

SUSTAINABILITY
REPORT

20
21

Shopping more sustainably
is cooperative.

decir
haciendo

consum
Together
means Coop

Sustainability Report 2021

At Consum we have been really looking forward to sharing our new Sustainability Strategy with you. Throughout 2021, we have worked together with our stakeholders to adapt it, and make it possible to shop more sustainably.

As you already know, our values share a common denominator with sustainable development, which is why the 10 lines of work that make up the new strategy are based on the values of cooperativism.

Sustainable shopping, which is more than just words, requires the effort of everyone to make it possible. That's why we work hard to generate economic growth, promote local development, innovate, encourage talent and well-being, help to save, offer you healthy products, reduce emissions and waste, be supportive and create partnerships.

For Consum, placing people at the centre means creating new strategies with them in mind. And that is also our purpose as a cooperative.

Contents

Having a people-centred goal is making your shopping more sustainable

Independent verification	4
Letters from the President and the Board of Directors	6
Key figures	10
Promoting our Sustainability Policy	16

01

Managing with values is making your shopping more sustainable

Encourage participation	24
Act ethically and with good governance	28

02

Generating economic growth is making your shopping more sustainable

Profit sharing	32
Expand the network of stores	34
Improve the logistics network	39

03

Promoting local development is making your shopping more sustainable

Trust in the supply chain	42
Gain in logistics efficiency	44

04

Innovating for people is making your shopping more sustainable

Digitalise to become more efficient	48
Involve people in innovation	52
Innovate in range	52

05

Promoting talent and well-being is making your shopping more sustainable

Boost the talent strategy	56
Create quality employment	58
Promote health and safety in the workplace	60
Boost training and internal promotion	60
Generate well-being in the workplace	62

06

Helping you to save is making your shopping more sustainable

Offer advantages to the partner-customers	68
Be excellent in customer service	69
Communicate in a responsible manner	70

07

Offering healthy products is making your shopping more sustainable

Guarantee food safety	76
Offer healthy and sustainable products	78

08

Reducing emissions and waste is making your shopping more sustainable

Renew the environmental policy	82
Act against climate change	82
Manage the circular economy	86

09

Being supportive is making your shopping more sustainable

Encourage responsible consumption	94
Share with society	96

10

Creating partnerships is making your shopping more sustainable

Work to build a better environment	102
------------------------------------	-----

Being transparent is making your shopping more sustainable

Materiality analysis	108
EU Taxonomy	110
Sustainability indicators	111

Independent verification





CERTIFICADO

Núm.

GRI-0059/22

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

CONSUM S. COOP. VALENCIANA

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

Titulada:
Memoria de Sostenibilidad : 2021

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, 26 de abril de 2022.

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)

“This report has been written in accordance
with the GRI Standards: Exhaustive option”



The Sustainability report contains information about the Cooperative's economic, environmental and social performance as evidence of the Board of Governors' commitment to its stakeholders regarding transparency and accountability. The information contained within this document forms part of the Management Report corresponding to the 2021 financial

year and has been verified by the independent entity, LGAI Technological Center S.A. (Applus+). This report has been written in accordance with the Global Reporting Initiative (GRI) standards for sustainability reporting, the Exhaustive option. It also complies with the provisions of Law 11/2018 on non-financial information and diversity.

Francesc Llobell, President

6

Sustainability at Consum stems from its cooperative values, values included in management and which are closely linked to sustainable development. In 2021, we have renewed the Sustainability Policy to tailor it to the new challenges of the environment, establishing a series of principles that will guide the Cooperative's actions in the coming years.

Since 2007, Consum has been 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. Continuing with the objective of improving work-life balance, in 2021, Consum implemented the 5-day working week in one hundred supermarkets. This way, staff can enjoy two days off each week, a measure that was already in place for workers at the logistics centres.

Openings of our Charter Franchise have soared during 2021, showing that it is a profitable and stable business, which creates employment. It has been an extremely interesting career option both for entrepreneurs and workers of sectors that were punished by the pandemic, such as hospitality. With Charter, Consum also provides a service to small towns and urban neighbourhoods that don't have a large enough population for a large supermarket, creating a collabor-

ative link with the traditional commerce of each area and generating entrepreneurship.

Health and sustainability are consolidated as a demand for consumers, who are becoming increasingly aware of the importance of healthy eating and the impact of products on the environment. We have continued to make progress in relation to animal welfare and 100% of fresh meat sold at counters and in trays is certified. 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.

We have continued working with the entire supply chain, with our suppliers, opting for local and 0km products, as a social economy company which works for the common good and to generate wealth in regions it is present in. That's why practically 99% of our purchases are from national suppliers, and of those, 66% come from the autonomous communities we operate in.

This year, the Cooperative celebrated the 10th anniversary of the Profit Programme. Over this decade, 42 million kilos of food have been donated, with a value of 105.7 million euros. Consum has made the most of the occasion to

pay tribute to volunteers from the NGO's we collaborate with to thank them for their daily work in collecting and distributing food, essential in helping to alleviate the effects of the Covid-19 crisis and other vulnerable situations.

This year is also the tenth year since Consum joined the Spanish Network of the United Nations Global Compact and I would like to take this opportunity to reiterate our commitment to its 10 Principles and with the Sustainable Development Goals of Agenda 2030.

We are living in an environment marked by change. Companies must rise up to the challenge and know how to adapt, but never forget their *raison d'être*, their mission, what it means to add value to their stakeholders, being sustainable and competitive. Our purpose is to serve society, in an essential sector such as the food sector, offering the best products to families, and being an engine for job creation, as a social and supportive company that works together and with people.



Juan Luis Durich, Managing Director

8

Once again, 2021 has been a complex year marked by uncertainty. If there was beginning to be a glimpse of the end to the pandemic, with the hope firmly placed on the rate of vaccination, we also suffered many ups and downs in the number of infections and restrictions. Towards the end of the year, we experienced a situation of gradual cost increases, both in terms of energy, and in raw materials and fuel, with the resulting price increases. All of this has established an unstable setting, both from the social and economic point of view, affecting consumer confidence.

In this context, the Cooperative has worked extremely hard to form part of the solution and provide stability to an uncertain situation. In 2021, we have continued to open stores, 6 Consum own supermarkets to be precise, and 48 Charter franchises. This is a record number of openings which suggest the model is a healthy one. There were sales of 3,378.9 million euros, up 1.62% compared to 2020, and profits were 67.9 million euros, which is an increase of 3.61% on the previous year.

Our investment for the opening of new stores, but in particular, the renovation and adaptation of our commercial network to the new model of a modern and efficient supermarket that we want

to offer our customers, has totalled almost 166 million euros, an increase of 42% compared to investments made in 2020. This level of investment places Consum as the leading Spanish distribution company in terms of highest investments made in relation to its size. The same is the case with the creation of jobs.

Regarding the latter, in 2021, we have retained the line of growth of the last few years, with 826 new jobs, mainly due to the openings and extension of our online store. These new colleagues join a workforce that has now reached a total of 18,212 people.

Our team's commitment and its people-focus strengthen our cooperative model which is joined by an increasing number of partner-consumers each year. During this year we have surpassed a total of 4 million partner-customers, to whom we have issued discounts of a value of 50.5 million euros through the Mundo Consum loyalty programme.

We continue to make our stores even more eco-efficient and, this year, 98.6% of the energy consumed by the whole company has come from renewable sources. We have also reduced our Carbon Footprint by 84% since 2015 and are the first company in the sector to

have received the "Reduzco" seal from the Ministry for Ecological Transition. This year, for the first time, we have measured our Plastic Footprint to identify the most effective reduction measures. We have also renewed the Zero Waste certification of all of our logistics platforms, validating the circular management of waste.

The outlook for 2022 is marked by the invasion of Ukraine by Russia, with significant humanitarian and financial consequences for the whole population. Here at Consum, we will continue to work to guarantee the supply of products and to collaborate, as far as possible, with the Ukrainian people. Another major challenge is the management of natural waste, which will require renewable energy alternatives and collaboration with the supply chain.

At Consum, we continue working within the framework of our Sustainability Policy, and the 21-25 strategy, which leads us to work with all of the stakeholders to respond to global challenges, in the context of the SDGs, and working with science-based goals.

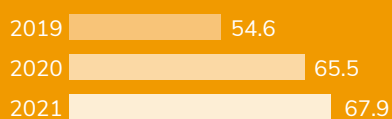


Key figures

PROFITS



€67.9
million
up 3.6 %



SALES



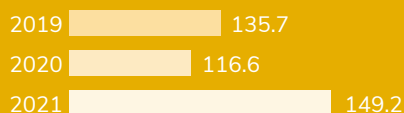
€3,378.9
million
up 1.6 %



INVESTMENTS



€149.2
million
up 27,6 %



STORES



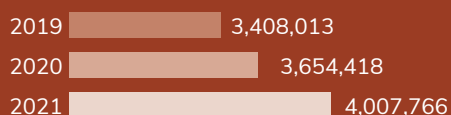
838
supermarkets
47 more



PARTNER-CUSTOMERS



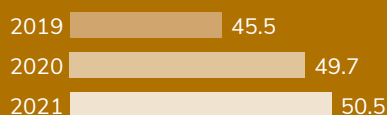
4
million people
up 9.7 %



GIFT VOUCHERS



€50.5
million
up 1.6 %



WORKERS



18,212

people

826 more

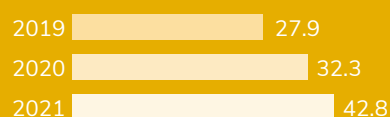


PROFIT SHARING



€42.8

million, average of
€2,697.68
per worker-partner



AVERAGE PAYMENT TO SUPPLIERS



44

days

99 %
of national suppliers



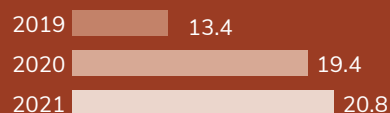
INNOVATION



€20.8

million

up 7.2 %



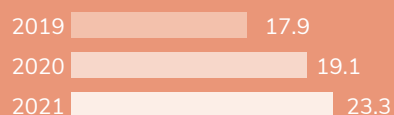
PROFIT PROGRAMME



€23.3

million

up 22 %



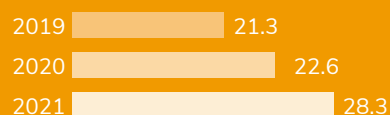
WORK LIFE BALANCE



€28.3

million

1,556€
per worker



Having a
people-centred
goal is making
your shopping
more sustainable

**Placing people at the heart of
decisions is cooperative.**





Consum S. Coop. V. is the largest cooperative of the Spanish Mediterranean area and it carries out its activity in the retail distribution sector through the flagship Consum supermarkets and as a wholesaler through its Charter franchises. Its commercial model stands out for its local establishments, the capacity it offers customers to choose from a wide variety of brands, the specialisation of its fresh produce and the interpersonal skills of its workers. The Mundo Consum loyalty programme also offers its partner-customers significant discounts, both direct and personalised discounts according to the shopping preferences, and from the first unit.

The Cooperative's purpose and *raison d'être* materialise in its Mission, Vision and Values, the three strategic pillars that define its business model.



**Consum in Daimiel
(Ciudad Real)**

15

MISSION:
“COMMITTED WORKERS.
SATISFIED CUSTOMERS.”

As a versatile cooperative, Consum has two types of partner, consumers and workers, thereby holding a dual company purpose:

- Offering the stable and quality jobs required by its partner-workers.
- Procuring the foods and items of everyday use required by partner-consumers, offering them the information and education needed so they can consume responsibly.

Consum's mission and purpose is a result of the efforts made to satisfy the needs of both groups of partners, which can be summarised by the phrase “Committed workers. Satisfied customers” and which places people at the centre of our business model.

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 leading company in the distribution sector.

VALUES:
“LISTEN TO ACT LIKE A
RESPONSIBLE COMPANY.”

Listening to the customer, workers, suppliers, and the environment; providing products, training, information, well-being, development and sustainability; and taking responsibility with commitment, honesty and respect, are values that guide the Cooperative's purpose and are deep-rooted in the social responsibility of its management. Values that can be summarised by the phrase: “Listen to act like a responsible company.”



Fishmonger's vendor
at Consum in Daimiel
(Ciudad Real)

16

Promoting our Sustainability Policy

Sustainability at Consum stems from its cooperative values, values closely linked to sustainable development. In other words, the balance between economic growth, the well-being of people and preservation of the environment. In the 2021 financial year, we have renewed the Sustainability Policy to tailor it to the new challenges of the environment, establishing the following principles that will guide the Cooperative's actions in the coming years:

- Complying with all of the applicable regulations, both external and internal, and promoting ethical behaviour and culture among its governing bodies and workers.
- Ensuring compliance with the standards relating to human and labour rights; and ensuring the preservation of the environment, focussing environmental management on the fight against climate change.
- Promoting partnerships and belonging to associations, forums and collaboration projects relating to sustainability. Moreover, the Sustainability Policy will integrate any new global framework in the future in relation to sustainable development.
- Having participation mechanisms with each of Consum's stakeholders, based on dialogue and transparency.
- Integrating the needs and expectations of stakeholders in the Cooperative's own strategy, thereby creating a shared value in the long term, both for the organisation and for society as a whole.

Consum embeds the Sustainability Policy in the management of the organisation through its Sustainability Strategies. The previous strategy came to an end in 2020, hence, throughout 2021, a new strategy has been developed by conducting a participation process with all of the priority stakeholders:

PARTNER-WORKERS AND WORKERS

	MATERIAL ISSUES	CHANNELS OF COMMUNICATION AND THEIR FREQUENCY	SATISFACTION RATING
	1. Salary	General Assembly (annual)	In the biennial Work Climate survey which is carried out to measure the satisfaction of the workforce, a score of 4.05 out of 5 was achieved in 2021, two points more than the previous year.
	2. Work-life balance and job flexibility	Preliminary Meetings (triennial) and Informative Meetings (Annual)	
	3. Internal training and promotion	Gente Consum App	
	4. Occupational health and stability	Corporate intranet	
	5. Equal opportunities	BIS online and newsletter (monthly)	
		Centre meeting (monthly)	

PARTNER-CUSTOMERS AND CUSTOMERS

	MATERIAL ISSUES	CHANNELS OF COMMUNICATION AND THEIR FREQUENCY	SATISFACTION RATING
	1. Food freshness, quality and safety	General Assembly (annual)	The Mundo Consum loyalty programme is once again one of the most highly valued in the sector nationally, with an NPS rating of 30.6, 14% more than the previous year, according to a study carried out by the specialist consultancy firm GfK.
	2. Local products	Preliminary Meetings (triennial)	
	3. Customer service	Entrenosotros Magazine (bi-monthly)	
	4. Food waste	Customer service	
	5. Product range	Co-innovation sessions	
		In-store signage and loudspeaker system	
		Radio broadcasts (monthly)	
		Commercial leaflets (monthly)	
		Shopping statements and gift vouchers (monthly)	
		Social networks	

17

SUPPLIERS AND CREDITORS

	MATERIAL ISSUES	CHANNELS OF COMMUNICATION AND THEIR FREQUENCY	SATISFACTION RATING
	1. Commercial relations in the chain	Commercial meetings with managers	The Cooperative has once again taken first place in the ranking of national retailers, both in the annual report produced by the consultancy firm, Advantage Group, and in the AECOC 2021 Benchmarking study, rated by food manufacturers themselves.
	2. Food freshness, quality and safety	Events with suppliers	
	3. Commercial innovation		
	4. Digitalisation and innovation of processes		
	5. Commercial network and logistics		



FRANCHISEES

	MATERIAL ISSUES	CHANNELS OF COMMUNICATION AND THEIR FREQUENCY	SATISFACTION RATING
	1. Digitalisation and innovation of processes	Commercial meetings with area managers	The franchisees rate the level of service of the supply they receive from Consum, based on a survey created by the consultancy firm, Nielsen. In 2021, a score of 7.81 out of 10 was achieved.
	2. Commercial relations in the chain	Commercial accompaniment training	
	3. Personalisation and loyalty	Events with franchisees	
	4. Commercial innovation		
	5. Product range		

SOCIETY

	MATERIAL ISSUES	CHANNELS OF COMMUNICATION AND THEIR FREQUENCY	SATISFACTION RATING
	1. Salary	Dialogue forum	To measure the corporate reputation, a half-yearly study is carried out with the consultancy firm Reputation Institute. In 2021, Consum achieved a final score of 70 out of 100 in its Reptrak index, growing in all of its areas of influence.
	2. Work-life balance and job flexibility	Social events	
	3. Internal training and promotion	Press releases	
	4. Occupational health and stability	Press interviews	
	5. Equal opportunities	Signing agreements	
		Social networks	
		Website	

18

Specifically, to develop the new strategy, the most ambitious participation process to date has been carried out, involving a survey given to all stakeholders where nearly 7500 replies were received. It also included a series of interviews and group sessions where representatives from 40 organisations took part, which included sector and consumer organisations, NGOs, media and public authorities.

Like its predecessor, the new Sustainability Strategy 2021-2025 will also integrate the Sustainable Development Goals (SDGs) within the Cooperative's sustainability goals, contributing to achieving these global goals through the development of Consum's own strategy, being ambitious and doubling its efforts to achieve them.



CONSUM SUPPORTS THE SUSTAINABLE DEVELOPMENT GOALS



Fishmonger's vendor
at Consum in Daimiel
(Ciudad Real)



Quart de Poblet Platform
(Valencia)

The new Strategy consists of ten lines of work, focussed on integrating sustainability transversally in the Cooperative's activity:

SUSTAINABILITY STRATEGY 2021-2025	CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDG)	OUTSTANDING RESULTS IN 2021
1 Managing with corporate values		- Organisational change and creation of Purchasing and Logistics Management - Renewal of the Sustainability and Environmental Policy - New course about the Code of Ethics on the Campus Consum online training platform
2 Shared economic growth		42.8 million euros distributed among the partner-workers, which equates to an average of €2,697.68 each. 54 new points of sale. 5th anniversary of the Online Store, present in 354 towns - Installation of a high rotation automated silo and automatic picking of boxes at the Torres de Cotillas Platform.
3 Local development	 	- Purchase of 5,500 tonnes of Valencian oranges and mandarin oranges with the IGP seal. €12.4 million of cost efficiencies with the TEO and Nodriza Programmes
4 Innovation for people		€ 20.8 million invested in innovation - Integration of the Online Store with the Mundo Consum APP and virtual reality for the training of checkout staff - ICT observatory to test applications in test environments
5 Work, talent and well-being	   	826 new jobs. 94% of staff with a stable contract 5th Equality Plan at Consum 5-Day working week in 100 supermarkets
6 Savings and customer experience		4 million partners-customers 256,000 customer services processes, with satisfaction rating of 8.4 out of 10 2 #DecirHaciendo (Say-doing) Meetings about healthy eating and food waste
7 Healthy and sustainable offer	   	- Range of 15,200 products, 13.4% of own brand 100% of the fresh meat at counters and on trays hold animal welfare certification - Healthy reformulation of 21 own brand products, with better nutritional values
8 Reduce emissions and waste	    	100% of electricity consumed is renewable and solar self-generation 84% lower carbon footprint since 2015 - Zero Waste certificate and recovery of 99% of waste
9 Social commitment and solidarity	      	10th anniversary of the Profit Programme 2nd edition of the World Day of the Consumer "Small actions for health always wins" ("Pequeñas acciones para que la salud siempre gane") €307,965 in donations and sponsorships in the community
10 Partnerships for cooperation		10th anniversary as a member of the Global Compact's Spanish Network - Collaboration agreements with AECC, Adecco Foundation and CERMI

01

Managing with values is making your shopping more sustainable

Having people as the main engine of our organisation, solving the present needs without compromising those of the future, and acting ethically and transparently is cooperative.





ASSEMBLEA / ASAMBLEA GENERAL





Encourage participation

100% of the Cooperative's partners, both workers and consumers, have the right to take part in its management. Consum's preliminary meetings are held every three years, in which the Delegate Partners are chosen. They constitute Consum's General Assembly, the highest representative body of the Cooperative, with an equal composition, made up of 150 Delegate Partners, 75 of them are worker representatives and 75 are consumer representatives.

Due to the Covid-19 crisis, Preliminary Meetings have been postponed until 2022. Hence, the mandate of the current Delegates will be extended until the meetings are held, in accordance with the regulations approved by the Valencian Regional Government.

The ordinary General Assembly for 2021 was held while respecting the health measures recommended by the authorities at all times, and promoting proxy voting. The Assembly was attended by 124 delegates, a quorum of 83% attendance of the total. Dur-



**Consum customers from
Calle Santos Justo y Pastor,
in Valencia.**

25

ing the Assembly, the yearly accounts were approved and the management carried out in response to Covid-19 during the 2020 financial year was validated.

The General Assembly is the body responsible for choosing the Board of Governors, the Cooperative's highest governance body, every 4 years. Chaired by Francesc Llobell, it is also formed by an equal structure of 6 Partner Delegates of workers and 6 of consumers, of which 58% are currently women. In 2021, there were no changes to the Board of Governors, with the renewal being planned for the next ordinary General Assembly in 2022.

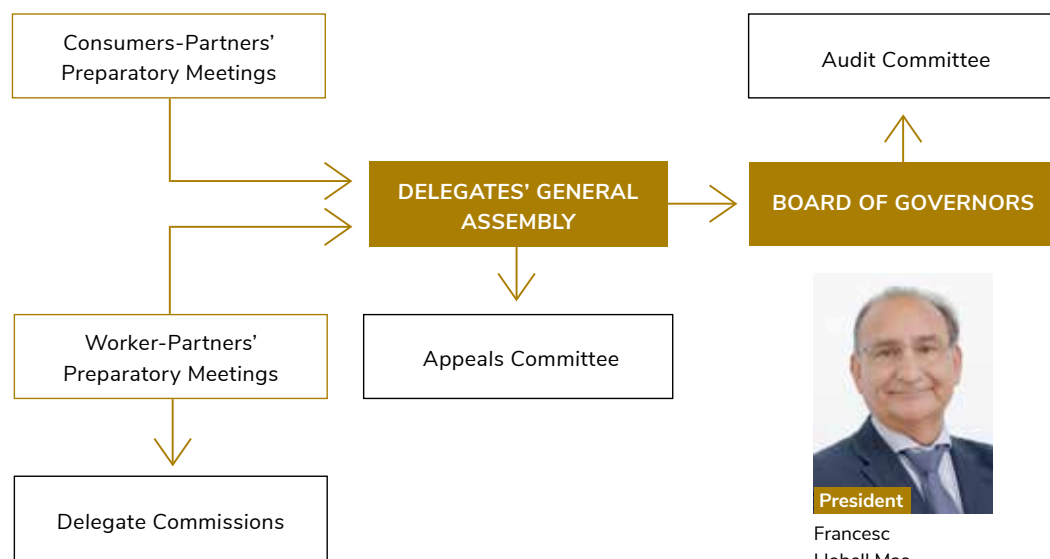
The Board of Governors delegates to the General Management and the Board of

Directors, and is responsible for putting all of the plans and decisions made at the heart of it into practice. This Board is formed by 10 people, headed by Juan Luis Durich as Managing Director.

The close of the 2021 financial year saw an organisational restructure and restructure of the Board of Directors. Given the need for a structure which is capable of addressing all of the challenges the Cooperative is going to face over the coming years a decision was made to group the Management of Food and Non-Food sales together with the Sales of Fresh, Refrigerated and Frozen Foods, and create the Purchasing Management and Logistics Management, in which specialisation and dedication will be key factors.

The people that join the new Board of Directors come from the Cooperative's Succession Plan, which has been worked on during the last few years.

Social organisation



President

Francesc
Llobell Mas

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. **Member:** Pablo Terol Piqueras.



1st member

Pablo
Terol Piqueras



2nd member

Gabriel
Bejerano Parra



3rd member

Ana Isabel
Cano García



4th member

María Cristina
Durá Valero

Appeals Committee

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



5th member

Alejandra
Santonja Esteve



6th member

Fernando
Aliaga García



7th member

María José
Ramírez Jurado



8th member

Enrique
Cerezo Cebrián

Organisation of management

GENERAL MANAGEMENT



Managing Director

Juan Luis
Durich Esteras

BOARD OF DIRECTORS



**Administration
Management**

Mª Isabel
Moreno Gil



**Purchasing
Management**

Manuel
García Álvarez



**Development
Management**

Emilio
Bermell Carrión



**Finance & ICT
Management**

Amadeo
Ferrer Bayarri



**Store
Management**

Antonio
Rodríguez Lázaro



**Logistics
Management**

Lourdes
Brugera Moreno



**Personnel
Management**

Evarist
Casany Casany



**External Relations
Management**

Francisco Javier
Quiles Bodí



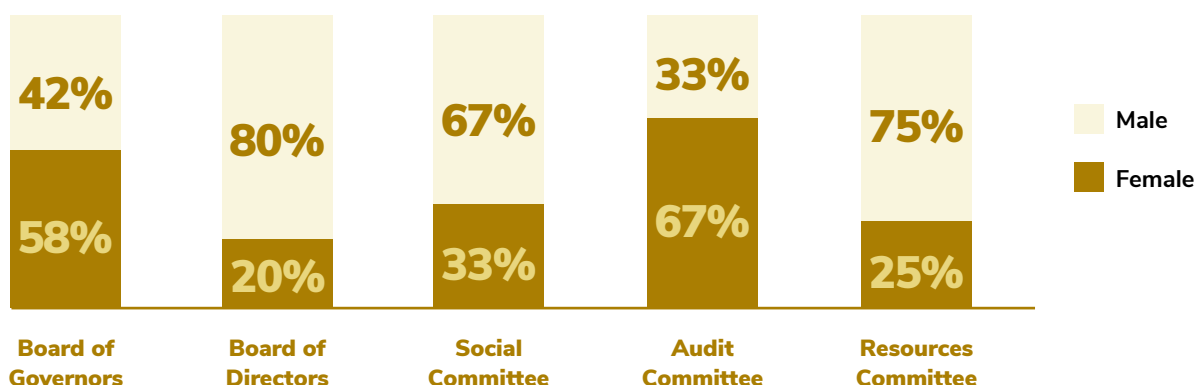
**Consumer- Partner
& Marketing
Management**

Ricardo
Marí Sanchis

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 every 4 years to represent workers from the different areas of the Cooperative. The current president is Inmaculada Costa. Consum's model enables 100% of partners and workers to take part in these forums.

Finally, the Board of Governors also has other delegated committees, such as the Audit Committee which ensures the internal control of the organisation, risk prevention of the business and compliance with the legislation applicable to public interest entities. There is also an Appeals Committee, a body to which partners can appeal sanctions from the Board of Governors or Management that affect them.

Composition of governing bodies by sex



Act ethically and with good governance

Consum's model of good governance was founded with the aim of enhancing the Cooperative's management systems, to make them more transparent, efficient and democratic. This model seeks to ensure compliance with internal and external regulations, and promote ethical behaviour within the organisation.

Consum's Sustainability Policy is the foundation on which the rest of the Cooperative's corporate policies are developed. In this respect, Consum has other policies relating to the environmental, social and governance (ESG) spheres which complement and govern specific aspects of management:

ENVIRONMENTAL DIMENSION (E):

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

SOCIAL DIMENSION (S):

- **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.

GOVERNANCE DIMENSION (G):

- **Legal Risk Prevention Policy:** to always act legally and faithfully with the market, rejecting any type of corruption.
- **Related operations and 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.

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 each year.



CODES OF GOOD GOVERNANCE, AND ETHICS AND CONDUCT

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. For its part, Consum's Code of Ethics and Conduct contains comprehensive action guidelines for workers, both in terms of performing their responsibilities and their relationships with other stakeholder groups. These codes have been written by Management 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 different languages. (205-2) 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 Code and requirement for its implementation.

In 2021, a course about the Code of Ethics was also made available on the online training platform Campus Consum, which was taken by 112 workers.

Code of Good
Governance:



Code of Ethics
and Conduct:



ETHICS COMMITTEE AND COMPLAINTS CHANNEL

To ensure compliance with these Codes, Consum has an Ethics Committee which provides ethical and legal advice to the whole organisation. There is also a Compliance Officer, the person responsible for assessing the legal risks of the Cooperative and for designing the necessary prevention mechanisms.

Consum has a Complaints Channel, an internal mechanism to report illegal or unethical conduct in the organisation. The channel can be anonymous and also guarantees the maximum level of confidentiality and protection against any type of reprisals. (205-3) In 2021, 81 complaints were reported using this channel and five investigations have been opened. After taking the appropriate steps, the existence of corruption was dismissed in all cases. The cases were referred to customer services and the Social Committee to deal with them as appropriate. 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.

Complaints
channel:



02

Generating economic growth is making your shopping more sustainable

Improving profitability, expanding and sharing profits between everyone is cooperative.





Profit sharing

An average of
2,697.68
 euros per worker-partner



Profit sharing (€ millions)

- €27.8 M
Cooperative Profits
- €14.2 M
Obligatory social capital interests
- €0.8 M
Goodwill fund

DIRECT ECONOMIC VALUE (€)	2021	2020
Generated economic value	3,122,001,558	3,090,756,142
Distributed economic value	2,951,859,698	2,917,539,752
Operational costs	2,472,493,985	2,458,531,286
Salaries and social benefits	471,759,127	450,435,901
Payment to external fund providers	467,220	1,177,983
Payments to Public Administrations	5,091,121	5,331,742
Investment in the community	2,048,245	2,062,840
Retained economic value	170,141,860	173,216,390
Depreciation of property	102,233,114	107,674,863
Profit from the year	67,908,746	65,541,527



Consum's façade
in Cullera in Calle
Caminàs dels Homens.

33

In 2021, the Cooperative's sales reached 3,378.9 million euros, a slight increase of 1.62% compared to the previous year. In this way, Consum has managed to consolidate the share it obtained in 2020 due to the success of its commercial model, which is committed to proximity and is people-focussed.

The economic value generated by the Cooperative is distributed among the stakeholders, through purchases from suppliers and creditors, salaries of partners and workers and through the payments of taxes to public authorities or investments that impact the community.

The profits obtained in the year reached 67.9 million euros, with an increase of 3.61% compared to the previous year, thanks to an appropriate internal management control. This figure, added to the depreciations, equates to a total retained economic value (cash-flow) of 170.1 million euros for the Cooperative.

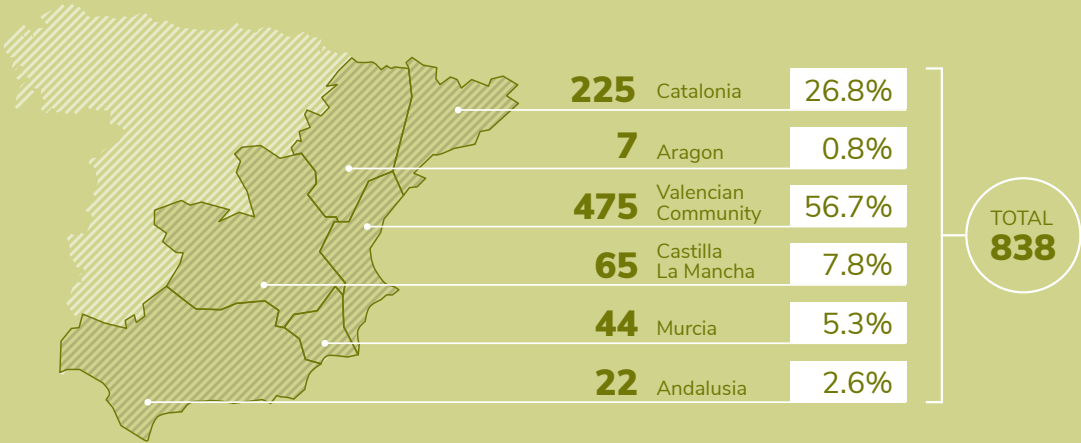
In 2021, the Cooperative's partner-workers have shared more than 27.8 million euros coming from the cooperative's profits obtained in the previous year. They have also received interest on their contributions to Consum's compulsory share capital, to a value of 14.2 million euros, in addition to a goodwill reserve of €811,781. In total, Consum's partner-workers received more than 42.8 million euros, which equates to an average of €2,697.68 per person.

INVESTMENTS

In 2021 largescale investments have been made to a value of 149.2 million euros, up 27.6% compared to the previous year, aimed at adapting the commercial network to the new model of eco-efficient store, the expansion of the logistics centres and the digital transformation of the Cooperative. In terms of the Balance Sheet at the end of the financial year, Consum's assets reached 1,200.9 million euros, with 62.6% of the liabilities corresponding to own funds, of which 18.5% are reserves, which strengthens the Cooperative's financial solvency even further.

Expand the network of stores

Supermarkets by region



Map of openings by region

CATALONIA	
1 Consum	22 Charter

CASTILLA LA MANCHA	
1 Consum	5 Charter

VALENCIAN COMMUNITY	
3 Consum	19 Charter

MURCIA	
1 Consum	2 Charter

- Valencian Community**
- Valencia (7)
 - Albal
 - Elx
 - Moncofa
 - Castelló de la Plana
 - Benissanó
 - Daimús
 - Tavernes de la Valldigna
 - Alacant
 - Rafelbunyol
 - Ontinyent
 - Almàssera
 - Torre vieja
 - Torre vieja
 - Alcoi
 - Petrer
- Catalonia**
- Santa Coloma de Gramenet (2)
 - Barcelona (6)
 - Reus
 - El Prat de Llobregat
 - Sant Feliu de Llobregat
 - Badalona
 - Terrassa
 - Salt
 - Vila-seca
 - Viladecans
 - Castelldefels
 - Mollet del Vallès
 - Vilanova i la Geltrú
 - Badalona
 - Gavà
 - Cerdanyola del Vallès
 - Girona

- Castilla La Mancha**
- Barrax
 - Villarta de San Juan
 - Fuentealbilla
 - Belmonte
 - Albacete
 - Daimiel
- Murcia**
- Murcia (Llano de Brujas)
 - Múrcia capital
 - Beniel

TOTAL CONSUM SUPERMARKETS

6

TOTAL CHARTER FRANCHISES

48

Consum in Daimiel
(Ciudad Real)

35

Consum is continuing its expansion, strengthening its presence along the whole Spanish Mediterranean area. In 2021, 54 new outlets have opened, 6 own supermarkets belonging to the Consum Brand and 48 Charter franchises. With these openings, Consum has a total sales network of 838 supermarkets throughout the Mediterranean, 466 own supermarkets and 372 franchises, and a total of 631,364 m² of sales space. In 2021, the Cooperative's national share of surface area increased by 0.1 points, reaching 4.4%, and 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 57% of the network, and Catalonia with 27% of the supermarkets. However, the areas of expansion are increasingly gaining importance in the network overall.

“

In 2021, 54 new retail outlets have opened, 6 Consum and 48 Charter, reaching a total network of 838 supermarkets.

Additionally, with the aim of continuing to improve and adapting the network to the needs of the partner-customers 16 new centres were added in 2021 and 19 were renovated. There are now 114 own supermarkets adapted to the new model, focussed on the efficiency of energy and resources.

On the other hand, 1 own supermarket and 6 franchises did not meet the organisation's commercial standards and 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. The stakeholders concerned are appropriately informed about all of these changes.

With the aim of continuing to improve in-store effectiveness, fruit cutting stations have been installed in 106 supermarkets, water softeners in more than 120 centres, dehumidifiers in 22 and 700 new electronic labellers, which offer the customer an improved visibility of information, while also saving paper and improving the productivity of the staff in store, since they update automatically.

COVID-19 PREVENTION MEASURES AT THE POINT OF SALE

To ensure that supermarkets can guarantee good conditions, for both customers and workers, and that they continue to be safe places, the Cooperative has retained the measures applied in the previous financial year to alleviate the effects of Covid-19. The main measures that have remained include:



36

- Protective methacrylate screens at each checkout and partitions between checkouts.
- Increased additional cleaning at midday and regular disinfection of trolleys and baskets in stores, as well as trays and preparation materials for online shopping.



- 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 dispensing of hydrogel at the entrance to every supermarket.



Charter Franchisee from
Picaña (Valencia),
Araceli Zomeño.

37

CHARTER FRANCHISES

Charter franchises are an excellent opportunity for self-employment, which is supported through a strong and solvent organisation like Consum. The Charter franchises are local establishments, with surface areas of between 200 and 500 m², offering a range of products to suit the needs of customers, while also offering products from the Consum brand. 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.

With the Charter franchises, Consum covers a dual objective, always being near to the consumer and providing a high quality service to small towns and urban neighbourhoods that don't have a big enough population for the presence of a large supermarket. Additionally, franchises favour the creation of a collaborative link with the traditional store of each area and serve to fight against depopulation.

In this sense, Charter closed 2021 by beating its own record of openings to date, after opening 48 new supermarkets, distributed between Catalonia, the Valencian Community, Castilla La Mancha and the Region of Murcia. These openings involved a surface area increase of 14,200 m². Furthermore, Consum increased its franchise turnover by 12.9% compared to 2020, to reach 444 million euros, a figure which is an increase of 53.4 million euros more than predicted at the start of the year.

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The Charter franchises provide a service to small municipalities and urban neighbourhoods and are a good option for self-employment.



Picker for the Consum online store in Cullera, in Calle Caminàs dels Homens.

38

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Consum's online store is now available in 354 towns throughout the Spanish Mediterranean area.

ONLINE STORE

In 2021, the Consum online store celebrated its 5th birthday and is already available in 354 towns across the provinces of Valencia, Alicante, Castellon, Barcelona, Tarragona, Almeria, Murcia, and Girona. With revenues of 61.3 million euros, 38% more than the previous year, the online store has more than 9,700 items, including fresh sliced and trayed products, as well a wide range of brands that are prepared and sent from 46 points of sale.

To guarantee the best service, specialist 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.

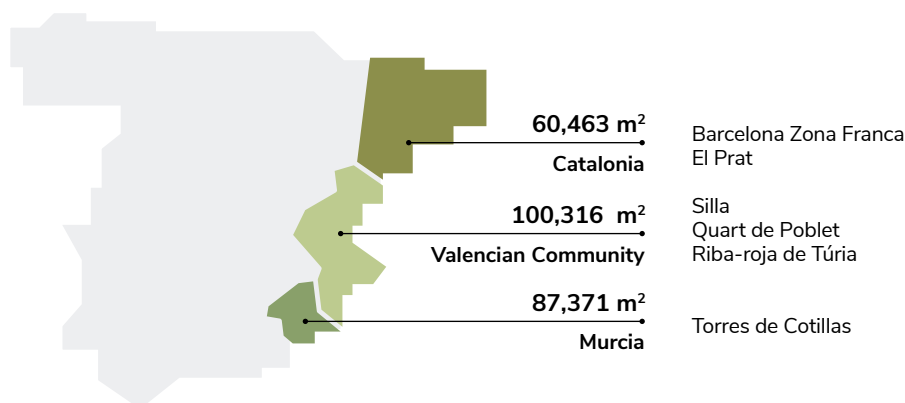
The expansion to new areas and services in 2021 has led to the creation of 406 new jobs specifically for the preparation of orders and online logistics. The Cooperative plans to continue the expansion of its online store to other areas over the coming months.

Improve the logistics network

With the aim of increasing the efficiency of processes and improving workplace ergonomics, while also guaranteeing a better in-store service, Consum has expanded the platform at Las Torres de Cotillas in 2021. Specifically, the capacity of the centre has been increased by 19,445 m², mainly for the installation of a new a high rotation automated silo for pallets and automatic picking of boxes, to increase the efficiency of processes and improve the ergonomics of the operators. Currently, the Cooperative has more than 248,150 m² of logistics space.



Logistics platforms (m²)



248,150 m²
in total.

39

Consum has also implemented different improvements to increase performance in the facilities of the platform in Barcelona, specifically in the *miniload*. The main actions have been: balancing the picking stations, balancing the work of the stacker cranes and redefining the repacking algorithm.

Another action carried out in 2021 is the creation of a picking area at the Meat Centre in Valencia. In April 2020, changes to the picking model began, which involved a significant reorganisation of the layout, and has come to fruition a year later. The aim was to be able to handle over-the-counter meat separately to the self-service meat and thereby meet the stores' demands. Thanks to this change, stores can locate the product more easily to restock the shelves.

On the other hand, the visual *pick to light* picking has been expanded to the fruit centre in Murcia. The aim was to improve the picking processes planned at the meat and fruit centres with the space available in the logistics platforms. The launch of the *pick to light* picking system at the fruit centre is based on a series of dynamic shelves which are complemented by electronic displays, which pick around 10,000 packages each day using this system, 17% of the overall picking for the day.

03

Promoting local development is making your shopping more sustainable

Making our environment move forward with us, improving the local economy and people's quality of life is cooperative.





Trust in the supply chain

1,264

commercial suppliers

4,311

suppliers and creditors in the chain

€2,177.4

million in payments to suppliers

41,546

indirect jobs

44

average payment days to suppliers





**Farmer from the
Cofrutas Estate in
Sumacàrcer (València)**

Transparency, trust and mutual commitment are the foundations of Consum's relationship with its suppliers, through which value is created in the long term for the entire 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. In this sense, as reflected in the 2021 Commercial Benchmarking Report by AECOC which assesses the relationship between manufacturers and distributors, Consum is rated by its suppliers as the best company to work with. Furthermore, the Cooperative is once again at the top of the commercial ranking carried out in 2021 by the international consultancy, Advantage Group, being the most highly valued distributor among manufacturers from the operators in the sector.

In 2021, Consum has made purchases from suppliers to a value of 2,177.4 million euros, to stimulate the economic development of the regions in which it is present by prioritising the purchase of local products. (204-1, ES5-6) 98.8% of the purchases have been made from national suppliers, of which 65.9% are from local suppliers of the autonomous communities where it is present. (203-2) The Cooperative has 4,311 suppliers and creditors in its value chain. It is estimated that Consum's activity generates more than 41,500 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 strives each year to improve its payment periods for suppliers. In 2021, this has remained at 44 days, guaranteeing compliance with the contracts and fair, balanced and loyal commercial relationships in the agrifood chain.

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.

LOCAL PRODUCTS

The Cooperative is committed to local products. Of the total range, 2,452 products are regional. In other words, they are only distributed in specific provinces or towns. Hence, the range emphasises native products which, as well as being tailored to consumer tastes, also stimulates the local economy, since they are usually produced in the same area.

Notable commercial campaigns in relation to local products include Consum's support of local citrus fruit growers, by only selling oranges and mandarins with the PGI (Protected Geographical Indication) quality seal "Cítricos Valencianos" in all of its supermarkets in the Valencian Community from the end of November until the end of April, depending on the weather conditions. The Cooperative purchased a total of 5,500 tonnes of Valencian oranges and mandarins with this quality seal in the 2021-22 season, a figure which is a 10% increase compared to the previous year.

In the case of supermarkets in Catalonia, 72,000 kg of PGI "Clementines de les Terres de l'Ebre" clementines and 430,000 kg of oranges and mandarins from Tarragona were purchased. Additionally, Consum is also committed to buying lemons from the Region of Murcia, selling 100% of lemons from this region during the national campaign.

For stone fruits, Consum purchased almost 5 million kilos during this campaign. Of this volume, more than 55% were of regional or local origin, specifically from the Valencian Community, Region of Murcia and Catalonia. Other notable campaigns are loquats from the Callosa d'en Sarrià DO, fruit and vegetables from El Perelló (Valencia) and grapes from Vinalopó, in summer.

In this way, Consum is committed to the purchase and consumption of local and zero kilometre fruit and vegetables, pursuing a dual objective: on the one hand, to support the primary sector and generate local and regional wealth, offering the consumer products that are at their optimum time of consumption and, on the other hand, to reduce its environmental impact, as part of its social responsibility as a Cooperative.



Gain in logistics efficiency

The Cooperative continuously promotes new projects to improve the logistics efficiency of the operations. (102-7) In the entire organisation, more than 5 million pallets of products have been distributed this year.

In 2021, a project was set up to incorporate artificial intelligence into predictive models using Machine Learning techniques, which simulate the expected sales per store, product and day. The benefits of this project are being able to launch predictions of daily sales, adapted to the reality of each store and product, including promotional situations, seasonality, climate impact, etc.

In the second phase, the Cooperative is also developing a model that will enable the optimum stocks to be varied dynamically at the platforms, depending on the expected sales, the level of uncertainty in the prediction and the reliability in the supplier's service. This system will adapt, dynamically, the stock for each item according to the supplies expected for stores to cover the predicted sales. In this way, stock outs are minimised and stocks in platforms can be optimised, improving the service and gaining in terms of competitiveness.

On the other hand, the Cooperative also has the Spira project. This is a tool to manage the new pricing model, which enables the Cooperative to continue to improve its positioning while also contributing to a more advanced pricing management, thus improving competitiveness.



TEO PROGRAMME AND NODRIZA

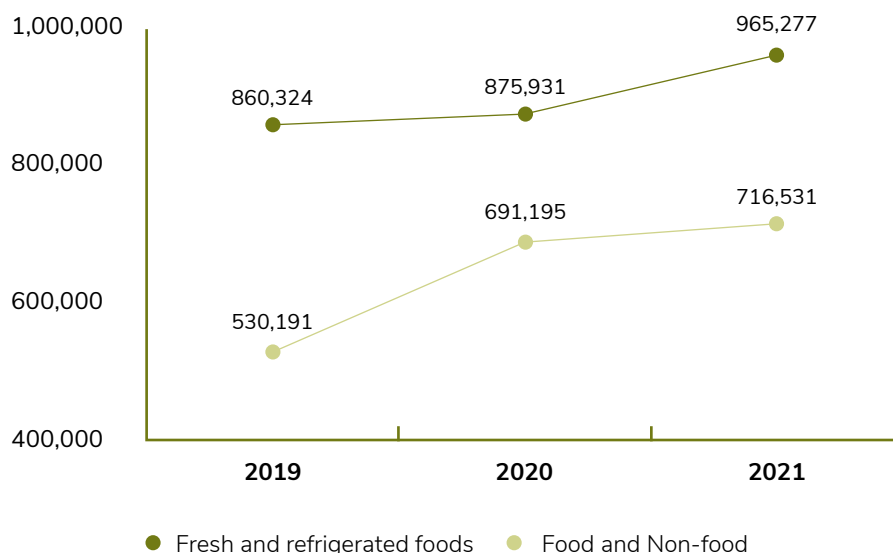
One of the most important projects within the Cooperative is the Transport in Origin (TEO) programme which consists of collecting products directly from the supplier, thereby optimising the times and guaranteeing the control of the cold chain. Moreover, it enables just-in-time supply to be used without stocks, improving the 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 211 suppliers and 9 transport companies, generating economic savings in the cost of products of around 8.9 million euros in 2021.

The TEO/Nodriza programme also stands out in the purchases of food and non-food products, which enables suppliers to offload all of the goods at one of Consum's platforms, rather than having to distribute it to all of them separately. Subsequently, Consum regroups the products from different suppliers and transports them to the other platforms. This enables an environmental saving of more than 8.3 million kilometres, while also saving 3.5 million euros. 219 suppliers and 6 transport companies form part of the Nodriza Project and, in 2020, they have transported 30% of the total purchases.

With the aim of becoming more efficient, in 2021 a new TEO Routing Maps TMS tool has been developed to improve the management of Transport in Origin. This tool, designed for Consum by the Information Technology Institute (ITI) at the Polytechnic University of Valencia, will enable journeys and kilometres travelled to be optimised, in addition to streamlining the management and facilitating the day-to-day work of the team. This is planned for implementation in the 2022 financial year.

45

VOLUME OF GOODS TRANSPORTED IN THE TEO PROGRAMME AND NODRIZA (PALLETES)



04

Innovating for people is making your shopping more sustainable

Innovatively improving the processes and services orientated towards people and taking advantage of the potential of new technologies is cooperative.





¡Escanea
y aprende!

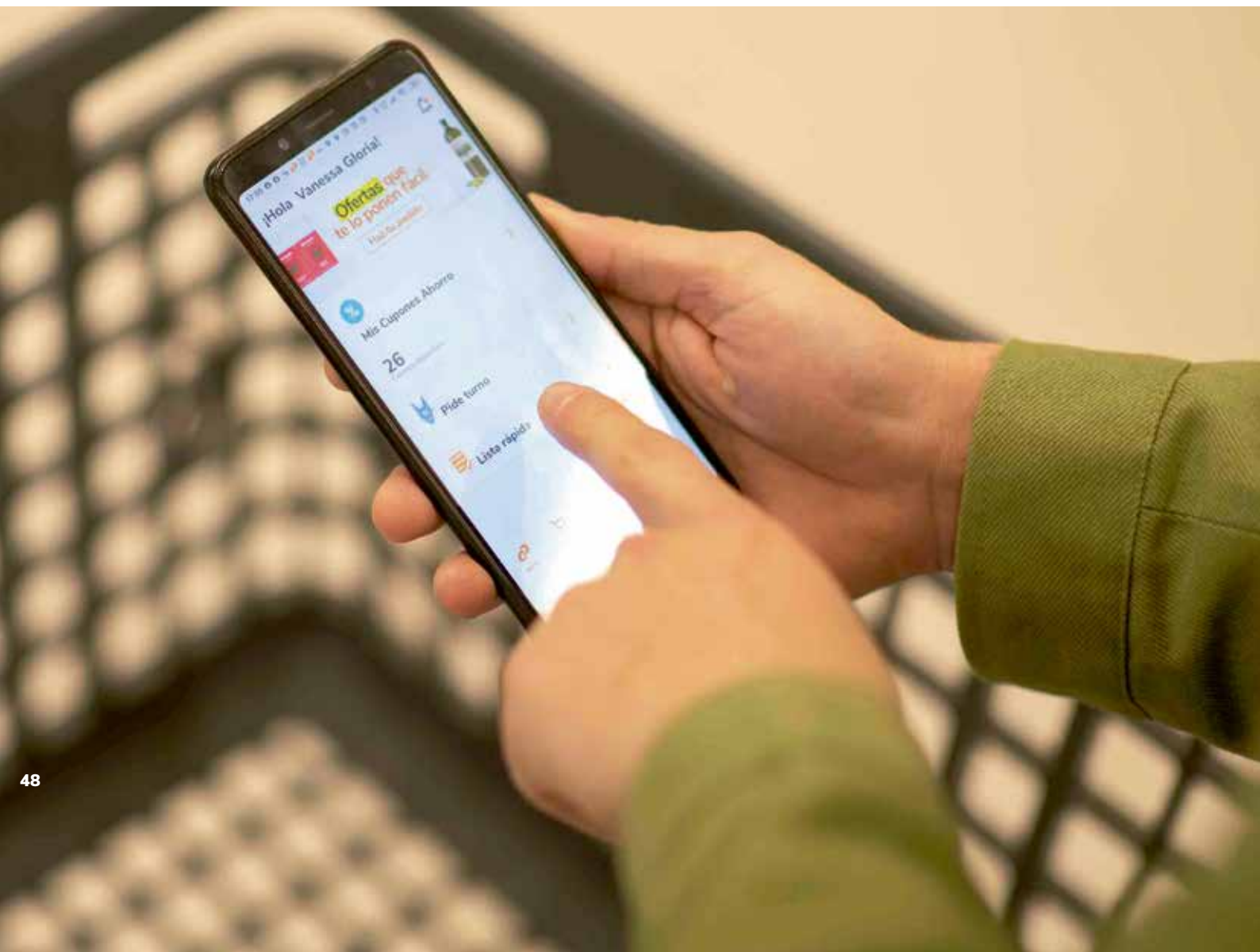
3 SABORES,
3 VARIEDADES,
3 RECETAS
CON...

MAN
ZA
NAS



2¹⁹
€/kg





48

Digitalise to become more efficient

Innovation is a channel through which developing new products and services helps to make people's lives easier. This concept is closely linked to Consum's values, which aim to improve year on year to satisfy the needs of all of its stakeholders, working with them to build together an added value that helps them to move forward in a sustainable way. Hence, the Cooperative has invested 20.8 million euros in 2021 in innovation. Among the most prominent projects started in the last year are:

INNOVATION IN CUSTOMER EXPERIENCE:



- Innovative treatment on oven trays:** the Cooperative has renewed the oven trays of more than 300 supermarkets, by applying a non-stick ceramic coating to them which improves the efficiency, sustainability and healthiness of the set of oven trays, since it enables less abrasive and polluting cleaning products to be used, which will also extend the useful life of these utensils, and make them easier to clean each day. The goal is to extend this improvement to 100% of the commercial network throughout 2022.
- Handles treated against Covid-19:** with the aim of providing extra safety to customers when it comes to doing their shopping, Consum replaced the handles of metal trolleys and basket trolleys for others that are treated against Covid-19. Moreover, it has replaced its shopping baskets with a coating on the handle which eliminates Covid-19, reducing its spread. In total, more than 61,300 handles were replaced on trolleys and baskets.
- Integration of the Online Store in the Mundo Consum APP:** with a modern and usable design, this integration enables users to shop, check and apply discounts, receive and redeem their gift voucher sooner or make shopping lists, among other things, without having to leave the platform itself. This makes it more convenient and saves time having all of the information integrated. Additionally, it is also possible to queue virtually at the fresh food sections from the app, streamlining the shopping experience for customers, who can move around the store rather than waiting and queuing in the section itself, and they are notified when it is their turn to be served.
- Expansion of self-service checkouts:** with the aim of streamlining shopping and preventing queues from forming for customers who are making small purchases and paying by card, especially in tourist areas. After the success of the pilot project, Consum installed 80 self-service checkouts in a total of 20 supermarkets during 2021. The self-service checkouts have not replaced traditional checkouts or the staff that usually carry out this work, they complement them. At these checkouts, the customer scans the products directly and then makes the payment by card autonomously. However, since it is a new system, Consum has support staff available to deal with any queries or issues. In the supermarkets where self-service checkouts are installed, both forms of paying for purchases will coexist alongside each other, always with the professional assistance of the checkout staff.





Workers at Consum's
headquarters in Silla
(Valencia)

INNOVATION FOR THE WORKER:

- **Virtual reality for training checkout staff:** a virtual reality platform has been implemented to train checkout staff, with realistic and scalable virtual environments. These environments enable knowledge to be transferred to reality since, being an experiential learning method, the information adapts more quickly to similar future experiences. The methodology is underpinned by learning based on simulation and contextualisation, using avatars that simulate the variety of real situations that could arise with customers at the checkout queues in a supermarket. Training via virtual reality has multiple advantages, both for the worker, since they increase their engagement and improve their retention of knowledge, and for the company, since it increases the efficiency of training and reduces costs.
- **Digitalisation of workers' administrative tasks:** a section in the Gente Consum corporate app has been added called "My tasks". Its main objective is to streamline the administrative procedures relating to the worker's activity. In this new section, workers can manage certificates for sick leave and returns to work, long-term sick notes, leave of absence forms, in addition to making changes to direct debit details and updating change of address information. This new feature enables the cooperative to improve the management and tracking and, enables workers to streamline internal processes and do so from any location simply by using a mobile phone. For 2022, new tasks are planned to be incorporated such as making changes regarding personal situations and other requests including transfer, leave of absence, voluntary departure, loans, etc. To date, 23,000 documents have been handled.
- **Optimisation of training resources:** in 2021, new software was launched which enables training resources to be optimised according to the company's training requirements. The goal is to centralise the management and streamline the processes, in addition to planning training annually and organising the associated resources more efficiently: classrooms, trainers, worker availability, etc.
- **Adoption of RPA (robotic process automation):** the aim of the project was to test RPA technology in automating processes that include repetitive tasks carried out by users interacting with different IT applications. To do so, two pilots tests were carried out, automating two business processes. Once the results were evaluated, continuing with the automation of more processes was approved, and now they are in the phase of detecting more potential processes suitable for automation.



**Workers at Consum's
ITC Laboratory in Silla
(Valencia)**

ICT OBSERVATORY

With the aim of experimenting and applying the new applications in real environments that are subsequently implemented in supermarkets and platforms with a greater guarantee of success, Consum has the ICT Observatory. It is a technological space divided into three areas. A first reception area for visits and work on new developments with suppliers, which has been specially designed with a modern and futuristic ambience. A second area where the demand management teams work, which has the same equipment, services and conditions as a pilot store to be able to carry out tests before taking a new technology to a real store. And the third, "development" area, where the ICT staff internally test IT applications and services such as the IP telephony of stores before being tested.

In this new observatory, projects have been tested before their launch, including those as important as the electronic labelling, self-service checkouts and shift management.

CYBER SECURITY AND DATA PROTECTION

Consum's IT security system has been certified by AENOR since 2019 in accordance with the ISO 27001 standard, an international standard that evaluates the requirements to establish an appropriate information security system. This certification confirms the high level of cyber security in the organisation, which thereby guarantees the confidentiality, availability and integrity of the information that is handled, and the correct management of the potential risks. In 2021, no leaks, breaches of the regulations or complaints about privacy of customers' data occurred.

Involve people in innovation

INNOVATION IN THE RANGE

On the other hand, Consum also has its own Customer Relationships and Innovation Division, which takes a participatory approach to working with partner-customers, through product sampling, tests of use with consumers, expert panels, technical and analytical trials in laboratories, and product tracking.

In order to discover the shopping and consumption habits of customers, their needs and expectations are identified in relation to the different products to thereby introduce improvements to them. In 2021, there were 28 group and co-creation meetings, 38 accompanied shopping sessions and 52 interviews and ethnographics, in addition to 70 concept and image tests of products. In total more than 146,800 surveys have been carried out with customers.

Thanks to the involvement and collaboration of the partner-customers in the launch and reformulation of products, and always under the premises of health, sustainability and quality, in 2021, the following own brand products were offered for sale:

- **State-of-the-art nappies:** the new Consum Kids nappies incorporate a core of channels which helps the air to circulate, helping the baby's skin to be drier and more aired. Their Flash Dry technology absorbs liquid in a few seconds, achieving instant dryness. The system for securing the nappy has also been improved, which incorporates triple fastening closures and elastic tabs with 3 sticking areas to fit each baby.
- **New range of proteins:** in order to improve health and listening to customers' demands, in the summer, Consum launched 4 new protein products, with an excellent value for money.
- **Reformulation of the vitality products:** in both wet and dry food, the ingredients have been changed and the recipes reformulated to make them more nutritious and suitable for pets' diets. The packaging has also been changed, keeping the orange colour as the protagonist for standard items and using black for the new premium products.
- **New format for dehydrated fruits:** the packaging has been renewed, which is now sold in a Doy Pack with a ZIP fastening for the increased convenience of the customer. In addition, the product has been improved, obtaining a rating of 7.2 for its juicy texture, according to scores from the partner-customers.
- **New Kyrey Hyaluronic Acid Line:** this is a range consisting of 4 dermatologically tested products that provide the skin with different benefits and which, together, offer the effectiveness the skin needs.

52



CONTINUOUS IMPROVEMENT AND LEAN MANAGEMENT

Consum has a Continuous Improvement Programme with the aim of workers from supermarkets and platforms being able to make suggestions for improvements, taking an active role in the internal innovation processes. The measures are orientated towards people, always seeking to improve the conditions and safety of the workers and adding value to the shopping experience.

For more than a year, it has been possible to make suggestions directly through the internal Gente Consum application. This channel enables the status of new suggestions to be consulted in real time and to find out which suggestions have been implemented. In 2021, there were 11,720 initiatives for improvement, of which 1,232 were approved and 1,039 have been implemented with an aggregate investment of 400,000 euros.

Additionally, in 2021, the implementation of the Lean Management System has been established in the platforms. This system removes processes that do not add value to the final experience of customers, such as inefficient movements, overproduction or delays.

Currently, the system is already implemented in the general goods platforms in Catalonia, Valencia and Murcia, and implementation is planned for completion in 2022 in the fruits centre of Valencia, and in the transversal areas of Despatch, Maintenance, Administration and Organisation. Catalonia will implement Lean in the fruit and meat centre and in the transversal areas. Finally, in Murcia, where the project is at a more advanced stage, it will be implemented in the transversal areas.



53

General Goods
Platform Warehouse
in Silla (Valencia)

05

Promoting talent and well-being is making your shopping more sustainable

Promoting the enjoyment of working in our organisation, with work flexibility, conciliation, equality, promotion, training.... Seeking the well-being of the workers is cooperative.







Boost the talent strategy

At Consum, people are always at the heart of its management and workers are a fundamental part of the Cooperative. That's why the talent model becomes the base to attract, select, recruit and retain the best workers.

Consum's aim, through this strategy, is to offer workers the possibility of growing professionally, getting involved in a co-operative model and being recognised as a fundamental part of a company that looks after its workers and its surroundings through a leadership model in line with the organisation's values and innovation in people management.

Specific actions have been carried out aimed at continuously improving the worker experience, encouraging transparency, consistency and accessibility in all of the phases they experience. To guarantee success, they always work from a global perspective made up of multidisciplinary teams.

STAFFING POLICIES

In the 2021 edition of the labour climate study, which Consum conducts every two years and which was done digitally for the first time, the staff satisfaction rating was 4.05 out of 5, the highest in its history. The recorded participation was 93.3%, improving the score in all areas of the business. The study revealed that Consum's workers are increasingly more at ease. So much so that 9 out of 10 workers would recommend Consum as a place to work to their family and friends

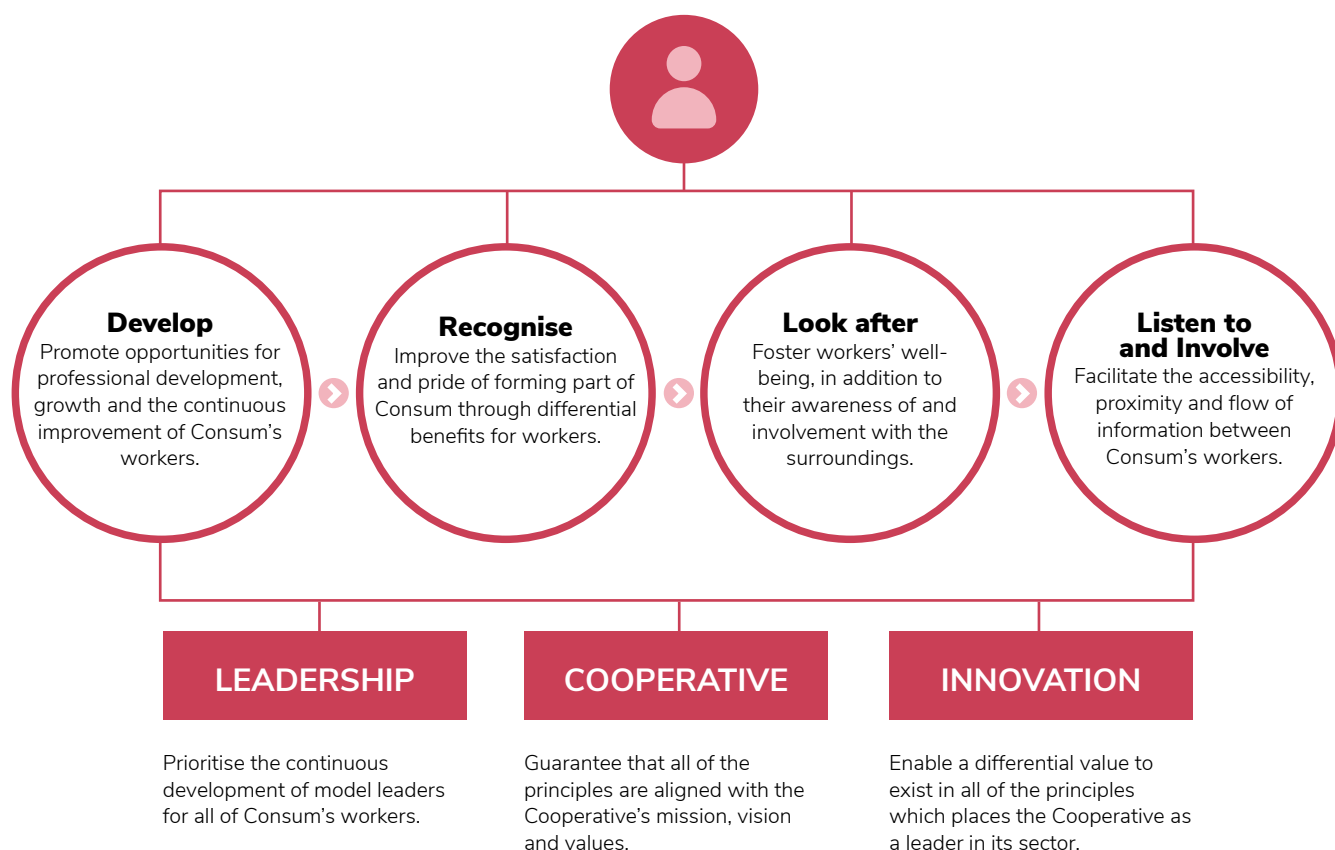
In 2021, as a company committed to talent and constantly improving practices for its workers, Consum has renewed its Top Employers certificate for the ninth consecutive year, which recognises it as one of the best companies to work for in Spain.





Workers at Consum's central headquarters in Silla.

57



Create quality employment

In 2021, a total of 826 net new jobs were created compared to the previous year. Consum's selection policy is characterised for giving priority, in the case of external recruitment, to contracting staff that live in the area it operates in. On an internal level, priority is given to covering posts of responsibility through internal promotion.

The average length of time workers stay at Consum is 9 years. The average staff turnover of partners is 5.3%, a highly positive figure compared to the average for the National distribution sector. Throughout the year there were 2,199 additions and 830 losses of partner-workers.

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. Specifically, nearly 4000 seasonal jobs were created in 2021.

At the end of the 2021 financial year, Consum's total workforce was formed by 18,212 people. 73% of the Cooperative's workforce are female and the average age of the workers is 39. 83% of the workers have full time contracts and 94% of the people who work at Consum have a stable job with a partner contract or permanent contract.

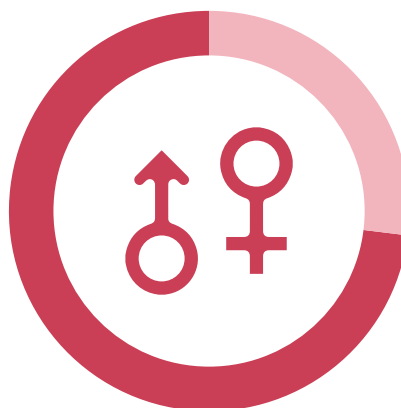
826

new jobs in 2021

A workforce of
18,212

people at the close of 2021

Sex



SEX

73%
Female

27%
Male

Age



AGE

62%
between 30 and
50 years old

22%
less than 20 years old

16%
less than 50 years old

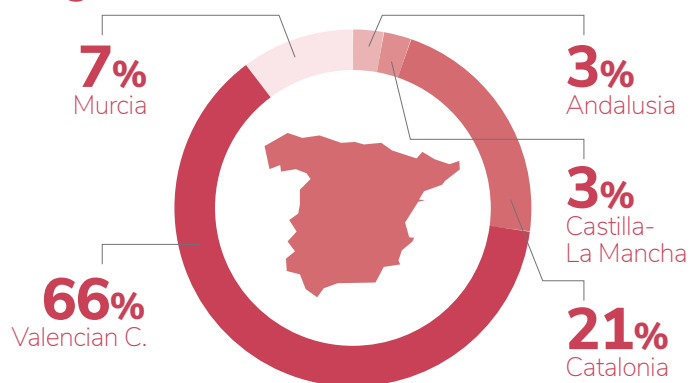
Type of working day

17% Part time

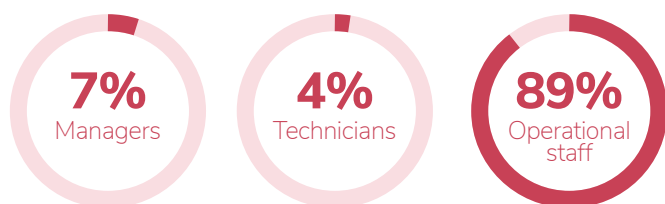
83%
Full time



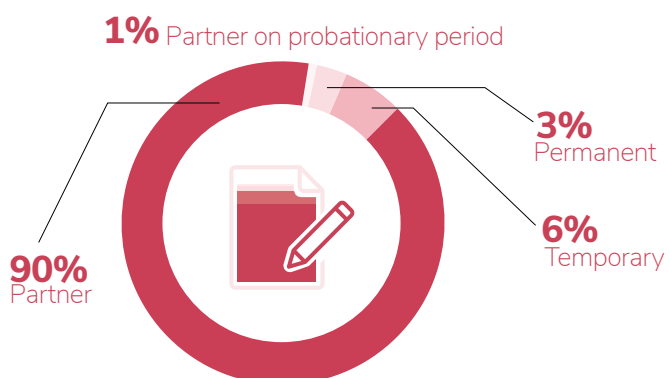
Region



Job category



Type of contract



Store director and store manager at Consum in Daimiel (Ciudad Real)

Consum's partner-workers and partners on probationary period are governed by the provisions of the Articles of Association and Internal Regulations. Salaried workers, who make up 9.47% of the workforce, are governed by the Cooperative's own Collective Bargaining Agreement. In 2021, it has been updated for salaried workers, in force until 2026.

Promote health and safety in the workplace

Since 2001, Consum has had a Prevention Plan which covers all of the Cooperative's work centres. 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 participation of workers in the prevention system is carried out via the figure of the Prevention Coordinator which falls to the Social Representative. 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 workshops, 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, among others.

Health and safety training is an essential tool for the prevention of occupational risks in the organisation. All workers complete an online health and safety course during their initial training when they start their jobs. In addition to this course, they complete other specific prevention courses within the Cooperative's yearly training programme.

A medical examination of new workers and a voluntary examination every two years are carried out within the Health Monitoring Plan. Examinations also take place once a worker has returned from a common illness or work-place accident after being off for more than one year, and due to occupational illness, regardless of its duration.

The Cooperative has medical care available during work hours for workers at the platforms in Valencia, Barcelona, and also in Murcia since 2021, as well as at 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 offered discounts on health insurance, clinics, gyms, etc. Consum also has a Road Safety Guide to prevent traffic-related work accidents.

The Cooperative has also 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 2021, a total of 1,191 calls were dealt with by this service.

Over the course of the year, a total of 454 workplace accidents have been recorded, 11 of them serious. To prevent these hazards, corrective measures are proposed and specific communications and training are undertaken with the staff. This year, 32 work-related illnesses were also declared.

Boost training and internal promotion

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 1.74% of its wage bill in training during the financial year, which means a total of 8.2 million euros, equivalent to €450.89 euros per worker. There has been a significant increase in investment through the new online training courses. In 2021 workers carried out an average of 38.16 hours of training.

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. They can be completed conveniently and adapted to their working hours. The available courses include raising awareness about equality, understanding share capital and leadership skills such as time management, communication, etc. In terms of training in the social economy, 16% of the staff have carried out training activities on this subject in 2021.

Main training programmes and hours of training

	Hours of training
Customer services	27,143
Fresh Food School	211,100
Social skills	27,575
Welcome and Induction	213,362
Monitoring	75,832
Prevention	38,906
Food safety	35,419



Workers at Consum's central headquarters in Silla.

61

It is worth noting that most of the grants the Cooperative receives from public administrations go mainly towards training courses for workers. Specifically, a total of €1,552,454.84 has been received in the 2021 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 using a proactive strategy. After an initial phase of identification of potential, in November 2021, the specialist academic training programme was launched, which will contribute to developing the skills required in the jobs of the future, especially those focussed on leadership and business outlook. On the other hand the Mentoring Programme also stands out, which was developed for the first time at Consum, and consists of training which is supervised by someone from the Cooperative, who will be a mentor of potential, accompanying each of the people included in this plan.

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 pro-

motion. 401 workers were promoted in 2021, of which 256 were women and 145 were men. In other words, almost 2 out of every 3 people promoted at Consum in 2021 were women. Consum regularly carries out a professional performance evaluation of all of the Cooperative's staff. In 2021, 86.2% 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.

REMUNERATION

In January 2022, the Cooperative's Board of Governors, at the request of the Social Committee, approved a salary increase for its operational staff of between 1.7% and 2.5% depending on the job category, applying a measure of solidarity payment. This increase, which was applied to pay from the month of February, affected 89% of the Cooperative's workforce, equating to 16,408 people. In total, this salary increase of most of the workforce involves an investment of more than 7.5 million euros.

Consum's operational staff is formed by the posts of sellers, store operational manager, pickers, machinists and administrative staff. This salary increase was made in accordance with the different salary rates of the operational staff, so that the percentage increase is higher the lower the salary is, calculated on a supportive basis, which does not include the Cooperative's senior positions.

The average remuneration for staff during the financial year was €1,852.13 per month, including fixed remuneration, variable remuneration, cooperative returns and return on share capital. Given that the minimum interprofessional salary in Spain is €1,125.83, the basic salary of a Consum partner-worker is 15.23% 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. However, in the last 10 years, the gap has improved notably, from a difference of 0.45 in the average rate to a current rate of 0.34.

The measures already implemented in the Equality Plan will have greater effects in the long term. For example, within the new Potential Development Plan, the Equality and Conciliation Committee will conduct a regular analysis with a gender perspective.



Generate well-being in the workplace

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. The internal campaign "Together we achieve what we are" ("Juntos conseguimos lo que somos") was completed in 2021, which emphasises teamwork and the benefits of forming part of a Cooperative. The workers took part through challenges set via a gaming system, which enabled them to develop a deeper knowledge of Consum's values. This type of action promotes values such as pride in belonging and camaraderie.

The dissemination of these campaigns takes place through the different internal communication channels implemented in the Cooperative. On the one hand, there is the "Share what we are" ("Comparte lo que somos") portal, which is home to the challenges for the annual internal communication campaigns, and a blog where workers are invited to take part through a variety of actions. From the portal, it is also possible to access the BIS Magazine, which has internal information of interest to workers. On the other hand, Consum also has the Gente Consum App, through which workers are kept up to date with the latest news, while they can also perform administrative tasks, check their payslips, the details of their share capital and communicate with their colleagues in the different groups that have been set up.



Consum workers from
Calle Mare de Deu de la
Cabeza in Valencia.

EQUAL OPPORTUNITIES

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 truly incorporate the gender perspective at all levels of the organisation. The Plan is available to all staff on the internal intranet, in the Cooperative's document manager and the Gente Consum App. This Plan pursues the following objectives:

Third Equality Plan 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.

Remain vigilant on domestic violence.

In the 2021 financial year, work was also started on the 5th Equality Plan. For this, a negotiating committee was set up comprising an equal number of representatives from the company and workers, through the Social Committee. The objectives were agreed by the members of this committee in collaboration with the members of the Equality and Conciliation Committee at Consum, based on the results of the previous plan and the diagnostics that were carried out through interviews and focus groups with the staff.

Consum's 5th Equality Plan, which consists of 19 objectives linked to the processes of accessing employment, training, promotion, pay, conciliation and prevention of bullying, was officially registered in January 2022.

Thanks to successive equality plans, the incorporation of more women to posts with responsibility is being facilitated. 61% of store responsibility 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 sexual harassment or harassment based on gender among the workers, and an action protocol to respond to such situations. Any worker who is a victim of bullying can contact the Committee anonymously and confidentially. In 2021 there were 7 reports, of which, after their evaluation, the existence of bullying was dismissed in all cases.



Within the Equality Plan, during the summer campaign, 5 people with Down's Syndrome joined the workforce, through the Asindown Foundation. These 5 people are now established and form part of the permanent workforce, due to their pleasing results both in the work team and according to customers. This experience is planned to be extended with new workers over the next few years.

Furthermore, Consum has an agreement with the ONCE Foundation within the Inserta Programme, for the incorporation of 30 people with disabilities into the workforce in the next three years. In 2021, through this programme, 4 workers have joined the Cooperative, giving a total of 71 since the collaboration started.

For more than a decade, Consum has also held an agreement with the Red Cross, to support people with increased difficulties in accessing the labour market. The Cooperative takes part with an economic contribution, as well as through employment and taking on people for training courses organised by the Red Cross. 25 people have been incorporated through the programme in 2021 and more than 152 have carried out work experience in supermarkets to improve their employment prospects.



Inserta



Cruz Roja Española

WORK LIFE BALANCE

The Cooperative is committed to work-life balance, to encourage the joint responsibility of men and women in terms of child-care and other dependent individuals in the home. That's why Consum invested 28.3 million euros on conciliation in 2021, which equates to 1,556 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. Below are some of the most prominent conciliation measures included in the catalogue and the number of people that have benefitted from them:

Conciliation measures and other social benefits

	People benefiting in 2021	Percentage of workforce
Quality of job		
Medical service	3,147	17.28%
Loans for partners	160	0.97%
Life and accident insurance	12	0.07%
Temporary and spatial flexibility		
Transfers due to proximity of workplace to home	54	0.30%
Continuous working day	17,566	96.45%
5-day week model	3,424	22.38%
Family support		
Cumulative lactation leave	497	2.73%
Paternity leave	216	4.35%
Baby basket voucher for partners	507	3.12%
Payment for children with disabilities	254	1.39%
Christmas card competition	4,131	22.68%
Maternity protection protocol	390	2.94%
Leave due to risk during pregnancy with 100% pay	243	1.33%
Payment due to disability	155	0.85%
Payment for employees who are victims of domestic violence	28	0.15%



Workers from Consum in
Daimiel (Ciudad Real)

65



EDICIÓN DICIEMBRE 2021

75 MEDIDAS
+DE
para conciliar
efr

Continuing with the objective of improving staff working conditions, and committing to work-life balance, in 2021, Consum implemented the 5-day working week in one hundred supermarkets. This way, staff can enjoy two days off each week, a measure that was already in place for workers at the logistics centres. More than 3400 workers now have these new working hours, which are planned to be extended to 100% of the commercial network over the next two years, at an average of more than one hundred stores per year.

The 5-day working week will benefit 95% of Consum's workforce, who will work a maximum of 37 hours and a half each week, but this will not affect the commercial opening hours, which will continue as they are. Additionally, all of the supermarket workers will have a full weekend off (Saturday and Sunday) every 5 weeks.

On the other hand, during 2021, the model of working from home has been established, which will apply to all of Consum's offices in 2022. It will be a 50% office-based and 50% working from home model, which each department will adapt to suit their needs.

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.

75 measures
for conciliation



06

Helping you to save is making your shopping more sustainable

Adapting to your needs, thinking about your pocket, offering you a quality service and rewarding your loyalty is cooperative.







68

Offer advantages to partner-customers

Consum is committed to offering customers savings through the Mundo Consum advantages programme, which aims to offer the best partner-customer experience. This enables customers to obtain excellent discounts on their shopping and reward their loyalty by returning them a part of their shopping amount, both in direct vouchers, and discounts on the products they buy most frequently through the personalised offers. In this way, Mundo Consum is a particularly interesting option to cover all of the needs of the partner-customers.

The programme generates more than a million offers each month adapted to partner 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 partner customer to have a shopping experience which is as personalised as possible. In order to benefit from all of these discounts, partner-customers access the website mundoconsum.consum.es, the online store, the pa-

per statement sent to the homes of partner-customers if they choose this option or the Mundo Consum App, through which they can also redeem their gift vouchers and personalised discounts, and check the monthly offers and location of the nearest supermarkets.

Participation in sales of the partner-customers exceeded 80% in 2021, reaffirming the programme's success. In addition, discounts of a value of 50.5 million euros have been given on purchases, through a total of 10.9 million gift vouchers, valid to be redeemed for the purchase of any product. With all of the discounts, each partner-customer has been able to save an average of €28 per year.

In 2021 there were 257,817 new partner-customers, reaching 4,007,766 and breaking through the 4 million barrier, 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.

Evolution of customer-partners

	Additions	Losses
2019	234,783	789
2020	247,472	1,067
2021	257,817	1,913



Consum customers from
Calle de Santos Justo y
Pastor, in Valencia.

69

Be excellent in customer service

The main services provided by the Cooperative offered to all its consumers and partners at Consum supermarkets are:



Home delivery
service



Online
shopping



New shift
management
system



Implementation
of electronic
labelling



Customer
wifi



Vacuum
packing of
cut meats



Freshly
squeezed
juice

Consum's Model of Excellence is based on workers acting as "Hosts" to customers, always offering the best service and fresh products, and "Advisors" to people, in other words, to their colleagues from their teams.

The figure of the "Masters of Freshness" is particularly important. They are in charge of advising customers in their choices of fresh products in the butcher's, delicatessen, fishmonger's, fruit and

vegetables and baked sections, providing them with added value through recipes or tips on how to prepare and preserve products. They also, in turn, offer new items and offers, as well as the freshest and local products.

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.



Communicate in a responsible manner

CUSTOMER SERVICES

Dealing with customers and offering them all of the information and solutions they need in the event of any query or questions, is another of Consum's priorities. To do so, direct communication is particularly important and the Active Listening ('Escucha Activa') channel is its most visible side. Queries can be made via the customer services telephone number; in the help centre located on the website, which offers fast responses to the most frequently asked questions, or a form to perform small tasks; or through social networks.

In 2021, 256,412 customer services processes were dealt with, with a satisfaction rating of 8.4 out of 10, evaluated by the users themselves.

Customer services	Total	Percentage
Suggestions	3,193	1.25%
Enquiries	131,593	51.32%
Compliments	714	0.28%
Requests	117,738	45.92%
Complaints	3,174	1.24%
Satisfaction rating	8.4 (out of 10)	

Consum establishes a fluid dialogue with its stakeholders through its channels of communication, always applying the criteria of transparency and truthfulness. This enables it to communicate in a responsible manner, always supported by responsible management in line with its values.

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.

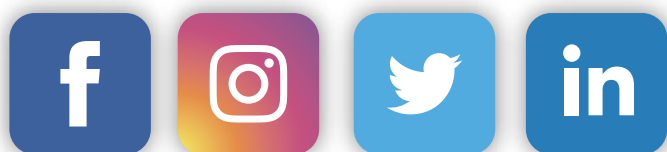
With the aim of establishing a fluid and direct dialogue between the brand and the customer, Consum makes its social media channels (Facebook, Twitter, Instagram, YouTube and LinkedIn) available, offering information of interest and news about products and services, which contributes to creating a relationship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

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, and is posted to their homes. In 2021, it has reached a circulation of 1.8 million copies, reaching 300,000 homes.

Additionally, the Cooperative also has the Cuidarnos (Look after us) magazine, specialising in beauty content, which is published 4 times a year, coinciding with the changing seasons. It is also available in digital format.

Fulfilling Consum's commitment to the partners of all the regions it is present in, 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.

	2021	S.A.A
Consum website visits	9,255,276	↓ 24.07%
Facebook fans	120,436	↑ 24.07%
Twitter followers	20,305	↑ 3.38%
Instagram followers	39,373	↑ 34.05%
LinkedIn followers	39,558	↑ 26.57%
Views on YouTube	515,686	↓ 89.75%
Enquiries on social networks	36,986	↓ 27.54%
Average monthly reach of posts	747,090	↓ 35.97%



MEDIA

Transparency is a key element for organisations, which is why the Cooperative maintains constant contact with public opinion via the media. In 2021, Consum reported on its activity through 67 official press releases, reaching a total of 3,823 impacts in the media, 75% of which coming from online channels. The impact of Consum's news has continued to increase on television and radio, compared to 2019, a year that was not influenced by the pandemic.

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 and also on Plaza Radio. In addition, the "Aquí en la Onda" radio spots are broadcast weekly 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 in the "Más de uno" (More than one) magazine on Onda Cero radio Almería, El Ejido, Roquetas de Mar and Vélez Rubio. In 2021, broadcasts were made on weekly educational spaces and fortnightly on local and regional television in the Cooperative's area of influence, including Levante TV, La 8 Mediterráneo, La Xarxa de Catalunya, 7TV Región de Murcia, Canal Sur, and others.



75%
Internet

20%
Press

1%
Radio

3%
Agency

1%
Television



DecirHaciendo (Say-doing) Meeting about "Solidarity and Food Waste" held in November 2021 in Valencia for the 10th anniversary of the Profit Programme.

72

“

In 2021, two #DecirHaciendo (Say-doing) meetings took place regarding “Healthy Eating” and “Solidarity and Food Waste”.

#DECIRHACIENDO (SAY-DOING) MEETINGS

Through the #DecirHaciendo meetings, Consum has the objective of emphasising current themes related to social concerns about improving the economic, social and environmental context. The meetings are held in an informal format that brings together experts in the subjects covered and are disseminated through the media.

Two #DecirHaciendo (Say-doing) Meetings took place in 2021. The first one, which was held in July and took place virtually, brought together experts in nutrition, endocrinology, paediatrics and quality to debate healthy eating, a growing trend. Its main conclusions were that consumer habits are changing and the public's consumption of healthy foods is increasing at a rate of 15% each year, a significant figure.

The meeting that was held in November took place in person, and expert voices from the Valencian government and Cáritas Valencia came together to talk about 'Solidarity and Food Waste'. The most significant data was the 19% increase in Consum's food donations

through its Profit Programme and the 26.3% increase in requests for help that were received by Cáritas Valencia compared to the previous year, which shows the enormous social problems in relation to people's access to food, which has worsened due to the crisis caused by the pandemic.

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



COMMERCIAL COMMUNICATION

Consum's commercial activity is based on an Advertising-promotional Plan which is characterised for specialising in fresh produce, a wide range of manufacturer products and also good value for money in own brand products, in addition to a firm commitment to local products. Furthermore, the information about the promotional activity and the offer available which is offered to the customer, is based on savings, healthy food and responsible consumption.

Consum's commercial channels of communication are:

- Point of sale: signage, price labels, tannoy systems, scales 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. It coincides with periods of price offers and "cheque-crece" member discounts in accordance with the Advertising-promotional Plan.

- 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 38.5 million hits between the online store, own brand and fresh products.

- Relational marketing actions: through regular events.

- Openings and refurbishments: communication to customers and partner-customers in the area of influence.

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.

07

Offering healthy products is making your shopping more sustainable

Working to make our products healthier, fresher and to promote animal welfare is cooperative.



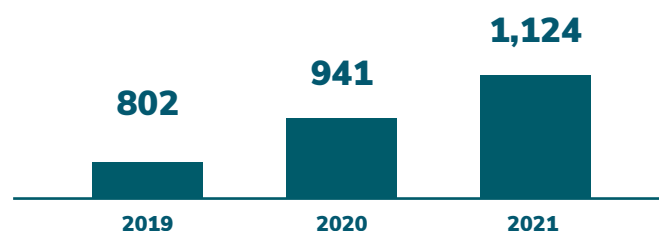


Guarantee food safety

Guaranteeing the food freshness, quality and safety in Consum's products is key for the Cooperative. That's why it has renewed the ISO 9001:2015 certification of quality of service 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. In 2021, the audit was passed successfully for the 24th consecutive year. Furthermore, Consum also has certified Service Charters in the Food and Non-Food platforms.

The Cooperative carries out exhaustive quality controls, on the supermarkets, on the products and throughout the own brand supply chain which are applied continuously in management:

Controls at point of sale

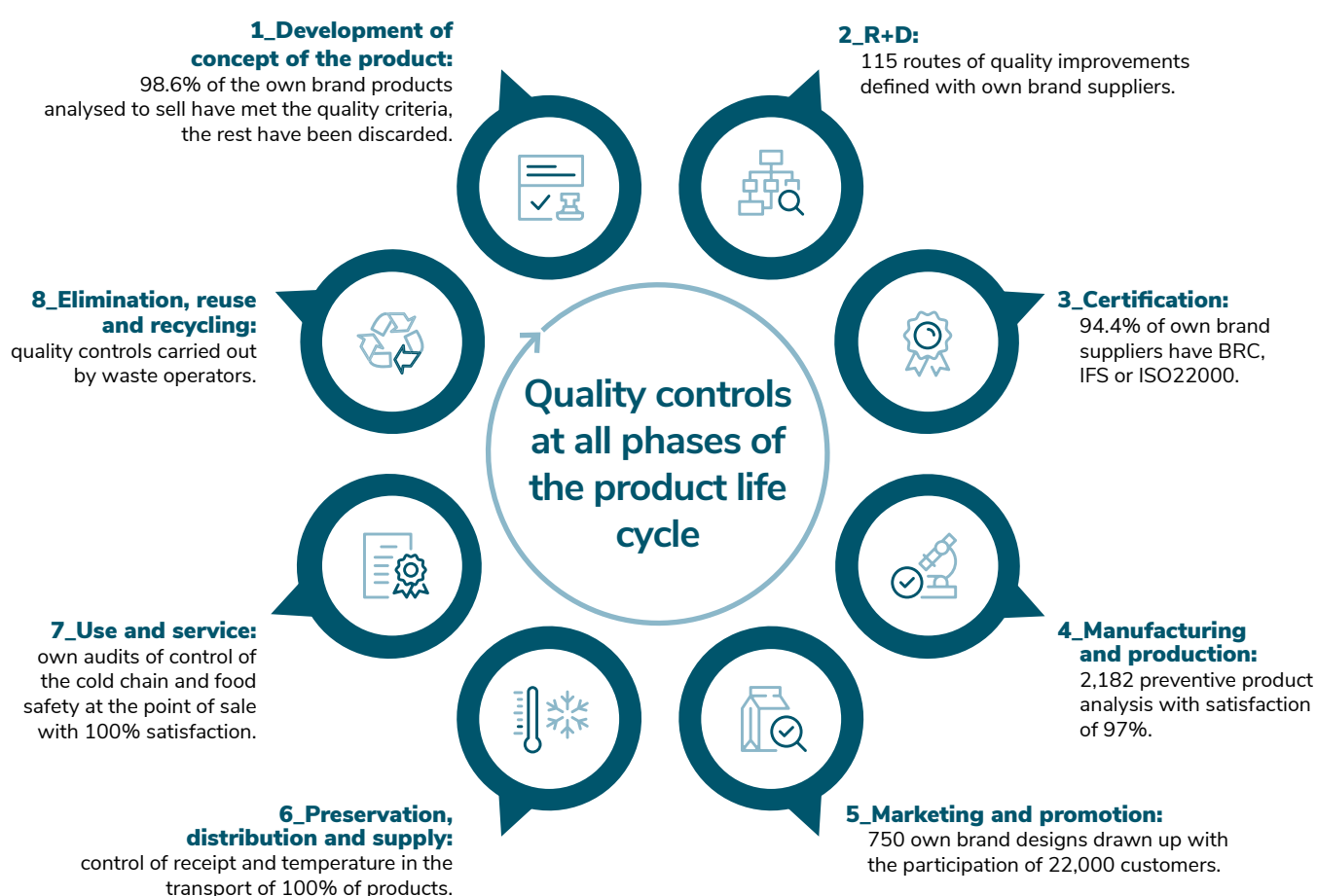


Controls at point of sale

- 1. Preventive Control:** carrying out audits 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.

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:

	Food and Non-Food		Fresh and Refrigerated	
	N° of audits and analysis	Satisfaction	N° of audits and analysis	Satisfaction
Preventive Control	672	94%	1,510	99%
Quality Control	878	98%	6,215	95.9%
Comparative Control	416	87%	273	88.40%
Reactive Control	2,479	100%	2,225	100%
Total	4,445		10,223	



The Cooperative has strict food safety criteria for the evaluation of the suppliers that make the own brand products, requiring them to have IFS, BRC or ISO 22000 certification issued by independent entities. Each year, there is a review of the renewal of these certificates and 100% of the suppliers in 2021 have successfully achieved this. Additionally, during the year 20 new own brand suppliers have been incorporated and evaluated.

In the event of a food alert, the Quality Division of the Partner-Customer Marketing Department 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 along the agrifood chain. In 2021, no product of the Consum brand was affected by a food alert.

On a general level within the Cooperative, 19 sanctions were recorded in relation to health and safety, labelling, marketing and environmental communications, which involved an amount of €7,890.



78

Offer healthy and sustainable products

“

100% of the fresh meat which is sold at counters and on trays hold animal of welfare certification.

Innovation, health and sustainability are the bases on which Consum's range of products is built, offering a wide and varied selection that places value on of manufacturer's brands and offering partners and customers a wide variety of products. (102-7) In 2021 more than 3000 new products were introduced and/or modified to adapt to consumer tastes and preferences and the overall range exceeded 15,200 products.

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

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. (102-2) In 2021 there were 2,033 Consum branded products, 13.4% of the global selection distributed under the Consum, Consum Kids Consum ECO, Kyrey, Kyrey Pharma, Kyrey for Men and Vitality brands, which are constantly being improved through the participation of the partner-customers and workers in validating their quality and design.



SUSTAINABILITY CERTIFICATES

In 2021, the range of environmentally friendly products has continued to expand in all sections, in fresh produce, food and non-food, to reach a total range of 330 products, as well as the 66 of the Consum ECO own brand, in which the packaging has been revised to make it more sustainable.

On the other hand, we have continued to make progress in relation to animal welfare and 100% of fresh meat sold at counters and in trays is certified. This includes Welfare, Interporc, Provacuno and Ternera Gallega (Galician Beef) seals. In relation to eggs from non-caged hens, the Cooperative offers free range and organic eggs (code 0 and 1) in all of its supermarkets, which equates to 54% of the items from the section. Consum continues to work with its suppliers to reach the commitment of only selling eggs from free range hens from 2025.

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:

- Pulps (FSC, PEFC, etc.): 252
- Agriculture (UTZ, Rainforest, etc.): 24
- Fishing (MSC): 7
- Ecolabel: 8
- Animal welfare (Welfare, Interporc, Provacuno and Ternera Gallega): 108

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. In 2021, the formula for 21

items from the Consum brand have been modified, incorporating new ingredients with the best nutritional values. Gluten and lactose free products are also being incorporated gradually in the line, which removes these allergens in the product for consumption by people with specific nutritional needs. Specifically 220 gluten free and 253 lactose free products.

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 400 own brand products required by law in relation to the origin of the product, easily recognisable "free from" seals to identify allergens in 706 products, instructions for safe use of the product on 399 items products and information about how to recycle on 2,216 items. 100% of the own brand products receive quality controls of their labelling.

08

Reducing emissions and waste is making your shopping more sustainable

Proper environmental management of our energy, looking for alternatives to plastic and promoting the circular economy is cooperative.



FRC
07-2023

EasyCOLD



VEHÍCULO
FRIGORÍFICO
**100%
GNC**

VEH
FRIG
**100%
GAS**

76043

EUROCARGO

120-210L



Renew the environmental policy

Consum's Environmental Policy has been updated, focussing on reducing the environmental impact of its activity on the surroundings, through the continuous improvement of management and raising awareness among stakeholders. The Policy contains the following environmental commitments:

- To comply with the legislation and voluntary agreements
- To set ambitious goals and innovative solutions
- To manage the impact on the whole value chain
- To promote partnerships with specialist entities
- To use endorsed measuring and reporting tools
- To promote environmental awareness within the organisation

The Cooperative's Integrated Environmental Plan is structured around two main objectives: action against climate change and the circular economy.

Act against climate change

Spain is one of the most vulnerable countries to climate change, whose effects are increasingly visible and affect the whole of society. The Cooperative has been measuring its Carbon Footprint since 2015, with the aim of identifying where most emissions are generated and therefore being able to establish effective reduction measures to slow down climate change. The carbon footprint is calculated for each of the three scopes.

REFRIGERANT GASES

Consum's direct emissions come from the refrigerant gases needed to preserve fresh and frozen products. Since 2015, 18.5 million euros have been invested in improving the refrigeration systems, which has enabled a drastic reduction in emissions thanks to two lines of work:

- **Replacement of gases:** all of the R404A refrigerant gas has now been replaced in all supermarkets for the gas, R448A, which is 65% less polluting. Furthermore, the stores of the new eco-efficient model have technology which uses CO₂, a natural refrigerant gas, for cold generation, with an impact which is 4000 times lower than a conventional one. This leading technology has already been implemented in 125 of the Cooperative's centres.
- **Prevention against leaks:** refrigeration units are replaced or proactively repaired to prevent leaks.



Aerial view of Consum in Benicassim (Castellón)

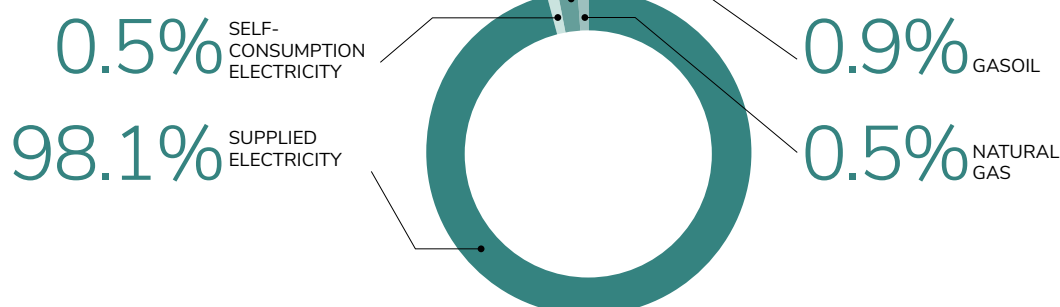
ECO-EFFICIENT STORE

Emissions from energy consumption are one of the main impacts of the activity. That's why Consum has had an Energy Savings and Efficiency Plan in place since 2005, focussed on the supervision and control of consumption, the implementation of efficient technologies and raising awareness among workers about the appropriate use of equipment and facilities.

Electricity is the Cooperative's main energy source. All of the electricity supplied in 2021 has been of renewable origin. In addition, Consum has installed photovoltaic solar panels on 11 supermarkets, which also enables it to generate solar energy for self-consumption. Throughout the Cooperative, 98.6% of the energy consumed already comes from renewable sources, which makes the emissions from scope 2 practically residual.



Energy sources



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



Consum in Daimiel
(Ciudad Real)

84

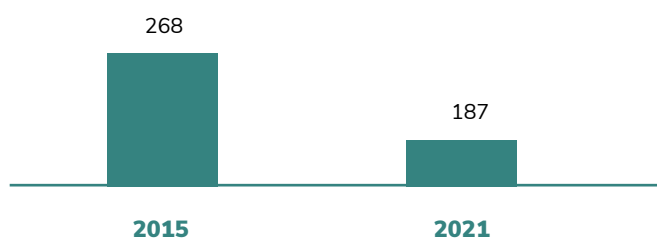
The stores are the heart of Consum's activity. Thanks to the energy saving measures relating to lighting, refrigeration and air conditioning implemented throughout the year, a saving of 2,610 Gj of energy was achieved. The Cooperative's supermarkets are among the most eco-efficient in the distribution sector. The most notable measures include:

- **Automaton and telemetry:** they adjust the operating hours of all of the electronic devices (lifts, ovens, anti-theft antennas, etc.) to the real needs and enable them to be managed remotely in real time, saving up to 15% of energy.
- **Led lighting:** involves savings exceeding 60% compared to conventional lighting. In 2021, the leds in 55 centres were replaced for new more efficient ones, with an additional saving of 5% compared to the previous ones.
- **Refrigeration units:** having fridges with glass doors enables a 50% energy saving compared to a conventional fridge, and a 15% saving of the supermarket's total consumption. This year, units have been replaced in 35 supermarkets and are now available in 90% of the network.
- **Charging points for electric cars:** in collaboration with Endesa X, charging points are being installed in the car parks of the Cooperative's stores. In 2021, 65 new charging points have been installed in 35 centres. Consum has been the first national supermarket chain to implement a large network of public charging points with green energy.
- **Air Conditioning Renewal Plan:** air conditioning systems have continued to be renewed, 22 this year, focussed on saving and improving comfort in the stores.

To optimise the management of platforms and their sustainability, the latest technology is being implemented. Platforms have low consumption LED lighting systems, taking advantage of natural light and sensor equipment and controllers for automatic switch off. In addition, they have efficient ammonia pump-out systems, frequency inverters for compressors and floating condensation mechanisms, which reduce their energy consumption even further.

As a result of the saving and efficiency measures that have been implemented, both in supermarkets and platforms, the Cooperative is becoming increasingly eco-efficient. In other words, less and less energy is required in order to carry out their activity. In 2021, the energy consumed to distribute 1,000 Pallets of product was 187 Gj, which means that the Cooperative is now 30.2% more energy efficient than it was in 2015.

Energy intensity



Energy intensity (Gj/1000 pallets)

LOGISTICS FLEET

Emissions from scope 3 refer to those that are generated in an organisation's supply chain. Consum has measured these emissions for the first time in 2021, in collaboration with an external consultant.

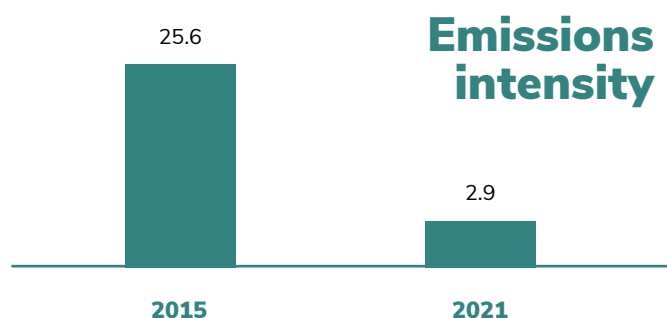
One of the main sources of these emissions comes from the logistics required for the capillary transport of products from the platforms to the stores. Through the Vehicle Renewal Plan, all of the lorries that are more than 10 years old are renewed. In 2021, 20 new vehicles have been incorporated with state-of-the-art Euro6 engines, which generate fewer polluting emissions. Consum also has 29 lorries fuelled with liquefied natural gas (LNG), an alternative to petrol which is more efficient and cleaner. 87% of the fleet are now Euro6 vehicles or fuelled with natural gas. This renewal of the fleet, added to the optimisation measures of the distribution routes with the implementation of the TMS Routing Maps tool, enable the km per trip to be reduced and, therefore, the greenhouse gas emissions.

On the other hand, the Cooperative is continuing with the electrification of the home delivery vehicles for online shopping. During 2021, eight 100% electric vans have been incorporated for distribution in the cities of Torrente, Valencia and Barcelona. These vehicles do not pollute and they can also reach urban centres that are restricted to vehicles with emissions.

CARBON FOOTPRINT

For all of these reasons, the externally verified carbon footprint has seen a reduction of 80,762.76 t CO₂ eq since 2015, which is 86.6% lower, making the Cooperative the first company of the sector to be awarded the "Reduzco" seal from The Ministry for the Ecological Transition and the Demographic Challenge. It also records its carbon footprint publicly on the Ministry's database. The emissions intensity from the activity has also seen a drastic reduction.

In January 2022, the Cooperative joined the Science Based Targets Initiative (SBTi). This initiative began as a collaboration between the World Wildlife Fund for Nature (WWF), the Carbon Disclosure Project (CDP), the Global Compact and the World Resources Institute (WRI), which offers organisations a way of checking that their climate targets are in line with the Paris Agreement, to limit the increase in global temperature to below 1.5°C, and deal with the urgency of the problem. Consum is the first Spanish supermarket chain to join the SBTi, and throughout 2022 it will validate its first science-based targets.

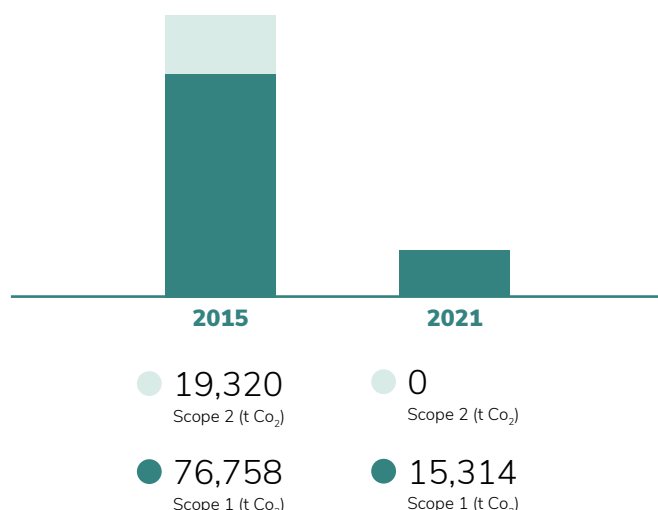


Emissions intensity (t CO₂/1000 pallets)

“

The carbon footprint has reduced by 84% since 2015, with Consum being the first company in the sector to hold the "Reduzco" seal from MITECO.

Carbon footprint





86

Manage the circular economy

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Shopping bags with more than 70% recycled plastic are made using recovered packaging waste, thereby closing the circle.

The circular economy is one of the major pillars of our Cooperative's environmental management. Unlike the linear model, of using and throwing away, the circular economy's aim is for resources to remain in the economy for as long as possible, making an efficient use of them and recycling them to prevent them from turning into waste.

In this respect, the Cooperative is working on the reduction in the consumption of materials in its packaging and replacing it with more sustainable materials, particularly plastic, in addition to the recovery of all of its waste.

REDUCTION OF MATERIALS AND PACKAGING PLAN

New measures have continued to be introduced in the Cooperatives Reduction of Materials and Packaging plan. The main measures already implemented include the bags from the fresh food section being made using compostable materials and the carrier bags being made from more than 70% recycled plastic. These bags are the first example of the circular economy in the Cooperative given that they are made using plastics recovered from logistics packaging waste. This material is recycled to become new bags, thereby closing the circle.

Consum is also eliminating plastic from all of its commercial communications (gift vouchers, Entrenosotros magazine, etc.), and its own brand products. This initiative is committed to the eco-design of products, to ensure all packaging is recyclable by 2025, reducing the amount of plastic and virgin materials present in them. In 2021, 324 actions were carried out on products to use refillable packaging, remove superfluous elements, incorporate recycled materials or improve their ability to be recycled. These include:



- **Renewal of the range of pulps:** in addition to the raw material, which comes from properly managed forests, the entire range of own brand pulps have undergone changes in the composition of their packaging. Now the film's plastic is 50% recycled. The tissues use 100% recycled cardboard for the box.



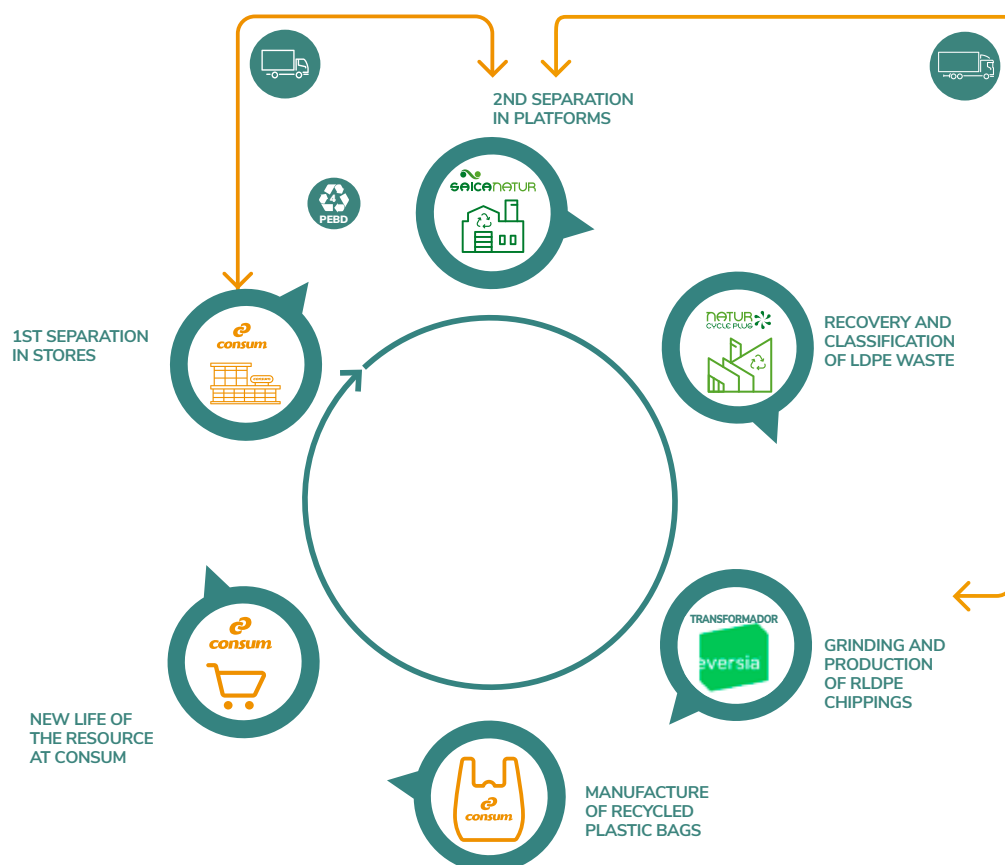
- **New range of detergents:** thanks to a new concentrated formula, it enables the same laundry to be washed using 33% less detergent, with an estimated reduction of 930,000 tonnes of water used per year. Additionally, its recycled packaging also eliminates 69,000 kilos of plastic.

The Cooperative has measured its Plastic Footprint for the first time, to calculate the quantity of materials present in the primary packaging of its own brand products. In the same way as the Carbon Footprint, which identifies where most CO₂ emissions are produced, this work methodology enables the packaging that generates the highest quantity of materials to be identified, and therefore boosts the effective reduction measures.

The measurement from 2020, carried out in 2021, has resulted in a reduction of 1,590 tonnes of virgin plastic compared to the previous year. Currently, 11.6% of own brand plastics are already of recycled origin or made using bioplastics.

Thanks to the new shopping baskets, this is also contributing to reducing the pollution of the oceans. These baskets are made using 25% recycled material coming from marine waste. In total, 14,600 new baskets have been purchased which will gradually be introduced into the stores.

The Cooperative's purchase of materials, contained in its Ecoembes Annual Packaging Declaration, reaches 6,925.86 tonnes. The main consumption of materials is cardboard and plastic for the packaging of products. Currently, 36.35% of the total materials acquired by Consum are of recycled origin.



Type of materials



Recycled materials

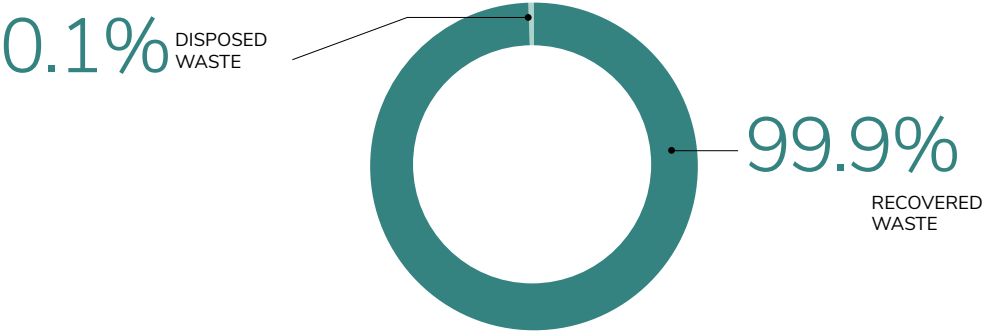


88

Type of waste



Recovered waste





89

Reverse Logistics Facilities
in Silla (Valencia)

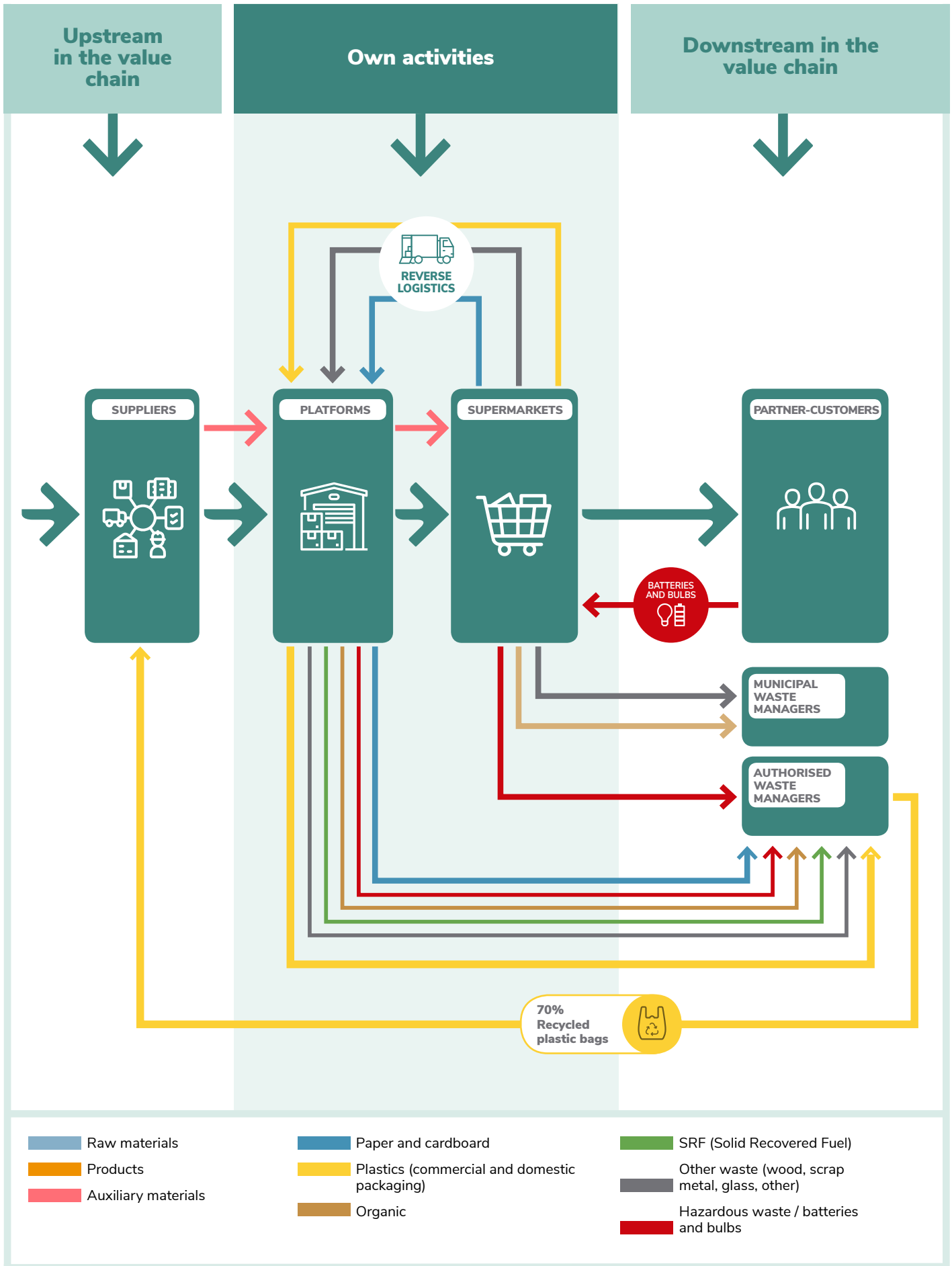
ZERO WASTE

The Cooperative has a waste management system based on the principles of a circular economy, focussing on the selective collection of all of the organisation's waste and its subsequent recovery. As a result of its commercial activity, waste is generated in stores, platforms and offices. This waste mostly comes from the logistics packaging and products sold by Consum, the main types being cardboard, organic waste and plastic. Through reverse logistics, the commercial waste from stores and offices is sent to the integrated waste return centres, present in all of the platforms, for its separation and subsequent recovery.

In 2021, 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 way, the traceability of all of the waste generated until its final recovery is verified.

From this financial year, the organic fraction is separated in supermarkets, so that it goes to be composted. An agreement has also been made with the Valencia Interior consortium for the treatment of organic waste in 13 stores. Currently, more than 99% of the waste from the platforms is recycled or recovered, with the support of private waste management companies.

Containers are also made available for partner-customers in stores to collect used batteries and bulbs. In collaboration with Ecopilas and Ambilamp, in 2021, 91.9 tonnes of batteries and 9.9 tonnes of bulbs and luminaires were rescued, which were sent to specialist treatment plants to give them a second life.





09

Being supportive is making your shopping more sustainable

Committing to people, being aware of the needs of the environment and acting responsibly and supportively is cooperative.





Encourage responsible consumption

As a cooperative of consumers and users, Consum's company purpose includes the education, training and promotion of the rights of its partner-consumers and society in general. The Cooperative's Consumer Training Programme carries out various training and informative activities to encourage healthy eating and responsible consumption among young people.

The main lines of action are the Team Consum training portal and the World Day of the Consumer Competition.

TEAM CONSUM

Team Consum is an educational website that the Cooperative makes available to teachers with a plethora of contents to promote education regarding responsible consumption in the classroom. These resources are aimed at students aged between 4 and 14, and offer different workshops, activities and games, to encourage learning in a more fun and enjoyable way.

Throughout 2021, a total of 24 new courses were launched, with different topics, such as the Mediterranean diet and its link to a more sustainable diet, the importance of eating a healthy breakfast, and the promotion of equality and diversity in the classroom. Its monthly newsletter provides information about the latest items available on the portal.

Recently, the online version of the Sostenipoly board game has been launched, an original idea from Team Consum to raise awareness of the 17 SDGs among pupils. This game teaches us how, by changing certain habits in our day-to-day lives, we can become more sustainable. It is available now to download or play online on Team Consum's portal.

Web Team
Consum



Web
Sostenipoly



WORLD DAY OF THE CONSUMER COMPETITION

The World Day of the Consumer Competition is Consum's longest running training programme. Under the motto "Small actions" (Pequeñas acciones), each year young people are invited to reflect on a different topical theme. Coordinated by their teachers, pupils must present an innovative action that responds to the challenges posed to them. Through an inspiring video, they must also encourage other young people to put it into practise. It seeks to enhance the values of teamwork, a critical mind and creativity.

The competition is aimed at primary, secondary, A level/baccalaureate pupils, in addition to those studying towards vocational qualifications, in special education and users of occupational centres in all of the regions Consum carries out its cooperative activities. They have the option to take part in any of the official languages of those regions.

In this second edition of the video competition entitled "Small actions so that health always wins" ("Pequeñas acciones para que la salud siempre gane"), and with the pandemic as a backdrop, pupils were asked to suggest actions to look after our own health or the health of others. In this edition, 2,106 pupils took part from 73 education centres, with more than 180 pieces of work submitted.

The Cooperative has awarded five prizes with a value of 1000 euros each. The awards ceremony was held virtually, interacting with all of the participant centres. The competition has been supported by La Fe University Hospital and Polytechnic in Valencia, Florida University, and representatives from the regional departments relating to consumption, education, health, social action and Agenda 2030, who formed part of the judging panel. The winning pieces will form part of the Cooperative's audiovisual library for responsible consumption.

Awards
ceremony 2021



95



PEQUEÑAS ACCIONES
PARA QUE NUESTRA
SALUD
SIEMPRE GANE

2ª EDICIÓN
CONCURSO DE VÍDEOS
DÍA MUNDIAL DEL CONSUMIDOR 2021





The moment a cheque is presented to an NGO at Consum in Valencia for the 10th Anniversary of Profit.

96 Share with society

“

The Cooperative has celebrated the 10th anniversary of the Profit Programme with a tribute to the volunteers and NGOs it collaborates with to thank them for their work.

Consum, as a social economy company, is firmly committed to the local communities in which the Cooperative carries out its activities. Through its Charitable Programme, it carries out various actions focussed mainly on ending hunger and guaranteeing access to healthy, nutritious and enough food for everyone.

The 2021 financial year has been characterised for a return to the programme's normal activity, aimed at continuing to respond to the social consequences of the pandemic, which still persist.

PROGRAMA PROFIT

Consum works to prevent food waste through the Profit Programme. This currently lies within the Plan for the Prevention of Food Waste that the Cooperative has implemented as one of its main lines of action.

Consum donates the products it removes from sale, but which are perfectly suitable for consumption. These foods are donated each day from every supermarket, platform and fresh food school belonging to the Cooperative. They are collected by accredited social entities to be subsequently distributed among the people living nearby that need it most.

76% of donations are fresh produce from the butchers, delicatessen, fruit, vegetable, sweet foods, dairy and baked food sections. All of the foods are retained in their packaging and labelling to guarantee correct traceability and food safety.

In 2021, more than 8,460 tonnes of products have been donated, with a value of 23.3 million euros. It is estimated that these donations could benefit around 85,000 people. Furthermore, making use of this food also enables 5000 tonnes of CO₂ to be prevented from being emitted into the atmosphere, creating a social and environmental benefit.



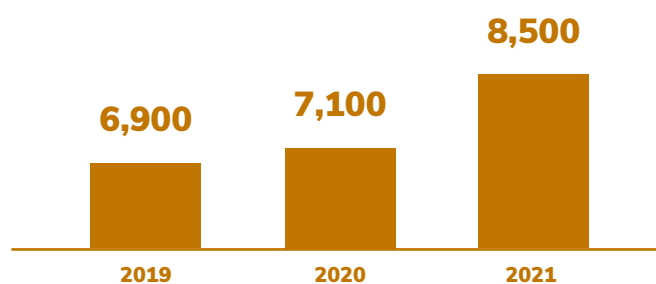
This year, the Cooperative celebrated the 10th anniversary of the Profit Programme. Over this decade, 42 million kilos of food have been donated, with a value of 105.7 million euros. Consum has taken the opportunity to pay tribute to the more than 1400 volunteers from the 350 NGO's it works with to thank them for their daily work in collecting and distributing food, essential in order to carry out the programme.

In addition, to celebrate these 10 years, the Cooperative launched the "Personas de 10' (10/10 people) campaign. The objective was to highlight the work of all of the people (volunteers and workers) that make it possible for food to reach those who need it most. The action was carried out in two phases: the first took place on Consum's social networks, where followers were encouraged to share a video recorded for the occasions, and for each interaction, the Cooperative would donate 1 euro. In total, thanks to Consum's followers on its social networks, 50,000 euros were donated in various shopping vouchers distributed among all of the social organisations that work arm in arm with the Cooperative. This donation was symbolic in celebrating the #DecirHaciendo (Say-doing) Meeting "Solidarity and Food Waste", organised by Consum, and led to a second phase, delivering the vouchers to the NGOs in each of the Cooperative's own supermarkets.

This year, the Cooperative has collaborated once again in AE-COC's fourth Week against Food Waste, raising awareness among customers with messages via the loudspeaker system in supermarkets about the importance of shopping responsibly to take of advantage of foods. Within the Food Waste Prevention Plan, the Cooperative has a system of discounts on the sales price in store for products that are nearing their expiry date, its own awareness-raising campaigns, and recovery lines for animal consumption, composting and energy generation

97

Profit Programme



Products donated (t)

Profit Programme
10th Anniversary



SOCIAL SALES

Consum has a Social Sales programme focussed on public entities and administrations that want to distribute the support among their beneficiaries. Through the supply of Vouchers or Prepaid Cards, these two modes enable users of the services to buy basic food and hygiene products from any of the Cooperative's supermarkets.

In addition to offering enormous flexibility to the entities and social services, they also offer advantages to the beneficiaries of the support, since they can use it as a payment method to buy exactly the products required in each case.

Throughout 2021, social sales were made to an approximate value of 2.9 million euros. This programme also includes sales to social grocery stores.

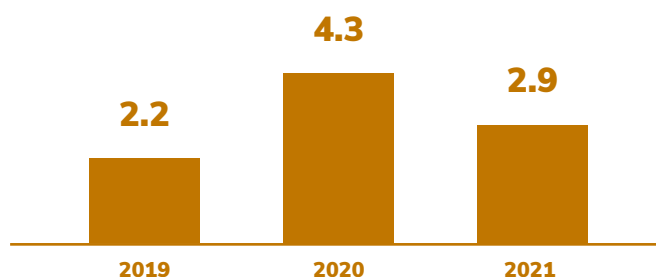
SOCIAL COLLABORATIONS AND SPONSORSHIPS

Consum's Social Collaborations and Sponsorships Policy seeks to support social projects that generate a positive impact on the regions the Cooperative is present in. In 2021, 939 collaborations took place, with a social investment of 130,000 euros.

Support for entities takes place mainly through the donation of shopping vouchers (52%) and products in kind (35%). Consum measures the contribution to the SDGs of its social collaborations. This year, the projects have focussed mainly on the fight against hunger and looking after health.

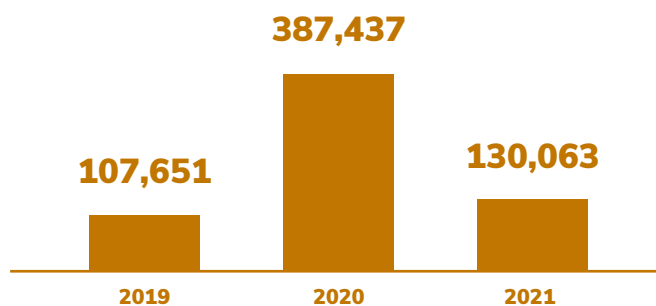
As an active member of the community, the Cooperative also sponsors various activities of popular, cultural or gastronomic interest. The total social collaborations and sponsorships in 2021 reached 307,965 euros.

Social sales



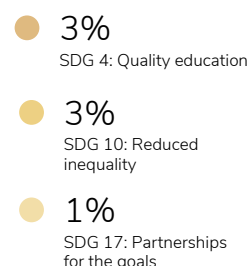
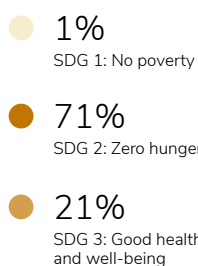
Social sales (€ millions)

Investment in social collaborations



Social action (€)

Contribution to the SDGs



NOTABLE PARTNERSHIPS



1 FIN DE LA POBREZA



As a result of the emergency in La Palma, and within the Cooperative's Internal Communication Campaign, it has been able to raise funds that were donated to the victims of the volcanic eruption in collaboration with the Red Cross.



3 SALUD Y BIENESTAR



Consum has renewed its collaboration with the Payasopital and Pupaclown organisations for another year, in order to give emotional support to children in hospitals.



3 SALUD Y BIENESTAR



The Cooperative worked with the Aspañion association, delivering vouchers that can be used in sheltered apartments for families with children in hospital or receiving treatment at home.



2 HAMBRE CERO



Once again, Consum took part this year in the Great Food Bank Collection ("Gran Recogida de los Bancos de Alimentos"), which took place from November 19th to 25th through financial donations from customers at the checkouts. These donations translate into vouchers of products, which the Cooperative takes care of sending to the different Food Banks in the region.



3 SALUD Y BIENESTAR



Collaborations have also been maintained with the Spanish Association Against Cancer and Afanoc, providing funds to finance research grants and to improve the quality of life of cancer patients. In addition, the Cooperative collaborates with the Josep Carreras Foundation against Leukaemia, to maintain the national register of bone marrow donors.



12 PRODUCCIÓN Y CONSUMO RESPONSABLES



For the third consecutive year, Consum's workers have once again taken part in collecting toys for charity, which were sent to different NGOs to be delivered before the Three Kings' celebration.

10

Creating partnerships is making your shopping more sustainable

Contributing to society, creating relationships for cooperation is cooperative.



A photograph of a modern building at dusk. The building has a large, illuminated sign on its upper left section that reads "consum" in a stylized orange font, with "COOPERATIVA" in a smaller, red, sans-serif font below it. The building's facade is a mix of light-colored panels and large glass windows. The glass windows on the right side of the building are lit from within, showing interior office spaces. In the foreground, there is a grassy area with a few small trees and a road with a guardrail. The sky is a clear, deep blue.

consum
COOPERATIVA

Work to build a better environment

Consum forms part of the social fabric through its belonging to multiple sector associations and the social economy, in addition to research foundations and centres. Membership fees paid in 2021 total 382,867 euros. Below is a list of associations it is a member of:

ASSOCIATIONS

Sectoral and professional:

AECOC

ASEDAS

CEV CONFEDERACIÓN
EMPRESARIAL
COMUNITAT
VALENCIANA

ASUCOVA
Asociación de Supermercados de la Comunidad Valenciana

CEDAC
Consell d'Empreses Distribuïdores
d'Alimentació de Catalunya

ASUCAM
Asociación de Supermercados de Castilla la Mancha

FEDACOVA
Federación Española
de Administración
de la Comunidad Valenciana

Cámara
Valencia

aesi
asociació empresarial
de sàlida

AVE
asociación
valenciana de
empresarios

apd

ADL
ASOCIACIÓN PARA EL DESARROLLO DE LA LOGÍSTICA

asumur
ASOCIACIÓN DE SUPERMERCADOS
DE LA REGIÓN DE MURCIA

dircom
Asociación de Directivos de Comunicación

**Club
Marketing
Mediterráneo**

DEC Asociación para el
Desarrollo de la
Experiencia de Cliente

**Comercios
VALENCIA
CENTRO**

CE/R+S
CLUB DE EMPRESAS
RESPONSABLES Y SOSTENIBLES



In 2021, the Cooperative celebrated 10 years as a member of the Spanish Network of the UN Global Compact, the largest association of companies for the promotion of sustainable development in the world. In its Sustainability Report, Consum reports annually on the progress reached in complying with the Compact's 10 principles.

ASSOCIATIONS

Social Economy:



103

Foundations, research centres and others:



COLLABORATION AGREEMENTS

By signing collaboration agreements with various entities, Consum also supports projects and initiatives that strengthen its essence as a Cooperative and company which is socially responsible with its surroundings. Notable collaborations include:



104

- **The purchase of your life:** Consum has joined the charitable campaign promoted by the Spanish Association Against Cancer (AECC). The Cooperative's customers were able to make donations at the checkout when doing their shopping, at all of the Cooperative's stores. All of the donations collected were used to fund research and support for patients and families.



- **Assisted Shopping Programme:** Consum has a service for the elderly and people with any type of disability in all of its stores in Castilla-La Mancha. It is an inclusive commerce programme, which prioritises accessibility and equality, promoted by the autonomous community, the Spanish Committee of Representatives of Disabled Persons of Castilla La Mancha (CERMI CLM) and supermarket and hypermarket associations. To access this assisted shopping service, Consum customers simply need to request it from the staff at the store, who will accompany them and provide them with the assistance they need. Currently, Consum has 17 supermarkets and plans to extend this assisted shopping service to vulnerable people in all of the centres it opens in Castilla La Mancha.

- **#EmergenciaPorElEmpleo (Emergency for Employment):** the Cooperative has renewed its commitment to the Adecco Foundation's programme, to which it will contribute 33,000 euros up to 2023. It arose in 2020 to address the serious consequences of the Covid-19 crisis and support the employability of people with increased vulnerabilities. Unlike other agreements, families of Consum workers who are in situations of extreme vulnerability will be able to directly benefit.

AWARDS AND RECOGNITION



- **March:** Award from the Valencian Community Red Cross to Consum as a supporting company.



- **May:** XL Family Award in the Business category from the Valencian Association of Large Families (FANUCOVA) for the support Consum provides to large families from the Valencian Community, in particular, the most vulnerable.
- **September:** 'Exemplary Citizen' Award given collectively by the Local Police of Burriana to essential food distribution sector, to people who worked through the toughest times of the pandemic to continue to directly distribute food to local people.

105



- **April:** Sapiens Professional Award given by the Official School of IT Engineering of the Valencian Community (COLICV) for the New Genesis Architecture project implemented at Consum by Sopra Steria.
- 15th Edition of the Observatory of Innovation in the Consumer Goods Sector in Spain, promoted by the Cerdà Institute, recognises Consum for its "Islands of Energy" (Islas de Energía) project, the first network of fast charging stations for electric vehicles driven by a national distribution chain.



- **October:** First edition of the OBSET Awards for Business Sustainability and Transparency, Award in the Sustainability Category for the values the Cooperative conveys in this regard.
- Finalists in the first edition of the European Social Economy Awards, organised by Social Economy Europe, in the "Green Transition" category for implementing eco-efficient measures in the Cooperative's supermarkets, which reduce energy consumption and the carbon footprint.
- Winner in the Ultimate Marketing Strategy Award category, at the Algonomy Customer Awards, from among more than 400 company brands competing with each other for the Algonomy Customer Excellence (ACE) awards.
- Recognition from Cheste Town Council to Consum for its efforts against Covid-19.

Being transparent is making your shopping more sustainable

Demonstrating with facts that you do things well is cooperative.





Measurement Techniques

Consum S. Coop. V. is the only entity included in the financial and non-financial information. A restatement of information has been produced in relation to the previous reports in the methodology of the calculation and base year of scope 3 of the carbon footprint. Measurements have been taken based on the GHG Protocol and 2020 has been set as the new base year. There has also been a change to the list of material issues and coverage as a result of the development of the new Sustainability Strategy 2021-2025. The change in waste indicators is due to the updating of the Standard GRI 306: Waste 2020 by the Global Reporting Initiative. All of the environmental indicators are calculated based on the corresponding calendar year.

Consum's Sustainability Report is carried out annually and this report corresponds to the 2021 financial year (from 1st February 2021 to 31st January 2022), taking over from the last Sustainability Report 2020 published in May 2021.

MATERIALITY ANALYSIS

The information about the process carried out to define the contents of the Sustainability Report 2021 comes from the development of the Sustainability Strategy 2021-2025. Below is the list of material issues, their scope and the stakeholders that have identified them through participation processes.

SUSTAINABILITY STRATEGY 2021-2025	CONTRIBUTION TO SDGs	MATERIAL ISSUES	COVERAGE OF THE IMPACT		STAKEHOLDERS				
					PARTNER-WORKERS	PARTNER-CUSTOMERS	SUPPLIERS AND CREDITORS.	FRANCHISEES	SOCIETY
1. Managing with corporate values	16	Business ethics	Internal	Direct		Material	Material		Material
2. Shared economic growth	8	Profitability Physical and online distribution network	Internal	Direct	Material				
3. Local development	8,11	Economic development of the surroundings	External	Indirect				Material	Material
		Local products	External	Direct		Material	Material		
		Commercial relations in the chain	External	Direct		Material	Material	Material	Material
4. Innovation for people	9	Digitisation and innovation of processes	Internal	Direct	Material		Material	Material	
		Commercial innovation	External	Direct			Material	Material	
		Privacy of information	External	Direct	Material	Material	Material	Material	
5. Work, talent and well-being	4, 5, 8, 10	Internal communication	Internal	Direct	Material				
		Work-life balance and job flexibility	Internal	Direct	Material				
		Equality of opportunities	Internal	Direct	Material				
		Salary	Internal	Direct	Material				
		Internal training and promotion	Internal	Direct	Material				
		Occupational health and safety	Internal	Direct	Material				
6. Savings and customer experience	12	Quality of the customer service and complaints channels	External	Direct		Material			Material
		Personalisation and loyalty	External	Direct		Material		Material	
7. Healthy and sustainable offer	2, 3, 14, 15	Product range and supply	External	Direct		Material	Material	Material	Material
		Product freshness, quality and safety	External	Both		Material	Material		
		Healthy and sustainable product	External	Both		Material			
8. Reduce emissions and waste	6, 7, 11, 12, 13	Energy	External	Both			Material		
		Packaging materials	External	Both		Material	Material		Material
		Food residue and waste	External	Both		Material	Material		Material
9. Social commitment and solidarity	1, 2, 3, 4, 5, 10, 12	Social programmes	External	Direct					Material
10. Partnerships for cooperation	17	Relationships with stakeholders	External	Direct					Material

All of the issues outlined in Law 11/2018 on Non-Financial Information and Diversity are identified as material issues in the organisation's scope, with the exception of the protection of pollution, water consumption, protection of biodiversity, respect for human rights and fiscal information.

EU Taxonomy

Regulation (EU) 2020/852 on the EU Taxonomy was approved in order to refocus the flows of capital towards sustainable investments and, thereby, contribute to putting the European Green Deal into practice. To achieve this goal, the Commission established a classification system of sustainable activities from an environmental point of view, where companies, investors and political leaders can focus their investments towards the green transition.

The regulation establishes a total of six environmental objectives, with a series of environmentally sustainable activities which will help to achieve each of them. The first Commission Delegated Regulation (EU) 2021/2139, in its Annexes I and II, contain the activities that contribute to the first two objectives, of mitigation and adaptation to climate change, which are the only two reported on in the 2021 financial year. In this way, it will be possible to determine which activities a company carries out are considered "eligible", in other words, are included in the Taxonomy.

In the future, it will be possible to establish which eligible activities are also considered to be "aligned". This means they comply with the technical criteria described in the Delegated Regulation, validating their contribution to one of the objectives without

causing significant harm to any other and being carried out in accordance with the minimum guarantees in relation to human and labour rights established by the UN, OECD and the ILO.

Consum, as a company bound by Directive 2014/95 on non-financial information and diversity, must disclose in its annual Non-Financial Information Statement its degree of eligibility and alignment, using three economic indicators: the proportion of business volume, capital expenditures (CapEx) and certain operational expenditure (OpEx) corresponding to the activities it carries out and which contribute to achieving the taxonomy objectives, in addition to methodological and contextual information about them.

The obligation to report these indicators with regard to the 2021 financial year will enter into force in 2022, only being applicable on an eligibility level. From next year, the eligible activities must also be analysed from the point of view of their alignment with the Taxonomy.

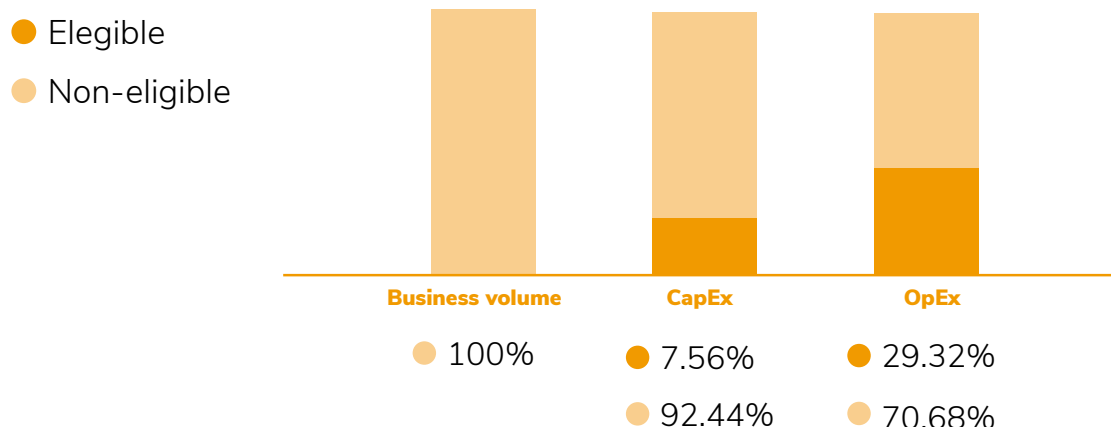
ELIGIBLE ACTIVITIES

The list of eligible economic activities carried out by the Cooperative, in line with the nomenclature of the Delegated Regulation are outline below:

ACTIVITY	DESCRIPTION
6.5. Transport via motorcycles, passenger cars and lightweight commercial vehicles.	Renting vehicles to transport staff on business trips.
6.6 Road transport services for goods	Use of commercial vehicles for the transport of goods from the logistics platforms to the stores and home delivery service.
7.2 Renovation of existing buildings	Renovation projects of supermarkets and logistics platforms to improve energy efficiency.
7.3 Installation, maintenance and repair of energy efficiency equipment.	Installation, maintenance and repair of lighting equipment, air conditioning and refrigeration systems in supermarkets and logistics platforms to improve energy efficiency.
7.5 Installation, maintenance and repair of instruments and devices to measure, regulate and control the energy performance of the buildings.	Installation, maintenance and repair of monitoring instruments in supermarkets and logistics platforms to control the energy consumption of the machines.
7.6 Installation, maintenance and repair of renewable energy technologies.	Installation, maintenance and repair of photovoltaic solar panels in supermarkets and logistics platforms to generate renewable energy.

KEY PERFORMANCE INDICATORS

The proportion of eligible activities calculated based on the key performance indicators corresponding to the 2021 financial year are shown below:



	ELIGIBLE	NON-ELIGIBLE	TOTAL
Business volume (€)	0	3,113,235,357	3,113,235,357
CapEx (€)	9,875,786.79	120,768,491.21	130,644,278
OpEx (€)	57,306,945.74	138,123,510.26	195,430,456

111

With regard to business volume, the Cooperative carries out its main activity in the retail and wholesale food distribution sector, an activity which is not part of the initial development of the Taxonomy. For that reason, the activities that constitute the net amount of the business figure would not be eligible.

With regard to capital expenditures (CapEx), 7.56% of them would be eligible based on it. The main investments are made to improve the energy efficiency of supermarkets and logistics platforms, in addition to the purchase of new technologies and renewable energy equipment.

Finally, the eligible operational expenses (OpEx) represent 29.32% of the total. These expenses are mainly linked to the transports services of goods and people, in addition to the preventive maintenance of the organisation's renewable energy equipment.

METHODOLOGICAL AND CONTEXTUAL INFORMATION

The information for the calculation of the key performance indicators comes from the Cooperative's Annual Accounts corresponding to the 2021 financial year. The denominators corresponding to each of the indicators have been determined according to the provisions of Annex I of the Commission Delegated Regulation (EU) 2021/2178:

- Business volume: from the Net amount of the business figure contained in the Profit and Loss Account.
- CapEx: according to the total additions of tangible and intangible assets recorded in the financial year.
- OpEx: taking into account all of the accounts of the Group 6 Purchases and Expenses from the General Accounting Plan to which the delegated regulation refers. With regards to the transport of goods by road and home delivery, outsourced services, they have been deemed eligible given the level of control held by the Cooperative in relation to the operation of their activity, and because they are deemed to be key processes of the organisation.

The numerators have been obtained in all cases through the identification of the specific parties linked to eligible activities within the Commission Delegated Regulation (EU) 2021/2139 (Annexes I and II), being the result of the sum of the amount of them all.

The assessment to determine the eligibility of the activities has been carried out by analysing their description, as stated in the Commission Delegated Regulation (EU) 2021/2139.

To prevent any double counting, the specific parties assigned to each of the environmental objectives and their consideration as CapEx or OpEx have been defined.

Sustainability Indicators

GRI TABLE OF CONTENTS

GRI 102: GENERAL CONTENTS 2016

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
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. 15, 38, 78		✓
102-3 Location of the Head Office	132		✓
102-4 Location of the operations	15		✓
102-5 Ownership and legal status	15		✓
102-6 Markets served	15, 35		✓
102-7 Size of the organisation	Net sales reached € 3,113,235,357. 33, 35 39, 44, 59, 78		✓
	Staff by type of contract, sex and region		✓

Table 1. 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	90	338	84	403	1,006	2,191	2,809	8,269	397	689	16,276
Partners on probationary period	0	5	1	3	40	112	12	30	3	6	212
Undefined	8	14	8	36	102	112	111	122	56	38	607
Temporary	6	41	1	26	76	163	131	531	26	116	1,117
Total	104	398	94	468	1,224	2,578	3,063	8,952	482	849	18,212

102-8 Information about employees and other workers

Table 2. Staff by type of working day and sex

	MALE	FEMALE	TOTAL
Full time	4,472	10,576	15,048
Part time	495	2,669	3,164
Total	4,967	13,245	18,212

The activities carried out regularly by external workers are limited to IT, cleaning and security auxiliary services. The data is expresses as a staff census. 59

102-9 Supply chain	43, 44		✓
102-10 Significant changes in the organisation and its supply chain	There haven't been any significant changes in the structure of the social capital or in the supply chain. 35, 39		✓
102-11 Precautionary principle or approach	78		✓
102-12 External initiatives	102		✓
102-13 Membership of associations	102		✓
STRATEGY			
102-14 Declaration of senior executives with decision making responsibilities	6, 8		✓
102-15 Main impacts, risks and opportunities	8		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
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 Company's Collective Bargaining Agreement for salaried staff, the Centre Regulations and the agreements of the General Assembly and the Board of Governors. 28		✓
102-17 Mechanisms for counselling and ethical concerns			✓
GOVERNANCE			
102-18 Governance structure	The Board of Governors is responsible for setting the guidelines regarding CSR.		✓
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 CSR.		✓
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 CSR. 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.		✓
	Table 3. Composition of governing bodies: 22		✓
102-22 Composition of the highest governing body and its committees			
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.		✓
102-25 Conflicts of interest	Conflicts of interest are regulated in the Operations Policy with Related Parties and Situations of Conflicts of Interest. A proactive conflicts of interest reporting mechanism has been developed for Board members and Managers in relation to other work activities and participation in other companies. This information is collected by the External Relations Management and reported to the Audit Committee.		✓
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 CSR.		✓
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 CSR. It is performed annually by the Delegated Members. There have been no changes in the year arising from this evaluation.		✓
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 CSR. The results obtained 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 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 its CSR.		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
GOVERNANCE			
102-32 Role of the highest governing body in the writing of sustainability reports.	The Board of Governors approves the strategies and sustainability reports.		✓
102-33 Communication of critical concerns	The General Management, Social Committee, Audit Committee and Resources Committee are responsible for reporting critical concerns to the Board of Governors during meetings with them.		✓
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, and 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 CSR objectives.		✓
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.	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			
102-40 List of stakeholders	16		✓
102-41 Collective bargaining agreements	59		✓
102-42 Identification and selection of stakeholders	The main stakeholders were identified by the Management in 2006 and have not been updated since then.		✓
102-43 Focus for the participation of the stakeholders	16, 18		✓
102-44 Key issues and concerns mentioned	109		✓
REPORT WRITING PRACTICES			
102-45 Entities included in the consolidated financial statements	109		✓
102-46 Definition of the contents of reports and coverage of the issue	109		✓
102-47 List of material aspects	109		✓
102-48 Restatement of information	109		✓
102-49 Changes in report writing	109		✓
102-50 Reporting period	109		✓
102-51 Date of last report	109		✓
102-52 Report writing cycle	109		✓
102-53 Point of contact for questions about the report	132		✓
102-54 Declaration of report writing in accordance with the GRI standards	5		✓
102-55 GRI Table of contents	112		✓
102-56 External verification	5		✓

MATERIAL ISSUES

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
1. MANAGING WITH CORPORATE VALUES			
BUSINESS ETHICS			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	28		✓
103-3 Evaluation of managerial approach	28		✓
205 ANTI-CORRUPTION 2016			
205-1 Operations evaluated for risks related to corruption	The significant risks related to corruption identified include unethical actions in contractual negotiations of leasing, the awarding and establishing of contractual relations with franchises and supplier actions not in line with Consum's ethical principles.		✓
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. No training was carried out on the Code of Ethics and Conduct with staff or governing bodies during the year.		✓
205-3 Confirmed cases of corruption and measures taken	28		✓
307 ENVIRONMENTAL COMPLIANCE 2016			
307-1 Failures to comply with legislation and environmental regulations			✓
419 SOCIOECONOMIC COMPLIANCE 2016			
419-1 Failures to comply with laws and regulations in the social and economic fields	Reported in GRI 416-1.		✓
2. SHARED ECONOMIC GROWTH			
PROFITABILITY			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	33		✓
103-3 Evaluation of managerial approach	33		✓
201 ECONOMIC PERFORMANCE 2016			
201-1 Direct economic value generated and distributed	33		✓
201-2 Financial implications and other risks and opportunities arising from climate change	Controls have been established within the Cooperative's Risk Map regarding risks arising from climate change in the organisation.		✓
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.		✓
PHYSICAL AND ONLINE DISTRIBUTION NETWORK			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	35		✓
103-3 Evaluation of managerial approach	35		✓
3. LOCAL DEVELOPMENT			
ECONOMIC DEVELOPMENT OF THE SURROUNDINGS			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	35, 36, 43, 96, 98		✓
103-3 Evaluation of managerial approach	35, 36, 43, 96, 98		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
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 during the year.		✓
203-2 Significant indirect economic impacts	The Cooperative generates a significant indirect economic impact on the surroundings through the creation of jobs in the supply chain and the Charter franchises network. The Social Sales Programme also enables the distribution of products under favourable terms, through commissaries or through social vouchers and prepaid cards, so they are accessible to people with low incomes.. 35, 36, 43, 96, 98		✓
LOCAL PRODUCTS			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	43		✓
103-3 Evaluation of managerial approach	43		✓
204 PROCUREMENT PRACTICES 2016			
204-1 Proportion of expenditure on local suppliers	43		✓
COMMERCIAL RELATIONS IN THE CHAIN			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	43		✓
103-3 Evaluation of managerial approach	43		✓
4. INNOVATION FOR PEOPLE			
DIGITISATION AND INNOVATION OF PROCESSES			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	48		✓
103-3 Evaluation of managerial approach	48		✓
COMMERCIAL INNOVATION			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	52		✓
103-3 Evaluation of managerial approach	52		✓
PRIVACY OF INFORMATION			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	51		✓
103-3 Evaluation of managerial approach	51		✓
418 CUSTOMER PRIVACY 2016			
418-1 Substantiated complaints regarding privacy violations of the customer and loss of customer data.	51		✓
5. WORK, TALENT AND WELL-BEING			
INTERNAL COMMUNICATION			
103 MANAGERIAL APPROACH 2016			
103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	62		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.																																																																						
103-3 Evaluation of managerial approach	62		✓																																																																						
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 emerges in the public domain.		✓																																																																						
WORK-LIFE BALANCE AND JOB FLEXIBILITY																																																																									
103 MANAGERIAL APPROACH 2016																																																																									
103-1 Explanation of the material aspect and its Coverage	109		✓																																																																						
103-2 The managerial approach and its components	64		✓																																																																						
103-3 Evaluation of managerial approach	64		✓																																																																						
401 EMPLOYMENT 2016																																																																									
401-1 Hiring new employees and staff turnover	Table 4. Additions and losses of partners by sex, age and region: 59 <table><tr><th rowspan="2"></th><th colspan="2">SEX</th><th colspan="3">AGE</th><th colspan="5">REGION</th><th rowspan="2">TOTAL</th></tr><tr><th>Male</th><th>Female</th><th><30</th><th>30-50</th><th>>50</th><th>Andalusia</th><th>Castilla La Mancha</th><th>Catalonia</th><th>Valencian C.</th><th>Murcia</th></tr><tr><td>Additions</td><td>556</td><td>1,643</td><td>1,115</td><td>1,032</td><td>52</td><td>44</td><td>140</td><td>595</td><td>1,248</td><td>172</td><td>2,199</td></tr><tr><td>Rate of new contracts</td><td>13.14%</td><td>14.44%</td><td>42.49%</td><td>9.89%</td><td>2.04%</td><td>10.94%</td><td>32.14%</td><td>19.19%</td><td>11.72%</td><td>16.94%</td><td>14.09%</td></tr><tr><td>Losses</td><td>252</td><td>578</td><td>336</td><td>363</td><td>131</td><td>18</td><td>6</td><td>372</td><td>394</td><td>40</td><td>830</td></tr><tr><td>Turnover rate</td><td>5.95%</td><td>5.08%</td><td>12.80%</td><td>3.48%</td><td>5.13%</td><td>4.48%</td><td>1.38%</td><td>12.00%</td><td>3.70%</td><td>3.94%</td><td>5.32%</td></tr></table>		SEX		AGE			REGION					TOTAL	Male	Female	<30	30-50	>50	Andalusia	Castilla La Mancha	Catalonia	Valencian C.	Murcia	Additions	556	1,643	1,115	1,032	52	44	140	595	1,248	172	2,199	Rate of new contracts	13.14%	14.44%	42.49%	9.89%	2.04%	10.94%	32.14%	19.19%	11.72%	16.94%	14.09%	Losses	252	578	336	363	131	18	6	372	394	40	830	Turnover rate	5.95%	5.08%	12.80%	3.48%	5.13%	4.48%	1.38%	12.00%	3.70%	3.94%	5.32%		✓
	SEX		AGE			REGION					TOTAL																																																														
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401-2 Benefits for full time employees that are not given to part time or temporary employees	Consum does not have provisions for retirement. 62		✓																																																																						
401-3 Parental leave	Table 5. Workers who have had maternity or paternity leave: <table><tr><th></th><th>MALE</th><th>FEMALE</th><th>TOTAL</th></tr><tr><td>Workers with maternity or paternity leave</td><td>216</td><td>390</td><td>606</td></tr></table> Table 6. Rate of return and retention after maternity or paternity leave by sex : <table><tr><th></th><th>MALE</th><th>FEMALE</th><th>TOTAL</th></tr><tr><td>Workers who have returned to Consum after maternity or paternity leave</td><td>156</td><td>342</td><td>498</td></tr><tr><td>Rate of reincorporation</td><td>96.89%</td><td>87.24%</td><td>90.05%</td></tr><tr><td>Workers who continue working at Consum 12 months after the end of maternity or paternity leave</td><td>228</td><td>530</td><td>758</td></tr><tr><td>Retention rate</td><td>96.20%</td><td>89.23%</td><td>91.22%</td></tr></table> 100% of workers who have had the right to paternity or maternity leave have exercised that right.		MALE	FEMALE	TOTAL	Workers with maternity or paternity leave	216	390	606		MALE	FEMALE	TOTAL	Workers who have returned to Consum after maternity or paternity leave	156	342	498	Rate of reincorporation	96.89%	87.24%	90.05%	Workers who continue working at Consum 12 months after the end of maternity or paternity leave	228	530	758	Retention rate	96.20%	89.23%	91.22%		✓																																										
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EQUALITY OF OPPORTUNITIES																																																																									
103 MANAGERIAL APPROACH 2016																																																																									
103-1 Explanation of the material aspect and its Coverage	109		✓																																																																						
103-2 The managerial approach and its components	63		✓																																																																						
103-3 Evaluation of managerial approach	63		✓																																																																						

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
405 DIVERSITY AND EQUAL OPPORTUNITIES 2016			

Table 11. Percentage of staff by job category, sex and age:

405-1 Diversity in governing bodies and employees

	MALE			FEMALE			TOTAL
	<30	31-50	>50	<30	31-50	>50	
Supervisors	0.09%	2.21%	1.21%	0.07%	3.06%	0.93%	7.57%
Technicians	0.36%	1.26%	0.22%	0.16%	1.36%	0.43%	3.80%
Operative staff	7.54%	11.54%	2.84%	13.56%	42.53%	10.62%	88.63%
Total	7.99%	15.01%	4.27%	13.79%	46.96%	11.98%	100.00%

Reported in GRI 102-22 and ES5-10. 25, 59

Table 15. Average wage index and salary divide by sex, age and job category: 62

405-2 Ratio of the basic salary and the remuneration of women compared to men

	<30			30-50			>50			TOTAL	
	Male	Female	Salary divide	Male	Female	Salary divide	Male	Female	Salary divide	Contents	Divide
Managers			0.00%	6.94	6.81	-1.99%	9.98	8.29	-16.95%	8.86	-16.72%
Supervisors	2.59	2.18	-15.65%	3.32	2.98	-10.24%	4.08	3.44	-15.78%	3.29	-13.38%
Technicians	2.16	2.23	3.37%	2.61	2.62	0.28%	3.02	2.79	-7.73%	2.62	1.47%
Operating personnel	1.29	1.27	-1.48%	1.46	1.36	-7.14%	1.55	1.37	-11.61%	1.36	-5.12%
Total	1.32	1.28	-3.26%	1.83	1.50	-18.19%	2.66	1.61	-39.45%	1.57	-18.56%

406 NON-DISCRIMINATION 2016

406-1 Cases of discrimination and corrective actions taken

62

SALARY

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage

109

103-2 The managerial approach and its components

62

103-3 Evaluation of managerial approach

62

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. 62

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 carries out its activity.

INTERNAL TRAINING AND PROMOTION

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage

109

103-2 The managerial approach and its components

60

103-3 Evaluation of managerial approach

60

CONTENT	PAGE NUMBERS OR URL			OMISSION	Ext. v.
404 TRAINING AND EDUCATION 2016					
	Table 9. Average hours of training by job category and sex: 60				✓
404-1 Average hours of training per year per employee		MALE	FEMALE	TOTAL	
	Supervisors	33.66	41.16	37.68	
	Technicians	25.12	23.49	24.28	
	Operating personnel	35.48	39.88	38.79	
	Total	34.55	39.51	38.16	
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				✓
	Table 10. Percentage of workers whose performance has been evaluated by job category and sex: 60				✓
404-3 Percentage of employees who receive regular performance and professional development reviews		MALE	FEMALE	TOTAL	
	Supervisors	74.53%	80.78%	77.88%	
	Technicians	65.67%	53.78%	59.54%	
	Operative staff	88.30%	88.00%	88.07%	
	Total	85.00%	86.67%	86.22%	

OCCUPATIONAL HEALTH AND SAFETY**103 MANAGERIAL APPROACH 2016**

103-1 Explanation of the material aspect and its Coverage	109	✓
103-2 The managerial approach and its components	60	✓
103-3 Evaluation of managerial approach	60	✓

403 OCCUPATIONAL HEALTH AND SAFETY 2018

403-1 Occupational health and safety management system	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. 60	✓
403-2 Identification of hazards, risk assessment and investigation of incidents	The risk assessment is carried out by the Prevention Service depending on the activation of certain events (identification of hazards, as a result of an accident, work-related disease, etc.), and also regularly based on an established schedule. For each hazard identified, the level of risk is estimated 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. The identification of occupational hazards by workers is carried out using an internal application in which centre managers are able to report the risks they have detected. The person that reported the risk initially is responsible for assessing the effectiveness of the measures applied. 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. The centre manager and the Prevention Coordinator carry out an investigation of the incident identified, in accordance with the Preventive Organisational Procedure for Accident Investigation. Prevention technicians contrast the information and request images, undertake inspections in situ, etc. depending on the type of incident.	✓
403-3 Health services in the workplace	60	✓
403-4 Participation of workers, consultation and communication regarding occupational health and safety	The Health and Safety Committee meet on a quarterly basis and exceptionally when the situation requires it.	✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
403-5 Training of workers regarding occupational health and safety	Training in the prevention of occupational risks includes an evaluation questionnaire of the knowledge acquired by workers, following the same protocol which is applied for all training at Consum. 60		✓
403-6 Promoting the health of the workers	60		✓
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	In accordance with the current legislation, 100% of Consum's workers are covered by its health and safety management system, and by the scope of its internal and external audits of supervision.		✓

Table 7. Injuries from workplace accidents:

	TOTAL	RATE
Deaths resulting from a workplace accidents	0	0
Workplace accidents with serious implications	11	0.38
Recordable workplace accidents	454	15.80

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 to Consum's staff are falls, traffic accidents on the way to the workplace, entrapment and over-exertion. The main injuries produced are musculoskeletal-related. To prevent these hazards, specific communications and training are undertaken with the individuals concerned. The number of hours worked is 28,727,957. 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.

Table 8. Work-related illnesses and diseases:

	TOTAL
Deaths resulting from a work-related illness or disease	0
Recordable cases of work-related illnesses and diseases	32

403-10 Work-related illnesses and diseases

Whether identified by the internal Prevention Service, or external service, in the event of any work-related illness, a study of it will be carried out. After medical examinations and the indicated leave, if applicable, the external Health Monitoring service issues a Fitness for Work Letter so that the worker can return to their job with the adaptations they require. The main hazards that may cause work-related illnesses to Consum's staff are repetitive movements. The main type of work-related illness and disease at Consum is carpal tunnel syndrome. To prevent these hazards, specific communications and training are undertaken with the individuals concerned. There is no information regarding work-related illnesses and diseases for external workers. No workers have been excluded from the calculation. Information about work-related illness is recorded in a specific IT application.

6. SAVINGS AND CUSTOMER EXPERIENCE

QUALITY IN CUSTOMER SERVICE AND COMPLAINTS CHANNELS

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage	109	✓
103-2 The managerial approach and its components	69	✓
103-3 Evaluation of managerial approach	69	✓

PERSONALISATION AND LOYALTY

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage	109	✓
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CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
103-2 The managerial approach and its components	68		✓
103-3 Evaluation of managerial approach	68		✓

7. HEALTHY AND SUSTAINABLE OFFER

PRODUCT RANGE AND SUPPLY

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	78		✓
103-3 Evaluation of managerial approach	78		✓

PRODUCT FRESHNESS, QUALITY AND SAFETY

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage	109		✓
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	77		✓
414-2 Negative social impacts on the supply chain and measures taken	77		✓

416 HEALTH AND SAFETY OF CUSTOMERS 2016

416-1 Evaluation of the impacts on health and safety of the categories of products or services	77		✓
Table 23. Number of regulatory requirements and breaches detected:			✓

	NON-CONFORMING ACTS	SANCTIONS	MONETARY VALUE
Products and services	482	15	€ 7,590.00
Customer health and safety	450	11	€ 6,590.00
Labelling of products and services	31	1	€ 1,000.00
Marketing communications	1	3	€ 0.00
Environment		4	€ 300.00
Socio-economic		0	€ 0.00
Total	482	19	€ 7,890.00

416-2 Cases of non-compliance relating to impacts on health and safety of the categories of products or services

No nonconformities have occurred in the certification of the ISO 9001 regarding health and safety. 77

417 MARKETING AND LABELLING 2016

417-1 Requirements for the information and labelling of products and services	78		✓
417-2 Cases of non-compliance related to the information and labelling of products and services	Reported in GRI 416-1. Consum does not follow any voluntary code in terms of labelling. 77		✓
417-3 Cases of non-compliance related to marketing communications	Reported in GRI 416-1. Consum does not follow any voluntary code in terms of and marketing and publicity. 77		✓

8. REDUCE EMISSIONS AND WASTE

ENERGY

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage	109		✓
103-2 The managerial approach and its components	83		✓
103-3 Evaluation of managerial approach	83		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.																								
302 ENERGY 2016																											
302-1 Energy consumption inside the organisation	Table 16. Energy consumption within the organisation:		✓																								
		<table><tr><th></th><th>GJ</th><th>% RENEWABLE</th></tr><tr><td>Fuel</td><td>13,491.84</td><td>0%</td></tr><tr><td>Gasoil</td><td>8,928.31</td><td>0%</td></tr><tr><td>Natural gas</td><td>4,566.53</td><td>0%</td></tr><tr><td>Electricity</td><td>953,887.87</td><td>100%</td></tr><tr><td>Supplied</td><td>948,582.38</td><td>100%</td></tr><tr><td>Self-consumption</td><td>5,305.49</td><td>100%</td></tr><tr><td>Total</td><td>967,379.71</td><td>98.61%</td></tr></table>		GJ	% RENEWABLE	Fuel	13,491.84	0%	Gasoil	8,928.31	0%	Natural gas	4,566.53	0%	Electricity	953,887.87	100%	Supplied	948,582.38	100%	Self-consumption	5,305.49	100%	Total	967,379.71	98.61%	
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	Supplied	948,582.38	100%																								
	Self-consumption	5,305.49	100%																								
	Total	967,379.71	98.61%																								
Consum does not sell energy. Calculations based on invoices and the MITERD guide to Carbon Footprint calculation, April 2021 version 17. Conversion factors of the International Energy Agency (IEA). 83																											
302-2 Energy consumption outside the organisation	Table 17. Energy consumption outside of the organisation:		✓																								
		<table><tr><th></th><th>GJ</th></tr><tr><td>Upstream transport and distribution</td><td>446,089.23</td></tr><tr><td>Business travel</td><td>6,808.31</td></tr><tr><td>Employee commutes to work</td><td>7,613.92</td></tr><tr><td>Downstream transport and distribution</td><td>213,465.31</td></tr><tr><td>Total</td><td>673,976.77</td></tr></table>		GJ	Upstream transport and distribution	446,089.23	Business travel	6,808.31	Employee commutes to work	7,613.92	Downstream transport and distribution	213,465.31	Total	673,976.77													
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Total	673,976.77																										
Calculations based on invoices and the MITERD guide to Carbon Footprint calculation, April 2021 version 17. Conversion factors of the International Energy Agency (IEA).																											
302-3 Energy intensity	The ratio is calculated per 1000 pallets of product distributed. Includes non-renewable fuel and electricity. To calculate the ratio, only the energy consumption from within the organisation is included. 83	✓																									
302-4 Reduction of energy consumption	Includes non-renewable fuel and electricity. Internal energy consumption. The base year is the previous year. Calculations based on invoices and the MITERD guide to Carbon Footprint calculation, April 2021 version 17. 83	✓																									
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.	✓																									
305 EMISSIONS 2016																											
305-1 Direct emissions of greenhouse gases (scope 1)	The refrigerant gases included in the calculation are R-134a, R-404A, R-407c, R-410a, R-438a, R-448a, R-449a, R-452a, R-453a, R-32. There are no biogenic emissions of CO2. The base year is 2015, first year of external verification. Emission factors and rates of global warming potential (GWP) from MITERD of April 2021, version 17. Focus of consolidation for the emissions by operational control. Verified externally in March 2022 by APPLUS+. 85	✓																									
305-2 Indirect emissions of greenhouse gases when generating energy (scope 2)	The base year is 2015, first year of external verification. Emission factors and rates of global warming potential (GWP) from MITERD of April 2021, version 17. Focus of consolidation for the emissions by operational control. Verified externally in March 2022 by APPLUS+. 85	✓																									

CONTENT	PAGE NUMBERS OR URL		OMISSION	Ext. v.
305-3 Other indirect emissions of greenhouse gases (scope 3)	Table 18. Other indirect GHG emissions (scope 3):			✓
		T CO ₂ EQ	EVOL. BASE YEAR (2020)	
	Purchase of goods and services	6,714,229.42	27.77%	
	Capital assets	187,510.25	0.50%	
	Fuel and energy-related activities	6,499.61	-8.92%	
	Transport and upstream distribution	31,026.63	42.35%	
	Waste	54,389.07	-7.38%	
	Corporate travel	583.04	23.62%	
	In itinere journeys	10,980.64	-16.96%	
	Transport and downstream distribution	5,946.94	-18.83%	
	Use of sold products	28,999.77	-24.99%	
	End of life of sold products	4,682.40	26.51%	
	Franchises	33,307.78	11.24%	
	Investments	5.68	100%	
	Total	7,078,161.25	25.89%	
There are no biogenic emissions of CO ₂ . Activities covered by the GHG Protocol standard for Scope 3 are included. The base year is 2020, first year of calculation. Emission factors and rates of global warming potential (GWP) from MITERD of April 2021, version 17. Drafted by the external consultancy, Anthesis Lavola, and verified externally in March 2022 by APPLUS+.				
305-4 Intensity of greenhouse gas emissions	The ratio is calculated per 1000 pallets of product distributed. For the calculation, scopes 1 and 2 verified in the carbon footprint have been included.		✓	
305-5 Reduction of emissions of greenhouse gases	Base year 2015, first external verification of the Carbon Footprint. For the calculation, scopes 1 and 2 verified in the carbon footprint have been included. Carbon footprint verified externally in Scopes 1 and 2 in June 2022 by APPLUS+. 85		✓	
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 no significant emissions of Nitrogen oxides (NOX), sulphur oxides (SOX) and other atmospheric emissions.		✓	
PACKAGING MATERIALS				
103 MANAGERIAL APPROACH 2016				
103-1 Explanation of the material aspect and its Coverage	109			✓
103-2 The managerial approach and its components	87			✓
103-3 Evaluation of managerial approach	87			✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
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301 MATERIALS 2016

Table 19. Materials and percentage of recycled material used :

✓

	KG	% RECYCLED
Renewable material		
Cardboard	2,981,690.07	28.18%
Compostable plastics	595,272.08	-
Non-renewable material		
Steel	127,919.85	-
Aluminium	42,792.43	60.01%
PVC Plastic	84,908.26	-
PET Plastic	149,983.17	37.51%
HDPE Plastic	24,311.76	-
LDPE Plastic	2,417,398.82	65.99%
PP Plastic	344,205.66	0.03%
PS Plastic	5,663.34	-
Other plastics	149,411.93	-
Glass	1,071.00	-
Other materials	1,229.48	-
Total	6,925,857.86	36.35%

301-1 Materials used by weight or volume

Purchases made in the 2021 calendar year. External supplier data reviewed by KPMG Auditores, S.L. 87

301-2 Recycled used consumables	Reported in GRI 301-1. 87	✓
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124

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.	✓
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FOOD RESIDUE AND WASTE

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage	109	✓
103-2 The managerial approach and its components	96	✓
103-3 Evaluation of managerial approach	96	✓

306 WASTE 2020

306-1 Waste generation and significant waste-related impacts	87	✓
306-2 Management of significant waste-related impacts	The waste is managed by an external contractor through different recovery operations. The data is obtained from the Zero Waste audit conducted by AENOR in March 2022. 87	✓

Table 20. Waste by composition (t):

✓

	WASTE GENERATED	WASTE NOT DESTINED FOR DISPOSAL	WASTE DESTINED FOR DISPOSAL
Hazardous waste	92.36	74.50	17.85
Non-hazardous waste	44,412.71	44,399.53	13.18
Cardboard	28,412.64	28,412.64	-
Plastic	2,700.58	2,700.58	-
Organic (platform)	688.46	688.46	-
Organic (supermarket)	11,155.00	11,155.00	-
CSR	1,065.51	1,065.51	-
Other	390.52	377.34	13.18
Total	44,505.06	44,474.03	31.04

306-3 Waste generated

The data is obtained from the Zero Waste audit conducted by AENOR in March 2022.

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
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Table 21. Waste not destined for disposal due to recovery operation (t)

✓

306-4 Waste not destined for disposal

	INSIDE THE FACILITIES	OUTSIDE OF THE FACILITIES	TOTAL
Hazardous waste			
R1	-	2.72	2.72
R3	-	3.54	3.54
R4	-	64.26	64.26
R9	-	2.82	2.82
R12	-	0.14	0.14
R13	-	0.45	0.45
R14	-	0.44	0.44
P5	-	0.14	0.14
Total			74.50
Non-hazardous waste			
R1	-	1,084.61	1,084.61
R3	-	43,065.61	43,065.61
R4	-	155.53	155.53
R5	-	2.31	2.31
R12	-	13.80	13.80
R13	-	77.63	77.63
R14	-	0.03	0.03
Total			44,399.52
Recovered waste			44,474.026

The data is obtained from the Zero Waste audit conducted by AENOR in March 2022.

Table 22. Waste destined for disposal due to recovery operation (t):

✓

306-5 Waste destined for disposal

	INSIDE THE FACILITIES	OUTSIDE OF THE FACILITIES	TOTAL
Hazardous waste			
D9	-	3.73	3.73
D15	-	11.12	11.12
Other	-	3.00	3.00
Total			17.85
Non-hazardous waste			
D5	-	10.62	10.62
D9	-	2.56	2.56
Total			13.18
Disposed waste			31.04

The data is obtained from the Zero Waste audit conducted by AENOR in March 2022.

9. SOCIAL COMMITMENT AND SOLIDARITY

SOCIAL PROGRAMMES

103 MANAGERIAL APPROACH 2016

103-1 Explanation of the material aspect and its Coverage	109	✓
103-2 The managerial approach and its components	95, 96	✓
103-3 Evaluation of managerial approach	95, 96	✓

413 LOCAL COMMUNITIES 2016

413-1 Operations with the participation of the local community, evaluations of the impact and programmes of development	95, 96	✓
413-2 Operations with significant negative impacts - real or potential- on local communities	Closure of own store has occurred in Barcelona, Vía Augusta.	✓

SOCIAL ECONOMY SECTOR

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
1ST PRINCIPLE. PRIMACY OF PEOPLE AND OF THE SOCIAL OBJECTIVE ON CAPITAL			
ES1-1 Description of a brief report that highlights the primacy of people and the social objective over capital	6		✓
2ND PRINCIPLE. VOLUNTARY AND OPEN ACCESS TO MEMBERSHIP			
ES2-1 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.		✓
ES2-2 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.		✓
ES2-3 Evolution of members or partners, describing the variation in new memberships and withdrawals.	59, 68		✓
3RD PRINCIPLE. ORGANISATION AND BUSINESS CULTURE WITH THE AIM OF PARTICIPATORY AND DEMOCRATIC MANAGEMENT			
ES3-1 Percentage of persons or groups with voting rights in the maximum decision-making bodies with respect to the total number of persons in the organisation	25		✓
ES3-2 Degree of renewal in the representative bodies of the organisation, indicating the expected renewal formula.	25		✓
ES3-3 Work groups or spaces generated that favour the decision-making of the organisation	25		✓
ES3-4 Percentage of people in the organisation who participate in some of the groups or spaces generated	25		✓
ES3-5 Information process by which people in the organisation have access to the information from three sides (corporate, business and economic), indicating the channels, frequency and recipients	16		✓
ES3-6 Percentage of members of the organisation who have received or participate in specific training activities in social economics in the last year in relation to the total membership of the organisation	60		✓
ES3-7 Average percentage of actual participation in the highest decision-making bodies	25		✓
ES3-8 Description of the preparatory process of the highest body of social representation	25		✓
4TH PRINCIPLE. CONJUNCTION OF THE INTERESTS OF USER MEMBERS AND OF GENERAL INTEREST			
ES4-1 Creation of a focussed stakeholder map in the organisation	16		✓
ES4-2 Relational flows existing between the organisation and its stakeholders	16		✓
ES4-3 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.	43		✓
ES4-4 Adaptation to the cultural identity of the territories where the organisation operates	70		✓
ES4-5 Existence of a system of evaluation of the satisfaction of interest groups or stakeholders	16		✓
5TH PRINCIPLE. DEFENSE AND APPLICATION OF THE PRINCIPLES OF SOLIDARITY			
ES5-1 Organisation of social, cultural and solidarity acts, and monetary of other collaborations in them.	95, 96 98		✓
ES5-2 Existence of actions related to socially responsible investments	No investments have been made during the year in relation to SRI criteria.		✓
ES5-3 Existence of a formal declaration requesting suppliers and contracted companies to make a management commitment to respect the environment and be socially responsible	43		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	Ext. v.
ES5-4 Consideration of environmental criteria in the selection of suppliers, products and services	78		✓
ES5-5 Name and type of cooperation activities carried out with other Organisations	102		✓
ES5-6 Percentage of purchases produced in the territory (raw materials, services and fixed assets) / total purchases	43		✓
ES5-7 Existence of policies or procedures for equal opportunities in the selection, promotion and development of staff within the organisation	62		✓
ES5-8 Knowledge and documentation of significant environmental impacts arising from the business activity	82		✓
ES5-9 Definition and documentation of annual environmental objectives based on significant environmental impacts	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	Table 12. People with disabilities by sex, age, region, type of working day, type of contract and job category:		✓
	SEX	Male	47
		Female	108
	AGE	<30	10
		30-50	87
		>50	58
		REGION	Andalusia
	Castilla La Mancha		10
	Catalonia		36
	Valencian Community		99
	Murcia		10
	TYPE OF WORKING DAY		Full time
		Part time	32
	TYPE OF CONTRACT	Structural	155
	JOB CATEGORY	Supervisors	8
		Technicians	8
		Operating personnel	139
	TOTAL		155
Reported in GRI 102-8. 59			
ES5-11 Total number of people broken down by age, gender and region, specifying any disabled staff.	Reported in GRI 102-8, GRI 405-1 and ES5-10. 59		✓
ES5-12 Average turnover of the workforce broken down by age group, gender and region, specifying disabled staff.	Reported in GRI 401-1. Consum does not have specific data on the turnover of people with disabilities because of their low percentage of the total workforce. In 2021, one person with disabilities left because of a full permanent disability.		✓
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	Consum's activities are carried out in urban spaces. No measures for the preservation or restoration of natural spaces have been carried out during the year.		✓
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			
ES6-1 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			
ES7-1 Percentage over Liabilities corresponding to non-distributed collective funds	33		✓
ES7-2 Percentage of distribution of surpluses for collective or non-distributed funds.	39,77%		✓
ES7-3 Percentage of surplus allocated to the members of the organisation or to the incorporation of people (capitalised or monetised surpluses).	74,17%		✓
ES7-4 Increase or decrease in retained earnings at the end of the period	33		✓

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, 102-15

ISSUES	Results	Materiality	Risks and impacts	Policies and due diligence	Indicators
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ENVIRONMENTAL

CURRENT AND FORESEEABLE EFFECTS OF THE COMPANY'S ACTIVITIES ON THE ENVIRONMENT AND, IF APPLICABLE, HEALTH AND SAFETY.

Environmental evaluation or certification procedures		ASSETS	ENERGY	Environmental policy	GRI 103 Management Approach
Resources dedicated to the prevention of environmental risks	Environmental investments (CapEx) and operating expenses (OpEx) have been made which are eligible within the EU Taxonomy to a value of €67,182,732.53	ASSETS	ENERGY	Environmental policy	EU Taxonomy
Application of the precautionary principle		ASSETS	HEALTHY AND SUSTAINABLE PRODUCT	Environmental policy	GRI 102-11
Quantity of provisions and guarantees for environmental risks	There have been no provisions or guarantees for environmental risks during the financial year.	ASSETS	ENERGY	Environmental policy	GRI 103 Management Approach

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.	NON-MATERIAL
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CIRCULAR ECONOMY AND PREVENTION AND MANAGEMENT OF WASTE

Measures of prevention, recycling, reuse, other forms of recovery and waste disposal.	ASSETS	FOOD RESIDUE AND WASTE	Environmental policy	GRI 306-1 GRI 306-2 GRI 306-3 GRI 306-4 GRI 306-5
Actions to combat food waste	MATERIAL	FOOD RESIDUE AND WASTE	Environmental policy	GRI 413-1

SUSTAINABLE USE OF RESOURCES

Consumption of water and supply of water in accordance with local limitations	NON-MATERIAL			
Consumption of raw materials and the measures adopted to improve the efficiency of their use	ASSETS	PACKAGING MATERIALS	Environmental policy	GRI 301-1 GRI 301-2 GRI 301-3
Direct and indirect consumption of energy, measures taken to improve energy efficiency and the use of renewable energies	ASSETS	ENERGY	Environmental policy	GRI 302-1 GRI 302-2 GRI 302-3 GRI 302-4

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	ASSETS	ENERGY	Environmental policy	GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5
Measures adopted to adapt to the consequences of climate change	ASSETS	ENERGY	Environmental 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	ASSETS	ENERGY	Environmental policy	GRI 103 Management Approach

PROTECTION OF BIODIVERSITY

Measures taken to preserve or restore biodiversity	NON-MATERIAL
Impacts caused by activities or operations in protected areas	NON-MATERIAL

ISSUES	Results	Materiality	Risks and impacts	Policies and due diligence	Indicators
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SOCIAL AND REGARDING STAFF

JOBS

Total number and distribution of employees by sex, age, country and job classification.		ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 405-1
Total number and distribution of types of employment contract		ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 102-8
Yearly average of permanent contracts, temporary contracts and part time contracts by sex, age and job classification,		ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	Specific indicator
		Table 13. Average annual contracts by type of contract, type of working day, sex, age and job classification:			
		Number of contracts		Percentage	
TYPE OF CONTRACT	Partner	387		3.16%	
	Undefined	2,250		18.39%	
	Temporary	9,600		78.45%	
TYPE OF WORKING DAY	Full time	6,731		55.01%	
	Part time	5,506		44.99%	
SEX	Male	3,346		27.34%	
	Female	8,891		72.66%	
AGE	<30	6,389		52.21%	
	30-50	5,472		44.72%	
	>50	376		3.07%	
JOB CLASSIFICATION	Supervisors	54		0.44%	
	Technicians	48		0.39%	
	Operating personnel	12,135		99.17%	
TOTAL		12,237		100%	

129

Number of dismissals by sex, age and job classification.				Table 14. Dismissals by job category, sex and age:	ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	Specific indicator
	MALE			FEMALE			TOTAL	
	<30	31-50	>50	<30	31-50	>50		
Supervisors	0	5	3	1	4	2	15	
Technicians	0	3	1	0	0	0	4	
Operating personnel	81	56	9	122	166	38	472	
Total	81	64	13	123	170	40	491	

Average remuneration and its progression broken down by sex, age and job classification or equal value	ASSETS	SALARY	Staffing policies	GRI 405-2
Salary divide	ASSETS	SALARY	Staffing policies	GRI 405-3
Remuneration of jobs equal to or the average of society.	ASSETS	SALARY	Staffing policies	GRI 405-4
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	ASSETS	SALARY	Code of Good Corporate Governance Staffing policies	GRI 102-35 GRI 405-2

ISSUES	Results	Materiality	Risks and impacts	Policies and due diligence	Indicators
Implementation of policies of disconnecting from work	According to the provisions of Article 9.8 of the centre regulations, a digital switch-off measure is included whereby workers may switch off their terminals during break periods, days off work, leave or holidays, without involving any type of disciplinary measure by the Cooperative, thereby guaranteeing their right to work-life balance.	ASSETS	WORK-LIFE BALANCE AND JOB FLEXIBILITY	Staffing policies	GRI 401-2
Employees with disabilities		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 405-1
ORGANISATION OF THE WORK					
Organisation of working hours		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 401-2
Number of hours of absenteeism	2.132.681	ASSETS	OCCUPATIONAL HEALTH AND SAFETY	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.		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 401-2
HEALTH AND SAFETY					
Conditions of health and safety in the workplace		ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 403-1 GRI 403-2 GRI 403-3 GRI 403-5 GRI 403-6 GRI 403-8
Work accidents, in particular their frequency and seriousness, as well as work related illnesses; broken down by sex		ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 403-9 GRI 403-10
SOCIAL RELATIONSHIPS					
Organisation of social dialogue, including procedures for informing and consulting staff and negotiating with them		ASSETS	INTERNAL COMMUNICATION	Staffing policies	GRI 402-1
Percentage of employees covered by collective agreements by country		ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 102-41
Summary of collective agreements, particularly in the field of health and safety in the workplace		ASSETS	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 403-4
TRAINING					
Policies implemented in the field of training		ASSETS	INTERNAL TRAINING AND PROMOTION	Staffing policies	GRI 404-2
Total number of training hours by job category		ASSETS	INTERNAL TRAINING AND PROMOTION	Staffing policies	GRI 404-1
UNIVERSAL ACCESS FOR PEOPLE WITH DISABILITIES					
Universal access for people with disabilities	All facilities comply with the regulations regarding the universal accessibility of people with disabilities.	ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 103 Management Approach
EQUALITY					
Measures adopted to foster equal treatment and opportunities between men and women		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 103 Management Approach
Equality plan (Chapter III of Organic Law 3/2007, of 22nd March, on the effective equality of men and women),		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 103 Management Approach
Measures adopted to promote employment		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 103 Management Approach
Protocol against sexual harassment and sex discrimination		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 103 Management Approach
Integration universal access for people with disabilities		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 103 Management Approach
Policy against all types of discrimination and, if applicable, of the management of diversity		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 103 Management Approach

ISSUES	Results	Materiality	Risks and impacts	Policies and due diligence	Indicators
HUMAN RIGHTS					
Application of due diligence processes with regard to Human Rights		NON-MATERIAL			
Prevention of Human Rights violation risks and, if applicable, measures to mitigate, manage and repair possible abuses committed.		NON-MATERIAL			
Reports of violations of human rights		NON-MATERIAL			
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.		NON-MATERIAL			
Elimination of discrimination in employment and the workplace		ASSETS	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 406-1
Elimination of forced and compulsory labour		NON-MATERIAL			
Effective abolition of child labour		NON-MATERIAL			
FIGHT AGAINST CORRUPTION AND BRIBERY					
Measures adopted to prevent corruption and bribery		ASSETS	BUSINESS ETHICS	Code of Ethics and Conduct	GRI 102-16 GRI 102-17
Measures to combat money laundering		ASSETS	BUSINESS ETHICS	Code of Ethics and Conduct	GRI 102-16 GRI 102-17
Donations to foundations and non-profit making bodies		ASSETS	BUSINESS ETHICS	Donations and Sponsorship Policy	GRI 102-12 GRI 102-13 GRI 413-1
SOCIETY					
COMPANY'S COMMITMENT TO SUSTAINABLE DEVELOPMENT					
Impact of the company's activity on employment and local development		ASSETS	ECONOMIC DEVELOPMENT OF THE SURROUNDINGS	Sustainability Policy	GRI 203-2 GRI 413-1
Impact of the company's activity on local populations and in the territory		ASSETS	LOCAL PRODUCTS	Sustainability Policy	GRI 204-1
Relationships maintained with stakeholders from the local communities and the forms of dialogue with them		ASSETS	RELATIONSHIPS WITH STAKEHOLDERS	Sustainability Policy	GRI 102-43
Partnership actions or sponsorship		ASSETS	SOCIAL PROGRAMMES	Donations and Sponsorship Policy	GRI 102-12 GRI 102-13 GRI 413-1
SUBCONTRACTING AND SUPPLIERS					
Inclusion in the procurement policy of social, gender equality and environmental issues		ASSETS	COMMERCIAL RELATIONS IN THE CHAIN	Sustainability Policy	GRI 103 Management Approach
Consideration in relationships with suppliers and subcontractors of their social and environmental responsibility		ASSETS	COMMERCIAL RELATIONS IN THE CHAIN	Sustainability Policy	GRI 103 Management Approach
Supervision and audit systems and their results		ASSETS	PRODUCT FRESHNESS, QUALITY AND SAFETY	Quality policy	GRI 414-1 GRI 414-2
CONSUMERS					
Health and safety measures for consumers		ASSETS	PRODUCT FRESHNESS, QUALITY AND SAFETY	Quality policy	GRI 416-1 GRI 417-1
Complaint systems		ASSETS	QUALITY OF THE CUSTOMER SERVICE AND COMPLAINTS CHANNELS	Quality policy	GRI 103 Management Approach
Complaints received and their resolution		ASSETS	QUALITY OF THE CUSTOMER SERVICE AND COMPLAINTS CHANNELS	Quality policy	GRI 413-1
TAX INFORMATION					
Profits obtained country by country		NON-MATERIAL			
Taxes paid on profits		NON-MATERIAL			
Public subsidies received		NON-MATERIAL			



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This Sustainability Report has been drawn up 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 its Corporate Responsibility.





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