms and head office. The Prevention Service is the Personnel Management's responsibility and has its own team with specialists in Safety, Hygiene, Ergonomics and Applied Psychology, as well as an external Health Monitoring service with Valora Prevencion.

The Health and Safety Committee is the joint body made up of 16 members, 8 Prevention Delegates appointed by the Social Committee, and 8 Company Representatives, chosen by the Personnel Department, to develop and monitor the Prevention Plan. The manager of the Prevention Service and technicians attend the meetings but do not have voting rights. Depending on the specific issue at hand, professionals from the Cooperative may also be called to attend. They meet on a quarterly basis and, exceptionally, when needed.

The active participation of workers in the prevention system is mainly carried out via the figure of the Prevention Coordinator which falls to the Social Representative. Their role is to work with the centre manager to investigate any accidents that occur, pass the suggestions of the workers on to the Prevention Service and support the implementation of specific actions in the workplace. There is at least one Prevention Coordinator in each place of work.

Prevention has also been implemented within the Continuous Improvement system and the Lean work-

shops, where the workers themselves can suggest measures to move forward in relation to occupational safety. Information is sent to the workers from the Prevention Service through the BIS, centre meetings, reports, etc.

A medical examination of new workers and a voluntary examination every two years are carried out within the Health Monitoring Plan. Medical examinations are also performed when a worker returns from a common illness or workplace accident of more than one year, or a work-related disease regardless of the duration, as well as at the express request of the Personnel Manager or the decision of the insurance company. Confidentiality of the personal health data is maintained at all times and it is sent directly to the worker's email or to their workplace in a sealed envelope. The results are sent to the Prevention Service confidentially.

The Cooperative has medical care during work hours for workers at the platforms in Valencia and Barcelona, as well as the head office. The aim is to look after workers' health and provide personalised, fast and effective care, avoiding journeys.

Consum's medical staff write a monthly article in the BIS about different healthcare related issues suggested by the workers. Through the Gente Consum Offers Club, partner-workers are also given discounts on health insurance, clinics, gyms, etc. Following the recommendations of the Ministry of Health, Consum carries out an internal campaign each year to encourage staff to receive the flu vaccination. This year, due



to the exceptional circumstances of the pandemic, the Cooperative has facilitated the vaccination of workers that haven't been able to do so at their own health centre. Furthermore, Consum also has a Road Safety Guide to reduce work-related traffic accidents.

Since April 2020, the Cooperative set up a free telephone line for emotional and psychological support for workers, available from Monday to Friday from 10am until 6pm, completely anonymous and confidential. The professionals that look after the phone line offer guidance, recommendations and psychological help, both for work and personal issues. In the 2020 financial year, a total of 1,237 calls were received by the emotional support service.

The identification of occupational hazards by workers is carried out by an internal application. The centre manager and the Prevention Coordinator carry out an

investigation of the incident which has been identified and issue a report. This is sent to the prevention technician assigned to the centre, who compares the information and, depending on the type of incident, they request pictures, make in-situ inspections, etc. The technicians then suggest the necessary measures to remove or minimise the hazard to the managers.

The risk assessment is carried out by the Prevention Service depending on the activation of certain events (identification of occupational hazards, accidents, work-related diseases, etc.), and also regularly based on an established schedule. For each hazard identified, the level of risk is considered based on the severity of the damage and probability of it happening. Depending on the priority given, the relevant corrections and controls are established with the individuals responsible.

Over the course of the year, a total of 389 workplace accidents have been recorded, 5 of them serious. To prevent these hazards, corrective measures are proposed and specific communications and training are undertaken with the staff.

INJURIES DUE TO WORKPLACE ACCIDENTS

	Total	Rate*
Deaths resulting from a workplace accident	0	0
Workplace accidents with serious implications	5	0.18
Recordable workplace accidents	389	14.12

*Accidents per million hours worked.

In 2020, 32 work-related illnesses were also declared. When the insurance company declares a work-related illness, they inform the Prevention Service who carries out a study and investigation into it. Once the work-related illness has been declared, with or without leave, a medical examination must be carried out. A fitness to work letter will then be issued so the employee can return to work with the required adjustments in place.

WORK-RELATED ILLNESSES AND DISEASES

	Total
Deaths resulting from a work-related illness or disease	0
Recordable cases of work-related illnesses and diseases	31





Lorena Benedito, fresh Fruit and Vegetable sales assistant from the supermarket in Burjassot

The Prevention Service has focussed on applying measures to minimise the effects of the pandemic on staff. Contingency Plans have been developed for each centre, adapted to the regulations laid down by the Ministry of Health, which coordinate information and training regarding the prevention of Covid-19 within the organisation. Furthermore, personalised care has been provided to every case detected.

The main Covid-19 prevention measures for workers include partitions at the queues for the checkouts, temperature checks at the start of shifts, protective goggles, as well as the provision of gloves, masks and disinfectant gel. Since the start of the crisis, a shift system has been in place for staff at the headquarters, encouraging working from home and minimal presence in the offices, with the creation of bubbles to minimise the risk of infection.

04





**Together we work to
improve your experience**

We bring differentiation to the partner-customers



An aisle in one of Consum's supermarkets

EVOLUTION OF CONSUMER-PARTNERS

	ADDITIONS	LOSSES
2018	242,918	821
2019	234,783	789
2020	247,472	1,067

The Mundo Consum loyalty programme is focussed on offering the best customer experience, enabling them to get significant discounts on their purchases, both directly, and customised depending on their likes and shopping habits. That's why it is the ideal tool to meet the expectations of Consum's partner-customers.

Mundo Consum is one of the most highly valued programmes in the sector nationally thanks to its constant striving towards innovation in order to offer the best personalised offers. The gift vouchers continue to be the preferred discount among partners. The programme generates more than a million offers each month adapted to customers through "My savings vouchers" and 500,000 different combinations of "My favourites", a selection of 9 products on offer which can be chosen individually by the partner, thereby creating their own offers. The aim is for each customer to have a shopping experience which is as personalised as possible. The main channels to redeem the personalised offers are in-store, the Mundo Consum App and the online store.

Participation in sales of the partner-customers exceeded 80% in 2020, reaffirming the programme's success. In addition, discounts of a value of 49.7 million euros have been given on purchases, through a total of 10.2 million gift vouchers, valid to be redeemed for the purchase of any product. Discounts increased by 9.5% this year. With all of the discounts, each partner-customer has been able to save an average of €30 per year.

THE MAIN SERVICES THE COOPERATIVE OFFERS TO ALL ITS CONSUMER-PARTNERS ARE SHOWN BELOW:



Home delivery



Online shopping



New shift management system



Implementation of electronic labels



Customer wifi



Vacuum packaging of deli items



Freshly squeezed juice



Eco-fruits



Perfumery

In 2020 there were 247,742 new partner-customers, reaching 3,654,418, a figure which proves the good progress of the loyalty programme. These figures place Consum as the Spanish Cooperative with the largest number of partner-customers.

Mundo Consum can be accessed via mundoconsum.consum.es and by downloading the mobile App, through which the gift vouchers and personalised discounts can also be redeemed, as well as checking the monthly offers and the location of the nearest super-markets.

MODEL OF EXCELLENCE

Consum's model of excellence is based on workers acting as "Hosts" to customers, aiming to offer the best service and fresh products, and "Advisors" to people, in other words, to their colleagues from their teams.

In terms of fresh products, the figure of the "Masters of Freshness" stand out. They are in charge of advising customers in their choices, providing them with added value through recipes or advice on how to prepare and preserve products and, in turn, offering new items and offers, as well as the freshest and local products.



Rosa Ródenas, fresh Bakery sales assistant at the supermarket in Burjassot

To complement this model of in-store service, Consum also continues to develop its programme aimed at achieving excellence in being people focussed, turning the supermarkets' chains of command into best the "Advisers" of their teams. To achieve the best working environment, advisers give the best of themselves when interacting with their teams, helping them to grow and develop at Consum, through their training and motivation, so that this attitude is conveyed in the end to the excellence in customer service.

CUSTOMER SERVICE

For direct communication with partner-customers, the Cooperative has a channel called "Escucha Activa" (active listening), which deals with and responds to their needs. In 2020, 272,041 customer services processes were dealt with, 6.4% more than the previous year, with a satisfaction rating of 8.95 out of 10, evaluated by the users themselves.

To adapt better to partner-customers' latest needs, a new digital tool has been launched which offers an overview of the customer and their incidents in real time. Customers can access a help centre with quick answers to the most frequently asked questions or for small tasks.

WE TAKE ON BOARD EVERYONE'S OPINIONS

Consum also has its Customer Relations and Innovation division, which works proactively with partner-customers through group meetings, accompanied shopping, interviews, surveys, etc. The aim is to find out the shopping and consumption habits of customers, this area identifies their needs and expectations of the different products, to thereby introduce improvements to them.

In 2020, because of COVID-19, customer studies were moved to a virtual environment, adapting the methods and measuring techniques. Over the last year, a total of



MUNDO CONSUM
HAS GIVEN
DISCOUNTS ON
PURCHASES TO
A VALUE OF 49.7
MILLION EUROS.

Customer services	Total	Percentage
Suggestions	3.644	1,42%
Enquiries	119.593	34,99%
Compliments	750	0,20%
Requests	143.535	62,84%
Complaints	4.519	0,55%
Satisfaction rating	8,95 (out of 10)	



43,022 partner-customers and customers took part in these processes, 74% more than in the previous year. A total of 11 group meetings, 44 personal interviews and accompanied shopping trips, as well as 70 conceptual and image tests of the products were carried out. In total, 430 new own brand designs were carried out during the year.

ACCESSIBILITY TO PRODUCTS AND SERVICES

In 2020, to provide a better service to everyone, 1,580 new self-service trolley-baskets were sent to supermarkets. These trolleys are lighter weight, compact, manageable and ergonomic, they improve accessibility to products and enable them to be unloaded directly at the checkout, thereby avoiding having to load weight.

They are available in 79% of the network. In addition, we continue to work on reviewing the packaging of own brand products, to improve ergonomics and grip, and to include easy-opening systems.

During the lockdown, an initiative was shared among Consum workers using the Gente Consum App to prevent older people from having to go to the supermarket and put themselves at risk. Workers who were willing and able to help placed posters in their communities of neighbours to offer to deliver shopping to older people and those who are dependent and in need.

We work to offer the best product



IN 2020, THE GLOBAL
PRODUCT RANGE
EXCEEDED 15,000
ITEMS.

Innovation, health and sustainability are the premises on which Consum's range of products is built, offering a wide and varied selection that places value on the manufacturer's brands and enables partners and customers to find all of the products they need. In 2020, the global product range exceeded 15,000 items.

The offer evolves every year to adapt to the new trends and demands of customers, incorporating smaller sizes adapted to different types of home, natural ingredients, gluten-free and lactose-free products and the new section of ready-to-eat and ready-to-cook meals. Additions in 2020 include the development of the "Heat and ready" ready meal range with 6 new products and the food counters have more products such as fish skewers, hamburgers or breaded foods. Throughout the year, more than 2,500 products were released and/or modified to adapt to the tastes and preferences of the consumers.

Consum maintains its commitment to fresh produce, personalised and assisted sale in the butchers, delicatessen and fish sections, as well as known origins and local products, continuously incorporating local and traditional items from the provinces or regions it has a presence in. The guarantee of freshness is the Cooperative's most important commitment

with its partner-customers and, for that reason, it works hard to always offer products in their optimum time of ripeness, prioritising their season.

The inclusion of more “free from” (lactose, gluten, etc.) products and innovation of three new eco-friendly products are also worth noting. In 2020, the range of environmentally friendly products has continued to expand in all sections, in fresh produce, food and non-food, to reach a range of 253 products, as well as the 59 of the Consum ECO own brand, in which the packaging has been revised to make it more sustainable. Furthermore, advances in relation to animal welfare have also continued, with 65% of meat suppliers holding the Welfare seal and incorporating the MSC seal to some frozen fish products and sustainable cooling. Within the Consum brand, an increasing number of products have certifications in terms of sustainability, which provide an added value to consumers and the environment:



- FSC: 207 paper items coming from sustainable forests.



- UTZ: 43 products with coffee or cacao from sustainable agriculture.



- MSC: 7 sustainable fishing products.



- Ecolabel: 7 environmentally friendly cleaning products.



- Animal welfare: 12 dairy products.



- PEFC: 11 cellulose products in nappies.

Consum's own brand products offer a range with the best value for money demanded by the customers, which gradually incorporates improvements to its standards of innovation, health and sustainability. In 2020 there were 2,075 Consum branded products, 13.6% of the global selection distributed under the Consum, Consum Kids, Kyrey, Vitality and Consum ECO brands, which are constantly being improved

through the participation of the partner-customers in validating their quality and design. Customers who wish to, can take part through the Test and Approve portal, where they can rate the products and receive discounts on their shopping. In addition, in 2020, for the first time, workers and partner-workers have been involved in the validation process of designs of own brand products, through an integrated group on the Gente Consum App, where all of the staff who want to take part can join. This participation takes place through online surveys of the products to be tested that form part of the worker's shopping basket.

HEALTHY REFORMULATION

Health and sustainability are consolidated as a demand for consumers, who are increasingly aware of the nutritional value or impact of products. For this reason, the Cooperative has continued the healthy reformulation of its own brand products, within the framework of the Naos Strategy (Spanish Strategy for Nutrition, Physical Activity and the Prevention of Obesity) of the Spanish Agency of Food Security and Nutrition (AESAN), with the aim of promoting a healthier diet.

Since the project began, Consum has reduced a total of 502 tonnes of sugar, salt and saturated fats in its own brand products. In this way, the Cooperative fulfils its commitment to the NAOS Strategy and has reformulated foods and drinks from its own brand, significantly reducing these three components in more than 18% of all of the Consum own brand products that are available in its supermarkets.

In order to achieve this reduction, Consum has carried out actions on 22 families of foods, specifically 288 actions on 206 products. 352 t of sugar has been removed from 15 families of foods, 12t of salt has been reduced in 11 families and 138 t of saturated fats have been reduced in 10 families of foods.

Furthermore, on all of Consum's products, the labels provide information about nutritional values as well as the product's possible allergens, to be able to prevent food intolerances. In addition, the Cooperative adds additional information to the packaging of 281 own brand products required by law in relation to the origin of the product, easily recognisable “free from” seals to identify allergens in 621 products, instructions for safe use of the product on 568 items and information about how to recycle on 1,925 items. 100% of the own brand products receive quality controls of their labelling.

We guarantee freshness, quality and food safety



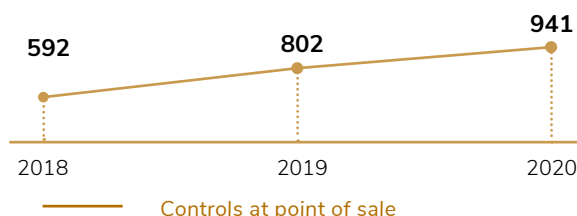
The guarantee of food freshness, quality and safety is Consum's greatest responsibility towards its partner-customers who trust the Cooperative in feeding and keeping their families healthy, something which has intensified as a result of Covid-19. The main actions carried out in relation to food quality and safety during the pandemic have been:

- Creation of the document named "Covid-19 Protection Measures. Contingency Plan" for retail outlets and headquarters: a collection of hygienic/operational measures at the points of sale to increase Consum customer and worker protection, as a supplement to the Staff Contingency Plan.
- Assistance and coordination of Health inspection visits in headquarters and points of sale, where Covid-19 protection measures are monitored.
- Review of procedures and instructions at the point of sale: cuts of fruit, freshly squeezed juice, system when products are returned, review of cleaning and disinfection plans, alternatives in disinfectant and virucidal products.
- Development of simplified food safety audits to be able to maintain the monitoring at points of sale during the state of alarm.
- Development of action protocols for laboratories and consultancy companies at the point of sale and headquarters, which enable the work planned in centres to be carried out, safeguarding the health of workers and customers.

In addition, Consum has renewed the ISO 9001:2015 certification of quality issued by AENOR for another year, which certifies the Quality Management System for Fresh, Refrigerated and Frozen foods, and which involves monitoring not just the process, but also an exhaustive control of the product itself. In 2020, the audit was passed successfully for the 22nd consecutive year. Furthermore, Consum also has certified Service Charters in the Food and Non-Food platforms. Moreover, in 2020, Consum has started its own certification process of a Food Safety Management System.

The Cooperative carries out exhaustive quality controls, on the supermarkets, on the products and throughout the own brand supply chain which are applied continuously on the management system. Cold chain compliance and the implementation of the correct hygiene practices are checked:

CONTROLS AT POINT OF SALE



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

THE CONTROL OF PRODUCTS AND SUPPLIERS IS CARRIED OUT IN FOUR PHASES OF ANALYSIS:

- 1. PREVENTIVE CONTROL:** audits are carried out based on food safety standards, product quality and control of all own brand and fresh produce suppliers. On this basis, paths of improvement are established which are regularly supervised and are complemented with regular analytical checks of the products.
- 2. QUALITY CONTROL:** the quality standards which have been previously defined together with the suppliers are checked for compliance.
- 3. COMPARATIVE CONTROL:** the product is measured against that of the competition in order to detect opportunities for improvement and to adapt it to the tastes and needs of the customers.
- 4. REACTIVE CONTROL:** audits and analysis take place in the event of any incident which occurs.



Quality control in the fishmonger's section

	Food and non-food		Fresh and refrigerated	
	N° of audits and analysis	Satisfaction	N° of audits and analysis	Satisfaction
Preventive Control	517	95%	2,164	98%
Quality control	809	97%	2,973	91.9%
Comparative control	286	94.6%	376	94.80%
Reactive Control	3,272	100%	1,676	100%
Total	4,884		7,189	



Consum carries out quality controls in all of the life cycle stages of its own brand products, which guarantees its range adapts to the needs of the customers:

LIFE CYCLE STAGES OF THE PRODUCT





The Cooperative has strict food safety criteria for the evaluation of the suppliers that make the Consum brand products, requiring they have IFS, BRC or ISO 22000 certification issued by independent entities. In 2020, 23 new own brand suppliers have been incorporated, which have been 100% assessed to ensure they have the certification up to date. In addition, there is an annual review of the renewal of these certificates and 100% of the suppliers have successfully achieved this.

In the event of a food alert, the Quality Division follows a protocol of immediate withdrawal of the product at the point of sale and an inspection of it at all stages of its life cycle and points of the agri-food chain. In 2020, no product of the Consum brand was affected by a food alert.

In general, the Cooperative has recorded 16 sanctions amounting to € 23,031.70

NUMBER OF REQUIREMENTS AND INFRINGEMENTS DETECTED

	Non-conforming acts	Sanctions	Monetary value
PRODUCTS AND SERVICES	397	13	€ 22,461.70
- Customer health and safety	360	6	€ 8,261.20
- Labelling of products and services	37	7	€ 14,200.50
- Marketing communications	0	0	€ 0.00
Environment	3	3	€ 570.00
Socio-economic	0	0	€ 0.00
Total	400	16	€ 23,031.70

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

We communicate in a responsible manner



In order to communicate responsibly, it is necessary to be supported by a responsible management, and that is why Consum establishes a fluid dialogue with its stakeholders through its channels of communication, always applying the criteria of transparency and truthfulness. It is a means that places value on the actions of the Cooperative in all of its areas.

The Cooperative has various digital training and information spaces that cover different areas, such as company information, the online store, a powerful search of geolocated shops, an exclusive space for the partner-customer, as well as spaces orientated towards offering quality content in terms of food, well-being, health, shopping advice, lifestyle, beauty, wines, etc.

With the aim of establishing a fluid dialogue between the brand and the customer, thus trying to respond better, Consum makes its social media channels (Facebook, Twitter, Instagram, YouTube and LinkedIn) available, offering information of interest and news about products and services, which contributes to creating a relationship of trust with stakeholders who always obtain a response to their queries and needs in real time.

		2020	s.a.a.	
Consum website visits	@	12.189.668	44,63%	▲
Facebook fans	f	112.127	20,89%	▲
Twitter followers	🐦	19.642	11,79%	▲
Instagram followers	📷	29.371	47,25%	▲
LinkedIn followers	in	31.253	61,00%	▲
Views on YouTube	📺	5.032.293	155,47%	▲
Enquiries on social networks	💬	51.047	168,16%	▲
Average monthly reach of posts	★	1.133.725	48,03%	▲



Juan Luis Durich, Consum's Managing Director, during the Presentation of Results for 2019

An increasing number of people receive the Entrenosotros magazine through the online newsletter. However, the printed format continues to be published bimonthly, which is offered exclusively to Consum's partner-customers. In 2020, it has reached a circulation of more than 1.6 million copies, reaching 315,000 homes.

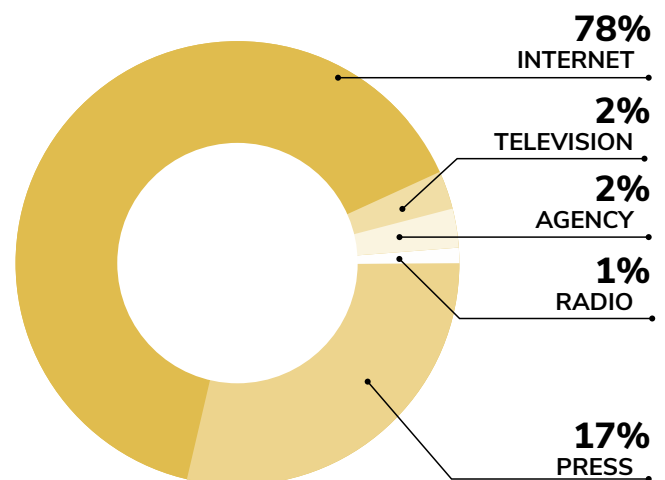
The Consum Bonita beauty magazine has changed its name to Cuidarnos, to include contents about body care and inner health. This magazine from the perfumery section began in 2012 and is adapting to modern times, including more diverse content and for different audiences. The Perfumery website was launched in 2017, where the magazine is also available in digital format.

Fulfilling Consum's commitment to the partners of all the regions in which it is present, the Cooperative publishes its communication mediums in the official languages of the regions: Castilian Spanish, Valencian and Catalan. Furthermore, various business sites are also published in English, to serve customers more closely from other countries.

WE ARE IN THE MEDIA

Transparency is a key element for organisations which is why the Cooperative has a constant public awareness plan through different media. Throughout the year, the Cooperative informed about its activity through 71 official press releases, reaching a total of 5,500 impacts in the media during 2020, 78% more than those coming from online channels.

The Cooperative collaborates fortnightly with two micro radio shows broadcast on Sundays in "A vivir que son dos días - Comunidad Valenciana" from the Cadena SER radio station and on Tuesdays on "Hoy por hoy" from Cadena SER in the region of Murcia. Also, every week it takes part in the brief advice on "La Mañana con Herrera" of the COPE and the "Hoy por hoy" morning programme of SER radio station. In addition, the "Aquí en la Onda" radio spots are broadcast weekly on Wednesdays on Onda Cero Valencia and at weekends the "Vía Lliure" on RAC1, which can be listened to in the Valencian Community and Catalonia, respectively. Consum also collaborates weekly in the "Más de uno" (More than one) magazine on Wednesday on Onda Cero radio Almería, El Ejido, Roquetas de Mar and Vélez Rubio.



#DECIRHACIENDO (SAY-DOING) MEETINGS

Through the #DecirHaciendo (Say-doing) meetings, Consum aims to highlight current issues related to social concerns and present an open dialogue where people can suggest projects focussed on improving the economic, social and environmental surroundings. The meetings are held in an informal format that brings together experts in the subjects covered and are disseminated through the media.

The fourth #DecirHaciendo meeting was organised in November 2020 and dealt with the distribution response in the face of Covid-19. It was held as a virtual meeting with psychology, consultancy and

distribution experts. Its main conclusions were that the physical store has been recognised as a space where consumers feel safer; that the levels of anxiety because of the situation have caused a new disorder, named "coronaphobia"; and that companies have been able to respond in an exemplary fashion to the greatest challenge they have ever faced, assuming a commitment from the beginning that there would be no supply shortages.

In this context, Consum also has a digital space containing the Cooperative's main commitments in regard to social, economic and environmental challenges faced by the organisation.



LET US TELL YOU ABOUT OUR MARKETING ACTIVITY

Every year Consum draws up a Promotional-advertising Plan which organises the marketing activity of the Cooperative to offer the customer all of the information available through diverse channels and supports. The defined commercial channels of communication are:

- **POINT OF SALE:** through signage and informative posters.
- **MARKETING BROCHURE:** sent to consumer-partners, specifying their name, to their homes or online, as well as the customers who live in areas close to the shops.
- **ONLINE ENVIRONMENT:** through advertising on digital means and social networks. This year, digital continuity campaigns have been carried out, with the aim of gaining a digital presence as a brand and boosting the online sales channel. The result has been 37 million hits between the online store, own brand and fresh products.
- **RELATIONAL MARKETING ACTIONS:** through regular events.
- **OPENINGS AND REFURBISHMENTS:** All of the channels communicate the main points of the Cooperative's communication strategy.

All of the channels communicate the main points of the Cooperative's communication strategy.

- **MASTERS OF FRESHNESS**

- **CONSUM OWN BRANDS**

- **MUNDO CONSUM CONSUMER-PARTNERS PROGRAMME**

The Marketing Management Committee reviews all of the marketing actions that Consum carries out, guaranteeing their contents do not move away from the

values of the Cooperative. The application of each and every one of the values translates into the following responsible marketing actions:

LISTEN	CONTRIBUTE	TAKE RESPONSIBILITY
· Offers from the first unit. · Offers personalised for different lifestyles. · Participation of customers in the configuration of the range.	· Advantages and discounts of the Mundo Consum programme. · Customer validation of the own brand products. · Home delivery service. · Communication in the supermarkets · Digital training activities.	· Reduction of signage in the supermarket. · Responsible management of information in the supermarket. · Centralised and regionalised loudspeaker system. · Regionalised signage in supermarkets.

This year, for the first time, several improvements have been made regarding the reduction of materials, with its corresponding contribution to looking after the environment. These are:

- A reduction of the presence of materials at the point of sale (posters and overhead signs), which has meant we stopped printing 23,000 posters, also reducing the use of fixings and adhesive systems, as well as packaging. This measure has prevented the sending of 12,000 kg of material.
- Use of FSC material in commercial leaflets: Consum has also committed to replacing the plastic packaging of the monthly gift voucher statement and personalised discounts that are sent to the homes of partner-customers, as well as the Entrenosotros magazine, with FSC certified paper. This measure removes 48 tonnes of plastic each year.
- Use of sustainable materials in the stoppers at points of sale.

05





**We work together to
respect the environment**

We operate caring for the environment



Compostable bag in the fresh fruit and vegetable section



Gas-fuelled lorries at the Quart de Poblet logistics platform (Valencia)

The impact of climate change is becoming increasingly visible in natural ecosystems. The last five years have been the hottest on record and the number of natural catastrophes has doubled in the last decade. These effects can cause significant risks in the sector, including reductions in agricultural productivity, interruptions to logistics transport or material damage to the facilities. On the other hand, scientists warn of the relationship between the health of the planet and health of people and the consequences of pollution or the loss of biodiversity.

With Consum's Environmental Policy as a basis of all of its environmental actions, it has committed to reducing the impact of its activity. This is done through the continuous improvement of the management and rais-

ing awareness among stakeholders, with measures focussed on mitigating emissions and preventing climate change. All of the environmental indicators correspond to the calendar year.

For this reason, Consum's carbon footprint has seen a reduction of 86.6% since 2015, making the Cooperative the first company of its sector to be awarded the "Reduzco" seal from the Ministry for the Ecological Transition and the Demographic Challenge (MITERD). It also records its footprint publicly on the Ministry's database. In this respect, the environmental investments and costs in 2020 have amounted to 16.2 million euros, up 16.5% from the previous year. These have focussed on the technological improvements available in the distribution sector.

We choose materials that respect the planet

The circular economy is one of the major pillars of our Cooperative's environmental management. The path first set out in 2018 with the Plan for the Reduction of Materials and Packaging continues. The Cooperative has removed more than 1,300 tonnes of plastic each year.

The key measures already implemented include plastic shopping bags with more than 70% recycled plastic and made with the plastic recovered from the Cooperative itself; reusable shopping bags, made in Spain with recycled and recyclable plastic; and the replacement of disposable single-use plastic products for other compostable, biodegradable or reusable materials.

As a development, in November 2020 plastic bags from the fresh food sections were also replaced with bags made from compostable materials. Furthermore, new reusable bags made from 100% recycled PET have been introduced for use in more than 88 loose products available in the fruit and vegetable section.

Consum has also reviewed its communication materials to make them more sustainable. The plastic from the wrapping of gift vouchers and the Entrenosotros magazine which are sent to partner-customers has been replaced with FSC certified paper from sustainable forests.



Another priority line of action is the eco-friendly design of packaging for own brand products, for which Consum is committed to making them all recyclable in 2025, in addition to reducing the amount of plastic and virgin materials present in them. Cardboard packaging is also replaced by FSC cardboard. Among the 346 items already reviewed, the following examples of good practice carried out this year stand out:

- Biodegradable trays at the meat counter.
- Bottles of sun protection lotion made with 100% recycled and recyclable materials.
- Consum Eco product packaging made using compostable plastic.
- Washing up liquid and household cleaner with innovative packaging that reduces plastic by 70%.



In terms of materials purchased by the Cooperative in 2020 and included in its Ecoembes Yearly Packaging Declaration, the materials consumed are paper, cardboard and plastic for the packaging of products. Currently 35% of the total materials purchased are recycled.

MATERIALS AND PERCENTAGE OF RECYCLED MATERIAL USED

Type of Material	KG	% recycled
Renewable material		
Cardboard	1.532.821,88	15%
Wood / cork	20.889,80	0%
Compostable plastics	63.145,51	0%
Non-renewable material		
Steel	44.147,84	96%
Aluminium	21.845,24	21%
Tetra briks for food	94,79	0%
PVC Plastic	103.225,96	0%
PET Plastic	87.260,17	45%
HDPE Plastic	23.140,83	0%
LDPE Plastic	2.440.074,39	53%
PP Plastic	281.001,89	0%
PS Plastic	5.394,29	0%
Other plastics	59.918,07	0%
Glass	13.392,00	100%
Other materials	1.361,60	0%
Total	4.697.714,26	35%



35% OF THE
TOTAL MATERIALS
PURCHASED ARE
RECYCLED.

Purchases made in the 2020 calendar year, according to data from external suppliers, examined by KPMG Auditores, S.L.

(301-1, 301-2)

We use natural resources efficiently

ENERGY

Energy consumption is one of the main expenses and environmental impacts of Consum's activity. For this reason, since 2005, the Cooperative has had an Energy Saving and Efficiency Plan, with significant

investments in lighting equipment and technology, air conditioning and refrigeration, both in supermarkets and in logistics platforms, and based on three main action points:

- 1. Digital supervision and control systems:** using tools that measure energy consumption and enable alarms on refrigeration systems to be managed in real time.
- 2. Clean technologies:** all of the stores and platforms are equipped with the most efficient technologies to reduce consumption which are continually updated.
- 3. Raising the worker awareness:** a manual of good practice is available for the efficient use of equipment and systems.

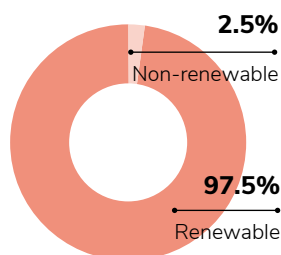
Electricity is the Cooperative's main energy source. In 2020, nearly all of the electricity has been renewable. Natural gas is also used on rare occasions for the air conditioning of supermarkets located in inland areas, and gasoil as a fuel in company vehicles and, occasionally, for the operation of electric generator sets in

the event of an outage in the energy supply. Overall, 97.5% of our energy is currently renewable. In addition, Consum has installed photovoltaic solar panels on the roof of 10 supermarkets, enabling them to generate 25% of their needs via the self-consumption of solar energy.

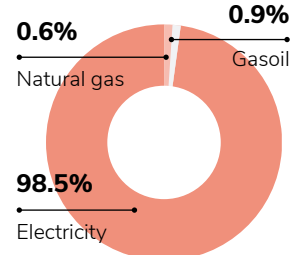
ENERGY CONSUMPTION WITHIN THE ORGANISATION

Energy source	GJ	% renewable
Fuel	14.199,01	0%
Gasoil Generator	559,78	0%
Gasoil air conditioning	1.965,26	0%
Gasoil company vehicles	5.690,57	0%
Natural gas air conditioning	5.983,40	0%
Electricity	913.945,58	99%
Total	928.144,59	97,50%

Renewable energy



Energy sources



In its supply chain, the Cooperative also consumes energy indirectly to carry out various processes. These activities include the transportation of products from platforms to stores, the delivery of products from the online store, the mobility of workers to attend their workplaces, business trips, the collection of waste generated by stores and platforms through reverse logistics systems to give them a new life.

97.5%

of our energy is renewable

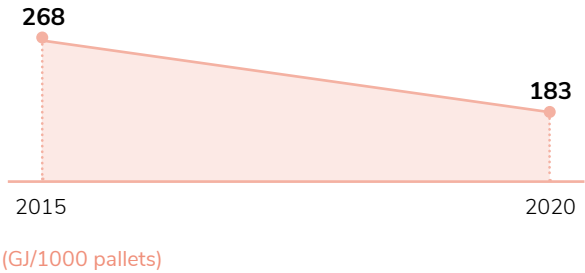
ENERGY CONSUMPTION OUTSIDE OF THE ORGANISATION

Activity	GJ
Downstream transport and distribution	324.967,55
Employee commutes to work	154.246,92
Business travel	7.208,02
Waste generated from the operations	130.788,39
Total	617.210,88

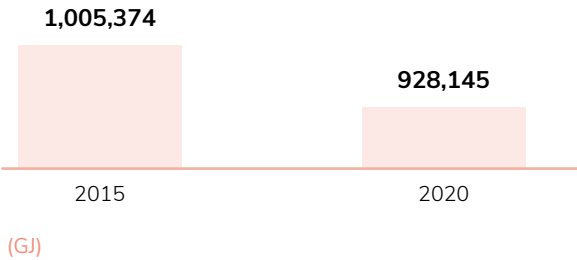
Thanks to the saving and efficiency measures that have been implemented in supermarkets and logistics platforms, a reduction of 77,229.8 Gj has been achieved in the total internal energy consumption compared to the 2015 financial year. The intensity of the Cooperative's energy consumption is also reducing each year, in other words, less energy is required to achieve higher levels of activity. In 2020, the energy consumed to distribute 1,000 pallets of product was 182.7 Gj, which means that Consum is now 31.8% more energy efficient than it was in 2015.



ENERGY INTENSITY



REDUCTION OF INTERNAL ENERGY CONSUMPTION





Supermarket at Castelló de la Plana-Av. Hermanos Bou

ENERGY EFFICIENCY IN STORES

Over the course of the last 15 years, since the first steps towards energy efficiency were taken, all of Consum's supermarkets are now among the most

eco-efficient in the distribution sector and, even so, new technologies are continually being implemented:

1. AUTOMATION.

Automaton: They adjust the operational hours of all electronic devices to their real requirements of use, saving up to 15% of energy compared. Implemented in 100% of the network.

Efficient lifts, ovens and anti-theft systems: they have an automatic switch off, thus preventing unnecessary consumption. Implemented in 100% of the network.

New model of fishmongers: reduces the consumption of energy and water, improving productivity in the section. Implemented in 100% of the network.

2. LIGHTING.

Led lighting: involves savings exceeding 60% compared to conventional lighting. Implemented in 100% of the network.

LEDs on refrigerator walls: new model of highly efficient vertical led lighting in refrigeration units. Implemented in 19 centres in 2020.

3. AIR CONDITIONING.

Air Conditioning Renewal Plan: during the 2020 financial year, air conditioning systems have continued to be improved in 19 premises, with a total of 19 machines installed. Implemented in 167 centres.

Prefabricated concrete facilities: newly built supermarkets have an envelope whose levels of thermal insulation enable an energy saving compared to conventional buildings.



4. REFRIGERATION.

Lids on the frozen isles: refrigerated systems are the main energy consumption in supermarkets. The lids reduce consumption and breakdowns, and help to better preserve fresh products. Implemented in 100% of the network.

Doors on upright refrigerators: enable a saving of 50% of energy compared to a conventional refrigerator and 15% on the overall saving in a supermarket, they also improve the comfort of the centre. Doors have been implemented in 45 supermarkets in 2020 and are now implemented in 89% of the network.

New efficient units: the store renewal plan includes replacing refrigeration units with the latest high energy efficiency models. 51 centres received new units in 2020.

Refrigerated plants powered with CO₂ enable an energy saving of 5%. They have been installed in 17 supermarkets in 2020. Implemented in 113 centres.

Frequency converters for compressors: they enable the power of the refrigerators to be adapted to their real consumption requirements. Implemented in 65% of the network.

Floating condensation: takes advantage of the favourable outside temperatures to optimise the working of the refrigeration plants, thereby reducing consumption by 10%. Implemented in 100% of the network.

5. MONITORING.

Telemetry: management of electricity consumption of stores remotely in real time. Implemented in 100% of the network.

Optimisation of powers and facilities: adapted to the real needs of the contracted power, operational hours, etc. Implemented in 100% of the network.

Audits of good practice of energy consumption: 2 are carried out each year in all of the centres.



Loading bays at the Silla logistics platform (Valencia)

ENERGY EFFICIENCY IN LOGISTICS PLATFORMS

To optimise the management of platforms and their sustainability, the latest technology is being implemented. The Quart de Poblet (Valencia) and Las Torres de Cotillas (Murcia) platforms have completed the installation of low consumption Led lighting, which adds to the current systems of maximising the use of natural light and sensor and regulator devices. In addition, efficient systems of ammonia pumped in a flooded system, frequency inverters for the compressors and floating condensation mechanisms to reduce energy consumption have just been installed.

WATER

Water is an essential resource for the life of natural ecosystems and human well-being. Water consumption has a significant impact on the agri-food chain since it is essential for growing and producing food. The Cooperative works alongside its own brand suppliers to gradually reduce the environmental impact of its products, including water consumption, particularly in products from the Consum ECO range.

Within the Cooperative's own operations, water consumption is a residual part of its environmental im-

pact. All of the Cooperative's water comes from the local supply and is only used for the cleaning of the facilities and products. Once used, it is considered domestic waste and is discharged into the municipal public sewer.

However, given that Consum's activity is carried out in basins such as Júcar, Guadalquivir, Guadiana and Segura where there is a high hydric stress level, the Cooperative is committed to the sustainable and efficient use of this valuable resource. This is why systems with timed taps are being installed, generating a water saving of 15%. 54 new systems have been added in 2020 bringing the total to 1,301 in the organisation.

In addition, in order to raise awareness of workers regarding the importance of saving water in the workplace, a course has been added this year to the training catalogue about efficient water management, called "Sigue la corriente de agua" (Follow the flow of water"). It is available on the Campus Consum portal, the Cooperative's online training platform, and offers advice about its correct management, adapted to each workplace.



WATER EXTRACTION (MEGALITRES)

		All areas	Areas with hydric stress
Water extraction by source	Third party water	465,20	346,15
Water extraction by source	Fresh water	465,20	346,15
Total water extraction		465,20	346,15

DISCHARGE OF WATER (MEGALITRES)

		All areas	Areas with hydric stress
Discharge of water by destination	Surface water	460,55	342,69
Total water discharge		460,55	342,69
Discharge of water by fresh water or other water	Fresh water	460,55	342,69

WATER CONSUMPTION (MEGALITRES)

		All areas	Areas with hydric stress
Water consumption	Total water consumption	4,65	3,46

We manage emissions responsibly

EMISSIONS

The refrigerant gases and energy consumption required to preserve fresh and frozen products in supermarkets generate carbon emissions that contribute to accelerating climate change. Hence the importance of enhancing mitigation measures in both lines that reduce the Cooperative's emissions and its carbon footprint.

Since the Cooperative's first certification of its Carbon Footprint was carried out in 2015, an enormous amount of effort has gone into preventing leaks and replacing refrigerant gases, which has enabled it to reduce direct emissions to 12,194.1 t of CO₂ eq.

Energy consumption also leads to the generation of indirect emissions. These emissions are reduced thanks to the use of electricity from renewable sources. In 2020, this has involved 628.1 t CO₂ eq.

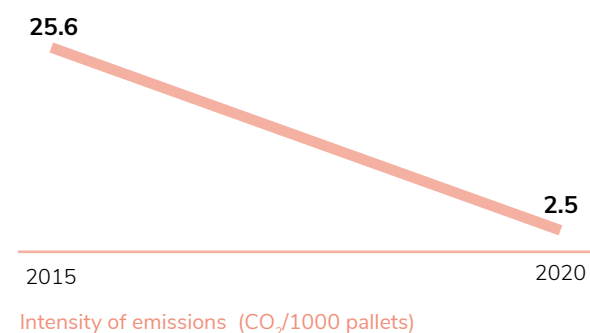
In relation to the emissions from scope 3, in other words, the emissions generated in an organisation's supply chain, Consum measures the emissions of the capillary transport of products from the platforms to the points of sale, worker mobility and waste management. These emissions have reached 41,086.2 t CO₂ eq, being increased due to the increase in activity this financial year.

Emission intensity enables an organisation's environmental efficiency to be measured since it compares its level of activity with its carbon emissions. For Consum's own operations in 2020, only 2.5 t CO₂ was emitted for every 1000 pallets distributed by the Cooperative, meaning an environmental efficiency improvement of 9.01% over the last 5 years, and confirming the huge success of the measures carried out. Furthermore, the externally verified carbon footprint has reduced by 83,255.01 t CO₂ eq since 2015, 86.6% less.

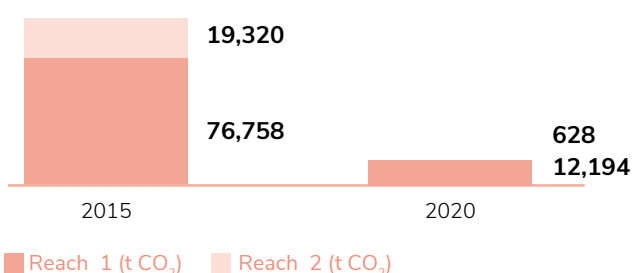
GEI EMISSIONS

Scope	T CO ₂ EQ
Direct emissions (scope 1)	12,194.11
Indirect emissions (scope 2)	628.13
Other indirect emissions (scope 3)	41,086.20
Total	53,908.44

EMISSIONS INTENSITY



EMISSIONS REDUCTION



REFRIGERANT GASES

For the reduction of emissions from refrigerant gases, the Cooperative has two lines of action focussed on improving the refrigeration facilities.

- Replacement of refrigerant gases: the Cooperative has gradually replaced the refrigerant gas R404A with the gas F448A, with 65% less global warming potential (GWP). Currently all of the supermarkets have this new gas.
- Action plan against leaks: refrigeration units are replaced or preventively repaired to prevent leaks. This year, transcritical cooling systems have been developed with new technologies to improve energy efficiency.

LEAK REDUCTION PLAN

Period	INVESTMENT (€)	Actions of improvement in supermarkets
2015-2019	18,490,000	912

The new model of supermarkets have pioneering technology in their refrigerating facilities that uses CO₂, a natural coolant, to generate the cold, thereby reducing their emissions of greenhouse gases and generating a lower climate impact. In 2020, this leading technology has been installed in 17 new stores, which means it is now implemented in 113 supermarkets. Consum is one of the leaders nationally in this regard.

EFFICIENT FLEET

The fleet of lorries subcontracted by Consum for the transportation of products from the platforms to stores is continuously renewed to be more efficient. Through the Vehicle Renewal Plan, which was completed in 2020, 100% of the fleet is less than 10 years' old. This year, 54 new vehicles with state-of-the-art Euro 6 engines have been incorporated, which generate fewer polluting emissions. There are now a total of 374 lorries with efficient engines, which equates to 85% of the fleet. Furthermore, Consum also has 29 lorries for store delivery fuelled with liquefied natural gas (LNG), an alternative to petrol which is more efficient and cleaner. The renewal of the fleet, added



Preparation of orders

to the optimisation measures of distribution routes, enables both the energy consumption and emission of greenhouse gases to be reduced.

The Cooperative continues with its project of electrification of vehicles for the home delivery of online shopping. In 2020, 6 new EAVs (Electrically Assisted Vehicles) were incorporated, available in Valencia, Barcelona and Benidorm. These are electric bikes with capacity for 8 home delivery trays and a battery life that will last all day. These vehicles do not pollute and they can also reach homes in urban centres where vehicles with emissions are not able to access. Apart from this, the Cooperative also has another two natural gas vehicles and three electric vehicles for home delivery.

NOISE AND DISTURBANCES

Consum has a protocol to prevent noise pollution from supermarkets which is reviewed via sound audits carried out at regular intervals. In 2020, 12 complaints were received from local authorities and 7 from neighbours. The best insulation solutions have been implemented in each case. All of the incidents have been appropriately rectified and the new measures applied successfully are subsequently transferred to the rest of the store openings and renovations as a preventive measure. To prevent noise during the unloading of products in stores, 30 new pallet trucks with rubber wheels have been incorporated in 2020. There are now 137 available across the entire network.

We believe in the circular economy for the management of waste



Classification of pallets at the Reverse Logistics Centre in Silla (Valencia)

The Cooperative has a waste management system based on the principles of a circular economy for the selective collection of waste and its subsequent recovery. Through the integrated reverse logistics centres that can be found in the platforms, reusable packaging, containers and pallets are collected for separation. These centres also have machinery for processing cardboard and plastics, the main types of waste generated.

In the 2020 financial year, the Cooperative has renewed its “Residuo Cero” (Zero Waste) certification from AENOR in all of its logistics platforms, in addition to its head office. This means the Cooperative guarantees the traceability of all waste generated in them until its final recovery, so that resources have a second life and are not wasted by being sent straight

to landfill. This system enables more than 99% of the waste generated and recovered in the platforms to be recycled or energetically recovered with the support of the external waste management company, Saica Natur, a division of Grupo Saica which takes care of environmental management.

Overall, 80% of the total waste from the Cooperative is recovered, through different methods in accordance with the waste manager. The only waste which is not currently recovered is that generated in the supermarkets, which is managed through the municipal waste collection services. A study was carried out in 2020 alongside an external consultancy into the separation of organic waste in stores, so it can be expanded throughout the Cooperative in the next few years.



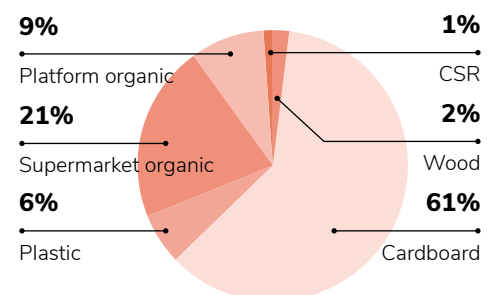
WASTE BY TYPE AND METHOD OF REMOVAL

Type of waste	T
Hazardous	
Total	94,07
Non-hazardous	
Cardboard	27.711,51
Plastic	2.583,85
Supermarket organic	9.062,99
Platform organic	732,65
Animal by products	4.098,66
Toner	2,69
Scrap	152,88
CSR	250,83
Wood	1.087,93
Total	45.778,06

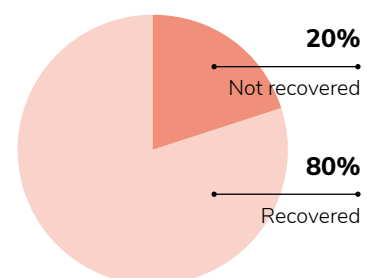
Waste recovery	%
Hazardous	99,70%
Non-hazardous	79,99%
Total	80,20%

Waste	2019	2020
Batteries	79,59	84,83
Bulbs	11,67	10,90

TYPE OF WASTE



WASTE RECOVERY



Consum also has containers for the separate recycling of batteries and bulbs generated in homes available for its partner-customers. In collaboration with Eco-pilas and Ambilamp, these containers are located at the entrances to all stores. Both types of waste sent to the operators' specialised treatment plants to give them a second life.

06





**Together we respond
to social needs**

We encourage healthy consumption

Consum's company purpose, as a cooperative of consumers and users, contains the promotion of consumer rights through training and informative measures. The Cooperative's Consumer Training Programme encourages healthy eating and sustainable consumption among the public, particularly among younger people.

The main courses of action are the Team Consum educational portal and the World Day of the Consumer Competition, which took place in the format of a video competition for the first time in 2020.

TEAM CONSUM

Team Consum is the Cooperative's educational online portal, where trainers and teachers can find different resources to promote sustainable development in the classroom. The resources are aimed at students aged between 4 and 14, and include different activities, group activities and games, to encourage learning in a more fun and enjoyable way.

Due to the effects of Covid-19, the training courses have had to be redesigned so they can be carried out fully online. Using various ICT tools focussed on learning and video tutorials, families have been able to use the new multimedia content during lockdown. A total

of 10 new courses have been launched in 2020, with issues encompassed within the United Nations' Sustainable Development Goals (SDGs).

A survey was carried out among teachers to identify the main challenges in remote learning with the support of the Valencian Community's Union of Teaching Cooperatives (Unión de Cooperativas de Enseñanza) and the Federation of Teaching Cooperatives of Catalonia (Federación de Cooperativas de Enseñanza de Cataluña), who helped to disseminate the survey. Thanks to the information obtained, work is being done on re-adapting the resources to the new requirements of the 2020-2021 academic year.



WORLD DAY OF THE CONSUMER COMPETITION

The World Day of the Consumer Competition is the Cooperative's longest running training programme. Aimed at primary, secondary and special education pupils, as well as users of occupational centres, it encourages them to reflect on the importance of sustainable consumption, and to reinforce the values of teamwork, critical awareness and creativity.

After 14 editions of the illustrated stories, the competition has changed format in 2020 to adapt to the concerns of younger generations, celebrating the first edition of the World Day of the Consumer Video Competition. Throughout all of the different formats and editions the competition has had, from illustrated posters in the beginning to videos, more than 80,000 people have taken part from all regions in which the Cooperative is present.

Under the motto "Small actions can change the world", this year's aim is to familiarise students with the Sustainable Development Goals (SDGs) and how they could contribute to achieving them as consumers. Through the Sostenipoly board game, created by Team Consum, school pupils have chosen their favourite SDG and proposed different actions they can carry

out to be more sustainable in their day-to-day lives, showing an original video recorded by them. 1,234 pupils took part in this edition with 139 pieces of work presented.

Due to the Covid-19 restrictions, the prize-giving ceremony took place via video, including the 5 winning ideas, where representatives from the different autonomous public authorities relating to consumption and health took part as members of the judging panel. The five prize winners were: Eloy Camino Special Education School (Albacete), with an idea to reduce the consumption of natural resources; IES l'Arabí (Alfaz del Pi), for the use of reusable lunch containers; Escola Pla (Olot), making their own reusable bottles; Jesús María Fuensanta School (Valencia), promoting inclusive playgrounds; and Sagrada Familia (Cartagena) School, with an idea to prevent food waste. In total, 5 prizes were awarded, each to the value of €1,000. The winning videos are available on the Team Consum website.



Team Consum Website



Winners of the First Video Competition

We share with society

Consum, as a social economy company, is firmly committed to the great social challenges of its surroundings, and a special link to the local communities of the regions in which it carries out its activity. To alleviate the effects of the crisis caused by Covid-19, the Cooperative has stepped up its efforts, particularly in the donation of foods and company vouchers for food banks and third sector organisations.



Donations to the Profit programme at the supermarket in Alcàsser (Valencia)

(203-2, 413-1, ES5-1)



IN THE 2020 FINANCIAL YEAR,
MORE THAN 7,100 TONNES
HAVE BEEN DONATED TO
FOOD BANKS AND SOCIAL
ORGANISATIONS

PROFIT PROGRAMME

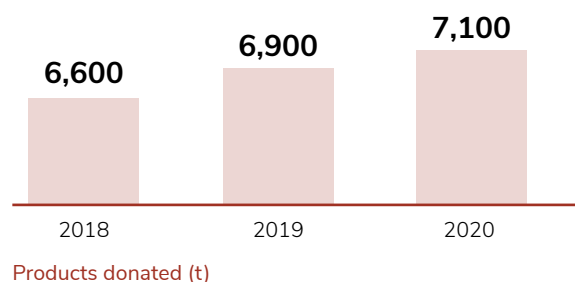
In order to prevent food waste, and also respond to a local need, the Cooperative has been running the Profit Programme for the last ten years. It is a responsible food management programme to which we donate all of the foods removed from the point of sale for commercial reasons, but which is perfectly suitable for consumption. These products are collected each day by local social organisations, who distribute them to those in need.

Implemented across the entire Consum commercial network, food is donated every day from the supermarkets, logistics platforms and fresh food schools belonging to the Cooperative. Approximately 75% of the

products donated are fresh packaged products from the delicatessen, meat, fruit, vegetables, sweet foods and dairy, where control of the cold chain is guaranteed. Other basic products are included from the drugstore, personal hygiene and health and, sometimes, pet food is also donated separately to animal charities.

In the 2020 financial year, more than 7,100 tonnes of products at a value of 19.1 million euros have been donated to food banks and social organisations. Added to the work of 1000 volunteers and 320 entities that work in partnership with the programme, it is estimated that these donations help more than 50,000 people each year.

PRODUCTS DONATED



The Cooperative has also collaborated in AECOC's third Week against food waste, raising awareness among customers with messages via the loud-speaker system in supermarkets, about the importance of shopping responsibly to take better advantage

of foods. In addition, preventing waste also has a positive impact on the environment since products donated through the Profit Programme have prevented the emission of 4,500 tonnes of CO₂ into the atmosphere.



Collaboration with Cáritas at Villar del Arzobispo (Valencia)

SOCIAL SALES

The Social Sales programme consists of a service offered by the Cooperative to social entities and services to supply them with Vouchers and top-up Payment Cards so that payments can be easily distributed among the recipients. These two forms of payment can be used at any of the Consum supermarkets to buy basic food and hygiene products. The social vouchers and top-up Payment Card have shown themselves to be a system of the future. They offer great flexibility to the entities who can distribute them or buy products according to their needs. It also offers a collaboration in which discretion and adapting to the specific needs of recipients is prioritised.

In 2020, there have been a total of 4.3 million euros spent on social sales, practically double that of the previous year. This programme also includes the supply of products to social grocery stores.

Apart from the social sales programme, Consum has also collaborated with the Valencian Community's Regional Ministry of Culture, Education and Sport to maintain all of the meal grants during the weeks of lockdown for almost 60,000 pupils who benefit from it. The meal grant vouchers issued could be freely exchanged for food at all Consum stores. The Cooperative developed a computer system to be able to send the vouchers to families directly via SMS.

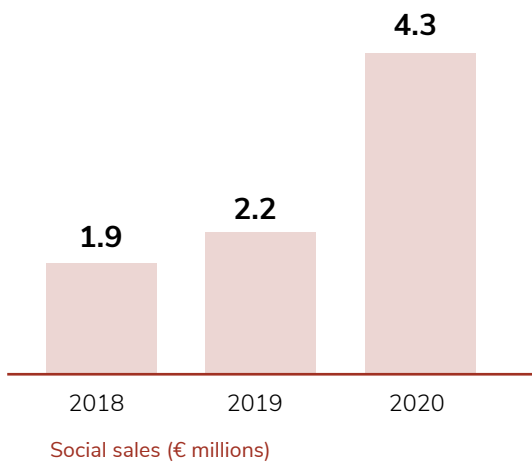
SOCIAL COLLABORATIONS AND SPONSORSHIPS

Within the framework of Consum's Social Collaborations and Sponsorships Policy, the support for social entities is carried out by providing vouchers, products or financial contributions, with the aim of promoting all of the activities or social action projects that have a positive impact on the Cooperative's immediate surroundings.

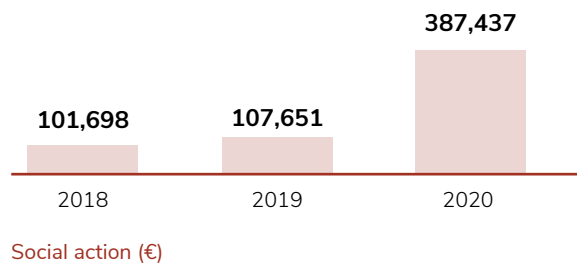
In 2020, the health crisis resulting from Covid-19 has generated a significant increase in the request for help from Food Banks and social canteens, to which the Cooperative has responded with its largest social contribution to date. A total of 1,106 social collaborations have taken place with an investment of 387,437 euros. The actions have mainly been carried out through the donation of social vouchers to be redeemed free of charge in exchange for basic products in the supermarkets.

As an active part of the local community, Consum has also continued to sponsor cultural and social activities of public interest. An aggregated value of 560,916 euros has been spent on social action collaborations and sponsorships, 68% more than the previous year.

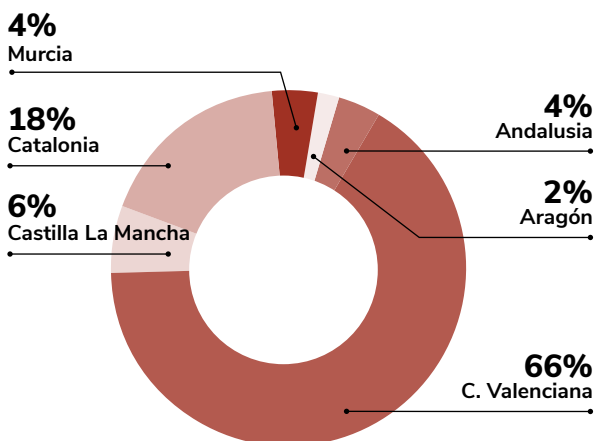
SOCIAL SALES



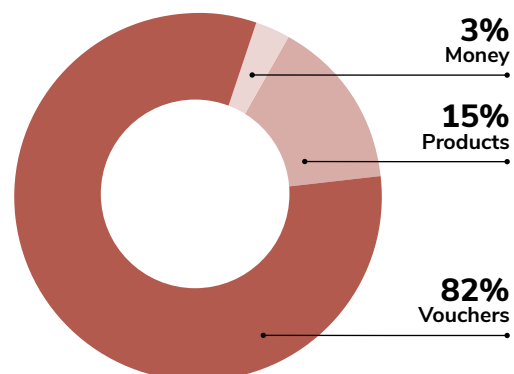
INVESTMENT IN SOCIAL COLLABORATIONS



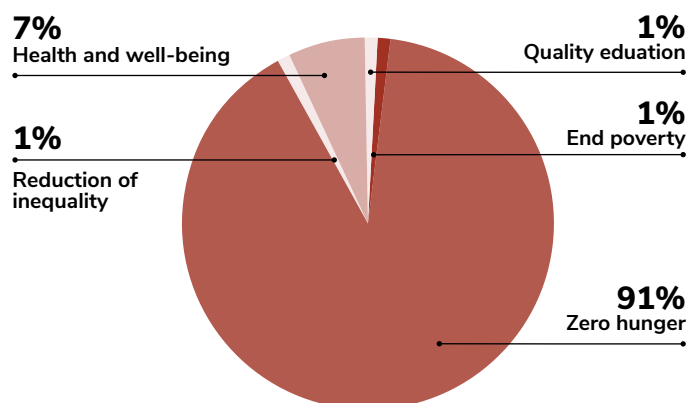
PLACE OF THE COLLABORATION



TYPE OF COLLABORATION



CONTRIBUTION OF SDGS





- A Social Plan has been launched in conjunction with Food Banks in the provinces the Cooperative operates in, with a donation of 150,000 euros in vouchers that Consum has donated to the food banks, to be freely redeemed at any of the Cooperative's stores for food and basic products.
- Consum took part in the Great Collection of Food 2020, organised by the Spanish Federation of Food Banks and carried out on November 16th and December 13th. Due to Covid-19 restrictions, in this edition, contributions were made for the first time using a digital format through customer contributions at the checkout queues. Thanks to the generosity of Consum's partner-customers and customers, more than 1 million euros were raised in the Cooperative's stores, which has gone to provincial Food Banks to buy food, depending on each of their needs.



- Although responding to Covid-19 is an emergency, it is important not to forget other diseases that are still very much present. Consum has renewed its collaboration with the Payasopital and Pupaclown organisations for another year, in order to give emotional support to children in hospitals.
- Collaborations are also maintained with the Spanish Association Against Cancer and Aspanion through the donation of funds to finance research grants and to improve the quality of life of cancer patients. Consum collaborates with the Josep Carreras Foundation against Leukaemia, to maintain the national Register of Bone Marrow Donors.

We work to build a better environment

MEMBERSHIP OF ASSOCIATIONS

Consum wants to form part of the social and business fabric of the communities it has a presence in. That's why it takes an active part in various associations and discussion forums with other social agents. In addition to belonging to business associations from the distribution and cooperative sector, Consum also forms part of a variety of professional associations, research centres and non-profit foundations. The amount of fees paid in 2020 to the associations that Consum belongs to has reached 278,546 euros. Below is a list of associations it is a member of:

Business and professional:

- Association of Manufacturers and Distributors (AECOC).
- Spanish Association of Wholesalers, Self-services and Supermarkets (ASEDAS).
- Valencian Community Business Confederation (CEV).
- Valencian Community Association of Supermarkets (ASUCOVA).
- Catalanian Consell d'Empreses Distribuïdores d'Alimentació (CEDAC).
- Murcia Association of Supermarkets (ASUMUR).
- Castilla la Mancha Association of Supermarkets (ASUCAM).
- Valencian Community Business Federation of Agri-food (FEDACOVA).
- Valencia Chamber of Commerce.
- Historic Quarter Business Association of Valencia.
- Silla Business Association (AESI).
- Valencian Business Association (AVE).
- Association for Progress in Management (APD).
- Association for the Development of the Logistics (ADL).
- Association of Directors of Communication (Dircom).
- Mediterranean Marketing Club.

- Association for the Development of the Customer Experience (DEC).
- Club of Responsible and Sustainable Companies of the Valencian Community (CE/R+S).

Cooperatives and Social Economy:

- Spanish Confederation of Consumer & User Cooperatives (HISPACOOOP).
- Valencian Community Confederation of Cooperatives (CONCOVAL).
- Valencian Community Federation of Consumer Cooperatives (FCCV).
- Association for the Cooperation of the Social Economy (ASCES).
- Catalanian Fedaració de Cooperatives de Consumidors i Usuaris (FCCUC).
- Murcia Region Union of Cooperatives of Associated Work (UCOMUR).

Innovation:

- Valencian Community Innovation Club (CICV).
- Innovall.
- Technical Institute of Packaging, Transport & Logistics (ITENE).
- AINIA.
- Food Group of Innovation and Sustainability (GIS).

Foundations and non-profit making bodies:

- University and Business Foundation of the University of Valencia (ADEIT).
- Foundation for Stock Exchange & Finance Studies.
- Étnor Foundation.
- Taste and Health Foundation.
- Association for the Promotion of Fruit & Vegetables "5 a day"
- United Nations Global Compact.

External collaboration agreements

Consum supports various initiatives and external collaboration agreements with the aim of strengthening its contribution to the environment.



- **United Nations Global Compact:** is the largest association of companies for the development of social responsibility in the world. Consum has been a signatory to the Spanish network since 2011 and reports the progress in complying with its 10 principles annually in the Sustainability Report.



- **Code of Good Business Practices in food contracting:** promoted by the Spanish Ministry of Agriculture Fisheries and Food, Consum complies with the principles defined to favour fairer and more balanced links in the commercial relationships in the agri-food chain, in order to improve the trust of the consumer.



- **Collaboration plan for the improvement of the composition of foods and drinks and other measures 2020:** through ASEDAS, in 2017 Consum adhered to the plan by the Spanish Agency for Food Safety and Nutrition (AESAN) within the framework of the NAOS strategy to reformulate products from its own brand, reducing fats, sugars and salt in the recommended amounts. This plan has been completed in 2020 and the Cooperative has significantly reduced these components in 18% of its products.



- **Contamos contigo (We're counting on you):** together with the Alanna Association, all of Consum's supermarkets became safe spaces against domestic violence during the weeks of lockdown. Informative posters were positioned with the 016 helpline and an internal protocol was put in place designed to protect victims.



- **Programa Inserta (workplace integration programme):** the agreement signed with the ONCE Foundation was renewed in 2020 for the incorporation into the workforce of 30 people with disabilities over the next 3 years. In 2020, 7 workers have joined the Cooperative through this programme, giving a total of 67 since the collaboration started.



- **Employment Plan:** Consum's agreement with the Red Cross was also renewed in 2020 to support people with greater difficulties in accessing the labour market, especially at the moment with Covid-19. In place for more than a decade, Consum takes part with an economic contribution, as well as through employment and taking on people for training courses organised by the Red Cross. 185 people have been incorporated through the programme in the last 5 years and more than 500 have carried out work experience in supermarkets to improve their employment prospects.

External projects

The Cooperative carries out innovative sustainability projects alongside external organisations. The most noteworthy projects from 2020 are the following:



- **Consum-UPV Chair:** since 2007, the Cooperative has worked with the Polytechnic University of Valencia to improve production and marketing processes of foods through research, training and dissemination. The chair organised scholarships for end of degree awards, master's awards and best commercial ideas. Specifically, in 2020 there were 40, as well as conferences and in-company work experience.



- **Charging points for electric cars:** Consum and Endesa X have joined forces to install 110 charging points in 55 parking spaces of the Cooperative's stores. Consum has been the first national supermarket chain to implement a network of public charging points managed by Endesa X with green energy. In 2020, 49 new charging points have been installed.



- **Impact study on biodiversity:** together with the Global Nature Foundation, Consum has undertaken a preliminary study to measure the impact of the Cooperative's direct activity on biodiversity, particularly in protected natural spaces, with the aim of identifying the most appropriate measures to carry out over the next few years regarding conservation.



- **Nobody without their daily ration:** Consum and FoodRation4All have launched a pioneering and innovative pilot project in Spain to donate food virtually. Donations are taken via a board managed by volunteers in the supermarket or via the App that the person donating has installed. The amount collected is managed by the Food Bank who distributes the charitable cards that can be redeemed by the recipients in any Consum store. The system guarantees the transparency of the donation at all times and facilitates donation certificates.

Awards and recognition

FEBRUARY

- Consum has been certified with the Top Employers seal, for the eighth year running, as one of the best companies to work for in Spain, according to the Top Employers Institute.



MAY

- Finalist at the Dircom Ramón del Corral Awards 2020 for the DecirHaciendo (Say-Doing) campaign.



JUNE

- Silver Vertex award for the packaging of Consum own brand crisps in the international Vertex Awards 2020, in the category of Packaged Goods.
- Certificate of appreciation from Valencia Food Bank for the collaboration during the state of alarm.
- Recognition from the Xirivella city council to companies that have contributed to mitigating the impact of the pandemic on the municipality.

SEPTEMBER

- 47th place in Actualidad Económica's Ranking of the 100 best companies to work for in Spain, climbing 52 places since the 2019 Ranking.
- Consum has been internationally recognised with 3 "Salute to Excellence" awards in the following own brand products: Consum Premium Recipe Beans with shiitake mushrooms, in the Main Courses category; Crisps with 'fleur de sel' sea salt with aromatic herbs in the Savoury Snacks category; and Consum ECO eco-friendly multi-cereal wholemeal biscuits in the Biscuits and Cakes category.
- Pentawards Silver for the Maslow Agency and Consum Supermarkets, in the Food (distributors'/retailers' own brands/private labels) category.



OCTOBER

- Recognition of Consum from Xàtiva town council for helping the town in the fight against the pandemic.
- Recognition from Càritas Barcelona as “Empresa amb cor”, for help in combating the economic and social crisis caused by the pandemic.



NOVEMBER

- Corresponsables Award in the category of Responsible Communication for Consum's DecirHaciendo (Say-Do-ing) initiative, in the 11th edition of the awards.

- Recognition from the Villar del Arzobispo town council for working as an essential service during the weeks of lockdown.
- Comunidad por el Clima (Community for Climate Action), promoted by the Ministry for Ecological transition, has chosen Consum as one of the 101 Spanish companies that are putting up the best fight against climate change.
- Conecta Award from Mercados Magazine, in its tenth edition, for the best Management of the Covid-19 crisis for its commendable effort in helping customers to shop with all of the safety guarantees, and equally for launching measures aimed at safeguarding the health of its workers.



DECEMBER

- Rainbow Prize (Arco Iris) awarded to Consum for its “Together means Coop.” campaign to encourage cooperativism and boost solidarity and responsibility, promoted by Ucomur y Ucoerm on the Region of Murcia's World Cooperative Day.

07





**Together we are
more transparent**

INDICATORS

Consum S. Coop. V. is the only entity included in the financial and non-financial information. Information about the process carried out to define the contents included in the Sustainability Report 2020 is contained in the Report on the identification of material issues 2020. All of the issues outlined in Law 11/2018 on Non-Financial Information and Diversity are identified as material issues in the organisation's reach, with the exception of the protection of biodiversity and the respect for human rights. There have been no restatements of information regarding previous

reports or significant changes in the reporting period, or in the list of material issues and coverage. The changes to the indicators is due to the updating of the following standards: GRI 201 Taxation 2019, GRI 303 Water and Effluents 2018, and GRI 403 Occupational health and safety 2018 by the Global Reporting Initiative. Consum's Sustainability Report is carried out annually and this report corresponds to the 2020 financial year (from 1st February 2020 to 31st January 2021), taking over from the last Sustainability Report 2019 published in July 2019.

SUSTAINABILITY INDICATORS

GRI TABLE OF CONTENTS

GRI 102: GENERAL CONTENTS 2016

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	External verification
PROFILE OF THE ORGANISATION				
102-1	Name of the organisation	132		✓
102-2	Activities, brands, products and services	All of the products sold by Consum meet the applicable regulations. 12, 70, 74		✓
102-3	Location of the Head Office	132		✓
102-4	Location of the operations	12		✓
102-5	Ownership and legal status	12		✓
102-6	Markets served	12, 33		✓
102-7	Size of the organisation	Net sales reached €3,085,307,538 30, 33, 34, 40, 42, 48, 50, 74		✓
102-8	Information about employees and other workers	The activities carried out regularly by external workers are limited to IT, cleaning and security auxiliary services. The data is expressed as a staff census. 48, 52		✓
102-9	Supply chain	39, 40		✓
102-10	Significant changes in the organisation and its supply chain	There haven't been any significant changes in the structure of the share capital. 33, 34, 40		✓
102-11	Precautionary principle or approach	74		✓
102-12	External initiatives	109		✓
102-13	Membership of associations	109		✓
STRATEGY				
102-14	Declaration of senior executives with decision making responsibilities	8, 10		✓
102-15	Main impacts, risks and opportunities	10		✓
ETHICS AND INTEGRITY				
102-16	Values, principals, standards and codes of conduct	The principles that govern the organisation's rules of conduct are contained in the Mission, Vision and Values, the Articles of Association, the Internal Regulations for Partner-Workers, the Companies Collective Bargaining Agreement for salaried staff, the Centre Regulations and the agreements of the General Assembly and the Board of Governors. 12, 27		✓
102-17	Mechanisms for counselling and ethical concerns	27		✓
GOVERNANCE				
102-18	Governance structure	The Board of Governors is responsible for setting the guidelines regarding Social Responsibility. 22, 24		✓
102-19	Delegation of authority	The Board of Governors delegates to the Board of Directors to put into practice the guidelines, plans and decisions adopted regarding Social Responsibility.		✓

(102-44, 102-45, 102-46, 102-48, 102-49, 102-50, 102-51, 102-52)

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
	102-20 Responsibility at a managerial level for economic, environmental and social issues	General Management created the CSR Committee, a transversal body with management representation from all Departments of the Cooperative, to coordinate the objectives and actions in relation to Social Responsibility. The CSR Committee regularly reports the advances in the meeting of the objectives to the General Management, and they in turn transfer the information to the Board of Governors.		✓
	102-21 Consultation of stakeholders about economic, environmental and social issues	Consultation of stakeholders is delegated to the CSR Committee, which is one of its main roles. The CSR Committee subsequently transfers the information to the General Management and, in turn, they send it to the Cooperative's Board of Governors.		✓
	102-22 Composition of the highest governing body and its committees	The average time the board members have been in the post is 8 years.. 22, 24		✓
	102-23 President of the highest governing body	The Presidency of the Board of Governors is incompatible with carrying out management positions within the organisation.		✓
	102-24 Nomination and selection of the highest governing body	Members of the Board of Governors and its delegated Committees must be partners of the Cooperative and not be subject to any incompatibility regulated in the Articles of Association. They will be chosen by strict criteria of good repute, competence and professionalism, without procedures that may prove to be discriminatory. 22, 24		✓
	102-25 Conflicts of interest	25		✓
	102-26 Role of the highest governing body in the selection of objectives, values and strategy	Roles belonging to the Board of Governors are to approve the corporate strategy, management plans, establishing the Cooperative culture, defining the corporate governance policy and setting the guidelines regarding Social Responsibility.		✓
	102-27 Collective knowledge of the highest governing body	In order to carry out their role, members of the Board of Governors may gather the necessary information and advice from any body of the cooperative, in this case in terms of Social Responsibility.		✓
	102-28 Evaluation of the performance of the highest governing body	The General Assembly is the competent body to evaluate the performance of the Board of Governors in managing the Cooperative, including Social Responsibility. It is performed annually by the delegated members. In 2020 there have been no changes arising from the evaluation of its performance.		✓
	102-29 Identification and management of economic, environmental and social impacts	The Board of Governors delegates the identification and management of social responsibility impacts to the CSR Committee. The participation processes carried out with stakeholders are the basis for the identification and management of the impacts of Social Responsibility. The results are communicated to the Board of Directors who, in turn, inform the Board of Governors.		✓
	102-30 Effectiveness of the risk management processes	It is the Board of Governors' role to identify the Cooperative's main risks and to monitor the control systems implemented for the proper functioning of the entity.		✓
	102-31 Evaluation of economic, environmental and social issues	The Board of Governors meets at least once every two months to evaluate the management of the Cooperative, including Social Responsibility.		✓
	102-32 Role of the highest governing body in the writing of sustainability reports.	The Board of Governors drives the writing of the Sustainability Report and formally approves it.		✓
	102-33 Communication of critical concerns	The General Management and Social Committee are responsible for taking critical concerns to the Board of Governors.		✓
	102-34 Nature and total number of critical concerns		Indicator omitted for confidentiality reasons.	✓
	102-35 Remuneration policies	The position of board member is not remunerated, notwithstanding the reimbursement of necessary costs incurred by carrying out their role, approved by the General Assembly. Members of the Board of Directors receive a fixed and a variable remuneration. There is no difference between the components of their remuneration and the rest of the staff. The Board of Directors receives a variable remuneration based on incentives for meeting the objectives set out in the annual management plan, which include Social Responsibility objectives.		✓

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
102-36	Process to determine remuneration	Remuneration is determined in accordance with the provisions of the Internal Regulations and the Consum Collective Bargaining Agreement. The Labour Regulations are drawn up each year by the Social Committee and are subsequently approved by the Board of Governors. The appraisal catalogue was drawn up by external consultants who are independent from the Management.		✓
102-37	Involvement of stakeholders in remuneration	Remuneration is evaluated through the Labour Climate Survey which is carried out on a biennial basis. Due to the extraordinary situation of the pandemic, the Labour Climate Survey has not been carried out for 2020.	Indicator omitted for confidentiality reasons.	✓
102-38	Ratio of total annual remuneration		Indicator omitted for confidentiality reasons.	✓
102-39	Ratio of the percentage increase of the total annual remuneration		Indicator omitted for confidentiality reasons.	✓

PARTICIPATION OF THE STAKEHOLDERS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
102-40	List of stakeholders	13, 16		✓
102-41	Collective bargaining agreements	48, 50		✓
102-42	Identification and selection of stakeholders	The main stakeholders are identified in the Code of Good Corporate Governance.		✓
102-43	Focus for the participation of the stakeholders	13, 16		✓
102-44	Key issues and concerns mentioned	116		✓

REPORT WRITING PRACTICES

102-45	Entities included in the consolidated financial statements	116		✓
102-46	Definition of the contents of reports and coverage of the issue	116		✓
102-47	List of material aspects	13, 18		✓
102-48	Restatement of information	116		✓
102-49	Changes in report writing	116		✓
102-50	Reporting period	116		✓
102-51	Date of last report	116		✓
102-52	Report writing cycle	116		✓
102-53	Point of contact for questions about the report	132		✓
102-54	Declaration of report writing in accordance with the GRI standards	4		✓
102-55	GRI Table of contents	116		✓
102-56	External verification	4		✓

MATERIAL ISSUES

COMPLY WITH THE REGULATIONS AND IMPROVE BY PLACING PEOPLE AT THE CENTRE

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	26		✓
	103-2 The managerial approach and its components	26		✓
	103-3 Evaluation of managerial approach	26		✓
205 ANTI-CORRUPTION 2016				
	205-1 Operations evaluated for risks related to corruption	27	Indicator omitted for confidentiality reasons.	✓
	205-2 Communication and training about anti-corruption policies and procedures	The Board of Governors approves the anti-corruption policies of the organisation and all of its members are therefore aware of them. In 2020, no training was carried out on the Code of Ethics and Conduct with staff or governing bodies. 27		✓
	205-3 Confirmed cases of corruption and measures taken	27		✓
206 UNFAIR COMPETITIVE PRACTICES 2016				
	206-1 Legal actions relating to unfair competition, monopolistic practices and against free competition	There is legal action pending.		✓
307 CUMPLIMIENTO AMBIENTAL 2016				
	307-1 Non-compliance with legislation and environmental regulations	76, 79		✓
415 PUBLIC POLICY 2016				
	415-1 Contributions to political parties and/or representatives	No contributions are made to political parties or representatives in accordance with Consum's Code of Ethics.		✓
419 SOCIOECONOMIC COMPLIANCE 2016				
	419-1 Failures to comply with laws and regulations in the social and economic fields	76, 79		✓

INVOLVE EVERYONE IN IN DECISION-MAKING

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	49		✓
	103-2 The managerial approach and its components	49		✓
	103-3 Evaluation of managerial approach	49		✓
402 WORKER-COMPANY RELATIONSHIP 2016				
	402-1 Minimum notice period for operational changes	In the event of there being an organisational change in the Cooperative, the chain of command will try to communicate this with as much notice as possible, generally fixed in a minimum of 2 weeks. Consum's Internal Regulations and Collective Bargaining Agreement specifies the minimum notification periods depending on the type of change produced. The criteria of internal communication is to inform employees at least one day before the issue of interest for emerges in the public domain.		✓

WORK WITH INSTITUTIONS AND STAKEHOLDERS TO CONTINUE BUILDING TOGETHER

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	109		✓
	103-2 The managerial approach and its components	109		✓
	103-3 Evaluation of managerial approach	109		✓

SHARE PROFITS AND GROW THINKING OF OTHERS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	30		✓
	103-2 The managerial approach and its components	30		✓
	103-3 Evaluation of managerial approach	30		✓
201 ECONOMIC PERFORMANCE 2016				
	201-1 Direct economic value generated and distributed	30		✓
	201-2 Financial implications and other risks and opportunities arising from climate change	Consum is working on developing a Plan of Adaptation and Mitigation for risks of Climate Change. 86		✓
	201-3 Obligations of the defined benefits plan and other retirement plans.	Consum does not have a private pensions plan.		✓
	201-4 Financial assistance received from the Government	Consum only receives financial assistance in Spain. The ownership of Consum's social capital is entirely private. 60, 62		
207 TAXATION 2019				
	207-1 Tax approach	31		✓
	207-2 Tax governance, control and risk management	Compliance with the Taxation Policy is the responsibility of the Board of Governors. Its integration into the organisation is done through the dissemination of the Taxation Policy to all Departments and Divisions involved in the processes of a fiscal nature, after approval from the Management Committee. Tax risks are identified in the Cooperative's Risk Map. They are managed and supervised through the implemented Risk management system. The controls associated with risks of a fiscal nature are tested by the different managers allocated on the Risk Map and supervised by the owners of the risk. The evaluation of compliance with the Tax Policy is carried out annually within the framework of controls of the Internal Auditing Plan's Risk Maps reporting to the Audit Committee. KPMG Auditores, S.L. is the external auditor that assesses and reviews the processes of a fiscal nature, provided that they have a significant impact on the Cooperative's Annual Accounts.		✓
	207-3 Participation of stakeholders and management of concerns of a fiscal nature	No comments have been recorded from stakeholders about tax issues or the organisation's tax strategy.		✓
	207-4 Presentation of reports country by country	The only tax jurisdiction the Cooperative pays tax in is Spain. In 2020, Consum has paid €3,331,938 in corporation tax.		✓

PLACE TECHNOLOGY AT THE SERVICE OF PEOPLE

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	43		✓
	103-2 The managerial approach and its components	43		✓
	103-3 Evaluation of managerial approach	43		✓

CONTRIBUTE TO THE PROGRESS OF THE ENVIRONMENT

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	33, 38, 106		✓
	103-2 The managerial approach and its components	33, 38, 106		✓
	103-3 Evaluation of managerial approach	33, 38, 106		✓
203 INDIRECT ECONOMIC IMPACT 2016				
	203-1 Investments in infrastructures and supported services	Consum has not made any investments in infrastructures or free services for the community in 2020.		✓
	203-2 Significant indirect economic impacts	The Cooperative generates a positive economic impact in the surroundings through the creation of jobs in its supply chain, encouraging entrepreneurship and employment in the franchise network and also through its social sales programme, distributing products through social stores or vouchers for people with low wages.. 33, 34, 39, 104, 106		✓
204 PROCUREMENT PRACTICES 2016				
	204-1 Proportion of expenditure on local suppliers	39		✓

COMMIT TO CLEANER LOGISTICS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	40		✓
	103-2 The managerial approach and its components	40		✓
	103-3 Evaluation of managerial approach	40		✓

CONTINUE BUILDING THE COOPERATIVE TOGETHER

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	50		✓
	103-2 The managerial approach and its components	50		✓
	103-3 Evaluation of managerial approach	50		
401 EMPLOYMENT 2016				
	401-1 Hiring new employees and staff turnover	48, 52		✓
	401-2 Benefits for full time employees that are not given to part time or temporary employees	54, 56		✓
	401-3 Parental leave	54, 58		✓

PROMOTING EQUALITY BETWEEN MEN AND WOMEN AND WORK LIFE BALANCE

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	54		✓
	103-2 The managerial approach and its components	54		✓
	103-3 Evaluation of managerial approach	54		✓
401 EMPLOYMENT 2016				
	401-1 Hiring new employees and staff turnover	48, 52		✓
	401-2 Benefits for full time employees that are not given to part time or temporary employees	Consum does not have provisions for retirement. The scope of the conciliation measures is for the whole Cooperative. 54, 56		✓
	401-3 Parental leave	100% of workers who have had the right to paternity or maternity leave have exercised that right.. 54, 58		✓
405 DIVERSITY AND EQUAL OPPORTUNITIES 2016				
	405-1 Diversity in governing bodies and employees	22, 24, 48, 50, 54, 59		✓
	405-2 Ratio of the basic salary and the remuneration of women compared to men	54, 56		✓
406 NON-DISCRIMINATION 2016				
	406-1 Cases of discrimination and corrective actions taken	54		✓

FOSTER THE PROFESSIONAL DEVELOPMENT OF ALL WORKERS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	60		✓
	103-2 The managerial approach and its components	60		✓
	103-3 Evaluation of managerial approach	60		✓
404 TRAINING AND EDUCATION 2016				
	404-1 Average hours of training per year per employee	60, 61		✓
	404-2 Programmes to improve workforce skills and transition assistance programmes	Consum does not have support programmes for the transition to retirement or redundancy beyond those provided for by law. 60, 62		✓
	404-3 Percentage of employees who receive regular performance and professional development reviews	60, 63		✓

LOOK AFTER HEALTH AND SAFETY IN THE WORKPLACE

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	64		✓
	103-2 The managerial approach and its components	64		✓
	103-3 Evaluation of managerial approach	64		✓
403 OCCUPATIONAL HEALTH AND SAFETY 2018				
	403-1 Occupational health and safety management system	The Prevention Plan contains a Prevention Policy, a Management System, Preventive Organisational Procedures (EPOP), Instructions for the Identification and Recording of Hazards (ITOP) and Work Procedures. The Management System is based on Standards UNE 81900, UNE 81901 and UNE 81902, in addition to compliance with Law 31/1995 on the Prevention of Occupational Risks, Law 54/2003 on the reform of the legal framework for the Prevention of Occupational Risks, RD 171/2004 on the Coordination of business activities, RD 604/2006 and Regulation 39/2007 on Prevention Services. 64		✓
	403-2 Identification of hazards, risk assessment and investigation of incidents	There is no specific process for workers who want to remove themselves from hazardous work situations. Action is taken according to the provisions the Statute of Workers Rights. 64		✓
	403-3 Health services in the workplace	64		✓
	403-4 Participation of workers, consultation and communication regarding occupational health and safety	64		✓
	403-5 Training of workers regarding occupational health and safety	60, 61		✓
	403-6 Promoting the health of the workers	64		✓
	403-7 Prevention and mitigation of impacts on the health and safety of workers directly linked to commercial relations	Consum has a methodology to inform and give health and safety instructions to its contractors and subcontractors through the exchange of information referring to occupational risks. For the companies that work or regularly enter the Cooperative's premises, specific authorisations and working protocols to follow have been established.		✓
	403-8 Coverage of the occupational health and safety management system	Consum has its own health and safety management system which covers all of the workers but is not certified.		✓
	403-9 Injuries due to workplace accidents	The main work-related hazards are those with high levels of risk in their assessment. The main hazards that cause injuries at Consum are falls, traffic accidents on the way to or from the workplace, entrapment and over-exertion. The main injuries caused are sprains, strains, dislocations, subluxations, fractures, open wounds, superficial injuries, open fractures and multiple injuries. The number of hours worked is 27,549,377. There is no information regarding injuries due to workplace accidents for external workers. Rates calculated per million hours worked. No workers have been excluded from the calculation. Information about workplace accidents is recorded in a specific application. 64, 66		✓
	403-10 Work-related illnesses and diseases	The main hazards that cause work-related diseases at Consum are repetitive movements, forced posture and over-exertion. To prevent these hazards, specific communications and training are undertaken with the individuals concerned. The main type of work-related illness and disease at Consum is carpal tunnel syndrome. There is no information regarding work-related illnesses and diseases for external workers. No workers have been excluded from the calculation. Information about workplace accidents is recorded in a specific application. 64, 66		✓

OFFER FAIR AND EQUAL SALARIES AND WORK CONDITIONS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	56		✓
	103-2 The managerial approach and its components	56		✓
	103-3 Evaluation of managerial approach	56		✓
202 PRESENCE IN THE MARKET 2016				
	202-1 Ratio of the standard starting salary by sex compared to local minimum salary	Consum does not carry out any supervision of the remuneration of external workers who carry out activities in the organisation. As a reference, the minimum inter-professional salary in Spain is used to calculate the ratio. 54		✓
	202-2 Proportion of senior executives hired from the local community	100% of the Managers at Consum come from the regions in which the Cooperative out its activity.		✓

OFFER FAIR AND EQUAL SALARIES AND WORK CONDITIONS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
405 DIVERSITY AND EQUAL OPPORTUNITIES 2016				
	405-1 Diversity in governing bodies and employees	22, 24, 48, 50, 54, 59		✓
	405-2 Ratio of the basic salary and the remuneration of women compared to men	54, 56		✓

OFFER A WIDE AND VARIED RANGE ADAPTED TO THE NEEDS OF THE PARTNERS AND CUSTOMERS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	74		✓
	103-2 The managerial approach and its components	74		✓
	103-3 Evaluation of managerial approach	74		✓

INFORM AND ADVISE THE CONSUMER

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	76		✓
	103-2 The managerial approach and its components	76		✓
	103-3 Evaluation of managerial approach	76		✓
417 MARKETING AND LABELLING 2016				
	417-1 Requirements for the information and labelling of products and services	76		✓
	417-2 Cases of non-compliance related to the information and labelling of products and services	76, 79		✓
	417-3 Cases of non-compliance related to marketing communications	76, 79		✓

DEAL WITH AND PROVIDE SOLUTIONS TO THE NEEDS OF THE PARTNERS AND CUSTOMERS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	71		✓
	103-2 The managerial approach and its components	71		✓
	103-3 Evaluation of managerial approach	71		✓
418 CUSTOMER PRIVACY 2016				
	418-1 Substantiated complaints regarding privacy violations of the customer and loss of customer data.	No complaints have been received due to failures to comply with the data privacy regulation.		✓

DEVELOP PRODUCTS AND SERVICES FOR ALL

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	73		✓
	103-2 The managerial approach and its components	73		✓
	103-3 Evaluation of managerial approach	73		✓

OFFER THE BEST DISCOUNTS AND PERSONALISED OFFERS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	70		✓
	103-2 The managerial approach and its components	70		✓
	103-3 Evaluation of managerial approach	70		✓

MARKET HIGH QUALITY PRODUCTS AT COMPETITIVE PRICES

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	76		✓
	103-2 The managerial approach and its components	76		✓
	103-3 Evaluation of managerial approach	76		✓
414 SOCIAL EVALUATION OF SUPPLIERS 2016				
	414-1 New suppliers who have passed selection filters in accordance with the social criteria	76, 79		✓
	414-2 Negative social impacts on the supply chain and measures taken	76, 79		✓
416 HEALTH AND SAFETY OF CUSTOMERS 2016				
	416-1 Evaluation of the impacts on health and safety of the categories of products or services	76		✓
	416-2 Cases of non-compliance relating to impacts on health and safety of the categories of products or services	76, 79		✓

FOSTER TRANSPARENT AND TRUTHFUL COMMUNICATION

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	80		✓
	103-2 The managerial approach and its components	80		✓
	103-3 Evaluation of managerial approach	80		✓
417 MARKETING AND LABELLING 2016				
	417-1 Requirements for the information and labelling of products and services	74		✓
	417-2 Cases of non-compliance related to the information and labelling of products and services	Consum does not follow any voluntary code in terms of labelling. 76, 79		✓
	417-3 Cases of non-compliance related to marketing communications	Consum does not follow any voluntary code in terms of and marketing and publicity. 76, 79		✓

PROMOTE ENERGY EFFICIENCY

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	91		✓
	103-2 The managerial approach and its components	91		✓
	103-3 Evaluation of managerial approach	91		✓
302 ENERGY 2016				
	302-1 Energy consumption inside the organisation	Consum does not sell energy. Calculations based on invoices and the MITERD guide to carbon footprint calculation, June 2020 version 15. Conversion factors of the International Energy Agency (IEA). 91		✓
	302-2 Energy consumption outside the organisation	Calculations based on invoices and the MITERD guide to carbon footprint calculation, June 2020 version 15. Conversion factors of the International Energy Agency (IEA). The conversion factor of the treatment of waste comes from the Catalan Office for Climate Change, version March 2020. 91		✓
	302-3 Energy intensity	1000 pallets of product distributed. Non-renewable fuel and electricity. To calculate the ratio, only the energy consumption from within the organisation is included. 91		✓
	302-4 Reduction of energy consumption	Internal energy consumption. Previous year. Calculations based on invoices and the MITERD guide to carbon footprint calculation, June 2020 version 15. 91		✓
	302-5 Reduction of energy requirements of products and services	Consum does not manufacture the products, it only markets them, and therefore it does not carry out activities to reduce energy requirements in the products sold.		✓

USE WATER RESPONSIBLY

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	94		✓
	103-2 The managerial approach and its components	94		✓
	103-3 Evaluation of managerial approach	94		✓
303 WATER 2018				
	303-1 Interaction of water as a shared resource	93		✓
	303-2 Management of impacts related to effluents of water	The quality criteria for effluents are those required by law.		✓
	303-3 Extraction of water	Consum's water comes from different supply companies depending on the location of each centre, so it is considered fresh water. We do not have information about the sources used by them to extract the water. We assume that it is mainly surface water. The water stress of the basins has been identified on the basis of data from the National Water Reserve provided by MITECO in its year-end report. In 2020, the Inland Basins of Catalonia are the only area without water stress within Consum's reach. Extraction data is calculated from the consumption recorded on the company's supply invoices and in their absence, it is estimated based on use from the previous year. 93		✓
	303-4 Discharge of water	The discharged water is domestic wastewater, so it does not include any hazardous substance. 93		✓
	303-5 Water consumption	There have not been any changes in the storage of water during the financial year. Consum only stores water in the platforms for use in the event of fire. Water consumption is estimated as 1% of the extraction. 93		✓

REDUCE ATMOSPHERIC EMISSIONS

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	96		✓
	103-2 The managerial approach and its components	96		✓
	103-3 Evaluation of managerial approach	96		✓
305 EMISSIONS 2016				
	305-1 Direct emissions of greenhouse gases (scope 1)	The gases included in the calculation are R-134a, R-404A, R-407c r, R-410a, R-438a, R-448a, R-449a, R-452a, R-453a. There are no biogenic emissions of CO ₂ . The base year is 2015, first year of external verification. Emission factors and rates of global warming potentials (GWP) from MITERD from June 2020, version 15. Focus of consolidation for the emissions by operational control. Verified externally in March 2021 by APPLUS+. 96		✓
	305-2 Indirect emissions of greenhouse gases when generating energy (scope 2)	The gases included in the calculation are R-134a, R-404A, R-407c r, R-410a, R-438a, R-448a, R-449a, R-452a, R-453a. The base year is 2015, first year of external verification. Emission factors and rates of global warming potentials (GWP) from MITERD from June 2020, version 15. Focus of consolidation for the emissions by operational control. Verified externally in March 2021 by APPLUS+. 96		✓
	305-3 Other indirect emissions of greenhouse gases (scope 3)	The gases included in the calculation are R-134a, R-404A, R-407c r, R-410a, R-438a, R-448a, R-449a, R-452a, R-453a. There are no biogenic emissions of CO ₂ . The base year is 2017, first year of external verification. Emission factors and rates of global warming potentials (GWP) from MITERD from June 2020, version 15. Focus of consolidation for the emissions by operational control. Short distance transportation and the management of waste generated in the platforms is included. Verified externally in March 2021 by APPLUS+. 96		✓
	305-4 Intensity of greenhouse gas emissions	For the calculation, scopes 1, 2 verified in the carbon footprint have been included. The gases included in the calculation are R-134a, R-404A, R-407c r, R-410a, R-438a, R-448a, R-449a, R-452a, R-453a. 96		✓
	305-5 Reduction of emissions of greenhouse gases	For the calculation, scopes 1 and 2 verified in the carbon footprint have been included. The gases included in the calculation are R-134a, R-404A, R-407c r, R-410a, R-438a, R-448a, R-449a, R-452a, R-453a. Base year 2015. First external verification of the Carbon Footprint. Carbon footprint verified externally in Scopes 1 and 2 in March 2021 by APPLUS+. 96		✓
	305-6 Emissions of substances that deplete the ozone layer (SAO)	Substances that deplete the ozone layer are not produced, imported or exported.		✓
	305-7 Nitrogen oxides (NOX), sulphur oxides (SOX) and other significant atmospheric emissions	There are not significant emissions of Nitrogen oxides (NOX), sulphur oxides (SOX) and other atmospheric emissions.		✓

BOOST THE CIRCULAR ECONOMY OF WASTE

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	98		✓
	103-2 The managerial approach and its components	98		✓
	103-3 Evaluation of managerial approach	98		✓
306 EFFLUENTS AND WASTE 2016				
	306-1 Discharge of water according to its quality and destination	93		✓
	306-2 Waste according to type and method of treatment	The value of the waste corresponds to the calendar year. 98		✓
	306-3 Significant spillages	No significant spillages have occurred.		✓
	306-4 Transport of hazardous waste	Hazardous waste is treated by national authorised operators. Consum does not transport, import, export or handle hazardous waste.		✓
	306-5 Bodies of water affected by discharges of water and/or run-offs	Habitats or bodies of water are not significantly affected by discharges of water and/or run-offs.		✓

USE MATERIALS WITH REDUCED ENVIRONMENTAL IMPACT

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	88		✓
	103-2 The managerial approach and its components	88		✓
	103-3 Evaluation of managerial approach	88		✓
301 MATERIALS 2016				
	301-1 Materials used by weight or volume	89		✓
	301-2 Recycled used consumables	89		✓
	301-3 Reused products and packaging materials	Consum does not recover products or packaging materials from the products sold. Recovery of the packaging of the products takes place through the management of the Ecoembes Green Point.		✓

MANAGE PRODUCT EXCESS SYMPATHETICALLY

GRI Standard	CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103 MANAGERIAL APPROACH 2016				
	103-1 Explanation of the material aspect and its Coverage	105		✓
	103-2 The managerial approach and its components	105		✓
	103-3 Evaluation of managerial approach	105		✓
413 LOCAL COMMUNITIES 2016				
	413-1 Operations with the participation of the local community, evaluations of the impact and programmes of development	100% of stores are involved in the food donation programmes, social sales and social action of the Cooperative. 104		✓
	413-2 Operations with significant negative impacts - real or potential- on local communities	Store closures have taken place in Sabadell, El Vendrell, El Masnosu and Burjassot.. 33, 34		✓

SOCIAL ECONOMY SECTOR

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
1ST PRINCIPLE. PRIMACY OF PEOPLE AND OF THE SOCIAL OBJECTIVE ON CAPITAL			
ES1.01 Description of a brief report that highlights the primacy of people and the social objective over capital	8		✓

SOCIAL ECONOMY SECTOR

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
2ND PRINCIPLE. VOLUNTARY AND OPEN ACCESS TO MEMBERSHIP			
ES2.01 Requirements for the accession of new members to the organisation	People who wish to become consumer members must be over the age of 18 years or have the relevant legal authorisation, apply for admission by formal request to the Board of Governors and fulfil the responsibilities established in the Articles of Association and other current agreements. People who wish to become worker members will also have to pass the probationary period.		✓
ES2.02 Requirements and conditions of withdrawal from the organisation	Partners may bring about voluntary or compulsory departure in accordance with the provisions of the Articles of Association.		✓
ES2.03 Evolution of members or partners, describing the variation in new memberships and withdrawals.	52, 70		✓
3RD PRINCIPLE. ORGANISATION AND BUSINESS CULTURE WITH THE AIM OF PARTICIPATORY AND DEMOCRATIC MANAGEMENT			
ES3.01 Percentage of persons or groups with voting rights in the maximum decision-making bodies with respect to the total number of persons in the organisation	22		✓
ES3.02 Degree of renewal in the representative bodies of the organisation, indicating the expected renewal formula.	22		✓
ES3.03 Work groups or spaces generated that favour the decision-making of the organisation	22		✓
ES3.04 Percentage of people in the organisation who participate in some of the groups or spaces generated	22		✓
ES3.05 Information process by which people in the organisation have access to the information from three sides (corporate, business and economic), indicating the channels, frequency and recipients	17		✓
ES3.06 Percentage of members of the organisation who have received or participate in specific training activities in social economics in the last year in relation to the total membership of the organisation	61		✓
ES3.07 Average percentage of actual participation in the highest decision-making bodies	22		✓
ES3.08 Description of the preparatory process of the highest body of social representation	22		✓
4TH PRINCIPLE. CONJUNCTION OF THE INTERESTS OF USER MEMBERS AND OF GENERAL INTEREST			
ES4.01 Creation of a focussed stakeholder map in the organisation	17		✓
ES4.02 Relational flows existing between the organisation and its stakeholders	17		✓
ES4.03 Existence of a section about human rights (rejection of child labour and forced and compulsory labour, freedom of association, prohibition of accepting bribes, corruption...) within the social responsibility policy.	39		✓
ES4.04 Adaptation to the cultural identity of the territories where the organisation operates	81		✓
ES4.05 Existence of a system of evaluation of the satisfaction of interest groups or stakeholders	17		✓

SOCIAL ECONOMY SECTOR

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
5TH PRINCIPLE. DEFENSE AND APPLICATION OF THE PRINCIPLES OF SOLIDARITY			
ES5.01 Organisation of social, cultural and solidarity acts, and monetary of other collaborations in them.	102, 104		✓
ES5.02 Existence of actions related to socially responsible investments	No investments have been made using socially responsible investment criteria in 2020.		✓
ES5.03 Existence of a formal declaration requesting suppliers and contracted companies to make a management commitment to respect the environment and be socially responsible	39		✓
ES5.04 Consideration of environmental criteria in the selection of suppliers, products and services	75		✓
ES5.05 Name and type of cooperation activities carried out with other Organisations	109		✓
ES5.06 Percentage of purchases produced in the territory (raw materials, services and fixed assets) / total purchases	39		✓
ES5.07 Existence of policies or procedures for equal opportunities in the selection, promotion and development of staff within the organisation	54		✓
ES5.08 Knowledge and documentation of significant environmental impacts arising from the business activity	87		✓
ES5.09 Definition and documentation of annual environmental objectives based on significant environmental impacts	21		✓
ES5.10 Breakdown of staff by type of work, by contract and by region, including workplaces occupied by persons with disabilities, over the whole organisation	50, 59		✓
ES5.11 Total number of people broken down by age, gender and region, specifying any disabled staff.	50, 59		✓
ES5.12 Average turnover of the workforce broken down by age group, gender and region, specifying disabled staff.	Consum does not have specific data on the turnover of people with disabilities because of their low percentage of the total workforce. The termination of employment of people with disabilities occurs when there is a severe disability or full permanent disability. In 2020, one person with disabilities left because of a full permanent disability. 52, 59		✓
ES5.13 Measures adopted to collaborate in the preservation or restoration of nearby natural species or spaces, as well as the natural and cultural wealth owned by the organisation	111		✓
ES5.14 Availability of a global accessibility audit, recognised worldwide	Consum does not carry out external audits of global accessibility.		✓
6TH PRINCIPLE. AUTONOMY OF MANAGEMENT AND INDEPENDENCE REGARDING PUBLIC AUTHORITIES			
ES6.01 Description of a brief report detailing the requirements and limitations of the management sovereignty of the organisations highest decision-making bodies.	The powers of the General Assembly and the Board of Governors are governed by the Articles of Association. The powers of the Social Committee are established in the Internal Regulations.		
7TH PRINCIPLE. APPLICATION OF SURPLUSES OR MOST OF THEM IN ACHIEVING THE OBJECTIVES IN FAVOUR OF THE GENERAL INTEREST, OF SERVICES TO MEMBERS			
ES7.01 Percentage over Liabilities corresponding to non-distributed collective funds	31		✓
ES7.02 Percentage of distribution of surpluses for collective or non-distributed funds.	38,82%		✓
ES7.03 Percentage of surplus allocated to the members of the organisation or to the incorporation of people (capitalised or monetised surpluses).	74,42%		✓
ES7.04 Increase or decrease in retained earnings at the end of the period	30		✓

STATUS OF NON-FINANCIAL INFORMATION

Business model	Business environment	GRI 102-2, 102-4, 102-5, 102-6, 102-16, 102-40, 102-43				
	Organisation and structure	GRI 102-18, 102-22, 405-1				
	Markets operated in	GRI 102-6, 102-7, 102-10, 203-2, 413-2				
	Objectives and strategies	GRI 102-47				
	Main factors and trends that may affect future progress	GRI 102-14 to 15				
Issues		Materiality	Risks and impacts	Policies and due diligence	Indicators	Results
ENVIRONMENTAL						
Environmental management	Detailed information about the current and foreseeable effects of the company's activities on the environment and, if applicable, health and safety.	YES	Environment	Environmental policy	GRI 103-1 to 3	
	Environmental evaluation or certification procedures	YES	Environment	Environmental policy	GRI 103-1 to 3	
	Resources dedicated to the prevention of environmental risks	YES	Environment	Environmental policy	GRI 103-1 to 3	
	Application of the precautionary principle	YES	Environment	Environmental policy	GRI 102-11	
	Quantity of provisions and guarantees for environmental risks	YES	Environment	Environmental policy	GRI 103-1 to 3	There have been no provisions or guarantees for environmental risks during the financial year.
Pollution	Measures to prevent, reduce or repair the emissions that seriously affect the environment, taking into account any type of atmospheric pollution which is specific to an activity, including noise and light pollution.	YES	Emissions Noise and disturbances	Environmental policy	GRI 103-1 to 3	
Circular economy and prevention and management of waste	Measures of prevention, recycling, reuse, other forms of recovery and waste disposal.	YES	Waste	Environmental policy	GRI 306-1 to 5	
	Actions to combat food waste	YES	Food waste	Environmental policy	GRI 413-1	
Sustainable use of resources	Consumption of water and supply of water in accordance with local limitations	YES	Water	Environmental policy	GRI 303-1 to 5	
	Consumption of raw materials and the measures adopted to improve the efficiency of their use	YES	Packaging	Environmental policy	GRI 301-1 to 3	
	Direct and indirect consumption of energy, measures taken to improve energy efficiency and the use of renewable energies	YES	Energy	Environmental policy	GRI 302-1 to 5	
Climate change	Important elements of the emissions of greenhouse gases generated as a result of the company's activities, including the use of the goods and services it produces	YES	Emissions	Environmental policy	GRI 305-1 to 7	
	Measures adopted to adapt to the consequences of climate change	YES	Growth	Sustainability Policy	GRI 201-2	
	Reduction targets voluntarily established in the medium and long term to reduce the emissions of greenhouse gases and the measures implemented to this end	YES	Emissions	Environmental policy	GRI 103-1 to 3	
Protection of biodiversity	Measures taken to preserve or restore biodiversity	NO				
	Impacts caused by activities or operations in protected areas	NO				
SOCIAL AND REGARDING STAFF						
Employment	Total number and distribution of employees by sex, age, country and job classification.	YES	Employment stability	Staffing policies	GRI 405-1	
	Total number and distribution of types of employment contract	YES	Employment stability	Staffing policies	GRI 102-8	
	Yearly average of permanent contracts, temporary contracts and part time contracts by sex, age and job classification.	YES	Employment stability	Staffing policies	Specific indicator	
	Number of dismissals by sex, age and job classification.	YES	Employment stability	Staffing policies	Specific indicator	
	Average remuneration and its progression broken down by sex, age and job classification or equal value	YES	Remuneration	Staffing policies	GRI 405-2 adapted	
	Salary divide	YES	Remuneration	Staffing policies	GRI 405-2 adapted	
	Remuneration of jobs equal to or the average of society.	YES	Remuneration	Staffing policies	GRI 405-2 adapted	
	Average remuneration of directors and executives, including the variable remuneration, diets, pay outs, the payment to long term pension saving systems and any other payment broken down by sex	YES	Ethics and compliance Remuneration	Code of Good Corporate Governance Staffing policies	GRI 102-35 GRI 405-2	
	Implementation of policies of disconnecting from work	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	Consum does not have measures of disconnecting from work
	Employees with disabilities	YES	Equality and conciliation	Staffing policies	GRI 405-1	

Organisation of the work	Organisation of working hours	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	Consum has a continuous working day in stores and platforms and flexible hours at the headquarters (measures 28 and 29 of the catalogue +75 Conciliation measures).
	Number of hours of absenteeism	YES	Occupational health	Staffing policies	Specific indicator	
	Measures aimed at facilitating the enjoyment of work life balance and promoting the co-responsible exercising of these by both parents.	YES	Equality and conciliation	Staffing policies	GRI 401-2 to 3	
Health and safety	Conditions of health and safety in the workplace	YES	Occupational health	Staffing policies	GRI 403-1,2,3,5 and 6	
	Work accidents, in particular their frequency and seriousness, as well as work related illnesses; broken down by sex	YES	Occupational health	Staffing policies	GRI 403-9 to 10	
Social relationships	Organisation of social dialogue, including procedures for informing and consulting staff and negotiating with them	YES	Participation	Staffing policies	GRI 103-1 to 3 GRI 402-1	
	Percentage of employees covered by collective agreements by country	YES	Participation	Staffing policies	GRI 102-41	
	Summary of collective agreements, particularly in the field of health and safety in the workplace	YES	Occupational health	Staffing policies	GRI 403-4	
Training	Policies implemented in the field of training	YES	Training	Staffing policies	GRI 103-2 to 3 GRI 404-1	
	Total number of training hours by job category	YES	Training	Staffing policies	GRI 404-1	
Universal access for people with disabilities	Universal access for people with disabilities	YES	Accessibility	Sustainability policy	GRI 103-1 to 3	All facilities comply with the regulations regarding accessibility.
Equality	Measures adopted to foster equal treatment and opportunities between men and women	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	
	Equality plan (Chapter III of Organic Law 3/2007, of 22nd March, on the effective equality of men and women),	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	
	Measures adopted to promote employment	YES	Employment stability	Staffing policies	GRI 103-1 to 3	
	Protocol against sexual harassment and sex discrimination	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	
	Integration universal access for people with disabilities	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	
	Policy against all types of discrimination and, if applicable, of the management of diversity	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	
HUMAN RIGHTS						
Human Rights	Application of due diligence processes with regard to Human Rights	NO				
	Prevention of Human Rights violation risks and, if applicable, measures to mitigate, manage and repair possible abuses committed.	NO				
	Reports of violations of human rights	NO				
	Promotion and compliance of the provisions of the International Labour Organization core conventions concerning the respect for freedom of association and the right to collective bargaining.	NO				
	Elimination of discrimination in employment and the workplace	YES	Equality and conciliation	Staffing policies	GRI 103-1 to 3	
	Elimination of forced and compulsory labour	NO				
	Effective abolition of child labour	NO				
FIGHT AGAINST CORRUPTION AND BRIBERY						
fight against corruption and bribery	Measures adopted to prevent corruption and bribery	YES	Ethics and compliance	Code of Ethics and Conduct	GRI 103-1 to 3 GRI 102-16 to 17	
	Measures to combat money laundering	YES	Ethics and compliance	Code of Ethics and Conduct	GRI 103-1 to 3 GRI 102-16 to 17	
	Donations to foundations and non-profit making bodies	YES	Ethics and compliance Social action	Code of Ethics and Conduct Donations and Sponsorship Policy	GRI 102-13 GRI 413-1 GRI 415-1	
SOCIETY						
Company's commitment to sustainable development	Impact of the company's activity on employment and local development	YES	Agrifood chain	Sustainability Policy	GRI 103-1 to 3 GRI 203-1 to 2 GRI 413-1 to 2	
	Impact of the company's activity on local populations and in the territory	YES	Agrifood chain	Sustainability Policy	GRI 103-1 to 3 GRI 204-1	
	Relationships maintained with stakeholders from the local communities and the forms of dialogue with them	YES	Partnerships	Sustainability Policy	GRI 103-43 to 3 GRI 102-1	
	Partnership actions or sponsorship	YES	Partnerships Social Action	Donations and Sponsorship Policy	GRI 103-1 to 3 GRI 102-12 to 13 GRI 413-1	

SOCIETY					
Subcontracting and suppliers	Inclusion in the procurement policy of social, gender equality and environmental issues	YES	Agrifood chain	Sustainability Policy	GRI 103-1 to 3
	Consideration in relationships with suppliers and subcontractors of their social and environmental responsibility	YES	Agrifood chain	Sustainability Policy	GRI 103-1 to 3
	Supervision and audit systems and their results	YES	Quality of the product	Quality policy	GRI 103-1 to 3 GRI 414-1 to 2
Consumers	Health and safety measures for consumers	YES	Quality of the product	Quality policy	GRI 103-1 to 3 GRI 416-1 GRI 417-1
	Complaint systems	YES	Customer service and assistance	Quality policy	GRI 103-1 to 3
	Complaints received and their resolution	YES	Customer service and assistance	Quality policy	GRI 413-1
Tax information	Profits obtained country by country	YES	Growth	Sustainability Policy	GRI 207-4
	Taxes paid on profits	YES	Growth	Sustainability Policy	GRI 207-4
	Public subsidies received	YES	Growth	Sustainability Policy	GRI 201-4



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This Sustainability Report has been carried out by Consum's CSR Committee, with the aim of gathering together the actions carried out by the Cooperative over the financial year and as a tool for the transparency and continuous improvement of the management of Corporate Responsibility.



