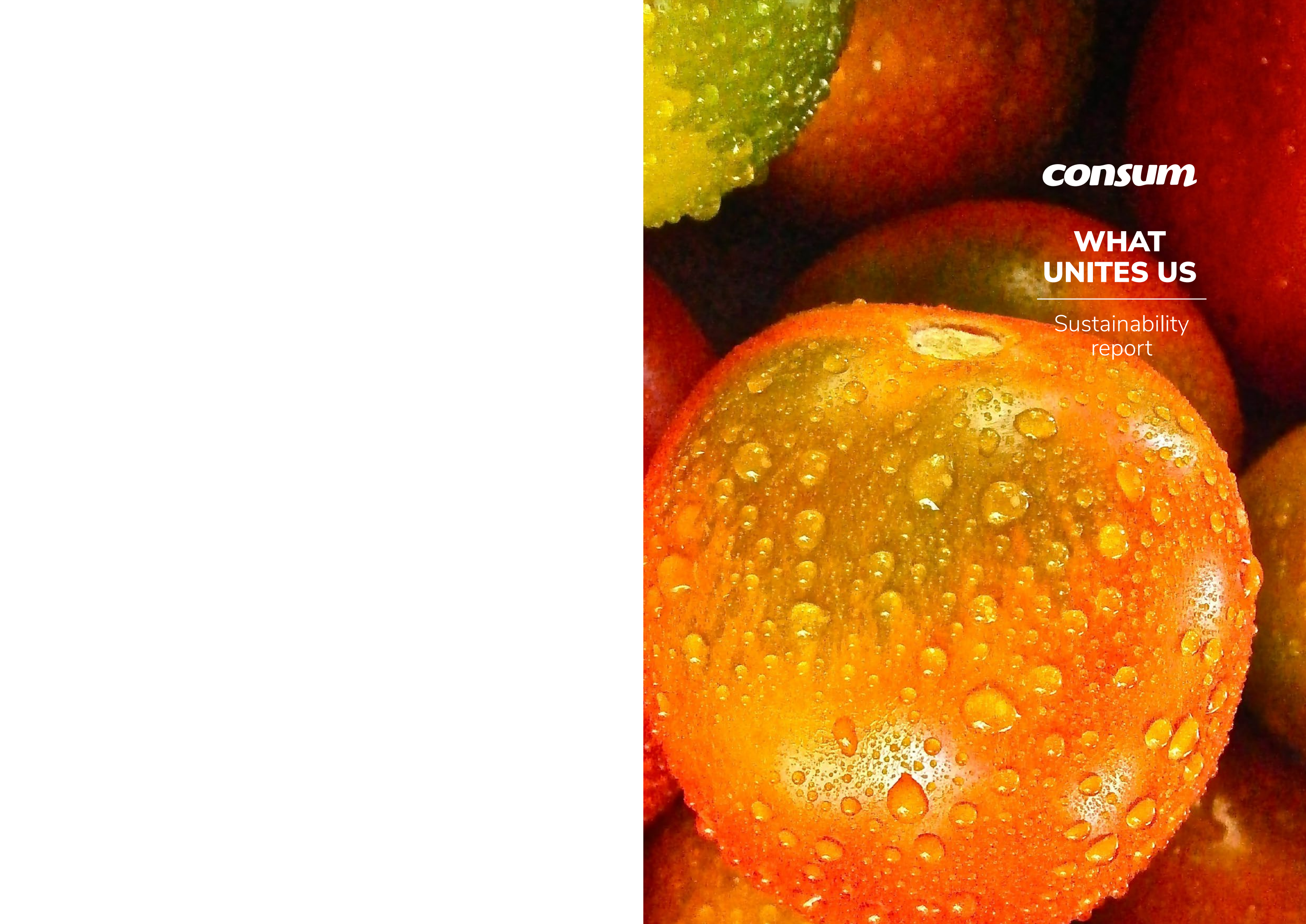




SUSTAINABILITY REPORT 2022

©





consum

**WHAT
UNITES US**

Sustainability
report



WHAT UNITES US

COOPERATIVE VALUES

Everyone that makes up Consum (partner-customers, partner-workers, suppliers, creditors, franchisees and social entities) **believes in the same model because we are united by common values, cooperative values.**

A model where words like **commitment, responsibility, closeness, innovation, well-being, trust, respect and solidarity** become values that unite us and are translated into facts, into day-to-day gestures that place people at the centre and put the common good before individual gain.

In order to achieve it, we have to keep working together, looking for more creative solutions and thinking long term. In other words, we have to commit to **a model in which our activity adds to and makes your shopping more sustainable.**

This is what we have been doing here at Consum since we were founded as a cooperative, and is what underpins our **Sustainability Strategy 2021-2025: 10 lines of work based** on cooperative values, **on values that unite us.**



2022

SUSTAINABILITY REPORT

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WE ARE UNITED BY COM MIT MENT

“WE DRAFT THIS REPORT SO YOU KNOW
THAT WE SHARE THE SAME VALUES.”

We work transparently with a **focus on**
people because we are cooperative.

WITH OPENNESS AND HONESTY

The Sustainability Report contains information about Consum's economic, environmental and social performance as evidence of the Board of Governors' commitment to the Cooperative's stakeholders regarding transparency and accountability. The information contained in this document forms part of the Management Report corresponding to the 2022 financial year and has been verified by the independent entity LGAI Technological Center S.A. (Applus+), in accordance with the Global Reporting Initiative (GRI) Standards for sustainability reporting, and in accordance with Law 11/2018 on non-financial information and diversity.

Applus⁺



CERTIFICADO

Núm.
GRI-0062/23

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 : 2022

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.

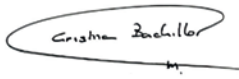
Cerdanyola del Vallès, 26 de abril de 2023.

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)

Applus⁺



CERTIFICADO

Núm.
GRI-0059/22

ANEXO

La auditoría de verificación de la Memoria de Sostenibilidad 2021 se realizó en las fechas 20 y 21 de marzo de 2023 y el informe de auditoría el 21 de abril de 2023.

El Centro de Certificación LGAI TECHNOLOGICAL CENTER (Applus+), certifica que el trabajo desarrollado por la empresa CONSUM S. COOP. VALENCIANA, cumple con los requisitos establecidos en cuanto a la preparación, recogida y documentación de los datos relativos a los indicadores del esquema. No se han detectado desviaciones significativas y no se han puesto de manifiesto hechos que permitan deducir que los aspectos descritos en la Memoria contienen errores significativos. Los datos de la memoria son por tanto fiables y representativos de la actividad a efectos económicos, ambientales y sociales de la organización y siguen los criterios establecidos por la Memoria de Sostenibilidad GRI Estándares en conformidad opción esencial.

Cerdanyola del Vallès, 26 de abril de 2023

THIS REPORT HAS BEEN DRAWN UP IN ACCORDANCE WITH GRI STANDARDS:
EXHAUSTIVE OPTION

INTERVIEW WITH FRANCESC LLOBELL

President

What have been the Cooperative's major milestones?

I would highlight the normality of our activity and, in particular, our Cooperative's corporate activity. In 2022, we went back to holding the Worker and Consumer Partners' Preliminary Meetings after two years of not being able to because of the pandemic. This time, we renewed our decision-making and governing bodies, including the General Assembly of Delegates and the Board of Governors, which I have the privilege of chairing again.

We have experienced an extremely complex year, in which the international crisis has marked sharp price increases and in which the Cooperative has tried to place people at the heart of decision-making.

What measures have been put in place in relation to partners?

Encouraging saving among our customers has been one of the year's main objectives, not forgetting the fact that, with regard to partner-customers, we are concerned about a healthier diet. For that reason, we work hard to offer foods tailored to their tastes and needs, which are also endorsed by food safety and sustainability certificates, such as animal welfare or sustainable fishing, among others.

We continue to be one of the best companies to work for in Spain, since we have once again been awarded the Top Employers seal for the tenth consecutive year. We have also continued to implement the 5-day working week, now available in more than half of the supermarkets and we have launched our 4th Equality Plan.

Also a complex year for the supply chain...

Yes, that's true, we all know how important the primary sector is. It underpins our activity, a particularly vulnerable sector and subject to all types of fluctuations, from climatological to economical ones. That's

why we strive to look after it and take in interest in it, and because generating local wealth in the regions where we are present is in our DNA, we continue to commit to local and 0km products. This translates into 99% of the purchases that Consum has made being from national suppliers and, of these, 68% are local suppliers.

Another important way of boosting local development is through the franchises, how do you assess their evolution?

With Charter, we continue to achieve our social objective of providing a service to small towns and urban neighbourhoods through our Charter franchise, which has continued to grow at a good pace.

It is a way of giving back to society what it contributes...

Exactly. Growth that is enriched with the social aspect of the Cooperative. In 2022, we have collaborated with people in vulnerable situations through more than 1000 social initiatives, with entities, NGOs and food banks. The Aid to Ukraine Plan stands out in which, thanks to the generosity of the partners and customers, we were able to raise €350,000. Consum contributed an additional donation of €50,000, to give a total of €400,000 to help those affected. In June, vouchers were also donated to Caritas, with a value of €150,000 to help Ukrainian refugees that have fled the war, in addition to other refugees and migrants for other reasons, that are living in our autonomous communities where Consum is present.

Finally, what message would you send out for 2023?

We will continue to work together to serve society, having even more of an impact on the savings options for people, offering the best value for money and generating jobs. As a social economy company, we will continue working in line with the Sustainable Development Goals, placing people at the centre, as always.

“

AS A SOCIAL ECONOMY COMPANY, WE WILL CONTINUE WORKING IN LINE WITH THE SUSTAINABLE DEVELOPMENT GOALS, PLACING PEOPLE AT THE CENTRE, AS ALWAYS.

”





“

WE HAVE WORKED EXTREMELY HARD HERE AT CONSUM NOT TO PASS ALL OF THE PRICE INCREASES ON TO THE END CUSTOMER, AT THE EXPENSE OF OUR PROFITS

”

INTERVIEW WITH JUAN LUIS DURICH

Managing Director

How would you sum up the 2022 financial year?

It has been a complicated year in which Consum has wanted to be near to people, placing them at the heart of all of its decisions. Despite the fact we are experiencing price increases that have objective causes, unrelated to the food chain and that we are unable to control, we have worked extremely hard here at Consum not to pass all of the price increases on to the end customer, at the expense of our profits. At the same time, despite the socio-economic situation, we have continued to create stable and quality employment.

How has Consum evolved in terms of employment?

Over the last year, we have broken our own record of a thousand jobs per year, up to 1,125 new jobs, to reach a total workforce of 19,337 people, nearly double the number of workers we had a decade ago. The new posts are due to new supermarket openings and the expansion of our online store. We have also implemented the 5-day working week in more supermarkets and have increased the salaries of 9% of the workforce.

And in terms of the measures to encourage savings, what would you highlight?

Our cooperative values mean that, each year, more consumers join us, exceeding 4.3 million partners-customers in 2022; to whom we have delivered 54.9 million euros in vouchers and discounts, 8.7% more than in 2021, through our Mundo Consum loyalty programme, the second best in the entire food distribution sector in Spain. With discounts and a personalised offer, we reward their loyalty in these challenging times.

What has been the most relevant economic data?

In 2022, we have accelerated our pace of opening stores, reaching a total of 50 (12 Consum and 38 Charter franchises). Sales reached 3,864.3 million euros, up 14.4% compared to 2021 and profits reached 57.7 million euros, which is a decrease of 15%

compared to 2021, equating to a reduction of more than 10.2 million euros. In this context, Consum has made enormous efforts not to pass on all of the price increases to the end customer, at the expense of our profits.

We have invested 168.4 million euros, mainly spent on renovations and expansions that we have carried out in 2022 to continue to adapt our commercial network. The installation of a new high rotation automated silo and automatic picking at the Torres de Cotillas Platform stands out in particular.

What would you highlight among Consum's environmental actions?

In 2022, we signed a 'solar farm' agreement with Endesa for the next 10 years, which gives us stability in our energy needs in the long term and also in terms of sustainability.

Moreover, we are particularly proud of the certification for the sustainability of our logistics, being awarded the 3rd Lean & Green Star in 2022. The Cooperative is the only distribution company to achieve the 3 stars this year, for reducing its CO2 emissions by more than 40%.

Within our Reduction of Materials and Packaging Plan, one particular circular economy project is worth mentioning, which is pioneering in the sector and transforms expanded polystyrene from the waste recovered from platforms into furniture for the bakery section of our supermarkets.

What are your forecasts for 2023?

Looking forward to 2023, if the conflict situation persists and the tendency for high costs continues, we will continue in an inflationary scenario, although less severe than in 2022 (noting a slowdown in inflation, probably, from the second half of the year), where the consumer will place enormous importance on savings. At Consum, we will increase our pace of openings to continue to grow and continue to commit to people and to meeting the needs of all of our stakeholders. Only by focussing on what unites us, can we move forward together.

FIGURES THAT COUNT

PROFITS

Millions of €

57.7

-15%



SALES

Millions of €

3,864.3

+14.4%



WORKERS

People

19,337

+1,125



PROFIT SHARING

Millions of €

46.3

€2,712.37

AVERAGE PER WORKER-PARTNER



INVESTMENTS

Millions of €

168.4

+12.9%



STORES

Supermarkets

874

+36



AVERAGE PAYMENT TO SUPPLIERS

Days

42

99%

OF PURCHASES FROM
NATIONAL SUPPLIERS



INNOVATION

Millions of €

25.2

+21.2%



PARTNER-CUSTOMERS

Million people

4.3

+7.5%



GIFT VOUCHERS

Millions of €

54.9

+8.7%



WORK-LIFE BALANCE

Millions of €

41

PROFIT PROGRAMME

Millions of €

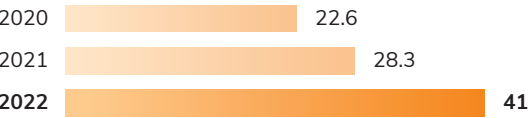
25.8

+10.7%



€2,122.55

PER WORKER



YOU ARE OUR RAISON D'ÊTRE



Customers shopping at Consum
in Aldaia (Valencia)

Consum S. Coop. V. is the largest cooperative of the Spanish Mediterranean area and it carries out its activity in the food distribution sector through its own Consum supermarkets and its Charter franchises.

Currently, Consum is present in Andalusia, Castilla-La Mancha, Catalonia, the Valencian Community, Region of Murcia and Aragon. However, as an entity with a national vocation, it aspires to gradually expand its commercial network to new regions.

Its commercial offer is distinguished by its local establishments, for offering its

customers the option to choose from a wide variety of brands, its fresh produce retail sections and for the interpersonal skills of its workers. Moreover, its Mundo Consum savings programme offers its partner-customers significant discounts from the first unit, both direct and according to their personal preferences.

Consum's purpose is laid out in its Mission, Vision and Values, the three strategic pillars that govern its business model.

MISSION:

"COMMITTED WORKERS. SATISFIED CUSTOMERS."

As a versatile cooperative, Consum has two types of partner, workers and consumers, thereby holding a dual company purpose: On the one hand, the Cooperative seeks to offer its workers stable and high quality jobs; and on the other, ensure its customers have access to the food and other household items they need, in turn offering them information and training to consume responsibly.

Consum's mission is born from 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 its business model.

VISION:

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

Consum focusses all of its actions towards a single vision, of being an independent, innovative, honest, sustainable cooperative, where its customers have the ability to choose and access to good prices.

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. These are values that guide Consum and integrate social responsibility within its management.



BEING SUSTAINABLE IS POSSIBLE

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. The following Principles guide all of the Cooperative's socially responsible actions:

1. Complying with all of the applicable regulations, both external and internal, and promoting ethical behaviour and culture among its governing bodies and workers.
2. Ensuring compliance with the standards relating to human rights, labour rights and freedom of expression and association, and ensuring the preservation of the environment, focussing environmental management on the fight against climate change.
3. Promoting partnerships and belonging to associations, forums and collaboration projects relating to sustainability.

4. Having participation mechanisms with each of Consum's stakeholders, based on dialogue and transparency.
5. 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.

SUSTAINABILITY
POLICY



Master of Freshness in fruit and vegetables at the new Consum supermarket in Aldaia (Valencia)

Consum embeds the Sustainability Policy in its management through its Sustainability Strategies. The current Strategy 2021-2025 incorporates the Sustainable Development Goals (SDGs) within the Cooperative's own

goals, contributing to achieving these global challenges by fulfilling Consum's own strategy, gradually increasing the ambition and efforts of the Cooperative in attaining them.



SUSTAINABLE DEVELOPMENT GOALS

CONSUM SUPPORTS THE SUSTAINABLE DEVELOPMENT GOALS

Customers shopping at Consum
in Aldaia (Valencia)



The Sustainability Policy broadens the Cooperative's purpose to include its relationship with its stakeholders, understanding that satisfying the needs of all groups is what enables it to create shared, and therefore sustainable, value in the long term for Consum and for society as a whole. For that reason, Consum has established various channels to communicate with its stakeholders:

PARTNER-WORKERS AND WORKERS



SHARED VALUE

Consum will make long-term financial decisions, maintaining a sustained growth and sharing the corresponding part of the profits among partner-workers, creating stable jobs, in appropriate working conditions, promoting a work-life balance.

CHANNELS OF COMMUNICATION AND FREQUENCY

General Assembly (annual)	Corporate intranet
Preliminary Meetings (triennial) and Informative Meetings (Annual)	BIS online and newsletter (monthly)
Gente Consum App	Centre meeting (monthly)

SATISFACTION RATING

In 2022, the Work Climate Survey has not been conducted since it is done every two years. The Engagement Survey was carried out instead, which measures the level of engagement of the staff with the organisation, and where an overall score of 3.88 out of 5 was achieved.

PARTNER-CUSTOMERS AND CUSTOMERS



SHARED VALUE

The Cooperative will commit to a customer experience based on care and respect for people, with points of sale and services that are accessible for all. It will guarantee responsible marketing, in addition to protecting the data of a personal nature belonging to partners and customers. It will guarantee the safety and quality of products, gradually focussing the commercial offer towards a healthier and more responsible diet and consumption.

CHANNELS OF COMMUNICATION AND FREQUENCY

General Assembly (annual)	In-store signage and loudspeaker system
Preliminary Meetings (triennial)	Television and radio slots (monthly)
Entrenosotros Magazine (bi-monthly)	Commercial leaflets (monthly)
Customer service	Shopping statements and gift vouchers (monthly)
Co-innovation sessions	Social networks

SATISFACTION RATING

The rating of the Mundo Consum programme is measured through surveys conducted in the Customer Voice Area, obtaining an NPS rating of 52.5 in 2022.

SUPPLIERS AND CREDITORS



SHARED VALUE

Relationships with suppliers and creditors will be based on transparency, stability and innovation, guaranteeing appropriate payment terms and margins at all points in the chain. It will strive to create a more responsible and sustainable supply chain, particularly with regards to respecting human rights and protecting the environment.

CHANNELS OF COMMUNICATION AND FREQUENCY

Commercial meetings with managers	Events with suppliers
-----------------------------------	-----------------------

SATISFACTION RATING

Consum is ranked in 5th place of national retailers in the AECOC 2022 Benchmarking study, rated by the food manufacturers themselves. On the other hand, for the fourth consecutive year, it retains the top position in the Advantage Mirror 2022 ranking.

FRANCHISEES



SHARED VALUE

Consum will offer training, support and advice; committing to transparency, stability and respect for commercial agreements established with franchises.

CHANNELS OF COMMUNICATION AND FREQUENCY

Commercial meetings with area managers	Commercial accompaniment training
Events with franchisees	

SATISFACTION RATING

Each year, franchisees rate the quality of the supply service they receive from the Cooperative. In 2022, a score of 7.1 out of 10 was achieved.

SOCIETY



SHARED VALUE

It will guarantee compliance with legislation, in addition to loyalty with the market and competition. Transparent relationships will be built with the different entities in society, particularly with regard to the inter-cooperation with other social economy entities. Through its commitment to society, Consum will promote the development of local communities through social programmes of food donations and other modes of social collaboration.

CHANNELS OF COMMUNICATION AND FREQUENCY

Dialogue forum	Signing agreements
Social events	Social networks
Press releases	Website
Press interviews	

SATISFACTION RATING

To measure the corporate reputation, a study is carried out with the consultancy firm, Reputation Institute, where the Cooperative has obtained a score of 69.7 out of 100 in 2022 in its Reptrak ranking.

The Sustainability Strategy 2021-2025 consists of ten lines of work, focussed on integrating sustainability transversally within Consum's activity:

	SUSTAINABILITY STRATEGY 2021-2025	CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDG)	OUTSTANDING RESULTS IN 2022
1	MANAGING WITH CORPORATE VALUES		• Holding Worker and Consumer Partners' Preliminary Meetings • Renewal of the delegates of the General Assembly and members of the Board of Governors
2	SHARED ECONOMIC GROWTH		• 46.3 million euros distributed among the partner-workers, which equates to an average of € 2,712.37 each • 50 new points of sale, including own supermarkets and franchises • Installation of a high rotation automated silo and automatic picking at the Torres de Cotillas Platform
3	LOCAL DEVELOPMENT	 	• Purchase of 6,000 tonnes of Valencian oranges and mandarin oranges with the IGP seal, an increase of 10% • €13 million in efficiency in TEO and Nodriza programmes
4	INNOVATION FOR PEOPLE		• € 25.2 million invested in innovation • Online shopping delivery system with boxes that stay cold thanks to thermal inertia • Self-service checkouts in 50 supermarkets
5	WORK, TALENT AND WELL-BEING	   	• 1,125 new jobs, with a total workforce of 19,337 people • 4th Equality Plan at Consum • 5-Day working week in more than half of supermarkets
6	SAVINGS AND CUSTOMER EXPERIENCE		• 4.3 million partners-customers • € 54.9 million in discounts for partner-customers to help them to save money • #DecirHaciendo (Say-doing) Meeting "Saving in times of uncertainty"
7	HEALTHY AND SUSTAINABLE OFFER	   	• Range of 17,000 products, 13.4% of own brand • AENOR certification for the Food Safety System and 25th anniversary of the ISO 9001 • Healthy reformulation of 13 own brand products
8	REDUCE EMISSIONS AND WASTE	    	• PPA to have access to 100% renewable energy up to 2030 • 3rd Lean & Green star from AECOC for logistics sustainability • Oven furniture from the circular economy in 49 stores
9	SOCIAL COMMITMENT AND SOLIDARITY	      	• 3rd edition of the World Day of the Consumer "Small actions for health always wins" ("Pequeñas acciones para que la salud siempre gane") • 8612 tonnes of products donated in the Profit Programme • Aid to Ukraine Plan with €150,000 in vouchers for refugees in the Cooperative's areas
10	PARTNERSHIPS FOR COOPERATION		• Collaboration with the Spanish Association Against Cancer's (AECC) campaign "The purchase of your life" • Donation of 60,000 euros to the Emergency Committee to help those affected by the earthquakes in Turkey and Syria



New Consum Supermarket in Aldaia (Valencia)



WE ARE
UNITED BY

RESPONSIBILITY

“OUR ORGANISATION IS DEMOCRATIC, FAIR
AND INCLUSIVE BECAUSE, LIKE YOU, WE
BELIEVE IN PEOPLE AND IN COOPERATION.”

We manage with **ethical values and social
responsibility** because we are cooperative.



HERE, WE ALL TAKE PART

Consum's operating model means that all partners that make up the Cooperative, both workers and consumers, can take part in its management. In accordance with its Articles of Association, The Worker and Consumer Partners' Preliminary Meetings are held every 3 years, where those partners who wish to can put themselves forward to be elected as Delegate Partners. In addition, these Meetings also serve to inform partners about Consum's social and business activity.

Delegates make up Consum's General Assembly, the representative body of the Cooperative, with an equal composition and made up of 150 delegate partners overall, 75 of them are worker representatives and 75 are consumer representatives. Every 4 years, the General Assembly chooses the Board of Governors, the highest governing body of the Cooperative, formed by an equal number of 6 worker-partners and 6 consumer-partners.

After being postponed for two years due to the pandemic, and with the improvements in health conditions, the Worker and Consumer Partners' Preliminary Meetings have been held in 2022 to renew the delegates for the General Assembly and choose the candidates to form the Cooperative's new Board of Governors. Specifically, 7 Worker-Partners' Meetings were held, which took place simultaneously on 5th June. All information related to the Meetings was provided to workers through the Gente Consum APP. Additionally, 7 meetings also took place for Consumer-Partners during the months of May and June 2022, in the cities of Alicante, Barcelona, Valencia, Murcia, Alzira, Albacete and Castellón.

143 delegates took part in the 2022 General Assembly, either present or represented, corresponding to an

attendance level of 95.3%, of which 56.6% are women. The election of the 12 proposed board members was ratified by a majority of new partner delegates, chosen in both the Partner-Worker Meetings and Consumer Meetings, and they will make up Consum's Board of Governors for the coming years. The new Board of Governors will be chaired by Francesc Llobell Mas, with 67% of its members being female. Furthermore, the annual accounts and management of the Cooperative during the 2021 financial year were also approved in the Assembly.



Partner-Consumer Meeting
in Albacete

The Board of Governors delegates to the General Management and the Board of Directors of the Cooperative, in order to put all of the plans and decisions approved by it into practice. The Board of Directors is formed by 10 people, headed by Juan Luis Durich as Managing Director.



Consum's General Assembly
being held in 2022

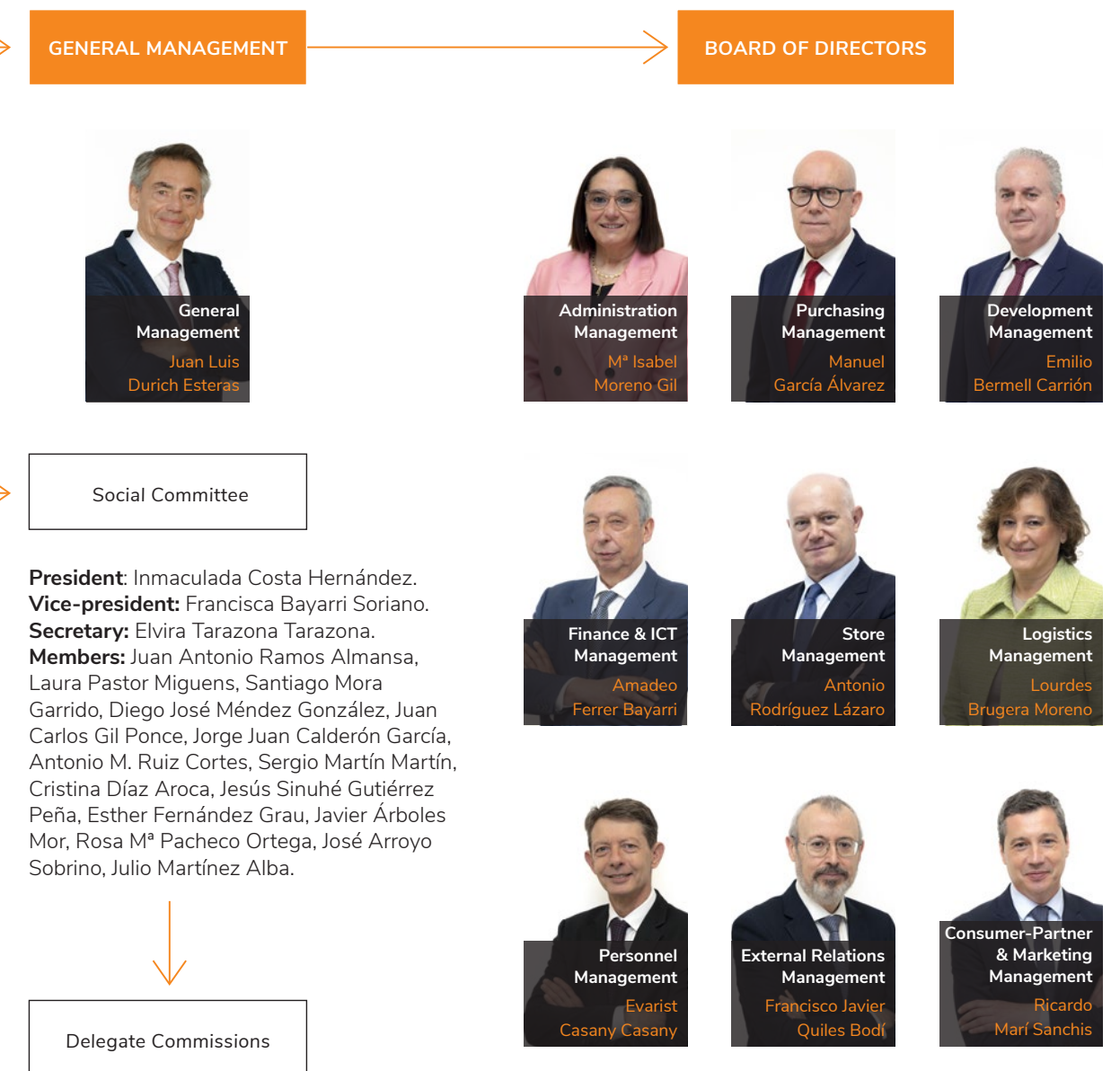
COMPANY ORGANISATION



The Cooperative has a body delegated by the Board of Governors, the Social Committee and its Delegate Commissions, with the function 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 in which Consum is based. The current president is Inmaculada Costa. Due to the structure of the Social Committee itself, 100% of partners and workers can take part through this forum.

The Board of Governors also has an Audit Committee, focussed on the internal control of the organisation, the prevention of corporate risks and compliance with the requirements of public interest entities. The Cooperative also has an Appeals Committee, formed by four consumer-partners, and is the body to which partners have the right to appeal all of the decisions made by the Board of Governors that may affect them.

ORGANISATION OF MANAGEMENT



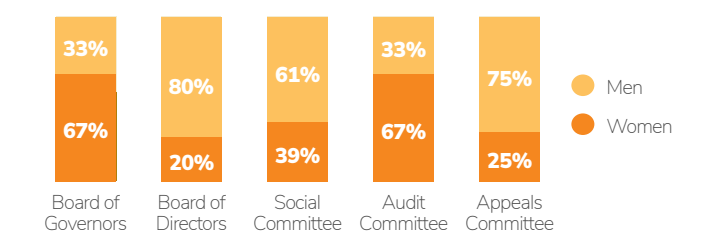
AUDIT COMMITTEE

President: M^a Jesús Márquez Díaz.
Secretary: M^a Rosa Sánchez Martínez.
Members: Enrique Cerezo Cebrián.

APPEALS COMMITTEE

President: Miguel Antonio Montagut Gómez.
Secretary: M^a Remedios Alarcón Carbó.
Members: José Manuel Campo Ruiz, Mario Molla Romano.

COMPOSITION OF GOVERNING BODIES BY SEX



MAKING GOOD GOVERNANCE A REALITY

Consum has established internal good governance procedures which, in addition to preventing any breach of internal or external regulations, encourages ethical behaviour within the organisation. Thus, the Cooperative's management systems are reinforced, making them more transparent, efficient and democratic.

CORPORATE POLICIES

The Sustainability Policy is the foundation that underpins the rest of Consum's corporate policies, in relation to the environmental, social and governance

(ESG) aspects which regulate and develop certain aspects of its management. Consum's policies are approved by the Board of Governors, upon request of the Management, and supervised by the Audit Committee. They are communicated to all workers involved and are available through different communication channels, such as the website, the Gente Consum App or on the notice boards present in the work centres. Some of the policies are listed below:

ENVIRONMENTAL DIMENSION (E):

- **Environmental Policy (revised in 2022):** to reduce the impact of the activity through continuous improvement of processes and raising awareness.

SOCIAL DIMENSION (S):

- **Staffing policies (2017):** 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.
- **Food Quality and Safety Policy (revised in 2022):** to ensure food quality and safety in all products supplied or donated by the Cooperative.
- **Donations and Sponsorship Policy (2019):** to boost charitable collaborations to contribute to the social development of the surroundings.

GOVERNANCE DIMENSION (G):

- **Legal Risk Prevention Policy (2019):** to always act legally and faithfully with the market, rejecting any type of corruption.
- **Taxation Policy (2021):** to comply with all tax obligations ethically and transparently.
- **Related Parties and Conflicts of interest Policy (2021):** to make decisions in the interest of the Cooperative, independently and transparently.

CODE OF GOOD GOVERNANCE AND CODE OF ETHICS AND CONDUCT

The instruments that outline Consum's commitments and policies on responsible business conduct are its Code of Good Corporate Governance and its Code of Ethics and Conduct. These codes were drafted by the Board of Directors and approved by the Board of Governors in 2012 and 2018 respectively.

Consum's Code of Good Governance includes voluntary commitments undertaken by the Cooperative's governing bodies for 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 the performance of their role and the relationships they hold with other stakeholders belonging to the organisation, such as suppliers, public administrations or the media.

Furthermore, these codes also outline the commitments with regard to due diligence for the prevention, detection and eradication of illegal and unethical conducts, general principles of environmental protection, and compliance with human rights, particularly among workers, suppliers and franchisees.

Since February 2019, all new workers are informed of the existence of the Code of

Ethics through a clause in their employment contract, and it is available for all workers on the internal intranet and the Gente Consum App. Since then, an ethical clause has also been included in all of the Cooperative's contracts with suppliers and other stakeholders to make them aware the Code and requirement for its implementation. In 2021, a course on the Code of Ethics was made available on the Campus Consum online training platform, which has now been taken by 147 workers.

It is important that all stakeholders are aware of these Codes, which is why they are publicly available on the Cooperative's website in different languages:

CODE OF GOOD GOVERNANCE



CODE OF ETHICS AND CONDUCT



The Cooperative has a Map of Business Risks and a global Crime Prevention Model for all of the organisation's operations, in which corruption-related risks are assessed. Appropriate contingency measures are defined for each risk, which are reviewed annually and reported to the Audit Committee and Governing Board.

ETHICS COMMITTEE, COMPLIANCE OFFICER AND COMPLAINTS CHANNEL

To ensure compliance with these Codes, the Cooperative has an Ethics Committee, a mechanism that facilitates ethical and legal advice within the organisation. It also has a Compliance Officer, a person responsible for assessing the legal risks of the Cooperative and making sure that the prevention mechanisms are appropriate.

Consum also has a Complaints Channel, a mechanism made available to stakeholders for the communication of any conduct which is illegal or contrary to the organisation's ethical principles and, if applicable, to remedy these complaints. The channel can be anonymous and also guarantees the maximum level of confidentiality and protection against any type of reprisals. In 2022, 101 reports have been recorded

through the Complaints Channel. After carrying out the appropriate assessments, 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. In 2022, there were no dismissals, terminated contracts or complaints about corruption. The Complaints Channel can also be accessed by the public through a portal on Consum's website.





WE ARE UNITED BY SHARING

"WE SHARE OUR PROFITS WITH OUR PARTNERS
AND ARE INCREASINGLY CLOSER TO YOU."

We share **our economic growth**
because we are cooperative.



BY SHARING, WE ALL WIN

Consum's sales reached 3,864.3 million euros in 2022, an increase of 14.4% compared to the previous year, mainly due to the current economic situation, but also partly due to the increase in openings of the Cooperative and the improvement of its market share, proof of the success of its commercial model, which is committed to proximity and people.

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

In 2022, profits reached 57.5 million euros, a 15% reduction compared to the previous year. The efforts to contain price increases, significant energy costs and increase in workers' salaries to mitigate the negative impact of inflation has reduced the profit margin in the financial year. These profits, added to the depreciations, equate to a total retained economic value (cash-flow) of 165.8 million euros for the Cooperative.

In 2022, the Cooperative's partner-workers have shared more than 28.1 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 16.9 million euros, in addition to a goodwill reserve of 1.3 million euros. In total, Consum's partner-workers had a share of more than 46.3 million euros, which equates to an average of €2,712.37 per person.

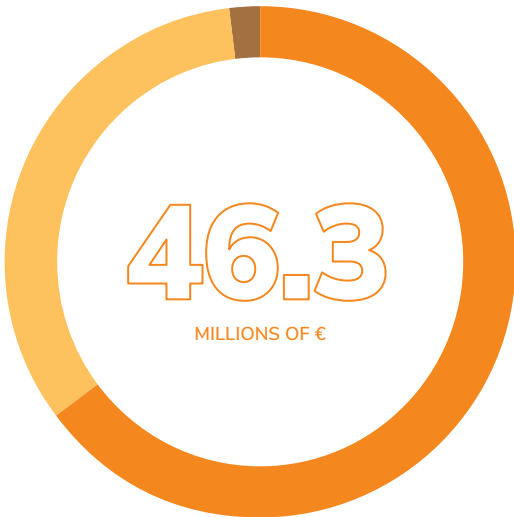
INVESTMENTS

In 2022, investment efforts in the organisation have been maintained, with investments of 168.4 million euros, an increase of 12.9% more than the previous financial year, aimed at improving the commercial network, expanding the logistics platforms and the digitalisation of the Cooperative. In terms of the Balance Sheet at the end of the financial year, Consum's assets reached 1,324.9 million euros, with 59.4% of the liabilities corresponding to own funds, of which 30.8% are reserves (18.3% of the total liabilities), which demonstrates the Cooperative's strong financial solvency.

PROFIT SHARING

- 28.1 M€
Cooperative profits
- 16.9 M€
Compulsory share capital interest
- 1.3 M€
Goodwill reserve

Millions of €



Store manager and beauty sales assistant at Consum in Llano de Zaidía in Valencia

DIRECT ECONOMIC VALUE	2022	2021
Generated economic value	3,562,990,539	3,122,001,558
Distributed economic value	3,397,163,966	2,951,859,698
Operational costs	2,845,794,835	2,472,493,985
Salaries and social benefits	544,558,443	471,759,127
Payment to external fund providers	395,684	467,220
Payments to Public Administrations	5,374,197	5,091,121
Investment in the community	1,040,807	2,048,245
Retained economic value	165,826,573	170,141,860
Depreciation of property	108,089,461	102,233,114
Profit from the year	57,737,111	67,908,746

WE KEEP GROWING BY YOUR SIDE

Consum is continuing to enhance its presence throughout the Spanish Mediterranean area. In 2022, it opened 50 new points of sale, 12 own supermarkets under the Consum name and 38 Charter franchises, reaching a total commercial network of 874,471 own stores and 403 franchises, with a total sales surface area of 652,646 m2. In 2022, the Cooperative's national share of surface area increased by 0.1 points, reaching 4.5%, 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 55% of the network, and Catalonia with 27.5% of the supermarkets. However, the areas of expansion are increasingly gaining importance in the network overall.

And with the aim of continuing to adapt to the needs of the partner-customers and offer them the best experience, in 2022, Consum has extended 14 supermarkets and renovated 27. The new store model has already been implemented in 164 Consum supermarkets, almost 35% of its own commercial network.

Consum in Aldaia (Valencia)



On the other hand, the Cooperative has closed 7 own supermarkets and 7 franchises, as they did not meet the organisation's commercial standards. The impact of these closures has been minimal, given that these stores have been replaced by new openings in areas close by with the complete relocation of the teams. All of these changes are properly communicated to the stakeholders concerned.

The following actions have been carried out in order to improve the functioning of the store:

- New delicatessen model: already installed in 11 supermarkets, it offers a new delicate ham counter, together with a new rear design for a display hanger which has LED lighting.

- New oven model: the rear of the section has been redesigned to be incorporated into the setting of the new store model. With a modular design, the visibility of the product is improved and it is made with sustainable materials, and is present in 42 stores.
- New electronic labelling: implemented in the bakery section in 347 supermarkets, which enables time to be saved in managing the point of sale, and reduces the amount of paper used. This project will be completed across the entire commercial network in 2023.



CHARTER FRANCHISES

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.

Charter franchises are a good option for those wanting to opt for the self-employed formula. They 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.

In this regard, Charter ended the 2022 financial year with 38 new openings, spread between the Community of Valencia, Catalonia Castilla-La Mancha, Andalusia, Murcia and Aragon. With these new establishments, Charter adds more than 10,710 m2 of surface area to exceed 120,400 metres squared of sales space. Consum for its part, invoiced its franchises 24.7% more compared to 2021, to reach 554 million euros, 72.7 million euros more than expected. It is estimated that Charter franchises generate indirect employment for approximately 2,967 people.



Consum in Cartagena (Murcia)



Consum in Órgiva (Granada)



Consum in Águilas (Murcia)



Consum in Calonge (Girona)



Consum in Barcelona



Consum in Albacete



Consum in La Solana (Ciudad Real)



Consum in Atarfe (Granada)



Consum in Aldaia (Valencia)



Consum in Vall d'Uixó (Castellón)

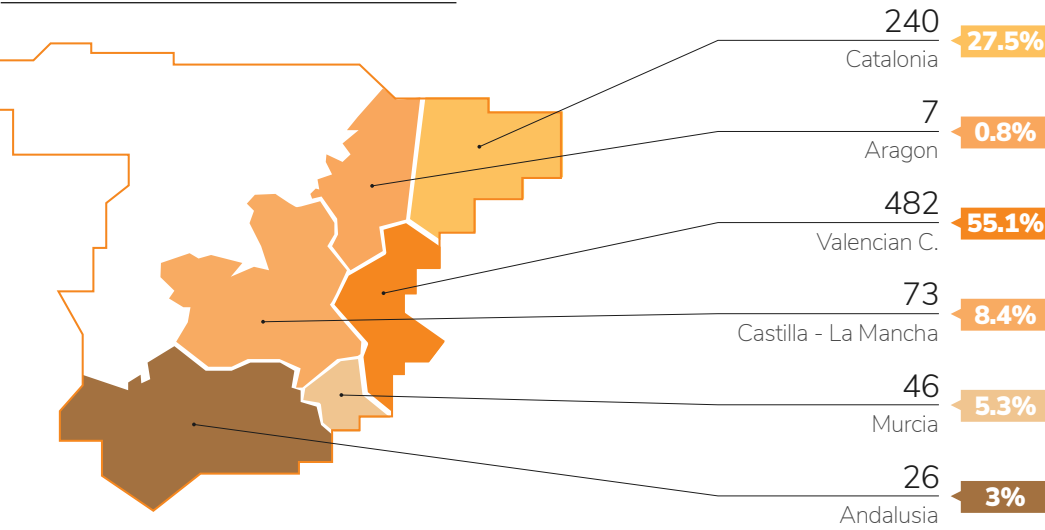


Consum in Níjar (Almería)



Consum in Reus (Tarragona)

SUPERMARKETS BY REGION



874
TOTAL SUPERMARKETS

OPENINGS BY REGION

	CONSUM SUPERMARKETS	CHARTER FRANCHISES	
ANDALUSIA	3	1	
	Órgiva Atarfe Níjar	Los Gallardos	
VALENCIAN COMMUNITY	2	14	
	Aladia La Vall d'Uixó	Valencia (7) Ondara Vall d'Alba Museros	Gandia Peñíscola Alzira Manises
CATALONIA	3	16	
	Reus Calonge i Sant Antoni Barcelona	Manresa Molins del Rei Barcelona (3) Blanes (2) Martorell San Boi de Llobregat	Sant Joan Despí Cornellá de Llobregat Gavà Berga Torredembarra Sallent Reus
CASTILLA - LA MANCHA	2	6	
	Albacete La Solana	Montalbo Cuenca Hellín	Fuente del Fresno Caudete Poblete
MURCIA	2	1	
	Cartagena Águilas	Murcia	
TOTAL	12	38	

ONLINE STORE

Consum's online store, now in its 6th year of operation, is already available in 423 towns across the provinces of Valencia, Alicante Castellon, Barcelona, Tarragona, Almeria, Murcia, and Girona. With revenues of 65.8 million euros, 7.3% more than the previous year, the online store has more than 9,700 items, including fresh sliced and trayed products, as well as a wide range of brands that are prepared and sent from 50 points of sale.



Driver from the online store delivering an order to a customer's home

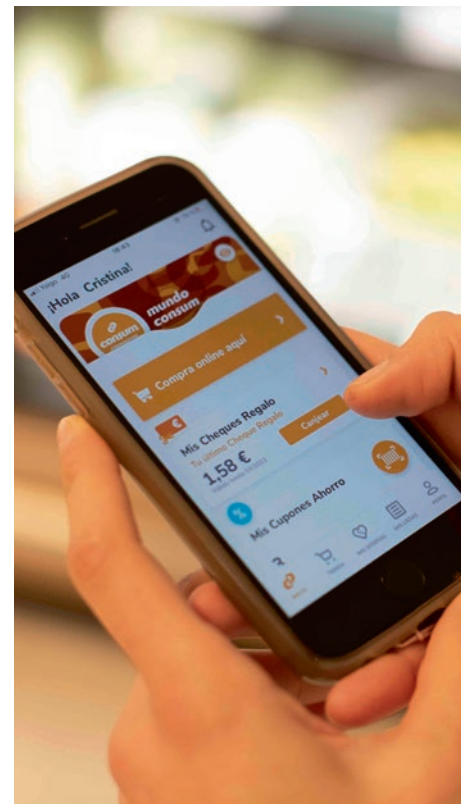
To guarantee the best service, specialist staff select all of the items in the order, always choosing the most suitable product, bearing in mind the freshness and quality of fresh and refrigerated items. All of the advantages of buying in the physical supermarket are maintained in Consum's online store, 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.

Online shopping can also be done via the Mundo Consum App, allowing people 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.

In 2022, service areas and online stores have continued to expand, which has enabled the cooperative to serve 69 new towns, involving 10 in Girona, 1 in Barcelona, 18 in Valencia, 35 in Alicante, 3 in Murcia and 1 in Albacete.

The expansion to new areas and services in 2022 has led to the creation of 42 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.

Consum's online store is already present in 423 towns throughout the Mediterranean area.



Customer using the Mundo Consum App in store

LOGISTICS WITH LOTS OF LOGIC

With the aim of increasing the efficiency of processes and management of the logistics platforms, while also guaranteeing a better in-store service, improvement actions have been carried out at various platforms throughout 2022.

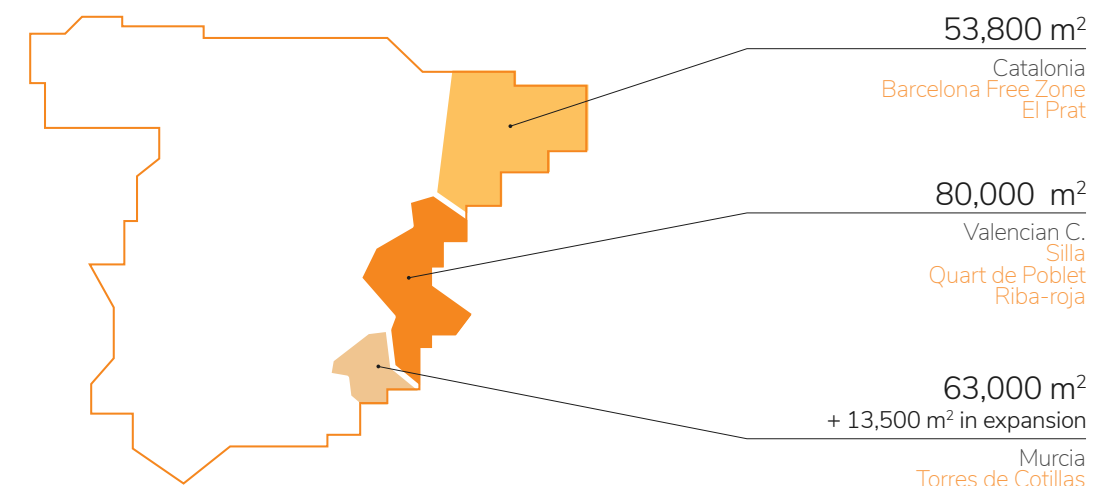
At the Quart de Poblet fresh produce platform, improvements have been carried out to prevent flooding. At the food and non-food platform in Silla, 5 bays have been renovated in the dispatch area, to facilitate the loading and unloading of lorries and reduce the work times. And at the fresh produce platform at the Free Zone in Barcelona, a new additional sorter line has been installed in the automation of fruit, which enables products to be classified more efficiently according to their destination.

Specifically, the extension of the platform at Las Torres de Cotillas has been consolidated, designed 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 210,300 m² of logistics space.



210,300
M² IN TOTAL

LOGISTICS PLATFORMS (M²)





WE ARE UNITED BY PROXI MITY

"WE SUPPORT LOCAL PRODUCERS, CREATING WEALTH IN OUR TOWNS AND CITIES, SO THAT FOODS GO FROM THE FIELD TO YOUR TABLE."

We promote local development and *local production* because we are cooperative.



LOCAL AND TRUSTED PRODUCE

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 current criteria for selecting suppliers takes into account the quality, proximity, food safety and cost.

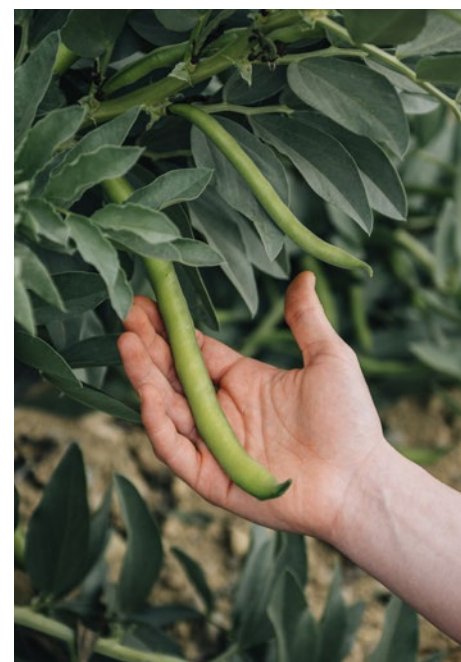
The Cooperative considers its suppliers as key allies for the development of an innovative range, adapting to the needs of its partners and customers, where freedom of choice prevails and where its values of quality, health and sustainability are conveyed. In this sense, and as reflected in the Advantage Mirror Report 2022, for the fourth consecutive year, manufacturers have rated Consum as the most highly rated distributor among the operators in the sector. In this sense, in the 2022 Commercial Benchmarking Report by AECOC which assesses the relationship between manufacturers and distributors, Consum is rated by its suppliers as the 5th best company to work with.

In 2022, Consum has made purchases from its suppliers to a value of 2,490.2 million euros, which enables the economic development of the regions in which it is present to be enhanced by prioritising the purchase of local products. 98.8% of the purchases have been made from national suppliers, of which 67.6% are from local suppliers of the autonomous communities where it is present. The Cooperative has 4,583 suppliers and creditors in its value chain. It is estimated that Consum's activity generates more than 40,570 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. Hence, the Cooperative continues to strive each year to improve its payment periods for suppliers. In 2022, this payment period was 42 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.



Harvesting beans in Mazarrón (Murcia)



Worker at the Comercial Ícaro Uno estate. Mazarrón (Murcia)

1,242

COMMERCIAL SUPPLIERS

4,583

SUPPLIERS AND CREDITORS IN THE CHAIN

2,490.2

MILLION IN PAYMENTS TO SUPPLIERS

40,570

TOTAL INDIRECT JOBS

42

DAYS AVERAGE PAYMENT TO SUPPLIERS



LOCAL PRODUCTS

The Cooperative is committed to local products. Of the total range, 2,786 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 boosts 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 and Murcia from the end of November until the end of April, depending on the weather conditions. The Cooperative purchased a total of 6,000 tonnes of Valencian oranges and mandarins with this quality seal in the 2022-23 season, a figure which is a 10% increase compared to the previous year.

In the case of supermarkets in Catalonia, 100,000 kg of PGI "Clementines de les Terres de l'Ebre" were purchased.

In addition, Consum is also committed to selling lemon and grapefruit from the Region of Murcia, selling a total of 3000 tonnes and more than 500,000 kg respectively.

For stone fruits, Consum purchased almost 5.7 tonnes from regional growers during this campaign. The Cooperative is committed to '0 Km' local products from Valencia and Catalonia, specifically from Arzobispo and Lleida, to supply more than 860 supermarkets, between Consum and the Charter franchise. The rest of the fruit is also of national origin, from the region of Murcia, Badajoz and Aragon. On the one hand, this generates local and regional wealth, offering the consumer products at their optimum time of consumption and, on the other hand, it reduces the environmental impact, as part of the social responsibility as a Cooperative.

Other protected indications and indications of proximity that Consum works with are the Alcachofa de Benicarló (artichoke) PDO, Uva del Vinalopó (grape) PDO, Poma de Girona (apple) PGI, Chufa de Valencia (tiger nut) DO, among others.

THE CLOSER THE BETTER

The Cooperative continuously promotes new projects to improve the logistics efficiency of the operations. Throughout the organisation, more than 5.5 million pallets of products have been distributed this year.

In a context marked by uncertainty and tension in supply chains, anticipating customers' needs is vital. In this respect, in 2022, the new Supply and Demand Forecast Division has been consolidated, which plans and coordinates the supply chain from the supplier to Consum's logistics platforms and stores, with the main goal of guaranteeing the availability of products for partner-customers.

In 2022, another notable milestone is the launch of the Master Plan by the Logistics department which aims to design the future network of logistics platforms, in order to respond to the required volumes of services. A design with sustainability criteria, with the development of new technologies and automatisms, to improve productivity and be more efficient every day. As a result of the Master Plan, a situational analysis has been carried out during the financial year of all of the logistics platforms and critical points have been identified on which to act in the short term. Its implementation will be continued and will guarantee the service level to stores.



Loading and unloading area of the Silla logistics platform (Valencia)



Inside the logistics area in Barcelona's Free Zone

On the other hand, during the financial year, all of the documents relating to capillary transport have been reviewed and standardised in line with the digitalisation specifications addressed by current legislation. In this way, the bill of lading will no longer be a physical document as it will be available on the courier's PDA and will be updated for each section of the journey. The information will travel digitally in real time and will be integrated into the supermarket documentation after the unloading is complete. This new tool is expected to be implemented in 2023, enabling an enormous saving of paper.

In terms of the improvements focussed on knowing in real time the level of compliance of the delivery service of products to stores, and the loading of pallets that are still to be delivered in each of the areas, a Control Tower has been implemented. This is a control panel in the dispatch area which enables the information to be checked in a highly visual and intuitive way.

TEO AND NODRIZA PROGRAMME

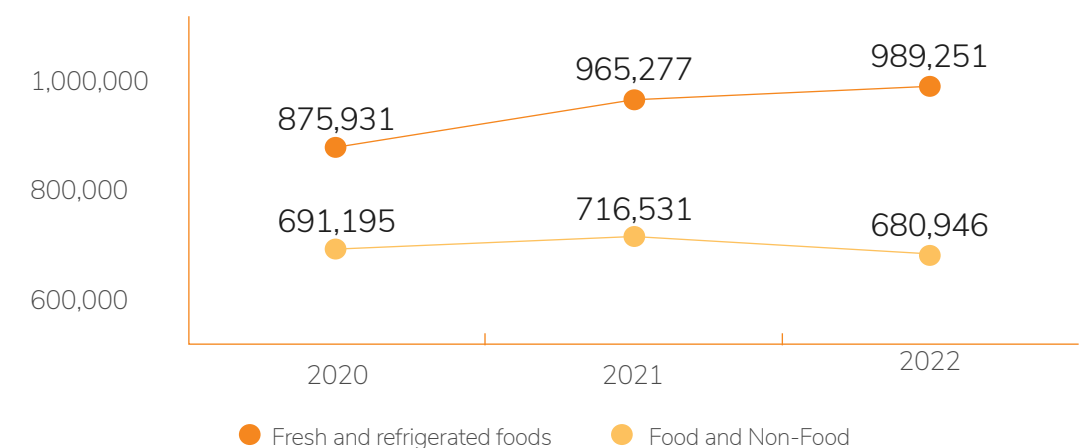
One of the most important projects within the Cooperative is the Transport in Origin (TEO) programme which consists of collecting products directly from the supplier, thereby optimising the times and guaranteeing the control of the cold chain. Moreover, it enables just-in-time supply to be used without stocks, improving the quality and freshness. The TEO programme has already been implemented in 70% of the purchases of fresh, refrigerated and frozen foods and has the participation of 222 suppliers and 10 transport companies, generating savings in the cost of products totalling around 8.6 million euros in 2022.

The TEO/Nodriza programme also stands out in the purchases of food and non-food products, which enables suppliers to download 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 savings in emissions to be made of more than 8 million kilometres, while also saving 4.5 million euros on efficiencies. 218 suppliers and 16 transport companies form part of the Nodriza Project and, in 2022, they have transported 30% of the total purchases.

This year, with the aim of becoming more efficient, the new TEO Routing Maps TMS tool has continued to be developed to improve the management of Transport in Origin, which is now in its testing phase. 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 2023 financial year.

Finally, it is worth mentioning that, thanks to excellent interdepartmental organisation, it was possible to supply the logistics platforms more efficiently during the supply crisis arising from the war in Ukraine in February, and also in March with the transport stoppages, with the aim of guaranteeing the availability of products at points of sale, re-establishing the service to customers as quickly as possible.

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





WE ARE UNITED BY INNO VATION

“WE CHANGE OUR WAY OF DOING
THINGS BECAUSE YOU CHANGE
YOUR WAY OF SHOPPING.”

We innovate *to improve people's lives*
because we are cooperative.



TO BE IN YOU HAVE TO BE ON

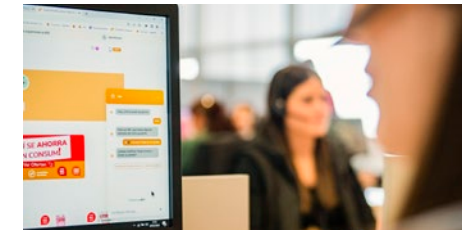
Consum works year on year to satisfy the needs of all of its stakeholders, working with them to build together an added value that helps them to move forward in a sustainable way. In this regard, innovation is an essential channel through which developing new products and services helps to make people's lives easier. Hence, the Cooperative has invested 25.2 million euros in 2022 in innovation. The most prominent projects started in the last year include:

ICT Laboratory in Silla (Valencia)

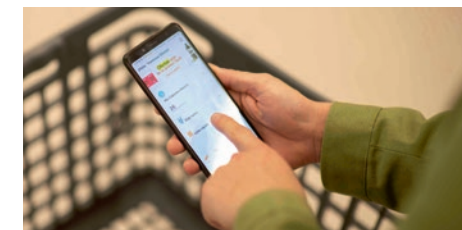


INNOVATION IN CUSTOMER EXPERIENCE

- **'Customer Voice' project:** this project, based on CRM technologies, has enabled active listening to take place with customers at different times when they interact with Consum through the different channels established: sms, email and app notifications. Once their impressions have been analysed, a working plan is put into place to carry out the improvement actions, both in the internal processes and in the relationship the cooperative establishes with them to improve their shopping experience.

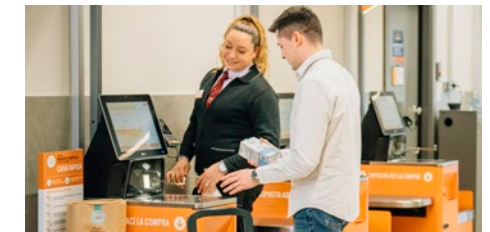


- **Chatbot service in the online store and on the Mundo Consum app:** with the aim of expanding the number of channels to meet the needs of customers and partner-customers, in May 2022, the chatbot service was launched in the online store and on the Mundo Consum app. This is an improvement in the agility of the customer service, which responds immediately to incidents that may arise during the shopping process. It is a supplementary service carried out by the customer services team, which is always available for issues that require a more personalised service.



- **Expansion of self-service checkouts:** with the aim of streamlining shopping and preventing queues from forming for customers who are buying just a few products and paying by card, especially in tourist areas. After the success of the pilot project, Consum installed 83 self-service checkouts in a total of 26 supermarkets during 2022, to reach 50 supermarkets offering self-service payments during the year.

The self-service checkouts have not replaced traditional checkouts or the staff that usually carry out this work, they complement them. In particular, customers value the simplicity of the process, the reduction in shopping time without waits and the automatic application of savings vouchers. 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.



- **Online shopping home delivery system using boxes that stay cold thanks to thermal inertia:** Consum launched an innovative system for online shopping deliveries, using boxes that stay cold thanks to inertia. The walls of these boxes contain an insulating material with aerospace technology, which means that, if you pre-cool and close the box with the product inside at a controlled temperature, it maintains that desired temperature for more than 10 hours. This is a pioneering system in the distribution sector in Spain that the Cooperative started to use from July 1st last year. This way, Consum is able to control the cold chain more rigorously, knowing the exact temperatures that the refrigerated and frozen products 'travel' in, from closing the lid of the box at the desired temperature to be maintained, to opening the box at the customer's home. The Cooperative has implemented this innovation in 100% of its stores with e-commerce, which also include a home delivery service. This is an initial phase that Consum plans to roll out to its entire commercial network over the next few years.



INNOVATION FOR THE WORKER

- **'Booker' space reservations:** in 2022, the 'Booker' system has been implemented, a tool to manage teleworking which optimises the use of shared resources both in the work spaces, and in the parking spaces for workers and canteen spaces.
- **Refactoring of own IT applications:** work has continued on changing the language of the cooperative's own corporate applications to Java technology. Specifically, in 2022, changes have been made to security applications and alarm codes, occupational risks, management of vouchers, commercial service and store management applications, orders, rewards and tasks related to managing partner-customers.
- **Spira price digitalisation tool:** Tool developed to help to manage prices with the aim of monitoring a competitive position, and which has also been pushed in terms of its use with fresh products.
- **New maintenance management programme:** in 2022, the implementation of Prisma 4 has continued, a new programme which enables maintenance management to be digitalised. This development consists of the installation of new modules which notably include the management of work requests, the digitalisation and mobility of the management of the execution of work orders, the digitalised management of controlling responses and viewing of indicators in real time), etc. With this new programme, work is streamlined significantly and the use of paper is also eliminated.
- **Digitalisation of workers' administrative formalities:** during 2022, the "My management" section of the Gente Consum corporate app has incorporated two new features: pro rata payments and the updating of tax information. Its main objective is to streamline the administrative procedures relating to the worker's activity. In this new section, workers can also 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.



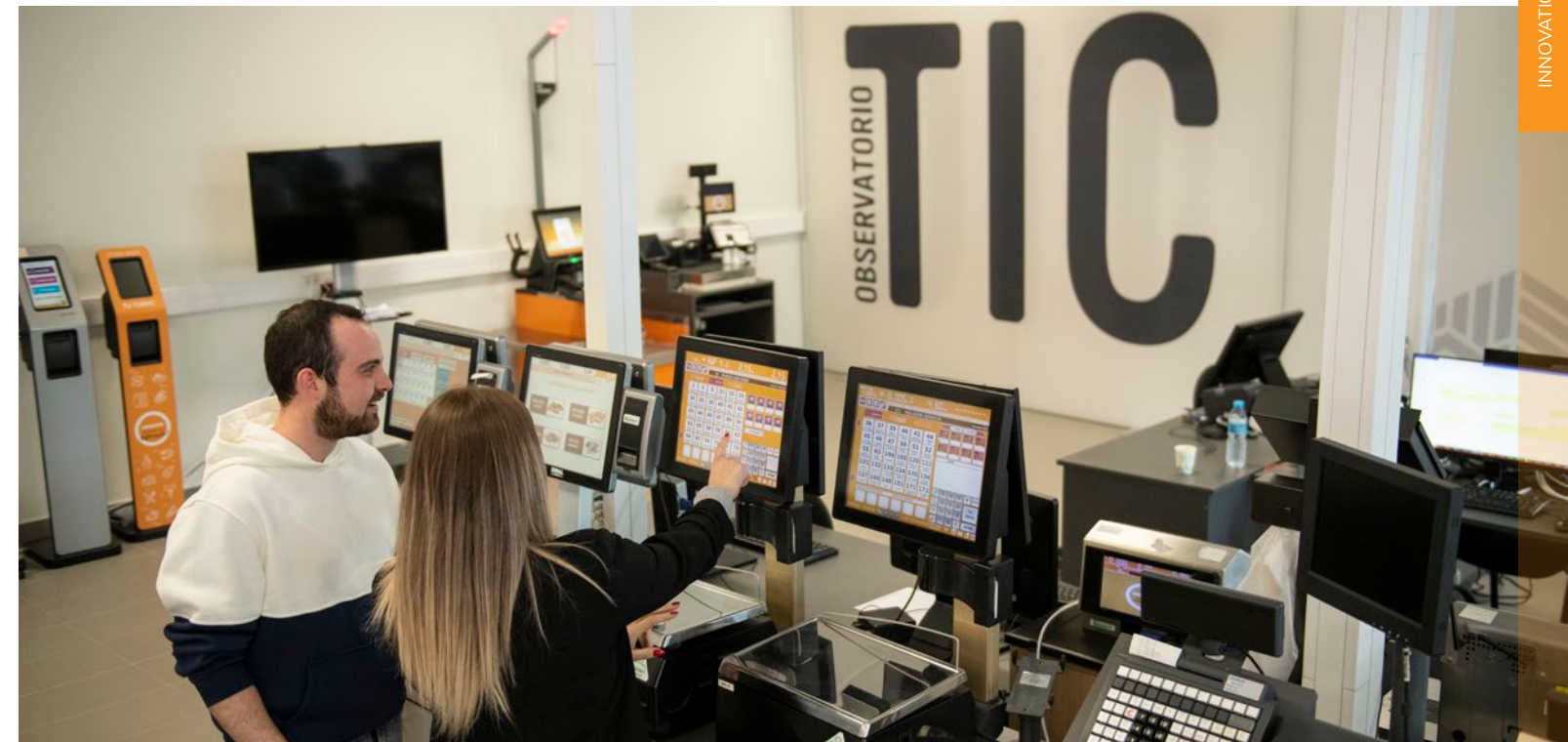
Workers at Consum's headquarters in Silla (Valencia)

CYBER SECURITY AND DATA PROTECTION

For the third consecutive year, Consum's IT security system is ISO 27001 Certified by AENOR, 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 2022, no leaks, breaches of the regulations or complaints about privacy of customers' data occurred.

The activities carried out in the area of security for the 2022 financial year include industrial cyber security in platforms and shops, and the support of many of the cooperative's different areas, such as auditing and digital surveillance.



Workers in the ICT Laboratory in Silla (Valencia)

ICT OBSERVATORY

The ICT observatory aims to experiment and apply the new applications in real environments that are subsequently implemented in supermarkets and platforms with a greater guarantee of success. This is a technological space divided into three areas: a first reception area for visitors and for working on new developments together with suppliers, which has been designed specifically with a highly innovative atmosphere; 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 a third area, which is the development area, where ICT staff internally test IT applications and services.

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.

WE EVOLVE WITH YOU

INNOVATION IN THE RANGE

From its Quality Division, Consum 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, the Customer Relations department identifies their needs and expectations in relation to the different products and services to thereby introduce improvements to them. In 2022, there were 83 group and co-creation meetings, 39 accompanied shopping sessions and 2,126 interviews, both online and in-person. Furthermore, 221,616 surveys have also been conducted with customers in order to find out their opinions in relation to their shopping experience and own brand products.

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 2022, the following own brand products were offered for sale:

- **Complete revamp of the range and design of chocolates:** the entire own brand range of chocolates has been revamped, a total of 22 products, improving both the palatability of the chocolates, and the finish of the bar. Moreover, new flavours have also been added to the range. During the improvement process, customers took part to validate the tastings and the designs.

- **New range of Mexican food:** a wide range of Mexican food products has been launched, in response to the growing demand from customers for this type of products. The family is made up of 12 items, developed alongside the customer, both in terms of validating the recipe, and validating the design.



- **Kyrey enriched with vitamin C facial range:** meeting the needs of our customers, in 2022, a new range of vitamin C enriched face creams was also launched, helping to prevent and reduce expression lines and the appearance of wrinkles.



- **New range of cooked ham and breast with 90% meat:** in 2022, a new range of cooked ham and breast made with a minimum of 90% turkey/pork meat was made available for sale. This is a product which is low in fat and with a significant protein content.

our consum brands



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.

Suggestions can be made 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 2022, there were 12,442 initiatives for improvement, of which 1,233 were approved and 1,000 have been implemented with an aggregate investment of 730,000 euros.

On the other hand, in 2022, work has continued on the optimisation of processes under the Lean management system in the fresh, refrigerated and frozen food platforms in all logistics platforms (Valencia, Barcelona and Murcia). This system removes processes that do not add value to the final experience of customers, such as inefficient movements, overproduction or delays.



Workers at the logistics platform in Barcelona's Free Zone



WE ARE UNITED BY WELL- BEING

“WHEN PEOPLE ENJOY WORK, THEIR COMMITMENT AND ENGAGEMENT INCREASES, SO YOU NEVER MISS A SMILE OR A GOOD PIECE OF ADVICE.”

We are committed to talent, quality work, **work-life balance** and equal opportunities because we are cooperative.



WE ARE COMMITTED TO TALENT

People are at the centre of all of Consum's decision-making and the 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.

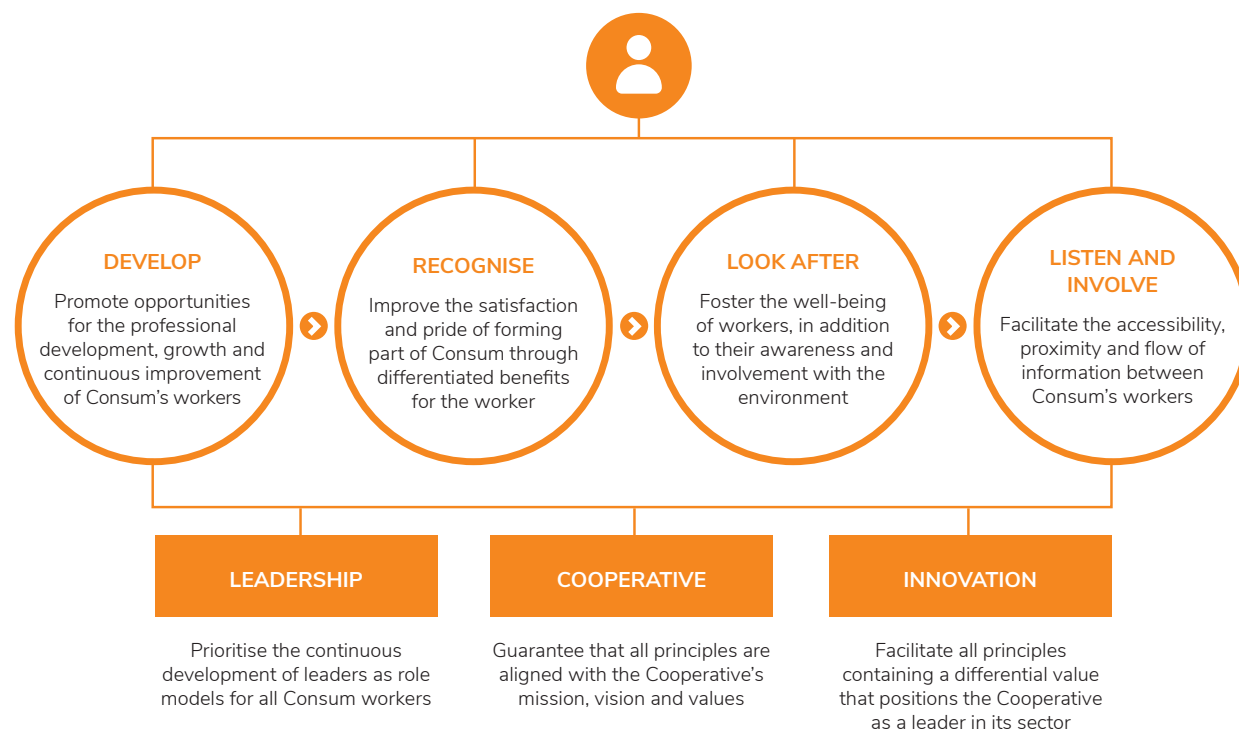
Through this strategy, Consum's aim is to offer candidates and future workers the possibility of growing professionally, getting involved in a cooperative model and being recognised as a fundamental part of a company that looks after its workers and its surroundings through a leadership model in line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

STAFFING POLICIES

In 2022, a commitment study was conducted which analyses how committed the cooperative is with regard to its workers, based on 5 pillars: meaningful work,

support from supervisors, positive working environment, opportunities for growth and global strategy. With the participation of 72% of the workforce, the resulting score was 3.88 out of 5. This score increases to 4.51 points out of 5 when the worker self-defines their own commitment to Consum.

In 2022, as a company committed to talent and constantly improving practices for its workers, Consum has renewed its Top Employers certificate for the tenth consecutive year, which recognises it as one of the best companies to work for in Spain.



Workers at Consum's headquarters in Silla

EMPLOYER BRANDING (MARCA EMPLEADORA)

In 2022, the development of initiatives for the Employer Branding project has been consolidated. Consisting of a cross-sectional working group, this project aims to position Consum as the best company in its sector in terms of the perception of quality in employment. In other words, as a great company to work at, through the improvement of our value proposal for the worker.

The project is made up of 2 groups of initiatives, which are management and communication, and are tackled in 3 waves: 2021, 2022 and future. The first wave covered issues such as the implementation of the 5-day working week and mentoring for people identified as having potential for internal promotion, in addition to a review of the internal and external communication of the benefits of working at Consum and better communication of all of the initiatives relating to sustainability (environment, charitable work, equality...), among others.

In 2022, the second wave involved the development of an improvement plan for talent acquisition, taking into account the specifics of each geographical area, the performance evaluation process has been reviewed and, on a communication level, more visibility has been given to aspects such as equal opportunities between men and women, charitable actions and conveying the concept of employer branding through external digital channels.

From 2023 onwards, new objectives and initiatives will be implemented in order to develop a model of continuous improvement, and the definition and implementation of an organisational model of well-being.

INTERNAL COMMUNICATION

Year after year, Consum works 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 2022, 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 of belonging, camaraderie, solidarity, professionalism, the promotion of healthy lifestyle habits or looking after the environment.

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, the Cooperative 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.

WE CONTINUE TO CREATE QUALITY EMPLOYMENT

In 2022, a total of 1,125 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 6.74%, a very positive figure compared to the average for the National distribution sector. Throughout the year there were 1,998 additions and 1,112 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.

As of January 31st, 2023, the last day of the financial year, Consum's total workforce was formed by 19,337 people, almost double the size of a decade ago, with 72% of the Cooperative's staff being women. 82% of the workers have full time contracts and 96% of the people who work at Consum have a stable job with a partner contract or permanent contract.

Due to Consum's cooperative nature, most workers are partners, and their working conditions are regulated in the Articles of Association and Internal Rules of Procedure. Salaried workers, who make up 8.3% of the workforce, are governed by the Cooperative's own Collective Bargaining Agreement. It was updated in 2021 for salaried workers and remains in force until 2026.



Store manager and store supervisor at Consum in Calonge i Sant Antoni (Girona)

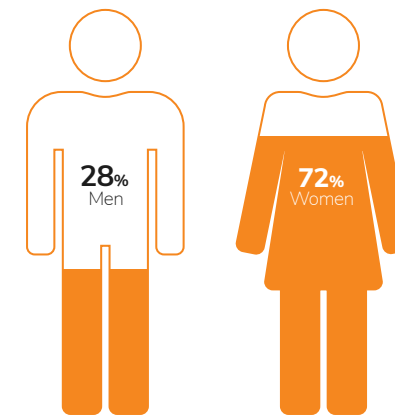
1,125

NEW EMPLOYEES IN 2022

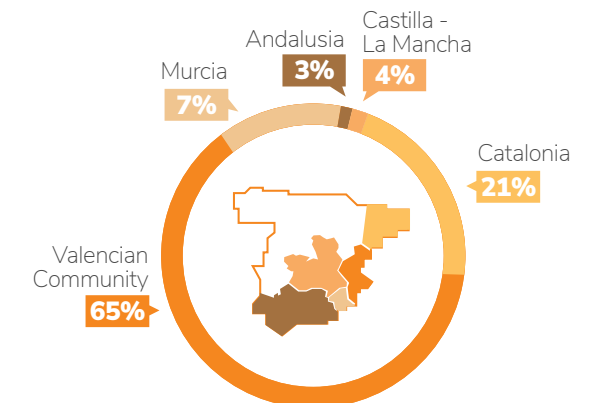
19,337

PEOPLE IN THE WORKFORCE AT THE END OF 2022

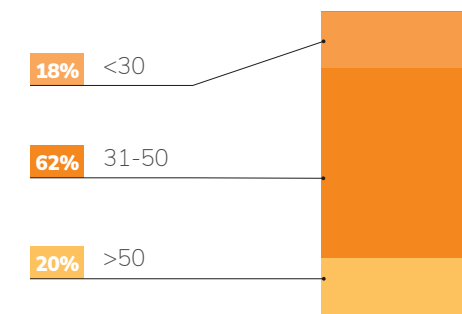
SEX



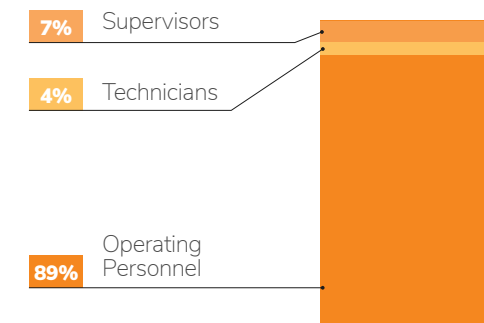
REGION



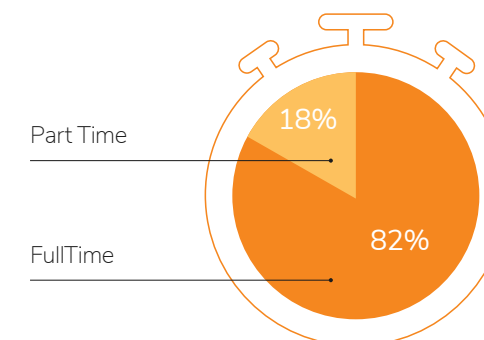
AGE



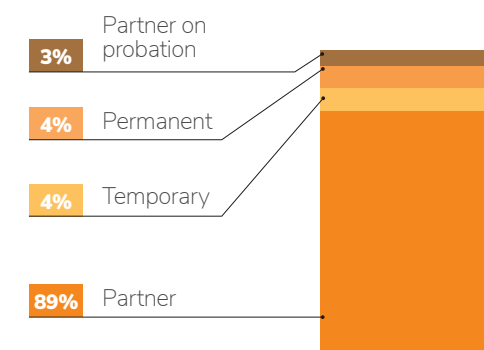
PROFESSIONAL CATEGORY



TYPE OF WORKING DAY



TYPE OF CONTRACT



WORKPLACE HEALTH AND SAFETY ABOVE EVERYTHING

Since 2001, Consum has had a Prevention Plan in place with the aim of integrating the management of health and safety into the Cooperative. It is divided into three large blocks: supermarkets, logistics platforms and head office. The Prevention Service is the Personnel Management's responsibility and has its own team formed by 13 technicians specialising in Safety, Hygiene, Ergonomics and Applied Psychology, as well as an external Health Monitoring service through Valora Prevencion's External Prevention Service.

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

The participation of workers in the prevention system is carried out mainly via the figure of the Prevention Coordinator which falls to the Social Representative. Their role is to notify any accidents that occur, pass the suggestions of the workers on to the prevention service and support the implementation of specific actions in the workplace. There is 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 Cooperative's newsletter (BIS), centre meetings, Gente Consum APP, among others.

Health and safety training is an essential tool for the prevention of occupational risks in the organisation. Some of the training activities are carried out internally by prevention technicians, while some are taught by external prevention services and training academies. Workers undertake a health and safety module in their job induction training, in addition to other specific prevention courses within the Cooperative's yearly training programme. All of the courses are free of charge and take place during the working day.

Within the Health Monitoring Plan, a medical examination is carried out with new workers and then every two years which, is generally voluntary, except in cases regulated by the applicable legislation. Medical examinations are also performed when a worker returns from a common illness or workplace accident of more than one year, or a work-related disease regardless of the duration, as well as at the express request of the personnel manager. Confidentiality of the personal health data is maintained at all times and it is sent directly to the worker's email. The prevention service only receives the fitness for work letter which indicates whether the worker is fit enough to carry out their work.

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

Since May 2022, workers in supermarkets have access to an online healthcare service, completely free of charge, which has the

following specialisms: general medicine, paediatrics, traumatology, gynaecology, nutrition and dietetics and personal trainer.

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. The Cooperative also has a Road Safety Guide to reduce traffic-related work accidents.

Since April 2020, the Cooperative has offered 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.

Over the course of the year, a total of 589 workplace accidents have been recorded, 3 of them serious. To prevent these accidents, corrective measures are proposed and specific communications and training are undertaken with the staff. This year, 17 work-related illnesses were also declared.

Healthcare worker meeting with a worker from the logistics platform in Silla (Valencia)



TRAINING AND PROMOTION TO KEEP GROWING

Training is an essential aspect to boost workers' talent and to enable them to acquire the new competences and skills required for the organisation in the future. In 2022, Consum has invested 1.6% of its wage bill in training, which means a total of 8.6 million euros, equivalent to €446 euros per worker. There has been a significant increase in investment through the new online training courses. In 2022, workers carried out an average of 40.7 hours of training.

The Cooperative has various multidisciplinary training programmes that enable workers to improve 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, 11% of the staff have carried out training activities on this subject in 2022.

MAIN TRAINING PROGRAMMES AND HOURS OF TRAINING

HOURS OF TRAINING	
Customer Service	37,549
Fresh food	246,400
Skills	118,432
Welcome and induction	146,973
Monitoring	87,042
Prevention	55,789
Food Safety	36,518



It is worth noting that most of the financial support the Cooperative receives from public administrations goes mainly towards training courses for workers. Specifically, a total of € 1,613,308.75

has been received in the 2022 financial year.

In order to meet the Cooperative's talent needs over the coming years, 3

years ago, 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, 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.

The potential candidates are not chosen for a specific post, but for an organisational level, thus committing to transversality within the organisation. This new model, as well as being proactive, enables there to be more equity and impartiality in internal promotion. 506 workers were promoted in 2022, of which 328 were women and 178 were men. In other words, almost 2 out of every 3 people promoted at Consum in 2022 were women.

On the other hand, the Mentoring Programme also stands out, which consists of training supervised by someone from the Cooperative, who will be a mentor of potential, accompanying each of the people included in this plan.

Consum regularly carries out a professional performance evaluation of all of the Cooperative's staff. In 2022, 79.4% of staff have received their evaluation based on the generic and specific competences of their position. Based on the results, line managers suggest different measures and training courses to improve the professional performance.

REMUNERATION

In January 2023, the Cooperative's Board of Governors, upon the suggestion of the Social Committee, approved a salary increase of 9% for all staff in order to improve their purchasing power. This increase, which started to be applied to payroll in February, involved an investment of 32.9 million euros and a minimum increase per worker-partner of more than 1430 euros gross per year.

The average remuneration for operating personnel that are partner-workers during the financial year was €1,895.14 per month, including fixed remuneration, variable remuneration, cooperative returns and return on share capital.

The minimum interprofessional salary in Spain was €1,166.66, while the basic salary of a Consum partner-worker is 14% 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. 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.

Team of workers from the store in Calonge i Sant Antoni (Girona)



ENJOYING WORK IS WORKING BETTER

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 eliminate discrimination and ensure respect for diversity. Furthermore, it seeks to encourage a favourable environment for the work-life balance of the entire Cooperative.

Consum launched its 4th Equality Plan 2022-2025, with the aim of guaranteeing equal treatment and opportunities in selection processes, training in equal opportunities for all workers, and in promotion processes. This plan seeks to guarantee equal pay, reviewing and analysing salaries with a gender perspective, promoting measures to ensure work-life balance among staff and guarantee the prevention and action in situations of sexual harassment and harassment on grounds of sex.

With the renewal and update of the Equality Plan, Consum demonstrates its commitment to effective equality between men and women. Furthermore, in line with its cooperative values to promote conditions of equality and the participation of all partners, its criteria includes training 100% of the chain of command to raise awareness on equal opportunities and the gender perspective. The Plan is available to all staff on the internal intranet, in the Cooperative's document manager and the Gente Consum App.

Thanks to successive equality plans, the incorporation of more women to posts with responsibility is being facilitated. In the Cooperative, throughout the year, one in every three promotions to senior positions have been women, and 62.3% of positions of responsibility in stores 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.



Furthermore, Consum has an agreement with the ONCE Foundation within the Inserta Programme, for the incorporation of 30 people with disabilities into the workforce over the next three years. In 2022, 17 workers were incorporated through this programme.

In 2021, we began a pilot test for the labour insertion of people with Down's Syndrome in our work centres, contracting 5 people. In 2022, we have consolidated this initiative by contracting 11 new members of staff and close the financial year with a total of 16 people with Down's Syndrome in the workforce of our stores and offices.



Inserta

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. 21 people have been incorporated through the programme in 2022 and more than 105 people have carried out work experience in supermarkets to improve their employment prospects.



Consum workers at the store in Calonge i Sant Antoni (Girona)

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 2022, 10 reports were made, and after the appropriate checks were carried out, the existence of bullying was dismissed in all cases.

WORK-LIFE BALANCE

The Cooperative is committed to work-life balance, to encourage the joint responsibility of men and women in

terms of childcare and other dependent individuals in the home. For that reason, Consum invested 41 million euros on work-life balance during the financial year, which equates to 2,122.55 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 2022	PERCENTAGE %
QUALITY OF JOB		
Medical service	3,454	17.86%
Loans for partners	138	0.78%
Life and accident insurance	10	0.05%
TEMPORARY AND SPATIAL FLEXIBILITY		
Continuous working day	18,560	95.98%
Transfers due to proximity of workplace to home	63	0.33%
5-day working week in supermarkets	9,972	61.67%
FAMILY SUPPORT		
Cumulative lactation leave	574	2.97%
Paternity leave	272	5.10%
Baby basket voucher for partners	529	3.09%
Payment for children with disabilities	293	1.52%
Christmas card competition	4,264	22.05%
Maternity protection protocol	516	3.68%
Leave due to risk during pregnancy with 100% pay	223	1.59%
Payment due to disability	168	0.87%
Payment for employees who are victims of domestic violence	27	0.14%

Continuing with the objective of improving staff working conditions, and committed to work-life balance, Consum expanded the 5-day working week to include 91 more supermarkets in 2022. This way, staff in more than half of Consum’s supermarkets can enjoy two days off each week, a measure that was already in place for workers at the logistics centres. The plan is to expand this to include the entire commercial network in 2023.

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.

In 2022, a model of working from home has also been implemented to involve 50% office-based and 50% working from home, in office-based jobs where this is possible due to the nature of the work. For those people who, due to their role, are unable to carry out the standard working from home model, other formulas have also been provided for reduced working from home hours.

Furthermore, a new project was launched at the end of 2022 for the implementation of an organisational well-being model, based on 6 dimensions: people, health, environment, digitalisation, leadership and governance. This is a cross-cutting project with goals set out for the next three years to establish a continuous improvement plan. The project definition will be finalised during the first quarter of 2023 and, by the end of the year, improvements will start to be implemented.

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
CATALOGUE



EDICIÓN DICIEMBRE 2021

Masters of freshness in the butcher’s and charcuterie section of the Consum store in Aldaia (Valencia)





WE ARE
UNITED BY

SA
VINING

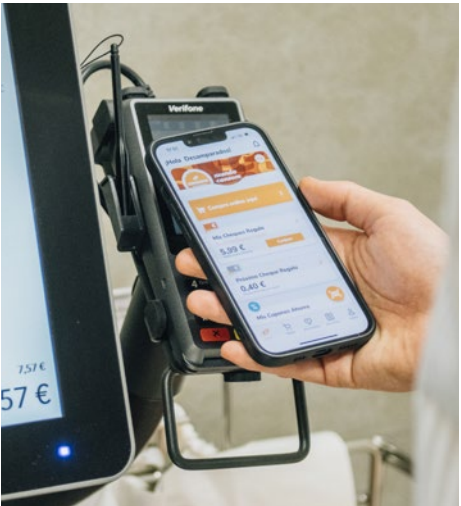
“HERE, CUSTOMERS ARE ALSO OUR
PARTNERS, THAT’S WHY YOUR
SHOPPING BASKET IS CHEAPER.”

We adapt to the needs of the customer and *improve their shopping experience* because we are cooperative.



THE ADVANTAGES OF BEING A PARTNER

Consum's offer is orientated towards helping and optimising partner-customers' family budgets and is based on basic products and from the first unit. This commitment is implemented through the Mundo Consum advantages programme, which aims to offer the best partner-customer experience. The programme 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 mundoconsum.consum.es website, the online store,

the paper 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.

In 2022, a new consultation feature has been added to the Mundo Consum App, offering daily information about the status of the monthly gift voucher. That way, the partner has up-to-date information on their app of how much they have accumulated that month and the next gift voucher. More than 440,000 partner-customers are already enjoying this new feature.

Participation in sales of the partner-customers exceeded 79.4% in the 2022 financial year, reaffirming the programme's success. In addition, discounts of a value of 54.9 million euros have been given on purchases, through a total of 11.7 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 €29 per year.

In 2022 there were 298,606 new partner-customers, reaching 4,303,769, 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
2020	247,472	1,067
2021	257,817	1,913
2022	298,606	1,315

IN YOUR STORE AND AT HOME

MODEL OF EXCELLENCE

The main services that the Cooperative offers to all its consumers and partners at Consum supermarkets are:



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.

CUSTOMER SERVICES

Dealing with customers and offering them all of the information and solutions they need in the event of any query or question 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. Another new addition this year has been a complementary chatbox service in the online store and Mundo Consum app which streamlines the management of incidents that may arise during the purchase process.

In 2022, 302,486 customer services processes were dealt with, with a satisfaction rating of 8.39 out of 10, evaluated by the users themselves.

CUSTOMER SERVICES

- 157,420 (52.04%) Enquiries
- 138,389 (45.75%) Requests
- 3,177 (1.05%) Complaints
- 2,566 (0.85%) Suggestions
- 934 (0.31%) Compliments



Customer services at Consum in Silla (Valencia)

ACCESSIBILITY

Consum has a service for the elderly or 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. This assisted shopping service for vulnerable people will be implemented in all centres that Consum opens in Castilla-La-Mancha in the future.

COMMUNICATE IN
A RESPONSIBLE
MANNER

At Consum, criteria of transparency and truthfulness are followed in order to establish a fluid dialogue with its stakeholders, through its channels of communication. This enables the cooperative to communicate in a responsible manner, in line with its cooperative values which, in turn, are endorsed by a responsible management.

The Cooperative has various digital training and information spaces that cover different areas, such as company information, the online store, a powerful search tool for 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.



	2022	S.A.A.
Consum website visits	12,147,827	↑ 31.25%
Facebook fans	132,840	↑ 10.30%
Twitter followers	20,869	↑ 2.78%
Instagram followers	43,824	↑ 11.30%
LinkedIn followers	48,473	↑ 22.54%
Views on YouTube	326,676	↓ 36.65%
Enquiries on social networks	33,160	↓ 10.34%
Average monthly reach of posts	721,124	↓ 3.48%

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 2022, 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 content relating to beauty, body care and inner health, 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.

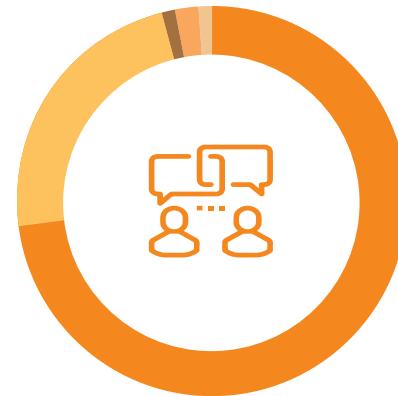
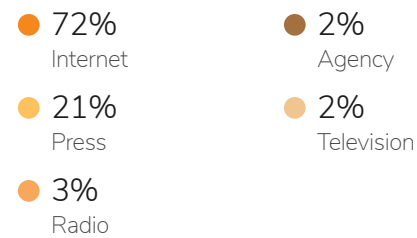
MEDIA

Transparency is a key element for organisations, which is why the Cooperative maintains constant contact with public opinion via the media. In 2022, Consum reported on its activity through 49 official press releases, reaching a total of 5,008 impacts in the media, 31% more than in 2021. The online channels continue to be the main player in terms of the impact of the Cooperative's news, as they represent 72% of the total. The dissemination of news in printed press has continued to increase, which represents 21% of all impacts.

The most important event in terms of the media takes place with the presentation of the annual results. This event brings together general and specialist media and is done once a year. In it, the Cooperative highlights the main milestones of the year, while also presenting the objectives for the coming financial year. This is an open dialogue forum with media in which the value of transparency is promoted, always placing people at the centre.

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 2022, broadcasts were made on weekly and fortnightly educational spaces 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 CMM-Castilla La Mancha, among others.

MEDIA



Drafting the Entrenosotros Magazine



Speakers at the "Saving in times of uncertainty" #DecirHaciendo (Say-Doing) Meeting

#DECIRHACIENDO (SAY-DOING) MEETINGS

Consum strives to highlight current topics related to social concerns through the #DecirHaciendo (Say-doing) meetings, which are focussed on topics to improve 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.

There was only one #DecirHaciendo meeting in 2022, which took place in October and was about 'Saving in times of uncertainty'. The meeting was held in a mixed format, both face-to-face and virtually, and brought together experts in consultancy, food distribution and consumers, to debate the increasing inflation and how Spanish households were coping with it. Its main conclusions were that more than 68% preferred to save when faced with economic uncertainty,

and that the climbing prices were changing people's shopping habits, with them prioritising the 'price' factor when it comes to making choices and increasing the use of vouchers and discounts in the shopping basket.

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

There was only one #DecirHaciendo meeting in 2022, which took place in October and was about 'Saving in times of uncertainty'



Signage at the point of sale

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. Additionally, 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, boosting the online sales channel and

'drive to store' actions to capture users towards the point of sale.

- Relational marketing actions: through regular events.
- Openings and refurbishments: communication to customers and partner-customers in the area of influence.

Information about the promotional activity and offers which are made available to customers is based on savings, a healthy diet and responsible consumption.

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

- Masters of freshness.
- Consum own brands.
- Mundo Consum loyalty programme for partner-customers.





WE ARE UNITED BY TRUST

“FRESH, HEALTHY AND SUSTAINABLE
PRODUCTS, BECAUSE EATING WELL ISN'T
JUST ABOUT FILLING YOUR STOMACH.”

We offer healthy, **sustainable and quality**
products because we are cooperative.



ALL UNDER CONTROL

One of Consum's fundamental pillars is to guarantee food freshness, quality and safety. For that reason, the cooperative's Food quality and safety policy has been updated in 2022, defining the purpose, scope, principles and key processes to guarantee compliance with the established standards.

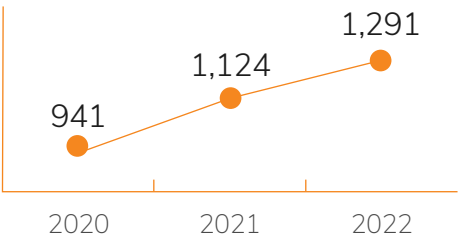
In 2022, Consum has obtained the AENOR Food Safety System certification, which guarantees the traceability and safety of all of the products it sells, from their arrival at the logistics platforms to the supermarkets. Consum's Food Safety Management System is applied to the products and processes carried out at the Cooperative, from the arrival of the product at logistics platforms to the arrival at points of sale.

In addition, the ISO 9001:2015 certification of quality of service issued by AENOR has been renewed for another year, which certifies the Quality Management System for Fresh,

Refrigerated and Frozen foods. In 2022, the audit was passed successfully for the 25th consecutive year. Furthermore, Consum also has certified Service Charters in the Food and Non-Food platforms.

The Cooperative carries out exhaustive quality controls: at the point of sale, on the products, labelling and throughout the own brand supply chain, and these controls are applied continuously in management:

CONTROLS AT POINT OF SALE



The phases of control with regard to products and suppliers are:

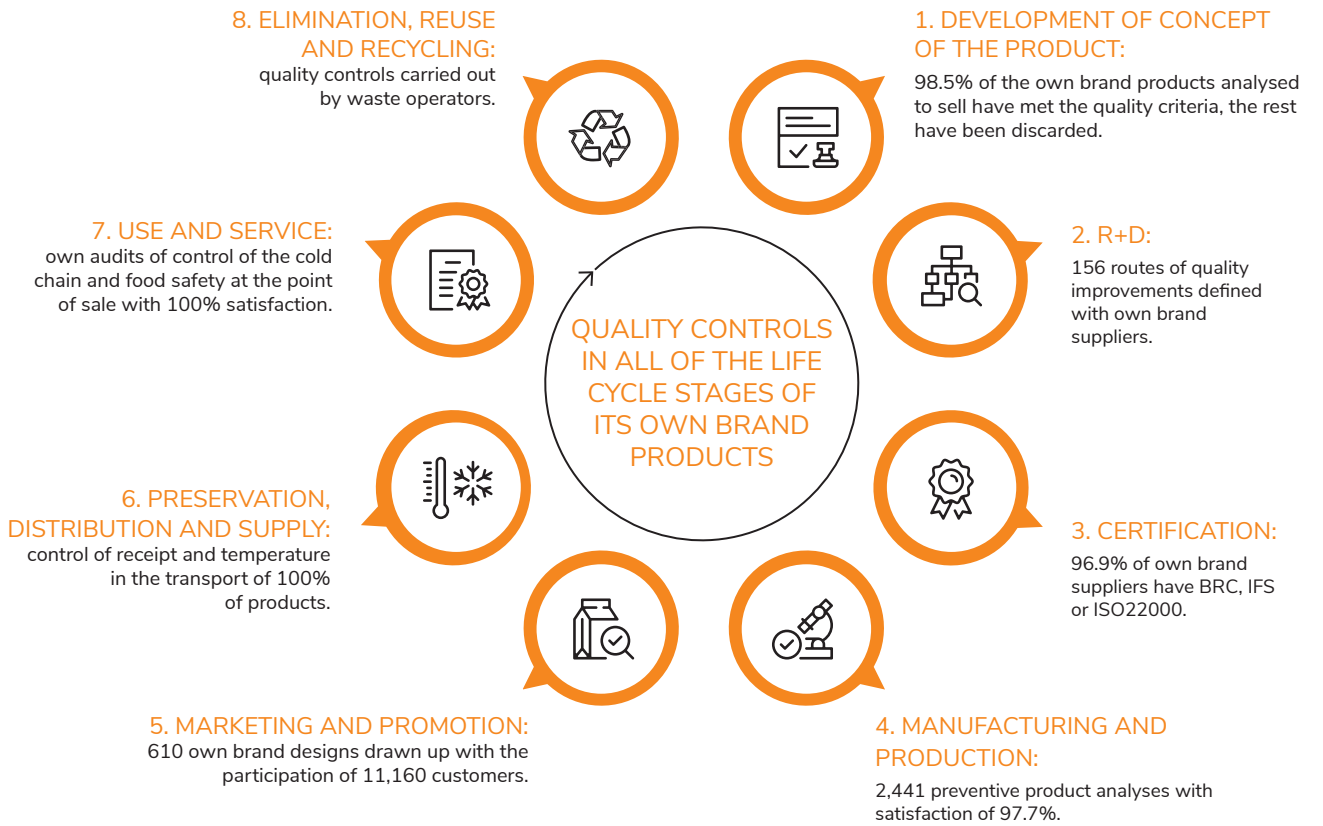
- 1. Preventive Control:** Carrying out analysis, controls and audits as the result of an analysis of hazards that may arise in our own brand and fresh products. Based on this analysis, a control plan is established that can provide routes for improvement, the implementation of which is verified through regular analysis.
- 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.



CONTROLS OF PRODUCTS AND SUPPLY CHAIN

	FOOD AND NON-FOOD		FRESH AND REFRIGERATED	
	Nº OF AUDITS AND ANALYSIS	SATISFACTION	Nº OF AUDITS AND ANALYSIS	SATISFACTION
Preventive Control	768	94%	1,673	99.4%
Quality Control	867	98%	6,213	94.2%
Comparative Control	309	88.5%	317	91%
Reactive Control	3,077	100%	4,209	100%
Total	5,021		12,412	



The Cooperative has strict food safety criteria for the evaluation of the suppliers that make the own brand products, requiring them to hold an 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 2022 have successfully achieved this. Additionally, during the year, 14 new own brand suppliers have been incorporated and evaluated.

In the event of a food alert, the Quality Division of the Partner-Customer and 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.

HEALTHY AND SUSTAINABLE, AS YOU LIKE IT

Consum's range of products offers its partners and customers a wide and varied variety, highlighting the manufacturer's brands. In 2022 more than 2,800 products were introduced and/or modified to adapt to consumer tastes and preferences and the overall range exceeded 17,000 products.

The guarantee of freshness is Consum's most important commitment to its partner-customers and, for that reason, it strives to always offer products at their optimum time of ripeness, prioritising seasonal products. Hence, the Cooperative maintains its commitment to fresh produce, personalised and assisted sale in the butchers, delicatessen and fish sections, known origins and local products, continuously incorporating local items from the provinces or regions in which it is present.

Consum's own brand products offer a range with highly competitive prices in terms of value for money, which gradually incorporates improvements to its standards of innovation, health and sustainability. In 2022 there were 2,294 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.

100% of the fresh meat sold at counters and in trays holds animal welfare certification.

Customers at Consum in Aldaia (Valencia)



(2-6, 417-1, ES5-4)

SUSTAINABILITY CERTIFICATES

With the aim of providing an added value to consumers and the surroundings, within the Consum brand, there are an increasing number of products that hold certificates relating to sustainability. Specifically, in 2022, these were:

- Pulps (FSC, PEFC, etc.): 313
- Agriculture (UTZ, Rainforest, etc.): 44
- Fishing (MSC, ISSF and Amigos de los Delfines (Friends of Dolphins)): 24
- Ecolabel: 8
- Animal Welfare (Welfare and Interporc): 165

Additionally, in 2022, the range of environmentally-friendly products has continued to expand in all sections, both in fresh produce and in food and non-food, to reach a total range of 337 products, which also includes the 62 of the Consum ECO own brand.

On the other hand, progress has continued to be made in relation to animal welfare and 100% of fresh meat sold at counters and in trays is certified. In this way, the Cooperative guarantees its customers good practices in terms of animal welfare, which are respectful and sustainable, and a guarantee for consumers that a series of measures are applied that have been standardised and agreed on a European level, which are committed to animal welfare throughout the production cycle, from the farm to the point of sale. The certifications, issued by independent entities, certify that the measures promoted to favour animal welfare go beyond those legally required.

Consum has worked with its suppliers in this way for the last two years. This process has been possible thanks to the collaboration and willingness of all suppliers that the Cooperative works with, who have had to adapt to comply with the parameters demanded by the protocol for the certification.

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 51.4% 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. In relation to eggs as an ingredient in own brand products, currently 12.42% come from free range hens.

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 2022, the formula for 13 items from the Consum brand has been modified, incorporating new ingredients with the best nutritional values.

Furthermore, on all of Consum's products, the labels provide information about nutritional values as well as the product's possible allergens, in order to prevent food intolerances. For that reason, gluten and lactose free products are also being incorporated gradually in the line, removing these allergens in the product for consumption by people with specific nutritional needs. Specifically, 450 gluten free, 89 lactose free and 17 egg free products.

In addition, the Cooperative adds additional information to the packaging of 401 own brand products required by law in relation to the origin of the product, easily recognisable "free from" seals to identify allergens in 710 products, information about sustainability certificates on 554 products, and information about how to recycle them on 2,408 items. 100% of the own brand products receive quality controls of their labelling.





WE ARE
UNITED BY

RESPECT

“WE INVEST AN INCREASING AMOUNT OF EFFORT AND RESOURCES IN LOOKING AFTER THE ENVIRONMENT AND SO YOU CAN CONTINUE TO ENJOY IT.”

We reduce our **emissions and waste** because we are cooperative.



ENVIRONMENTAL POLICY: POSITIVE IMPACT

Consum's Environmental Policy constitutes the Cooperative's reference framework to reduce its impact on the surroundings, mainly through the continuous improvement of its environmental management and raising awareness among stakeholders.

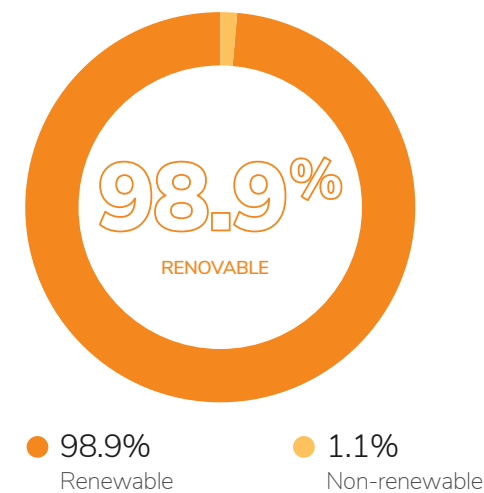
Environmental management in the Cooperative will be guided by the following general commitments:

- To comply with the legislation and voluntary agreements for the protection of nature and its resources.
- To set ambitious objectives and commit to innovative solutions and clean technologies.
- To manage the impact on the whole value chain to reduce the impact of products.
- To promote partnerships with specialist environmental preservation entities.
- To use measuring and reporting tools endorsed by third parties, such as the carbon footprint.
- To encourage raising environmental awareness among stakeholders and foster a genuine ecological culture in the organisation.

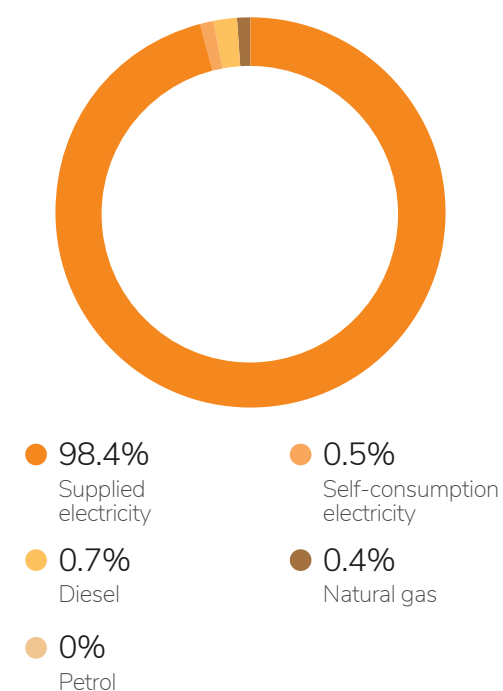
The Cooperative's Integrated Environmental Plan is structured around two main objectives: decarbonisation and the circular economy of resources.



RENEWABLE ENERGY



ENERGY SOURCES



ECO-EFFICIENCY: LESS IS MORE

The Cooperative has committed to becoming neutral in scope 1 and 2 emissions by 2030. This includes the emissions produced by the Cooperative's vehicles, the fixed sources of emissions, in addition to emissions generated by refrigerant gas leaks (scope 1) and emissions associated with producing the electricity we need to carry out our activity (scope 2).

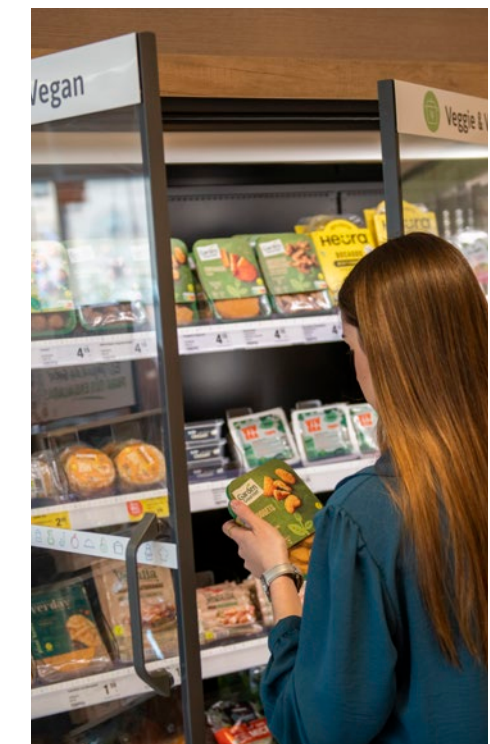


Within the context of this commitment, the Cooperative has joined the Science Based Targets Initiative (SBTi). The SBTi is an initiative born from a partnership between the World Wide Fund for Nature (WWF), the Carbon Disclosure Project (CDP), the UN Global Compact and the World Resources Institute (WRI), highly relevant entities in the field of corporate sustainability on an international level. This initiative enables companies to validate that their emissions reduction plans are in line with the goal of 1.5 degrees outlined in the Paris Agreement from 2015 and the climate emergency. Consum is the first Spanish supermarket chain to join the SBTi, developing its first science-based targets in 2022.

Below is a list of the main lines of action in reducing emissions.

REFRIGERANT GASES

Consum's main direct emissions come from the use of refrigerant gases, required to preserve fresh and frozen products. The stores belonging to the new eco-efficient model boast pioneering technology in their refrigeration systems, given that they use refrigeration with transcritical CO₂, a refrigeration system that uses CO₂ as a refrigerant, which is natural, clean and environmentally-friendly and doesn't generate greenhouse gas emissions. Currently, we have 145 supermarkets that already have CO₂ refrigeration systems with these characteristics and, since 2014, they have been implemented in all new supermarket openings and renovations.



ECO-EFFICIENT STORE

Energy consumption is one of the main environmental impacts of Consum's activity and one of its main expenses, particularly in the current context of the energy market. Since 2005, the Cooperative has had an Energy Savings and Efficiency Plan, focussed on the control and reduction of energy consumption through different actions, such as using the most efficient technologies available, implementing consumption monitoring systems and training workers in the appropriate use of the equipment and systems.

Electricity is the Cooperative's main energy source. 100% of the electricity consumed by Consum in 2022 has been of certified renewable origin. The cooperative also has photovoltaic solar panels on 12 supermarkets, which also enables it to generate solar energy for self-consumption. Globally, 98.9% of the energy consumed by Consum comes from renewable sources.

In 2022, Endesa and Consum signed a long term supply contract that incorporates a Power Purchase Agreement (PPA) that will provide, for the next 10 years, fully renewable energy to cover 50% of the electricity demand of the chain of supermarkets.

The long term supply contract came into effect on January 1st, 2023 and consists of a PPA block of 75 MW with a solar profile that will cover approximately 50% of Consum's electricity demand. The remaining 50% will also be covered with renewable energy with Guarantees of Origin (GdO). The contract gives Consum stability in meeting the long-term energy needs of its supermarkets and also guarantees that the Cooperative's energy consumption will come from non-emitting sources, which will prevent more than 66,000 tonnes of CO₂ from being emitted into the atmosphere, in line with the Cooperative's climate commitments.

Consum in Aldaia (Valencia)

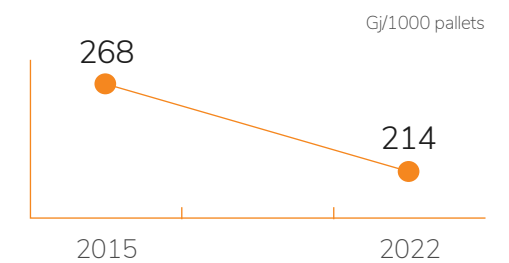


Supermarkets are the heart of the Cooperative's activity. That's why actions are focussed on acting directly in relation to stores, aiming to reduce their energy consumption through the implementation of efficient equipment and technologies in the areas of lighting, air conditioning and refrigeration. Consum's supermarkets are among the most eco-efficient in the sector. The main energy-saving measures include:

- **Automaton and telemetry:** the operating of all of the electronic devices of the supermarkets (lifts, ovens, anti-theft antennas, etc.) is automated in line with their real needs and they are controlled remotely at all times, achieving saving of up to 15% of energy.
- **Lighting with LED technology:** high efficiency LEDs generate savings exceeding 60% compared to conventional technology. All Consum stores have LED lighting and, in 2021, the LED renewal programme started, replacing them with new ones that offer an additional 5% energy saving. In 2022, lighting was renewed in 55 centres.
- **Efficient 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 21 supermarkets for more efficient machines, which are now available in 90% of the network.
- **Electric vehicle chargers:** an infrastructure of public access electric vehicle chargers has been implemented in 34 locations with 93 charging points in 2022. It is now implemented in a total of 132 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:** The Cooperative's air conditioning systems have continued to undergo improvements, with a total of 205 stores, achieving savings in energy consumption and increasing comfort in the stores.

With regard to the logistics platforms, the latest technologies are being incorporated to make them more efficient and sustainable. Platforms have low consumption LED lighting systems, taking advantage of natural light, in addition to sensor equipment and controllers for automatic switch off. They also have efficient ammonia pump-out systems, frequency inverters for compressors and floating condensation mechanisms, which reduce their energy consumption.

ENERGY INTENSITY



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 its activity. In 2022, the energy consumed to distribute 1000 pallets of product was 214 Gj, which is an increase compared to the previous year, but is still a reduction compared to the base year. The Cooperative is 20.2% more energy efficient than it was in 2015.



LOGISTICS FLEET

Another main source of emissions comes from the logistics required to transport products from the platforms to the stores, and from there to the homes of online customers.

In 2022, the fleet of capillary transport vehicles consists of 509 vehicles, 424 with state-of-the-art Euro6 engines and 23 lorries powered by compressed natural gas (CNG), an alternative fuel to diesel, which is more efficient and cleaner. This year, two 100% electric lorries have been put into service in Las Torres de Cotillas (Murcia) to transport food to stores in the area of influence of its logistics platform. In this way, Consum has become one of the first companies in the Spanish Food Distribution sector to use this type of vehicles.

The lorries have a charge that lasts for up to 200 kilometres, with the possibility of fast charging batteries in one and a half hours, with capacity for 21 pallets and 26 tonnes of goods, since these are rigid, three-axle vehicles. A 150 KW charging station has been installed at the platform so the batteries can be recharged while the goods are being loaded onto the lorries.

The continuous renewal of the fleet, added to the optimisation measures of the distribution routes with the implementation of the TMS Routing Maps tool, enable the kilometres travelled per trip to be optimised and, therefore, greenhouse gas emissions are reduced.

On the other hand, Consum is continuing with the electrification of the home delivery vehicles. In 2022, fifteen 100% electric vehicles have been made available for deliveries. In addition to being non-polluting, these vehicles have the advantage of accessing urban centres that are restricted for vehicles with emissions.

As a result of all of this, Consum has achieved its 3rd Lean & Green star this year, becoming the only food distribution company to achieve it in 2022. After several years of gradually reducing greenhouse gas emissions in logistics, Consum has joined the initiative, achieving the 3 Stars in its first year of audit, positioning itself as the leader in terms of sustainability of logistics in the food distribution sector.



The Cooperative has obtained this prestigious international sustainability certificate, led by AECOC in Spain, thanks to the reduction of its CO₂ logistics emissions by 40% compared to 2018 and, therefore, exceeding the 35% reduction, the goal which accredits the 3rd Lean & Green Star.

Fleet of compressed natural gas (CNG) lorries



(2-6)



100% electric lorry

CARBON FOOTPRINT

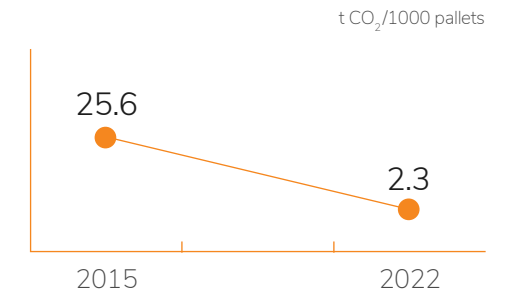
The Cooperative has been measuring its Carbon Footprint since 2015, with the aim of identifying the sources where most emissions are generated and establishing effective reduction measures help curb its impact on climate change.

The carbon footprint has seen a reduction of 82,878.3 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 of the activity has also seen a drastic reduction since then.

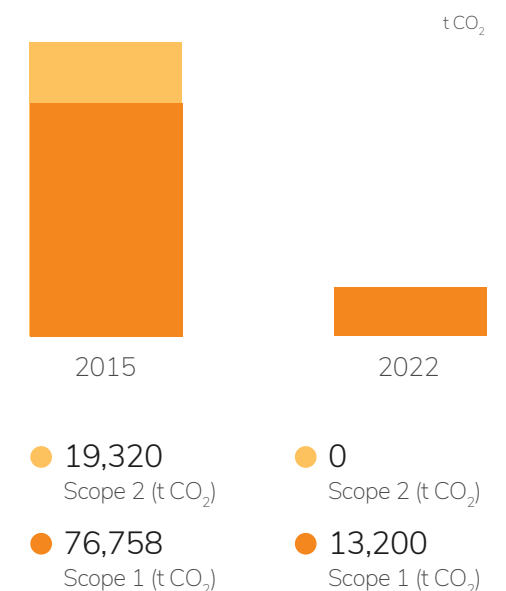


(305-1, 305-2, 305-4, 305-5)

EMISSIONS INTENSITY



CARBON FOOTPRINT



CIRCULAR ECONOMY: CLOSING THE CIRCLE

The circular economy is the second pillar of environmental management at Consum. In this regard, Consum is working on two levels. On the one hand, through eco-efficiency in the consumption of materials or their replacement with more sustainable materials, particularly plastic; and on the other hand, through the selective collection and subsequent recovery of all of the waste generated.

REDUCTION OF MATERIALS AND PACKAGING PLAN

Within the Cooperative's Reduction of Materials and Packaging Plan, different actions have been promoted, focussed on using resources more efficiently. 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.

The Own Brand Design Area works alongside suppliers to ensure that the packaging of all Consum products will be recyclable by 2025, in turn reducing the amount of plastic and virgin materials used in them. Throughout this year, 188 eco-design actions have been carried out on products, including actions to improve their recyclability, the incorporation of recycled materials, reduction of plastic in primary packaging or grouping, and the replacement of plastic bags with paper bags in the bakery section.



The most notable initiative in 2022 has been the development of another circular economy project which, in this case, transforms Expanded Polystyrene (EPS), popularly known as porexpán, coming from the waste recovered from Consum's platforms, into furniture for the bakery section of its supermarkets. Once this plastic waste has been collected, it is separated correctly to enable it to be recycled and transformed into a plastic composite. This new resource is then used to manufacture different elements that make up the furniture, thereby preventing the use of additional natural resources.

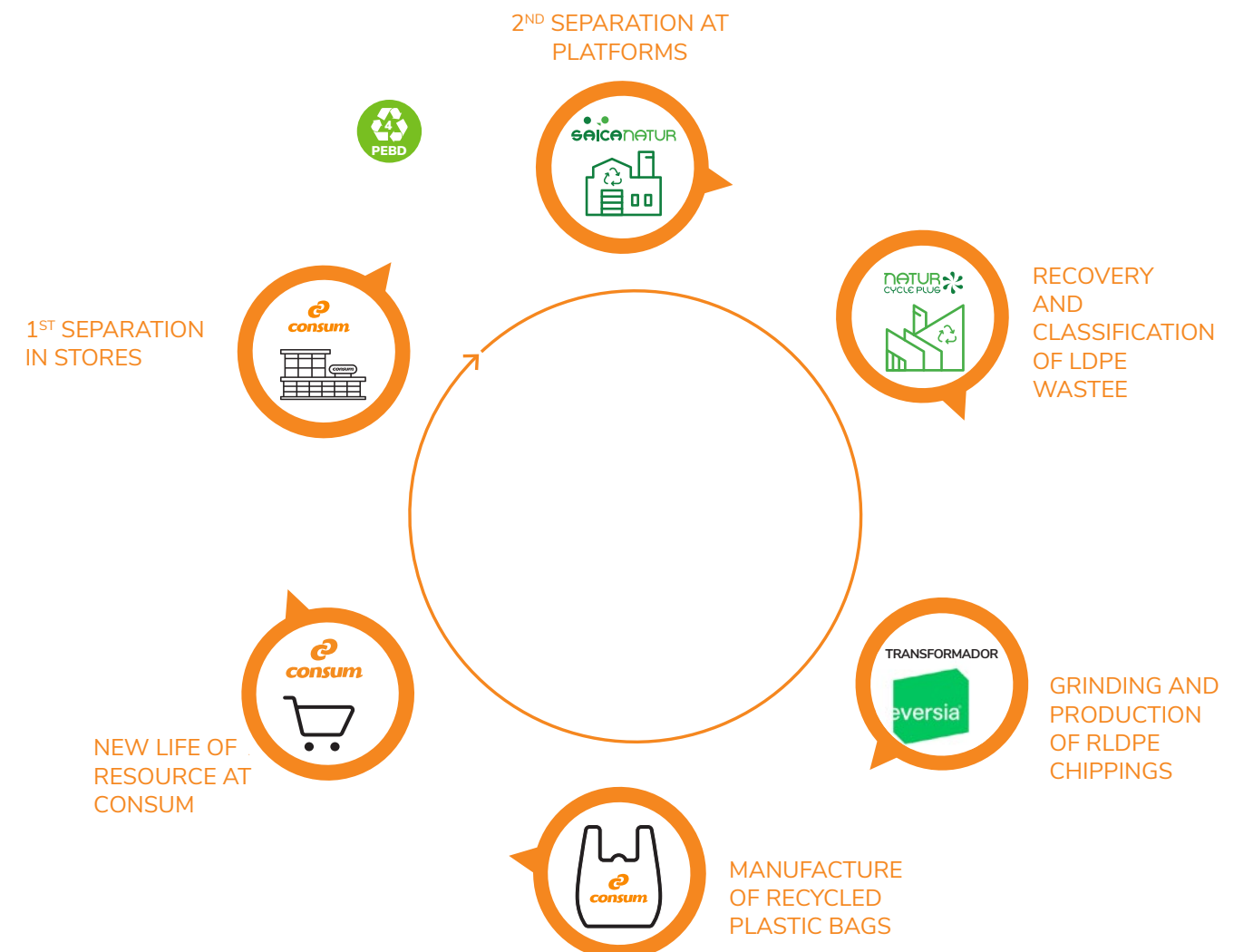


This initiative enables the recycling, transformation and reintroduction of 10,000 kg of plastic, and has already been implemented in 49 stores in 2022. This measure will be expanded gradually to the whole network by 2025. The measure, pioneering in the retail sector, shows the Cooperative's commitment to sustainability and boasts the collaboration of Saica Natur, responsible for waste management and environmental services, and HMY, responsible for the manufacturing and assembly of furniture in the stores.

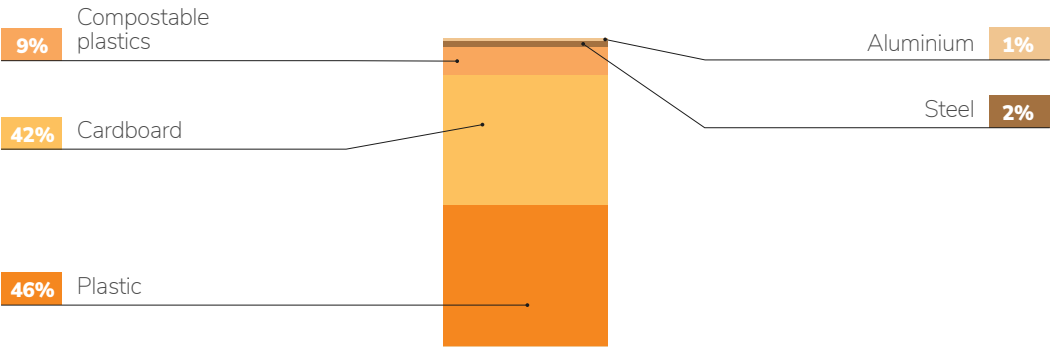
This project represents significant logistical challenges and in terms of innovation in design and the reuse of materials. With regard to the technical aspect, it is worth noting the preservation and stability of the composite plastic developed, so it can be recycled continuously for future uses and not degrade in the process.

The Cooperative's consumption of materials in 2022, as outlined in its Ecoembes Annual Packaging Declaration, reaches a total of 6,178.29 tonnes. The main materials consumed are the cardboard and plastic used for the packaging of products, with 37.34% of the total materials being of recycled origin.

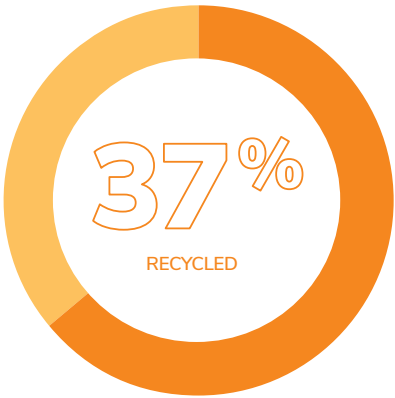
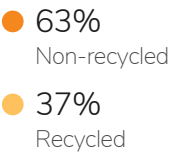
Shopping bags with more than 70% recycled plastic are made using waste from recovered packaging, thereby closing the circle.



TYPE OF MATERIAL



RECYCLED MATERIALS



ZERO WASTE

The Cooperative has a waste management model based on the principles of the circular economy, focussing on the selective collection of all of the organisation's waste and its subsequent recovery. As a result of the commercial activity, different 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, plastic or pallets. Using a reverse logistics system, waste generated in stores, platforms and offices is sent to integrated waste return centres to be separated. These centres have a processing system for plastics and cardboard, which are subsequently handed over to authorised waste management companies for recovery.

In 2022, the Cooperative has renewed its Zero Waste certificate from AENOR in all of its logistics platforms, in addition to its head office, which verifies the traceability of all of the waste generated until its recycling or recovery. Currently, more than

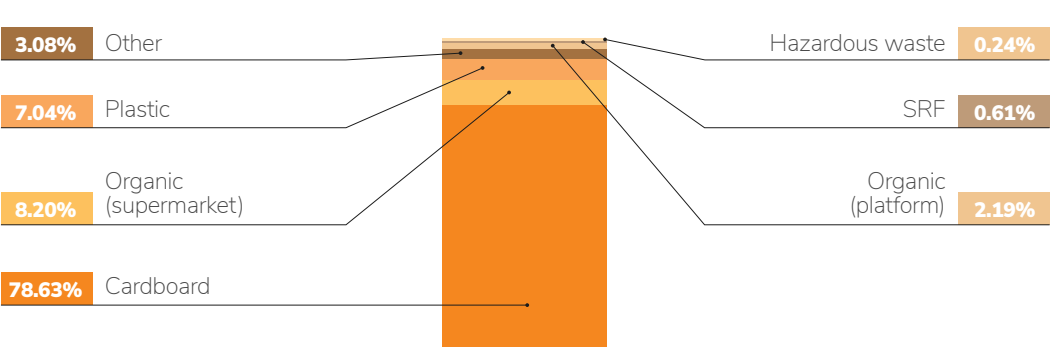
99% of the waste collected is recycled or recovered, with the support of private waste management companies.

With regard to organic fraction in supermarkets, a recycling area has been set up with the necessary measures in place for the separation of organic waste, lightweight packaging and other waste, thereby closing the global management process.

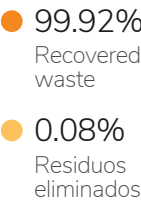
Consum supermarkets also offer customers containers to recycle batteries and light bulbs, in collaboration with Ecopilas and Ambilamp. In 2022, it has been possible to recover 87.2 tonnes of batteries and 10.7 tonnes of bulbs and luminaires, which were sent to specialist treatment plants to give them a second life.

In addition, this year a new course has also been published on the "Separation of waste at Consum", available on the Campus Consum app, focussed on training the workforce in the correct separation of waste in their work.

TYPE OF WASTE

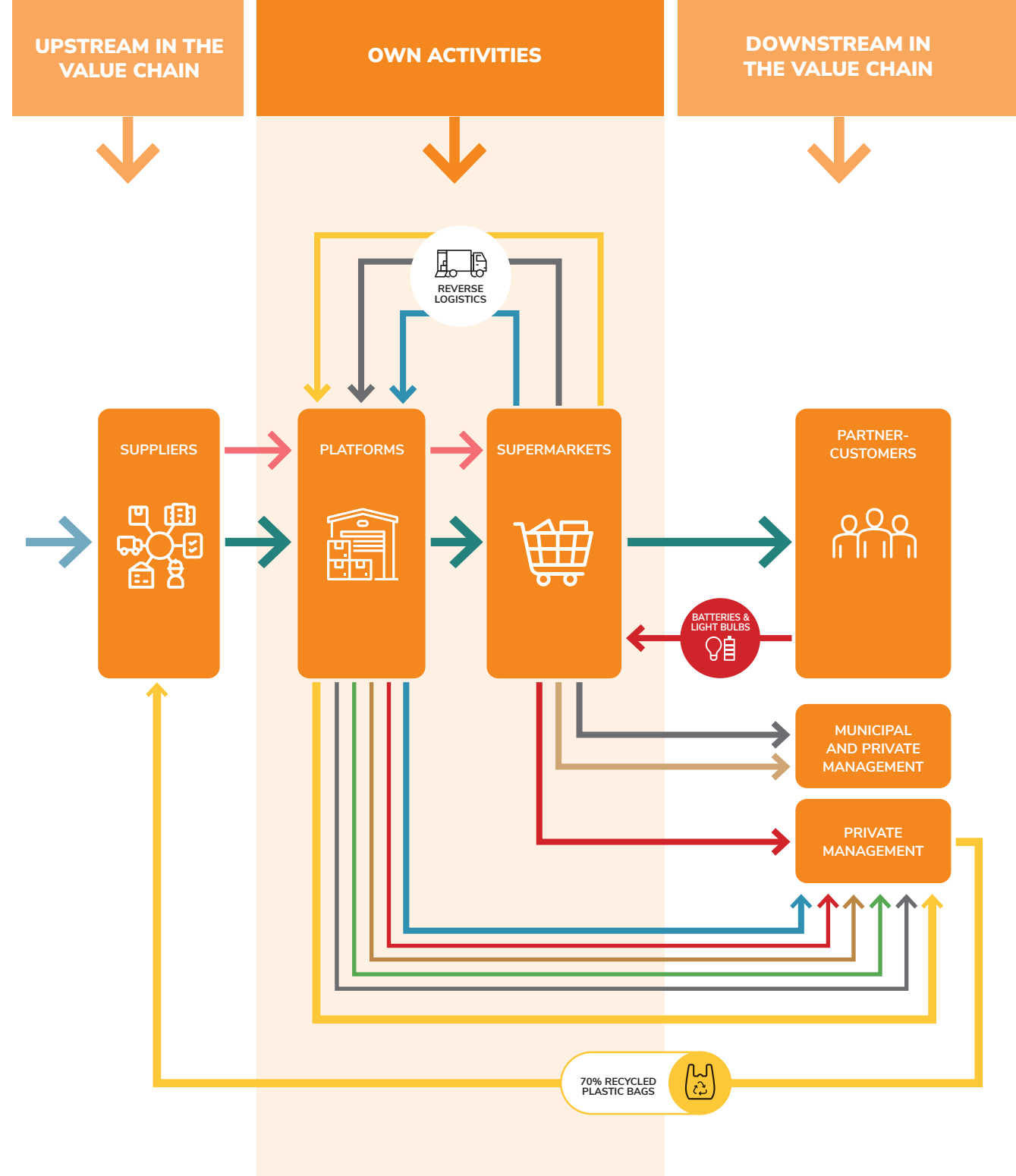


RECOVERED WASTE



Reverse logistics area at the Free Zone platform in Barcelona





- | | | |
|---------------------------------|--|---|
| <div></div> Raw materials | <div></div> Paper and cardboard | <div></div> RSF (Recoverable solid fuel) |
| <div></div> Products | <div></div> Plastics (commercial & domestic packaging) | <div></div> Other waste (wood, scrap, glass, other) |
| <div></div> Auxiliary materials | <div></div> Organic | <div></div> Hazardous waste/batteries and light bulbs |





WE ARE UNITED BY SOLI DARI TY

“WE ENCOURAGE RESPONSIBLE CONSUMPTION
AND SHARE WITH SOCIETY SO THAT BUYING IS
MUCH MORE THAN JUST DOING THE SHOPPING.”

We are charitable and we have a **social
commitment** because we are cooperative.



YES TO RESPONSIBLE CONSUMPTION

Consum, as an organisation of consumers and users, includes education, training and promotion of the rights of its partner-consumers and society in general in its social purpose as part of its Cooperative mission. The Consum Consumer Training Programme carries out different training and informative actions focussed on promoting a healthy diet and more sustainable consumption, particularly among young people.



The main lines of action within the training programme are the Team Consum web portal, the World Day of the Consumer Competition and the PAIDO programme.

TEAM CONSUM

Team Consum is an educational website that Consum makes available to teachers with a plethora of resources to encourage education on responsible consumption and sustainable development in the classroom. The contents are designed to be used with students aged between 4 and 14 years, in collaboration with their teacher, and include different workshops, group activities and games that enable them to learn while having fun.

29 new resources have been created in 2022, on different topics of interest, including designing more sustainable cities, how gender stereotypes and roles affect equal opportunities, or children's rights, including those of learning and playing. Through the newsletter, all teachers subscribed to it are informed on a monthly basis of the new resources available on the portal.

WEB TEAM CONSUM



WORLD DAY OF THE CONSUMER COMPETITION

The World Day of the Consumer Competition is the longest running activity within Consum's Training Programme, with more than 90,000 school pupils taking part throughout its different editions. The competition format has evolved to adapt to pupils' ways of learning, moving from posters, to stories, and now to a video format.

Under the motto "Small actions" (Pequeñas acciones), each year more young people are invited to reflect on a different topical theme. Coordinated by their teachers, the aim is for pupils to present an action that responds to the sustainability challenge posed to them. These actions should be portrayed in inspiring videos, which inspire other young people to copy them and put the actions into practice themselves. In this way, the competition aims to develop knowledge about sustainability and communication, and promote values like team work, a critical sense 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.

The third edition of the video competition "Small actions to preserve biodiversity" (Pequeñas acciones para preservar la biodiversidad), asked pupils to suggest actions for looking after biodiversity, plants and animals, particularly those in their immediate surroundings, such as in their homes, park or at school. 3307 pupils took part in this edition from 112 education centres, and 156 pieces of work were submitted to the competition overall. The Cooperative donated one euro for every participant, plus another €3000 to the Global Nature Foundation's wetland conservation project for aquatic birds, totalling €6307.

The awards ceremony was held online, which was attended by more than 1400 pupils. Prizes of 1000 euros were awarded to the 5 winning pieces of work, which then went on to form part of the Cooperative's audiovisual library for responsible consumption. The winning videos and awards ceremony can be watched using the link:

2022 AWARDS CEREMONY



The competition is supported by Florida University and the regional departments relating to consumption, education, health, social action and 2030 Agenda, who formed part of the judging panel.



PAIDO PROGRAMME

Consum collaborates with the Comprehensive Child Obesity Care Program (PAIDO) belonging to the Unit against Obesity and Cardiovascular Risk in Children and Adolescents at the General University Hospital of Valencia, with the aim of contributing to the prevention of excess weight and obesity in children. This programme has a cross-cutting approach, which involves professionals from different disciplines, such as endocrinology, nutrition and

physical-sports education. It aims to provide a comprehensive approach to the prevention of obesity, working together with young people and their families.

Consum provides all of the resources and food required to carry out cooking workshops with a nutritionist, to learn to eat in a healthier and more varied way. These workshops use fun methods to teach young people to cook balanced dishes that are simple to make. In 2022, 7 workshops were held and 42 people took part.

YES TO SOCIAL COMMITMENT

As a cooperative, Consum is firmly committed to the communities in which it 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.

Notable among its charitable initiatives are the Profit Programme for food donation, the Social Sales programme, and the social action partnerships it maintains with different NGOs.

PROFIT PROGRAMME

Consum strives to prevent food waste through the Cooperative's Prevention Plan. One of its main lines of action is the Profit Programme for the responsible management of food, a joint project between Consum and social entities, NGOs, food banks and social canteens, which enables the products removed from sale to be donated each day. These products are perfectly suitable for consumption, but they are distributed among those who need them most. This programme is already more than 10 years old and implemented in 100% of the commercial network, in supermarkets, platforms and fresh schools.

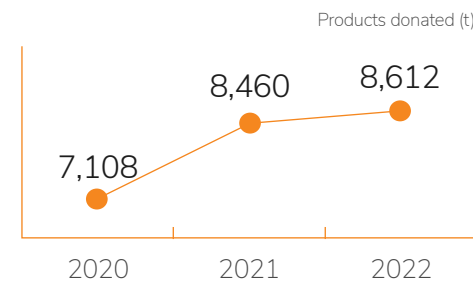


In 2022, 8,612.4 tonnes of products have been donated, with a value of 25.8 million euros. The foods donated are products that retain their packaging and labelling intact, and come from all food sections: butchers, charcuterie, fruit, vegetables, sweet foods, dairy and baked goods.

This is one of the Cooperative's commitments to society which, thanks to the hard work of the more than 1400 volunteers that work with Consum, is estimated to help more than 85,000 people. Moreover, the Profit Programme has an environmental aspect, since it has prevented 4,886 tonnes of CO₂ from being emitted into the atmosphere, minimising the impact on the environment and reducing the Carbon Footprint.

Additionally, Consum has collaborated again with AECOS's 5th Week against Waste, to raise awareness among its customers by broadcasting messages through the supermarkets' loudspeakers, relating to using leftover food so it doesn't end up in the bin, promoting responsible shopping.

PROFIT PROGRAMME



PROFIT PROGRAMME



Consum worker in Calle Padre Ferris (Valencia), preparing a box of food for the Profit Programme

SOCIAL SALES

Another line of the Charitable Programme is the Social Sales programme, created as a solution for public administrations and social entities to transform their support into Vouchers or Prepaid Cards that can be redeemed for purchases in the Cooperative's supermarkets. It enables entities to adapt the vouchers to their needs and receive information about the purchases made. The Cards can also be topped up at checkouts, making their logistics much easier.

The advantage compared to product donations is that each recipient can choose the products according to their

family's needs, for example, nutritional needs. Moreover, they are simple and discreet to use, they can be redeemed at the checkout like any other Consum voucher or card. In 2022 there have been total of 3.7 million euros spent on social sales, also including sales to social grocery stores.

NOBODY WITHOUT THEIR DAILY RATION

Within the Social Sales programme, Consum collaborates with Nadie Sin Su Ración Diaria (Nobody without their daily ration), an innovative project which aims to improve the current food donations system, digitalising it and favouring social inclusion.

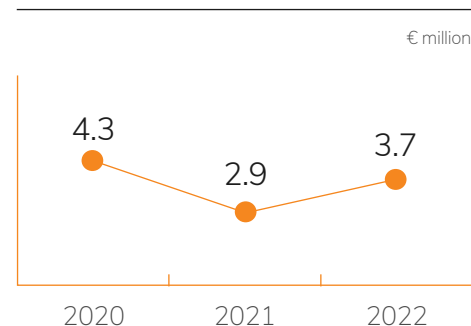
Food donations from customers are done quickly and simply through the mobile app, website and tablets or totems in the supermarkets, and are transformed into Prepaid Cards for the Red Cross, enabling the donor to find out the status of their donation on the app.

GRAN RECOGIDA (BIG COLLECTION) 2022

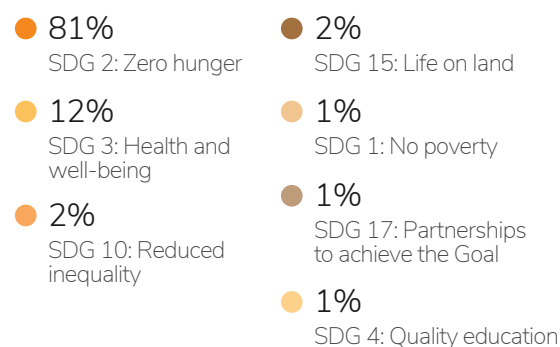
Within the actions of FESBAL, the Big Collection is the largest charitable campaign for food collection nationally. Consum has taken part in the Big Collection for the last 10 years, in all of the Autonomous Communities it is present in. The 2022 edition took place from November 25th to December 6th. Thanks to the Cooperative's partners and customers, it was possible to collect €627,095, which has been delivered to the various provincial Food Banks.

The donation has been made through the monetary donations of customers at checkouts, which are turned into shopping vouchers. This way, the environmental impacts of transport are reduced and it enables families to buy the basic products they need, individually, so they are able to select them themselves in our establishments.

SOCIAL SALES



INVESTMENT IN SOCIAL ACTION BY SDG



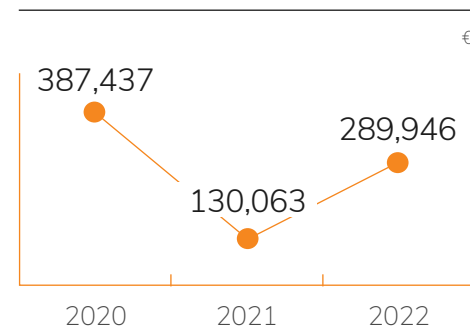
SOCIAL ACTION AND SPONSORSHIPS

Consum has a Social Collaborations and Sponsorships Policy aimed at supporting different social projects with a positive impact on the Cooperative's surroundings. In 2022, 1098 social action collaborations were carried out, with a social investment of almost €290,000, with an estimated impact on 118,600 people.

Consum is firmly committed to the communities in which it carries out its activity

Most of the help, specifically 92% of the initiatives, is given through food donations, while the rest of the social cooperation is distributed through financial contributions (7%), mainly through donations to different social entities. The main Sustainable Development Goals (SDGs) in which a positive impact is generated are SDG2 Zero Hunger, which involves 81% of the help and SDG 3 Health and Well-being (12%).

INVESTMENT IN SOCIAL ACTION



As a company involved in the development of the communities in which it is present, Consum sponsors different activities of social, cultural or gastronomic interest. The total social collaborations and sponsorships for 2022 reached €402,878.50.

Notable collaborations with national and regional NGOs include:



AID TO UKRAINE PLAN

When faced with a crisis like the one in Ukraine, the Cooperative, in line with its values, joined the efforts to proactively help the people affected by the conflict. In March 2022, Consum activated an aid plan to Ukraine through the Red Cross, to support the humanitarian work that the entity was carrying out in the region. The Cooperative offered its customers the opportunity to make financial donations in Consum stores.

Thanks to the generosity of Consum's partners and customers, a total of €350,000 was raised. The funds raised, together with an additional €50,000 donation from Consum, totalled €400,000 which was sent to help those affected in Ukraine. It was mainly used to cover their basic needs, access to clean water, healthcare and protection and to re-establish contact with family.

In June 2022, Consum implemented the second phase of the aid to Ukraine plan with the donation of shopping vouchers worth 150,000 euros to Caritas to help Ukrainian refugees that have reached our country while fleeing the war. The vouchers also helped other refugees and migrants that have fled their countries for other reasons and are housed in the autonomous communities where Consum is present.



MALNUTRITION IN THE HORN OF AFRICA

Within the Cooperative's internal communication campaign, a charitable challenge was carried out, where the participation of workers led to a donation of €4000 for UNICEF. The drought in the Horn of Africa increases the risk of severe malnutrition, particularly among young children, this support was used to help organisations like UNICEF to ensure this doesn't happen.



HOSPITAL CLOWNS

Consum has collaborated with Payasos hospital for another year, in order to give emotional support to young inpatients. Coordinated with health professionals, personalised shows are held each week for patients of the Paediatric and Paediatric Oncology services of seven hospitals in Valencia, Alicante and Castellón.



RESEARCH AND SUPPORT AGAINST CANCER

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. The Cooperative also collaborates with the Josep Carreras Foundation against Leukaemia, to maintain the national Register of Bone Marrow Donors. Additionally, alongside the Aspanion association, vouchers have been delivered that can be used in sheltered apartments of families with children in hospital or receiving treatment at home.





WE ARE UNITED BY COLLABORATION

“WE FORM PART OF THE SOCIAL ECONOMY
TO COLLABORATE, CONTRIBUTE TO OTHERS
AND BE A GOOD NEIGHBOUR TO YOU.”

We create partnerships and **believe in cooperation**
because we are cooperative.



WE TAKE PART, WE TAKE SIDES

As a Cooperative which is fully integrated in the social fabric, Consum belongs to a plethora of business associations in the distribution and social economy sector, in addition to different foundations and research centres. Membership fees paid during the 2022 financial year total 234,487.45 euros. The list of associations that Consum belongs to is as follows:

SECTORAL AND PROFESSIONAL



Consum has been a member of the Spanish Network of the United Nations Global Compact for more than 10 years. This is the United Nations worldwide corporate sustainability initiative, including in its Sustainability Report the progress reached to meet its Ten universal Principles on human rights, labour legislation, environment and anti-corruption.

SOCIAL ECONOMY



FOUNDATIONS, RESEARCH CENTRES AND OTHERS



COLLABORATION AGREEMENTS

Consum collaborates with various social projects and initiatives in line with its values and principles as a Cooperative and socially responsible company. Some of the most relevant collaborations carried out include:

- **THE PURCHASE OF YOUR LIFE:** Consum has renewed its commitment with the Spanish Association Against Cancer (AECC), collaborating for another year in its charitable campaign "The purchase of your life". Thanks to the donations from Consum's customers, 361,000 euros were raised, which were spent entirely on funding research and support for patients and families.

Consum has collaborated in different actions with the Spanish Association Against Cancer for more than a decade, through product donations to its local boards. It also offers support with shopping vouchers that the Spanish Association Against Cancer in Valencia has distributed among people who are sick and financially vulnerable. Since 2019, the Cooperative has worked on the Cancer Charity Night, an annual gala to raise funds to pay for oncological research projects and direct support for those who are sick and their families.

- **TURKEY AND SYRIA EMERGENCY:** Consum has donated 60,000 euros to help people affected by the earthquakes in Turkey and Syria that happened in February. The Cooperative's help will be given through the Emergency Committee, an association that encompasses the six international NGOs that are expert in humanitarian aid: Aldeas Infantiles, Educo, Médicos del Mundo, Intermón Oxfam, Plan Internacional and World Vision. The help is focussed on covering all of the emergency needs, providing shelter, supplies, water and sanitation, nutrition and healthcare, in addition to psycho-social support and humanitarian protection.

Consum has spent more than 30 years collaborating with different entities to respond to different humanitarian emergencies that require immediate help, as part of its cooperative essence. It collaborated with the Hurricane Mitch disaster in 1998; the catastrophe caused by the tsunami that hit south-east Asia at the end of 2004; to alleviate the aftermath of Hurricane Irma in 2017, particularly in Cuba, and with the eruption of the volcano in La Palma in 2021, to help those affected.

service for the elderly and persons with any type of disabilities in all Castilla La Mancha stores.

MAY

- Award from the La Razón Comunitat Valenciana newspaper for Corporate Social Responsibility and the commitment to its workers in the 5th edition of these awards.



AWARDS AND RECOGNITION

FEBRUARY

- Award from the Castellón Food Bank for its collaboration with the entity, coinciding with its 25th anniversary.
- Recognition from Lleida City Council for the social action and charitable work carried out in the city.
- Award for innovation in the 5th edition of the Institut Cerdà Consumer Goods Innovation Observatory for the shopping baskets and trolley handles with anti-Covid treatment.

MARCH

- Recognition from the Spanish Committee of Representatives of Persons with Disabilities of Castilla La Mancha (CERMI CLM) and supermarket and hypermarket associations for its Assisted Shopping

SEPTEMBER

- AECOC award for 10 years of collaboration against Food Waste.
- Prize for adaptation, awarded by NetApp, during the celebration of its 22 years of implementation in Spain.

OCTOBER

- Recognition from Asindown for its labour integration policy.
- Award in the first edition of the InfoJobs Awards as one of the 50 most highly rated Spanish companies by users of that platform.
- Recognition from the 'Associació Escaig' association, within the 'Sabadell amb Valua' programme of activities, for supporting vulnerable families in the town of Sabadell with the donation of basic foods.

NOVEMBER

- Consum received the certification for the sustainability of its logistics, being awarded the 3rd Lean & Green Star. The Cooperative is the only distribution company to be awarded 3 stars this year, for reducing its CO₂ emissions by more than 40%.



- First ASEDAS 'Heroes of Proximity' gala, of the Spanish Association of Distributors, Self-Services and Supermarkets, which paid tribute to all retail and wholesale distribution workers who, during the last three years, have demonstrated their vocation of service to society through the different crises that they have had to face, from the Covid pandemic to the transport stoppage.



DECEMBER

- Gold medal for the 'first harvest' EVOO. The Consum brand 'first harvest' extra virgin olive oil has obtained the gold medal in prestigious international competitions: in the BERLIN GOOA 2022 competition, where 891 samples from 28 countries were presented; and in the NYIOOC World Olive Oil Competition, where the official guide for the best olive oils in the world is presented, one of the most prestigious lists in the sector.
- Top 300 best cooperatives in the world. The International Cooperative Alliance (ICA) and the European Research Institute on Cooperatives and Social Enterprises (Euricse) presented the 2022 edition of the World Cooperative Monitor, placing Consum in 128th place of importance globally.
- Awarded Bronze in the Lluna Awards in the Photography category for the 6th edition of the La Lluna Valencian Community Creative Communication and Advertising Festival for Maslow's Foodpairing for Consum.

JANUARY

- Consum's Internal Communication Campaign has received the first prize awarded by the FEIEA, independent European Association for Internal Communication, for the 2021-2022 campaign "Together we achieve what we are".
- Consum has been recognised in the "Sauces and Condiments" category, thanks to the Arbequina Extra Virgin Olive Oil, in the latest edition of the 'European Private Label Awards', accolades that recognise the most innovative private labels (MDD) and those that have the greatest impact on Europe's supermarkets.





WE ARE UNITED BY TRANSPARENCY

“EVERYTHING WE HAVE TOLD YOU RESPONDS TO THE ACTIVE DEVELOPMENT OF OUR SUSTAINABILITY STRATEGY: SAID AND DONE.”

We work transparently **doing everything we say** because we are cooperative.

THIS IS HOW WE HAVE INVESTED IN OUR ENVIRONMENT: MEASURING TECHNIQUES

Consum S. Coop. V. is the only entity included in both the Sustainability Report and the financial reports. There have been no updates to the information reported in periods subject to previous reports, only that arising from the update to the latest version of the Universal GRI Standards 2021. In the case of the calculation and verification of the Carbon Footprint, relevant updates have been carried out to include the most appropriate and current emissions factors, in addition to the methodology used.

Consum's Sustainability Report is carried out on an annual basis and this report corresponds to the 2022 financial year (from February 1st, 2022 until January 31st, 2023). The periods and frequencies of the financial reports and Sustainability Report are identical, and correspond to the financial year. However, certain environmental indicators are calculated based on the calendar year. This report has been published on May 4th, 2023.

MATERIALITY ANALYSIS

In order to develop the current Sustainability Strategy 2021-2025, the most ambitious materiality analysis to date has been carried out. External materiality was determined through a participation process with all priority stakeholders. The most relevant impacts were identified and prioritised through the 7500 responses received from a survey conducted with all of the stakeholders, in addition to interviews and group sessions where representatives from more than 40 organisations took part. Internal materiality was defined through the assessment of the impacts by members of the Cooperative's Board of Directors.

Below is the list of material topics, their scope and the stakeholders that have identified them through participation processes:

Consum workers at the Company Headquarters. Silla (Valencia)



				STAKEHOLDERS				
	SUSTAINABILITY STRATEGY 2021-2025	CONTRIBUTION TO SDGS	MATERIAL TOPICS	PARTNER-WORKERS	PARTNER-CUSTOMERS	SUPPLIERS AND CREDITORS	FRAN-CHISEES	SOCIETY
1	MANAGING WITH CORPORATE VALUES	16	Business ethics		MATERIAL	MATERIAL		MATERIAL
2	SHARED ECONOMIC GROWTH	8	Profitability	MATERIAL				
			Physical and online distribution network	MATERIAL	MATERIAL	MATERIAL	MATERIAL	
3	LOCAL DEVELOPMENT	8, 11	Economic development of the surroundings				MATERIAL	MATERIAL
			Local products		MATERIAL	MATERIAL		
			Commercial relations in the chain		MATERIAL	MATERIAL	MATERIAL	MATERIAL
4	INNOVATION FOR PEOPLE	9	Digisitation and innovation of processes	MATERIAL		MATERIAL	MATERIAL	
			Commercial innovation			MATERIAL	MATERIAL	
			Privacy of information	MATERIAL	MATERIAL	MATERIAL	MATERIAL	
5	WORK, TALENT AND WELL-BEING	4, 5, 8, 10	Internal communication	MATERIAL				
			Work-life balance and job flexibility	MATERIAL				
			Equality of opportunities	MATERIAL				
			Salary	MATERIAL				
			Internal training and promotion	MATERIAL				
			Occupational health and safety	MATERIAL				
6	SAVINGS AND CUSTOMER EXPERIENCE	12	Quality of the customer service and complaints channels		MATERIAL			MATERIAL
			Personalisation and loyalty		MATERIAL		MATERIAL	
7	HEALTHY AND SUSTAINABLE OFFER	2, 3, 14, 15	Product range and supply		MATERIAL	MATERIAL	MATERIAL	MATERIAL
			Product freshness, quality and safety		MATERIAL	MATERIAL		
			Healthy and sustainable producto		MATERIAL			
8	REDUCE EMISSIONS AND WASTE	6, 7, 11, 12, 13	Energy			MATERIAL		
			Packaging materials		MATERIAL	MATERIAL		MATERIAL
			Food residue and waste		MATERIAL	MATERIAL		MATERIAL
9	SOCIAL COMMITMENT AND SOLIDARITY	1, 2, 3, 4, 5, 10, 12	Social programmes					MATERIAL
10	PARTNERSHIPS FOR COOPERATION	17	Relationships with stakeholders					MATERIAL

All of the issues outlined in Law 11/2018 on Non-Financial Information and Diversity are identified as material topics 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.

THIS IS HOW WE ORGANISED IT: THE EU TAXONOMY

The purpose of Regulation (EU) 2020/852 on the EU Taxonomy is to refocus the flows of capital towards investments that contribute to the European Green Deal. To achieve this goal, the European Commission established a classification system, a taxonomy of environmentally-sustainable activities, with which companies, investors and political leaders can direct their investments in favour of an ecological transition.

The regulation establishes six environmental objectives, with a series of activities contained in each one of them. The first Commission Delegated Regulation (EU) 2021/2139, in its Annexes I and II, lists the activities that contribute to the first two objectives, of climate change mitigation and adaptation, which are the only two currently available. In this way, it is possible to determine which of the company's activities are considered "eligible", meaning they fall within the scope of the Taxonomy.

Consum, as a company obliged by Directive 2014/95 on non-financial information and diversity and Law 11/2018 on non-financial information and diversity, must disclose within its yearly Non-Financial Information Statement, the proportion of its business volume, of its capital investments (CapEx), and certain operating expenses (OpEx) corresponding to the eligible activities, in addition to the aligned activities included within these, in relation to the objectives of the taxonomy, and the methodological and contextual information required to interpret them.

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 from the stores to customers' homes.
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 which enable energy efficiency to be improved.
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 enable the energy consumption of the machines to be controlled.
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.

ALIGNING

In 2022, for the first time, an analysis must be carried out of which eligible activities are 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 safeguards in relation to human and labour rights established by the UN, OECD and the ILO.

MINIMUM SAFEGUARDS

Consum's commitment to human rights is channelled through its Code of Ethics and Conduct, available on the Cooperative's website. Since the Code of Ethics was published, 100% of the contracts that Consum signs with suppliers include an ethical clause, in accordance with which, the parties agree that the supplier will respect Human Rights and comply with applicable legislation, making a complaints channel available to all stakeholders so that any potential breach can be reported and, if applicable, remedied. Furthermore, all suppliers related to activities that are deemed to be aligned according to the Taxonomy, are suppliers with headquarters in Spain, subject to the inherent legal obligations with regard to human and labour rights.



In February 2022, the European Commission adopted a proposal for a Directive on the due diligence of companies with regard to human rights and the environment. This proposal will be sent to the European Parliament and the Council for its approval and, once adopted, the member states will have two years to transpose the Directive into national legislation and send the relevant texts to the Commission. Consum, with this legislative landscape in mind, is working to tailor its minimum safeguard mechanisms and procedures to the requirements which, are expected to be laid down in the new Directive once it has been transposed into Spanish legislation.

SUBSTANTIAL CONTRIBUTION

With regard to business volume, the Cooperative carries out its main activity in the retail and wholesale food distribution sector, an activity which has not been included in the Taxonomy. For that reason, the activities that constitute the net amount of the business figure would not be eligible or, therefore, aligned.

With regard to capital expenditures (CapEx), 0.47% would be considered to be aligned with the taxonomy. The main investments are made to improve the energy efficiency of supermarkets and logistics platforms, through the incorporation of insulation such as air curtains or via the installation of led light sources. Investments have also been made in energy control systems of the buildings and the installation of photovoltaic solar systems.

Within the aligned operating expenses (OpEx), which represent 1.76% of the total, goods transport services have been included, both from platforms to stores and from stores to customers' homes, which have been carried out using electric vehicles and low emission natural gas. On the other hand, maintenance expenditure items associated with energy efficiency and control systems have also been included, in addition to those of the photovoltaic solar panels.

DO NO SIGNIFICANT HARM

The measures included in the alignment of the taxonomy have not been found to negatively affect the Cooperative's efforts to adapt, or the risks arising from climate change including in the Cooperatives Map of Risks. In the future, the Cooperative will implement the necessary adaptation measures, in accordance with Law 7/2021 on climate change and energy transition, identify and, if applicable, mitigate the physical climate and transition risks faced by its activity; and it will conduct these studies in such a way that they comply, as far as possible, with the requirements imposed by the taxonomy.

Furthermore, no production of waste or harmful, polluting or ozone-depleting substances has been identified, and there is no use or risk of the release of asbestos linked to the energy efficiency systems.

TABLES OF RESULTS

The proportion of eligible and aligned activities calculated based on the key performance indicators corresponding to the 2022 financial year are shown below:

BUSINESS VOLUME

				SUBSTANTIAL CONTRIBUTION		DNSH (DOES NOT SIGNIFICANTLY HARM)								SM				
ECONOMIC ACTIVITIES	CODES	ABSOLUTE TURNOVER	PROPORTION OF TURNOVER	SUBSTANTIAL CONTRIBUTION												TAXONOMY ALIGNED PROPORTION OF TURNOVER IN 2023	ENABLING ACTIVITY	TRANSITIONAL ACTIVITY
				CLIMATE CHANGE MITIGATION	ADAPTATION TO CLIMATE CHANGE	CLIMATE CHANGE MITIGATION	ADAPTATION TO CLIMATE CHANGE	SUSTAINABLE USE OF WATER AND MARINE RESOURCES	TRANSITION TO A CIRCULAR ECONOMY	POLLUTION PREVENTION AND CONTROL	PROTECTION AND RESTORATION OF BIODIVERSITY AND ECOSYSTEMS	MINIMUM SAFEGUARDS						
ACTIVITY		€	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T			
A. TAXONOMY-ELIGIBLE ACTIVITIES																		
A.1. ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (ALIGNED)																		
TURNOVER VOLUME OF SUSTAINABLE ACTIVITIES (A.1)		0	0	0	0									0				
A.2. TAXONOMY-ELIGIBLE BUT NOT ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (ELIGIBLE BUT NOT ALIGNED)																		
TURNOVER VOLUME OF ELIGIBLE BUT NOT SUSTAINABLE ACTIVITIES (A.2.)		0	0	0	0									0				
TOTAL (A.1.+ A.2.)		0	0	0	0									0				
B. TAXONOMY NON-ELIGIBLE ACTIVITIES																		
TURNOVER VOLUME OF NON-ELIGIBLE ACTIVITIES		3,603,561,427	100															
TOTAL (A + B)		3,603,561,427	100															

Consum workers at the Company Headquarters. Silla (Valencia)



CapEX

				SUBSTANTIAL CONTRIBUTION		DNSH (DOES NOT SIGNIFICANTLY HARM)								SM				
ECONOMIC ACTIVITIES	CODES	ABSOLUTE CAPEX	PROPORTION OF CAPEX	SUBSTANTIAL CONTRIBUTION												TAXONOMY ALIGNED PROPORTION OF CAPEX IN 2023	ENABLING ACTIVITY	TRANSITIONAL ACTIVITY
				CLIMATE CHANGE MITIGATION	ADAPTATION TO CLIMATE CHANGE	CLIMATE CHANGE MITIGATION	ADAPTATION TO CLIMATE CHANGE	SUSTAINABLE USE OF WATER AND MARINE RESOURCES	TRANSITION TO A CIRCULAR ECONOMY	POLLUTION PREVENTION AND CONTROL	PROTECTION AND RESTORATION OF BIODIVERSITY AND ECOSYSTEMS	MINIMUM SAFEGUARDS						
ACTIVITY		€	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T			
A. TAXONOMY-ELIGIBLE ACTIVITIES																		
A.1. ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (ALIGNED)																		
INSTALLATION, MAINTENANCE AND REPAIR OF ENERGY EFFICIENCY EQUIPMENT.	7.3	6,676	0	0		S	S	S	S	S	S	S	0					
INSTALLATION, MAINTENANCE AND REPAIR OF INSTRUMENTS AND DEVICES TO MEASURE, REGULATE AND CONTROL THE ENERGY PERFORMANCE OF THE BUILDINGS.	7.5	630,594	0.41	0.41		S	S	S	S	S	S	S	0.41					
INSTALLATION, MAINTENANCE AND REPAIR OF RENEWABLE ENERGY TECHNOLOGIES.	7.6	69,565	0.05	0.05		S	S	S	S	S	S	S	0.05					
CAPEX VOLUME OF SUSTAINABLE ACTIVITIES (A.1)		706,835	0.46	0.46									0.46					
A.2. TAXONOMY-ELIGIBLE BUT NOT ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (ELIGIBLE BUT NOT ALIGNED)																		
INSTALLATION, MAINTENANCE AND REPAIR OF ENERGY EFFICIENCY EQUIPMENT.	7.3	6,625,446	4.5	4.35									4.35					
CAPEX VOLUME OF ELIGIBLE BUT NOT SUSTAINABLE ACTIVITIES (A.2.)		6,625,446	4.35	4.4														
TOTAL (A.1.+ A.2.)		7,332,281	4.82	4.82									4.82					
B. TAXONOMY NON-ELIGIBLE ACTIVITIES																		
CAPEX VOLUME OF NON-ELIGIBLE ACTIVITIES		144,801,962	95.18															
TOTAL (A + B)		152,134,243	100															

OpEx

				SUBSTANTIAL CONTRIBUTION	DNSH (DOES NOT SIGNIFICANTLY HARM)								SM			
ECONOMIC ACTIVITIES	CODES	ABSOLUTE OPEX		PROPORTION OF OPEX	CLIMATE CHANGE MITIGATION	ADAPTATION TO CLIMATE CHANGE	CLIMATE CHANGE MITIGATION	ADAPTATION TO CLIMATE CHANGE	SUSTAINABLE USE OF WATER AND MARINE RESOURCES	TRANSITION TO A CIRCULAR ECONOMY	POLLUTION PREVENTION AND CONTROL	PROTECTION AND RESTORATION OF BIODIVERSITY AND ECOSYSTEMS	MINIMUM SAFEGUARDS	TAXONOMY ALIGNED PROPORTION OF OPEX IN 2023	ENABLING ACTIVITY	TRANSITIONAL ACTIVITY
ACTIVITY		€	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
A. TAXONOMY-ELIGIBLE ACTIVITIES																
A.1. ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (ALIGNED)																
ROAD TRANSPORT SERVICES FOR GOODS.		6.6	3,391,083	1.54	0.34		S	S	S	S	S	S	S	1.54		
INSTALLATION, MAINTENANCE AND REPAIR OF INSTRUMENTS AND DEVICES TO MEASURE, REGULATE AND CONTROL THE ENERGY PERFORMANCE OF THE BUILDINGS.		7.5	474,273	0.22	0.01		S	S	S	S	S	S	S	0.22		
INSTALLATION, MAINTENANCE AND REPAIR OF RENEWABLE ENERGY TECHNOLOGIES.		7.6	4,102	0.00	0.01		S	S	S	S	S	S	S	0		
OPEX VOLUME OF SUSTAINABLE ACTIVITIES (A.1)			3,869,458	1.76	0.35									1.76		
A.2. TAXONOMY-ELIGIBLE BUT NOT ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (ELIGIBLE BUT NOT ALIGNED)																
TRANSPORT VIA MOTORCYCLES, PASSENGER CARS AND LIGHTWEIGHT COMMERCIAL VEHICLES.		6.5	391,486	0.18	0.20											
ROAD TRANSPORT SERVICES FOR GOODS.		6.6	61,344,715	27.91	29.12											
INSTALLATION, MAINTENANCE AND REPAIR OF ENERGY EFFICIENCY EQUIPMENT.		7.3	5,304,392	2.41	0.00											
OPEX VOLUME OF ELIGIBLE BUT NOT SUSTAINABLE ACTIVITIES (A.2.)			67,040,593	30.50	29.32									30.50		
TOTAL (A.1.+ A.2.)			70,910,052	32.26	29.67									32.26		
B. TAXONOMY NON-ELIGIBLE ACTIVITIES																
OPEX VOLUME OF NON-ELIGIBLE ACTIVITIES			148,884,981	67.74												
TOTAL (A + B)			219,795,033	100												

METHODOLOGICAL AND
CONTEXTUAL INFORMATION

The information for the calculation of the key performance indicators comes from the Cooperative's Annual Accounts corresponding to the 2022 financial year. The calculations of the denominators for eligibility 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 for eligibility 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. 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.

The alignment calculation has been made by identifying the specific parties that meet the technical criteria to identify a substantial contribution to an objective, to verify the absence of significant harm to other objectives and to ensure compliance with the minimum safeguards. The assessment to determine the eligibility and alignment of the activities has been carried out in line with provisions of the Commission Delegated Regulation (EU) 2021/2139.

In the coming years, the Cooperative will aim to develop its internal information systems for the identification and automation of the collection of the data reported within the Taxonomy's framework. Within Consum's Sustainability Policy, work will be carried out to improve the alignment results through CapEx and OpEx objectives linked to the electrification of the distribution fleet, in addition to the implementation of machines with the best levels of energy efficiency available.

Consum Customer Services. Silla (Valencia)



THIS IS HOW WE DEMONSTRATE IT: SUSTAINABILITY INDICATORS

GRI TABLE OF CONTENTS

DECLARATION OF USE	Consum has produced the report in accordance with the GRI standards covering the period from 01/02/2022 to 31/01/2023.
GRI 1 USED	GRI 2021: Foundations 2021
APPLICABLE GRI SECTOR STANDARDS	Not applicable.

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
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GRI 2: GENERAL CONTENTS 2021

THE ORGANISATION AND ITS REPORTING PRACTICES

2-1 ORGANISATIONAL DETAILS	16	✓
2-2 ENTITIES INCLUDED IN THE SUSTAINABILITY REPORTING	118	✓
2-3 REPORTING PERIOD, FREQUENCY AND POINT OF CONTACT	118	✓
2-4 UPDATING OF INFORMATION	118	✓
2-5 EXTERNAL VERIFICATION	8	✓

ACTIVITIES AND WORKERS

2-6 ACTIVITIES, VALUE CHAIN AND OTHER COMMERCIAL RELATIONSHIPS	Net sales reached € 3,553,422,899. 16, 34, 36, 37, 40, 41, 44, 46, 49, 74, 75, 86, 94	✓
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TABLE 1. STAFF BY TYPE OF CONTRACT, SEX AND REGION:

	ANDALUSIA		C. LA MANCHA		CATALONIA		VALENCIAN C.		MURCIA		TOTAL
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	
PARTNER	103	382	89	464	1,057	2,267	2,882	8,633	433	788	17,098
PARTNERS ON PROB. PERIOD	7	9	8	49	98	222	54	159	8	20	634
OPEN-ENDED	15	46	7	55	130	109	182	132	75	66	817
TEMPORARY	2	31	3	15	59	135	112	364	8	59	788
TOTAL	127	468	107	583	1,344	2,733	3,230	9,288	524	933	19,337

2-7 EMPLOYEES

TABLE 2. STAFF BY TYPE OF WORKING DAY, SEX AND REGION:

	ANDALUSIA		C. LA MANCHA		CATALONIA		VALENCIAN C.		MURCIA		TOTAL
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	
FULL TIME	118	373	104	449	1,168	2,271	2,846	7,298	508	707	15,842
PART TIME	9	95	3	134	176	462	384	1,990	16	226	3,495
TOTAL	127	468	107	583	1,344	2,733	3,230	9,288	524	933	19,337

Consum does not have employees with non-guaranteed hours. The data is presented as a staff census as of the end of the financial year. 62

2-8 WORKERS WHO ARE NOT EMPLOYEES	Consum does not keep a numeric record of workers who are not employees. The activities carried out regularly by external workers are limited to IT, cleaning and security auxiliary services.	✓
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GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
GOVERNANCE			

GOVERNANCE

TABLE 3. COMPOSITION OF GOVERNING BODIES:

	SEX		AGE			DISABILITY
	Men	Women	<30	30-50	>50	
BOARD OF GOVERNORS	33%	67%	0%	50%	50%	0%
BOARD OF DIRECTORS	80%	20%	0%	20%	80%	0%
SOCIAL COMMITTEE	61%	39%	0%	61%	39%	0%
AUDIT COMMITTEE	33%	67%	0%	0%	100%	0%
APPEALS COMMITTEE	75%	25%	0%	100%	0%	0%

The Board of Governors is responsible for setting the guidelines with regard to sustainability, delegating the implementation of sustainability strategies to the General Management, and delegating the monitoring of these and the assessment of the degree of compliance to the Audit Committee. 26

2-10 NOMINATION AND SELECTION OF THE HIGHEST GOVERNING BODY	Members of the Board of Governors must be partners of the Cooperative and not be subject to any incompatibility regulated in the Articles of Association. They are chosen by strict criteria of good repute, competence and professionalism, without considering procedures that prove to be discriminatory. 26	✓
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2-11 PRESIDENT OF THE HIGHEST GOVERNING BODY	The Presidency of the Board of Governors is incompatible with carrying out management positions within the organisation.	✓
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2-12 ROLE OF THE HIGHEST GOVERNING BODY IN SUPERVISING THE MANAGEMENT OF IMPACTS.	The Board of Governors is responsible for approving the mission, vision and values of the Cooperative, in addition to its Sustainability Policy. The General Management is responsible for approving the sustainability strategies and objectives. The Board of Governors delegates the process of due diligence and participation with stakeholders to the General Management, and this in turn delegates this task to the Sustainability Committee. Subsequently, this committee passes the results to the General Management, who then pass it back to the Board of Governors. The Board of Governors delegates the monitoring of the processes of due diligence and participation with stakeholders to the Audit Committee, which reports annually to the Board of Governors.	✓
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2-13 DELEGATION OF RESPONSIBILITY FOR MANAGING IMPACTS	The Board of Governors delegates the management of impacts to the General Management and, in turn, this is then delegated to the Sustainability Committee for it to coordinate. This is to ensure that the management of impacts is carried out transversally across the entire organisation. The Sustainability Committee reports annually to the General Management and to the Audit Committee on the progress made in relation to the management of sustainability impacts, and they then pass on that information to the Board of Governors.	✓
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2-14 ROLE OF THE HIGHEST GOVERNING BODY IN THE PRESENTATION OF SUSTAINABILITY REPORTS.	The Board of Governors is responsible for approving the Sustainability Report. The Audit Committee is responsible for verifying the reporting process of the sustainability information, in accordance with the applicable law and international reference standards.	✓
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2-15 CONFLICTS OF INTEREST	Conflicts of interest are regulated by the Articles of Association, the Code of Good Governance, the Code of Ethics and Conduct and the Policy on Related Party Transactions 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.	✓
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2-16 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.	Restrictions of confidentiality. The total number and nature of critical concerns is omitted due to confidentiality reasons.	✓
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2-17 COLLECTIVE KNOWLEDGE OF THE HIGHEST GOVERNING BODY	In order to carry out their role appropriately, Board members may gather the necessary information and advice on any body belonging to the Cooperative.	✓
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2-18 EVALUATION OF THE PERFORMANCE OF THE HIGHEST GOVERNING BODY	The General Assembly evaluates the performance of the Board of Governors in its supervision of the cooperative, including the sustainability impacts. This is carried out independently and on a yearly basis. There have been no changes arising from this evaluation during the year.	✓
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2-19 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 the remuneration of management and the rest of the staff. The variable remuneration of the Board of Directors is linked to the performance in meeting the objectives outlined in the management plans, which include the management of sustainability impacts.	✓
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GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
GOVERNANCE			
2-20 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.	Restrictions of confidentiality. The result of the votes in relation to remuneration is omitted for confidentiality reasons.	✓
2-21 RATIO OF TOTAL ANNUAL REMUNERATION		Restrictions of confidentiality. The Ratio of total annual remuneration is omitted for confidentiality reasons.	✓
STRATEGY, POLICY AND PRACTICES			
2-22 DECLARATION REGARDING THE SUSTAINABLE DEVELOPMENT STRATEGY	10, 13		✓
2-23 POLICY COMMITMENTS	30, 31		✓
2-24 EMBEDDING POLICY COMMITMENTS	30, 31		✓
2-25 PROCESSES TO REMEDIATE NEGATIVE IMPACTS	30, 31		✓
2-26 MECHANISMS FOR SEEKING ADVICE AND RAISING CONCERNS	30, 31		✓
2-27 COMPLIANCE WITH LEGISLATION AND REGULATIONS	During the financial year, a total of 36 notifications of cases of breaches of legislation and regulations were received, of which 21 resulted in fines to a value of € 37,391,30. No cases resulted in non-monetary sanctions. The sanction for the largest amount is due to the non-availability of technical information required for an inspection.		✓
2-28 MEMBERSHIP OF ASSOCIATIONS	112		✓
STAKEHOLDER ENGAGEMENT			
2-29 APPROACH TO STAKEHOLDER ENGAGEMENT	18, 118		✓
2-30 COLLECTIVE BARGAINING AGREEMENTS	62		✓

MATERIAL TOPICS

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
GRI 3: MATERIAL TOPICS 2021			
3-1 PROCESS A SPECIFIC OF MATERIAL TOPICS	118		✓
3-2 LIST OF MATERIAL TOPICS	118		✓
1. MANAGING WITH CORPORATE VALUES			
BUSINESS ETHICS			
3-3 MANAGEMENT OF MATERIAL TOPICS	30, 31		✓
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. 30, 31		✓
205-2 COMMUNICATION AND TRAINING ABOUT ANTI-CORRUPTION POLICIES AND PROCEDURES	The Board of Governors approves the anti-corruption policies of the organisation and all of its members are therefore aware of them. In 2022, no training was carried out on the Code of Ethics and Conduct with Governing Bodies. 30		✓
205-3 CONFIRMED CASES OF CORRUPTION AND MEASURES TAKEN	30		✓

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
2. SHARED ECONOMIC GROWTH			
PROFITABILITY			
3-3 MANAGEMENT OF MATERIAL TOPICS	34, 35		✓
201 ECONOMIC PERFORMANCE 2016			
201-1 DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED	34		✓
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. 66		✓
PHYSICAL AND ONLINE DISTRIBUTION NETWORK			
3-3 MANAGEMENT OF MATERIAL TOPICS	36, 37, 39, 40, 41		✓
3. LOCAL DEVELOPMENT			
ECONOMIC DEVELOPMENT OF THE SURROUNDINGS			
3-3 MANAGEMENT OF MATERIAL TOPICS	44, 45		✓
203 INDIRECT ECONOMIC IMPACT 2016			
203-1 INVESTMENTS IN INFRASTRUCTURES AND SUPPORTED SERVICES	Consum has not made any investments in infrastructure or free services for the community during the year.		✓
203-2 SIGNIFICANT INDIRECT ECONOMIC IMPACTS	The Cooperative generates a positive economic impact in the surroundings through the creation of jobs in its supply chain, encouraging entrepreneurship and employment in the franchise network and also through its social sales programme, distributing products through social stores or vouchers for people with low wages. 36, 37, 44, 106		✓
LOCAL PRODUCTS			
3-3 MANAGEMENT OF MATERIAL TOPICS	46		✓
204 PROCUREMENT PRACTICES 2016			
204-1 PROPORTION OF EXPENDITURE ON LOCAL SUPPLIERS	44		✓
COMMERCIAL RELATIONS IN THE CHAIN			
3-3 MANAGEMENT OF MATERIAL TOPICS	44, 45		✓
4. INNOVATION FOR PEOPLE			
DIGITISATION AND INNOVATION OF PROCESSES			
3-3 MANAGEMENT OF MATERIAL TOPICS	52, 53, 54, 55		✓
COMMERCIAL INNOVATION			
3-3 MANAGEMENT OF MATERIAL TOPICS	56, 57		✓
PRIVACY OF INFORMATION			
3-3 MANAGEMENT OF MATERIAL TOPICS	55		✓
418 CUSTOMER PRIVACY 2016			
418-1 SUBSTANTIATED COMPLAINTS REGARDING PRIVACY VIOLATIONS OF THE CUSTOMER AND LOSS OF CUSTOMER DATA.	55		✓

GRI STANDARD / CONTENT		LOCATION	OMISSION	EXT. V.									
5. WORK, TALENT AND WELL-BEING													
INTERNAL COMMUNICATION													
3-3 MANAGEMENT OF MATERIAL TOPICS		61		✓									
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 at a minimum of 2 weeks. Consum's Internal Regulations and Collective Bargaining Agreement specifies the minimum notification periods depending on the type of change produced. The criteria of internal communication is to inform employees at least one day before the issue of interest for emerges in the public domain.		✓									
WORK-LIFE BALANCE AND JOB FLEXIBILITY													
3-3 MANAGEMENT OF MATERIAL TOPICS		70, 71		✓									
401 EMPLOYMENT 2016													
401-1 HIRING NEW EMPLOYEES AND STAFF TURNOVER		TABLE 4. ADDITIONS AND LOSSES OF PARTNERS BY SEX, AGE AND REGION:									✓		
			SEX		AGE			REGION				TOTAL	
			Men	Women	<30	30-50	>50	Andalusia	Castilla La Mancha	Catalonia	Valencian C.		Murcia
		ADDITIONS	553	1,445	985	961	52	78	85	583	1,052	200	1,998
		RATE OF NEW CONTRACTS	4.58%	32.67%	37.70%	8.88%	1.70%	17.50%	16.37%	18.15%	9.42%	17.38%	12.12%
		LOSSES	353	759	439	525	148	26	19	474	535	58	1,112
401-2 BENEFITS FOR FULL TIME EMPLOYEES THAT ARE NOT GIVEN TO PART TIME OR TEMPORARY EMPLOYEES		TURN-OVER RATE	2.93%	17.16%	16.80%	4.85%	4.85%	5.83%	3.66%	14.76%	4.79%	5.04%	6.74%
		68											
		All of the people who work in the Cooperative enjoy the same social benefits regardless of the type of day they work, although there are advantages linked to the condition of being partner. Consum does not have provisions for retirement. The scope of the conciliation measures is for the whole Cooperative. 68											
401-3 PARENTAL LEAVE		TABLE 5. WORKERS WHO HAVE HAD MATERNITY OR PATERNITY LEAVE:									✓		
			MEN		WOMEN		TOTAL						
		WORKERS WITH MATERNITY OR PATERNITY LEAVE	272		516		788						
401-3 PARENTAL LEAVE		TABLE 6. RATE OF RETURN AND RETENTION AFTER MATERNITY OR PATERNITY LEAVE BY SEX:									✓		
			MEN		WOMEN		TOTAL						
		WORKERS WHO HAVE RETURNED TO CONSUM AFTER MATERNITY OR PATERNITY LEAVE	259		439		698						
		RATE OF REINCORPORATION	95.22%		85.08%		88.58%						
		WORKERS WHO CONTINUE WORKING AT CONSUM 12 MONTHS AFTER THE END OF MATERNITY OR PATERNITY LEAVE	220		375		595						
		RETENTION RATE	91.29%		79.28%		83.33%						
		100% of workers have the right to paternity and maternity leave.											

GRI STANDARD / CONTENT		LOCATION	OMISSION	EXT. V.								
EQUAL OPPORTUNITIES												
3-3 MANAGEMENT OF MATERIAL TOPICS		68		✓								
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			MEN WOMEN			TOTAL						
		<30	31-50	>50	<30		30-50	>50				
	SUPERVISORS	0.01%	1.99%	1.26%	0.02%	2.88%	1.13%	7.29%				
	TECHNICIANS	0.25%	1.34%	0.31%	0.11%	1.42%	0.49%	3.91%				
	OPERATIVE STAFF	6.81%	12.26%	3.35%	11.03%	42.22%	13.13%	88.80%				
	TOTAL	7.06%	15.59%	4.92%	11.16%	46.52%	14.74%	100.00%				
	Reported in GRI 2-9 and ES5-10. 26, 62											
		TABLE 15. AVERAGE WAGE INDEX AND SALARY DIVIDE BY SEX, AGE AND JOB CATEGORY:		✓								
405-2 RATIO OF THE BASIC SALARY AND THE REMUNERATION OF WOMEN COMPARED TO MEN		<30 30-50 >50			TOTAL							
		Men	Women	Salary divide	Men	Women	Salary divide	Men	Women	Salary divide	Con-tents	Divide
	MANAGERS			0.00%	6.94	6.82	-1.77%	9.68	8.31	-14.18%	8.86	-14.21%
	SUPERVISORS	3.00	2.25	-25.02%	3.35	3.01	-10.13%	4.04	3.49	-13.77%	3.29	-12.76%
	TECHNICIANS	2.10	2.07	-1.51%	2.62	2.60	-0.80%	3.10	2.78	-10.19%	2.62	0.19%
	OPERATING PERSONNEL	1.32	1.30	-1.35%	1.51	1.39	-7.89%	1.61	1.40	-13.17%	1.36	-5.77%
	TOTAL	1.35	1.31	-2.96%	1.86	1.53	-17.74%	2.64	1.63	-38.26%	1.57	-17.82%
		67										
406 NON-DISCRIMINATION 2016												
406-1 CASES OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN		68		✓								
SALARY												
3-3 MANAGEMENT OF MATERIAL TOPICS		67		✓								
202 PRESENCE IN THE MARKET 2016												
202-1 RATIO OF THE STANDARD STARTING SALARY BY SEX COMPARED TO LOCAL MINIMUM SALARY		As a reference, the minimum inter-professional salary in Spain is used to calculate the ratio. Consum does not carry out any measure of supervision on the remuneration of external workers who carry out activities in the organisation. 67			✓							
202-2 PROPORTION OF SENIOR EXECUTIVES HIRED FROM THE LOCAL COMMUNITY		100% of the Managers at Consum come from the regions in which the Cooperative out its activity.			✓							
INTERNAL TRAINING AND PROMOTION												
3-3 MANAGEMENT OF MATERIAL TOPICS		66, 67		✓								
404 TRAINING AND EDUCATION 2016												
		TABLE 9. AVERAGE HOURS OF TRAINING BY JOB CATEGORY AND SEX:		✓								
404-1 AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE			SEX		TOTAL							
		Men	Women									
	SUPERVISORS	34.59	45.81	40.79								
	TECHNICIANS	21.76	22.36	22.07								
	OPERATING PERSONNEL	36.57	43.15	41.49								
TOTAL	35.32	42.72	40.68									
		66										

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
404 TRAINING AND EDUCATION 2016			
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. 66		✓
404-3 PERCENTAGE OF EMPLOYEES WHO RECEIVE REGULAR PERFORMANCE AND PROFESSIONAL DEVELOPMENT REVIEWS	TABLE 10. PERCENTAGE OF WORKERS WHOSE PERFORMANCE HAS BEEN EVALUATED BY JOB CATEGORY AND SEX:		
		MEN	WOMEN
		TOTAL	
	SUPERVISORS	77.62%	88.83%
	TECHNICIANS	67.76%	69.05%
	OPERATIVE STAFF	78.97%	79.63%
	TOTAL	78.04%	79.85%
	66		
OCCUPATIONAL HEALTH AND SAFETY			
3-3 MANAGEMENT OF MATERIAL TOPICS	64, 65		✓
403 OCCUPATIONAL HEALTH AND SAFETY 2018			
403-1 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM	The Prevention Plan contains a Prevention Policy, a Management System, Preventive Organisational Procedures (EPOP), Instructions for the Identification and Recording of Hazards (ITOP) and Work Procedures. The Management System is based on Standards UNE 81900, UNE 81901 and UNE 81902, in addition to compliance with Law 31/1995 on the Prevention of Occupational Risks, Law 54/2003 on the reform of the legal framework for the Prevention of Occupational Risks, RD 171/2004 on the Coordination of business activities, RD 604/2006 and Regulation 39/2007 on Prevention Services. The scope of the Prevention Plan covers all workers, in addition to activities and work centres belonging to the Cooperative. 64		✓
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 considered based on the severity of the damage and probability of it happening. Depending on the priority given, the relevant corrections and controls are established with the individuals responsible. 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	64		✓
403-4 PARTICIPATION OF WORKERS, CONSULTATION AND COMMUNICATION REGARDING OCCUPATIONAL HEALTH AND SAFETY	64		✓
403-5 TRAINING OF WORKERS REGARDING OCCUPATIONAL HEALTH AND SAFETY	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. 64		✓
403-6 PROMOTING THE HEALTH OF THE WORKERS	64		✓
403-7 PREVENTION AND MITIGATION OF IMPACTS ON THE HEALTH AND SAFETY OF WORKERS DIRECTLY LINKED TO COMMERCIAL RELATIONS	Consum has a methodology to inform and give health and safety instructions to its contractors and subcontractors through the exchange of information referring to occupational risks. For the companies that work or regularly enter the Cooperative's premises, specific authorisations and working protocols to follow have been established.		✓
403-8 COVERAGE OF THE OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM	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. The occupational risk audits are carried out every four years and in accordance with an established audit plan. The last audit was carried out in December 2020. Auditors contact the person responsible for the area being audited and agree a date for this to be carried out. The duration is one or two days and documents and records from the system are reviewed, in addition to the workplaces in situ. In the event of any irregularity observed on the audit report, the appropriate measures are established and timeframes are set for them to be carried out.		✓

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
403 OCCUPATIONAL HEALTH AND SAFETY 2018			
403-9 INJURIES DUE TO WORKPLACE ACCIDENTS	TABLE 7. INJURIES FROM WORKPLACE ACCIDENTS:		
		MEN	WOMEN
		Total	Rate
	DEATHS RESULTING FROM A WORKPLACE ACCIDENT	0	0
	WORKPLACE ACCIDENTS WITH SERIOUS IMPLICATIONS	1	0.11
	RECORDABLE WORKPLACE ACCIDENTS	181	19.89
403-10 WORK-RELATED ILLNESSES AND DISEASES	TABLE 8. WORK-RELATED ILLNESSES AND DISEASES:		
		MEN	WOMEN
	DEATHS RESULTING FROM A WORK-RELATED ILLNESS OR DISEASE	0	0
	RECORDABLE CASES OF WORK-RELATED ILLNESSES AND DISEASES	0	17
	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 accordance with the current legislation.		
6. SAVINGS AND CUSTOMER EXPERIENCE			
QUALITY IN CUSTOMER SERVICE AND COMPLAINTS CHANNELS			
3-3 MANAGEMENT OF MATERIAL TOPICS	75, 76		✓
PERSONALISATION AND LOYALTY			
3-3 MANAGEMENT OF MATERIAL TOPICS	74		✓
7. HEALTHY AND SUSTAINABLE OFFER			
PRODUCT RANGE AND SUPPLY			
3-3 MANAGEMENT OF MATERIAL TOPICS	86, 87		✓
PRODUCT FRESHNESS, QUALITY AND SAFETY			
3-3 MANAGEMENT OF MATERIAL TOPICS	84, 85		✓
414 SOCIAL EVALUATION OF SUPPLIERS 2016			
414-1 NEW SUPPLIERS WHO HAVE PASSED SELECTION FILTERS IN ACCORDANCE WITH THE SOCIAL CRITERIA	84		✓
414-2 NEGATIVE SOCIAL IMPACTS ON THE SUPPLY CHAIN AND MEASURES TAKEN	In this financial year, 2 suppliers have been affected by food alerts. Improvements have been agreed in 100% of cases. Not commercial relationship has been terminated in any of the cases. 84		✓

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
416 HEALTH AND SAFETY OF CUSTOMERS 2016			
416-1 EVALUATION OF THE IMPACTS ON HEALTH AND SAFETY OF THE CATEGORIES OF PRODUCTS OR SERVICES	TABLE 23. NUMBER OF REGULATORY REQUIREMENTS AND BREACHES DETECTED:		
		ACTS WITH BREACHES	NON-MONETARY SANCTIONS
	CUSTOMER HEALTH AND SAFETY	11	0
	LABELLING OF PRODUCTS AND SERVICES	6	0
	MARKETING COMMUNICATIONS	0	0
	TOTAL	17	0
84			
416-2 CASES OF NON-COMPLIANCE RELATING TO IMPACTS ON HEALTH AND SAFETY OF THE CATEGORIES OF PRODUCTS OR SERVICES	One minor non-conformity has been identified in the ISO 9001 audit and has already been remedied. The verification of the food safety management system by AENOR has been completed with 97.95% compliance.		

417 MARKETING AND LABELLING 2016			
417-1 REQUIREMENTS FOR THE INFORMATION AND LABELLING OF PRODUCTS AND SERVICES	86		✓
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.		
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 advertising and marketing.		

8. REDUCE EMISSIONS AND WASTE

ENERGY			
3-3 MANAGEMENT OF MATERIAL TOPICS	90, 91, 92, 93		✓

302 ENERGY 2016			
302-1 ENERGY CONSUMPTION INSIDE THE ORGANISATION	TABLE 16. ENERGY CONSUMPTION WITHIN THE ORGANISATION:		
		GJ	% RENEWABLE
	FUEL	13,350.95	0%
	GASOIL	8,781.81	0%
	PETROL	147.85	0%
	NATURAL GAS	4,421.3	0%
	ELECTRICITY	1,175,004.62	100%
	SUPPLIED	1,169,560.92	100%
	SELF-CONSUMPTION	5,443.7	100%
	TOTAL	1,188,355.57	98.88%
	Consum does not sell energy. Calculations based on invoices and the MITERD guide to carbon footprint calculation, July 2022 version 22. Conversion factors of the International Energy Agency (IEA). 92		

302-2 ENERGY CONSUMPTION OUTSIDE THE ORGANISATION	TABLE 17. ENERGY CONSUMPTION OUTSIDE OF THE ORGANISATION:		
		GJ	
	UPSTREAM TRANSPORT AND DISTRIBUTION	613,320.54	
	DOWNSTREAM TRANSPORT AND DISTRIBUTION	16,634.16	
	BUSINESS TRAVEL	234,452.34	
	EMPLOYEE COMMUTES TO WORK	11,889.36	
	TOTAL	876,296.40	
	Calculations based on invoices and the MITERD guide to Carbon Footprint calculation, July 2022 version 22. Conversion factors of the International Energy Agency (IEA).		

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
302 ENERGY 2016			
302-3 ENERGY INTENSITY	The ratio is calculated per 1000 pallets of product distributed. Includes fuel and electricity. To calculate the ratio, only the energy consumption from within the organisation is included. 92		✓
302-4 REDUCTION OF ENERGY CONSUMPTION	Includes non-renewable fuel and electricity. Internal energy consumption. 92		✓
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 gases included in the calculation are CO ₂ , CH ₄ , N ₂ O and HFCs. There are no biogenic emissions of CO ₂ . The base year is 2015, first year of external verification. Emission factors and rates of global warming potential (GWP) from MITECO of July 2022, version 22. Focus of consolidation for the emissions by operational control. Verified externally in March 2023 by APPLUS+. 95		✓
305-2 INDIRECT EMISSIONS OF GREENHOUSE GASES WHEN GENERATING ENERGY (SCOPE 2)	The gases included in the calculation are CO ₂ , CH ₄ , N ₂ O and HFCs. The base year is 2015, first year of external verification. Emission factors and rates of global warming potential (GWP) from MITECO of July 2022, version 22. Focus of consolidation for the emissions by operational control. Verified externally in March 2023 by APPLUS+. 95		✓

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	5,883,128.59	16.19%
	CAPITAL ASSETS	98,886.53	29.87%
	FUEL AND ENERGY-RELATED ACTIVITIES	6,239.79	-12.77%
	TRANSPORT AND UPSTREAM DISTRIBUTION	52,626.31	31.88%
	WASTE	6,267.04	-9.97%
	CORPORATE TRAVEL	736.48	24.82%
	IN ITINERE JOURNEYS	14,523.02	-13.00%
	TRANSPORT AND DOWNSTREAM DISTRIBUTION	8,197.56	-9.20%
	USE OF SOLD PRODUCTS	28,891.97	-25.28%
	END OF LIFE OF SOLD PRODUCTS	1,694.91	9.36%
	FRANCHISES	54,606.92	82.37%
	INVESTMENTS	0.00	-
	TOTAL	6,155,799.12	16.36%
	The gases included in the calculation are CO ₂ , CH ₄ , N ₂ O and HFCs. 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. A recalculation has been carried out in light of the information relating to TEO and NODRIZA in the interest of being comparable in subsequent years. Emission factors and rates of global warming potential (GWP) from MITECO of July 2022, version 22. Drafted by the external consultancy, Anthesis Lavola, and verified externally in March 2023 by APPLUS+.		
	305-4 INTENSITY OF GREENHOUSE GAS EMISSIONS	The gases included in the calculation are CO ₂ , CH ₄ , N ₂ O and HFCs. 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. 95	
	305-5 REDUCTION OF EMISSIONS OF GREENHOUSE GASES	The gases included in the calculation are CO ₂ , CH ₄ , N ₂ O and HFCs. 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 March 2023 by APPLUS+. 95	
	305-6 EMISSIONS OF SUBSTANCES THAT DEplete THE OZONE LAYER (SAO)	Substances that deplete the ozone layer are not produced, imported or exported.	
	305-7 NITROGEN OXIDES (NOX), SULPHUR OXIDES (SOX) AND OTHER SIGNIFICANT ATMOSPHERIC EMISSIONS	There are not significant emissions of Nitrogen oxides (NOX), sulphur oxides (SOX) and other atmospheric emissions.	

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
PACKAGING MATERIALS			
3-3 MANAGEMENT OF MATERIAL TOPICS	96, 97		✓
301 MATERIALES 2016			

301-1 MATERIALS USED BY WEIGHT OR VOLUME	TABLE 19. MATERIALS AND PERCENTAGE OF RECYCLED MATERIAL USED:			✓
		KG	% RECYCLED	
	RENEWABLE MATERIAL			
	CARDBOARD	2,605,521.38	32.82%	
	COMPOSTABLE PLASTICS	575,959.79	-	
	NON-RENEWABLE MATERIAL			
	STEEL	116,305.33	-	
	ALUMINIUM	53,260.20	53.57%	
	PVC PLASTIC	155,294.08	-	
	PET PLASTIC	140,033.32	6.99%	
	HDPE PLASTIC	41,413.07	-	
	LDPE PLASTIC	2,228,198.34	62.93%	
	PP PLASTIC	207,627.37	-	
	PS PLASTIC	7,739.38	-	
	OTHER PLASTICS	45,467.95	-	
	OTHER MATERIALS	1,465.98	-	
	TOTAL	6,178,286.19	37.34%	
External supplier data reviewed by KPMG Auditores, S.L. 96				
301-2 RECYCLED USED CONSUMABLES	Reported in GRI 301-1. 96			✓
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.			✓
FOOD RESIDUE AND WASTE				
3-3 MANAGEMENT OF MATERIAL TOPICS	98,99			✓
306 WASTE 2020				
306-1 WASTE GENERATION AND SIGNIFICANT WASTE-RELATED IMPACTS	98			✓
306-2 MANAGEMENT OF SIGNIFICANT WASTE-RELATED IMPACTS	98			✓
306-3 WASTE GENERATED	TABLE 20. WASTE BY COMPOSITION (T):			✓
		WASTE GENERATED	WASTE NOT DESTINED FOR DISPOSAL	WASTE DESTINED FOR DISPOSAL
	HAZARDOUS WASTE	90.58	80.05	10.53
	NON-HAZARDOUS WASTE	37,032.18	37,011.53	20.65
	CARDBOARD	29,189.78	29,189.78	-
	PLASTIC	2,613.09	2,613.09	-
	ORGANIC (PLATFORM)	813.17	813.17	-
	ORGANIC (SUPERMARKET)	3,045.82	3,045.82	-
	CSR	226.19	226.19	-
	OTHER	1,144.14	1,123.49	20.65
	TOTAL	37,122.76	37,091.58	31.18
The data is obtained from the Zero Waste audit conducted by AENOR in March 2023.				

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
306 WASTE 2020			

306-4 WASTE NOT DESTINED FOR DISPOSAL	TABLE 21. WASTE NOT DESTINED FOR DISPOSAL DUE TO RECOVERY OPERATION (T):			✓
		INSIDE THE FACILITIES	OUTSIDE OF THE FACILITIES	TOTAL
	HAZARDOUS WASTE			
	R1	-	0.55	0.55
	R2	-	0.56	0.56
	R3	-	9.81	9.81
	R4	-	64.71	64.71
	R5	-	0.50	0.50
	R9	-	2.97	2.97
	R12	-	0.25	0.25
	R14	-	0.71	0.71
	TOTAL			80.05
	NON-HAZARDOUS WASTE			
	R1	-	1,963.69	1,963.69
	R3	-	34,910.53	34,910.53
	R4	-	70.61	70.61
	R5	-	2.88	2.88
	R12	-	63.82	63.82
	TOTAL			37,011.53
	RECOVERED WASTE			
				37,091.58
Waste is recovered by an external contractor through different operations of recycling, recovery, regeneration and energy generation.				

306-5 WASTE DESTINED FOR DISPOSAL	TABLE 22. WASTE DESTINED FOR DISPOSAL DUE TO RECOVERY OPERATION (T):			✓
		INSIDE THE FACILITIES	OUTSIDE OF THE FACILITIES	TOTAL
	HAZARDOUS WASTE			
	D5	-	1.11	1.11
	D9	-	5.92	5.92
	D15	-	3.50	3.50
	TOTAL			10.53
	NON-HAZARDOUS WASTE			
	D5	-	17.40	17.40
	D9	-	3.25	3.25
	TOTAL			20.65
	DISPOSED WASTE			
				31.18
Waste is recovered by an external contractor through different operations of recycling, recovery, regeneration and energy generation.				

9. SOCIAL COMMITMENT AND SOLIDARITY			
SOCIAL PROGRAMMES			
3-3 MANAGEMENT OF MATERIAL TOPICS	104, 105, 106, 107, 108, 109		✓
413 LOCAL COMMUNITIES 2016			
413-1 OPERATIONS WITH THE PARTICIPATION OF THE LOCAL COMMUNITY, EVALUATIONS OF THE IMPACT AND PROGRAMMES OF DEVELOPMENT	56, 104, 106		✓
413-2 OPERATIONS WITH SIGNIFICANT NEGATIVE IMPACTS - REAL OR POTENTIAL- ON LOCAL COMMUNITIES	Closures have taken place in Alcoi, Valencia (2), Barcelona, Alquerías del Niño Perdido, Nules and Castellón. 36		✓

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	10		✓
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.	62, 74		✓
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	26		✓
ES3-2 DEGREE OF RENEWAL IN THE REPRESENTATIVE BODIES OF THE ORGANISATION, INDICATING THE EXPECTED RENEWAL FORMULA.	26		✓
ES3-3 WORK GROUPS OR SPACES GENERATED THAT FAVOUR THE DECISION-MAKING OF THE ORGANISATION	26		✓
ES3-4 PERCENTAGE OF PEOPLE IN THE ORGANISATION WHO PARTICIPATE IN SOME OF THE GROUPS OR SPACES GENERATED	26		✓
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	18		✓
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	66		✓
ES3-7 AVERAGE PERCENTAGE OF ACTUAL PARTICIPATION IN THE HIGHEST DECISION-MAKING BODIES	26		✓
ES3-8 DESCRIPTION OF THE PREPARATORY PROCESS OF THE HIGHEST BODY OF SOCIAL REPRESENTATION	26		✓
4TH PRINCIPLE. CONJUNCTION OF THE INTERESTS OF USER MEMBERS AND OF GENERAL INTEREST			
ES4-1 CREATION OF A FOCUSED STAKEHOLDER MAP IN THE ORGANISATION	18		✓
ES4-2 RELATIONAL FLOWS EXISTING BETWEEN THE ORGANISATION AND ITS STAKEHOLDERS	18		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	EXT. V.
4TH PRINCIPLE. CONJUNCTION OF THE INTERESTS OF USER MEMBERS AND OF GENERAL INTEREST			
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.	44		✓
ES4-4 ADAPTATION TO THE CULTURAL IDENTITY OF THE TERRITORIES WHERE THE ORGANISATION OPERATES	76		✓
ES4-5 EXISTENCE OF A SYSTEM OF EVALUATION OF THE SATISFACTION OF INTEREST GROUPS OR STAKEHOLDERS	18, 44		✓
5TH PRINCIPLE. DEFENCE AND APPLICATION OF THE PRINCIPLES OF SOLIDARITY			
ES5-1 ORGANISATION OF SOCIAL, CULTURAL AND SOLIDARITY ACTS, AND MONETARY OF OTHER COLLABORATIONS IN THEM.	104, 106		✓
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	44		✓
ES5-4 CONSIDERATION OF ENVIRONMENTAL CRITERIA IN THE SELECTION OF SUPPLIERS, PRODUCTS AND SERVICES	86		✓
ES5-5 NAME AND TYPE OF COOPERATION ACTIVITIES CARRIED OUT WITH OTHER ORGANISATIONS	112, 114		✓
ES5-6 PERCENTAGE OF PURCHASES PRODUCED IN THE TERRITORY (RAW MATERIALS, SERVICES AND FIXED ASSETS) / TOTAL PURCHASES	44		✓
ES5-7 EXISTENCE OF POLICIES OR PROCEDURES FOR EQUAL OPPORTUNITIES IN THE SELECTION, PROMOTION AND DEVELOPMENT OF STAFF WITHIN THE ORGANISATION	68		✓
ES5-8 KNOWLEDGE AND DOCUMENTATION OF SIGNIFICANT ENVIRONMENTAL IMPACTS ARISING FROM THE BUSINESS ACTIVITY	90		✓
ES5-9 DEFINITION AND DOCUMENTATION OF ANNUAL ENVIRONMENTAL OBJECTIVES BASED ON SIGNIFICANT ENVIRONMENTAL IMPACTS	90		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	EXT. V.
5TH PRINCIPLE. DEFENCE AND APPLICATION OF THE PRINCIPLES OF SOLIDARITY			
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	Men	52
		Women	116
	AGE	<30	9
		30-50	81
		>50	78
	REGION	Andalusia	1
		Castilla La Mancha	10
		Catalonia	41
		Valencian Community	105
		Murcia	11
	TYPE OF WORKING DAY	Full time	133
		Part time	35
	TYPE OF CONTRACT	Partner	159
		Open-ended	9
	JOB CATEGORY	Supervisors	8
		Technicians	8
		Operating personnel	152
	TOTAL		168
Reported in GRI 2-7. 62			
ES5-11 TOTAL NUMBER OF PEOPLE BROKEN DOWN BY AGE, GENDER AND REGION, SPECIFYING ANY DISABLED STAFF	Reported in GRI 2-7, GRI 405-1 and ES5-10. 62		✓
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.		✓
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	34		✓
ES7-2 PERCENTAGE OF DISTRIBUTION OF SURPLUSES FOR COLLECTIVE OR NON-DISTRIBUTED FUNDS.	63.55%		✓
ES7-3 PERCENTAGE OF SURPLUS ALLOCATED TO THE MEMBERS OF THE ORGANISATION OR TO THE INCORPORATION OF PEOPLE (CAPITALISED OR MONETISED SURPLUSES).	74.22%		✓
ES7-4 INCREASE OR DECREASE IN RETAINED EARNINGS AT THE END OF THE PERIOD	34		✓

STATUS OF NON-FINANCIAL INFORMATION

BUSINESS MODEL					
BUSINESS ENVIRONMENT	GRI 2-1, 2-6, 2-23, 2-29				
ORGANISATION AND STRUCTURE	GRI 2-9, 405-1				
MARKETS OPERATED IN	GRI 2-6				
OBJECTIVES AND STRATEGIES	GRI 3-2				
MAIN FACTORS AND TRENDS THAT MAY AFFECT FUTURE PROGRESS	GRI 2-22				
ISSUES	RESULTS	MATERIA-LITY	RISKS AND IMPACTS	POLICIES AND DUE DILIGENCE	INDICATORS
ENVIRONMENTAL					
CURRENT AND FORESEEABLE EFFECTS OF THE COMPANY'S ACTIVITIES ON THE ENVIRONMENT AND, IF APPLICABLE, HEALTH AND SAFETY					
ENVIRONMENTAL EVALUATION OR CERTIFICATION PROCEDURES		MATERIAL	ENERGY	Environmental policy	GRI 3-3
RESOURCES DEDICATED TO THE PREVENTION OF ENVIRONMENTAL RISKS	Environmentally-aligned investments (CapEx) and operating expenses (OpEx) have been made to a value of €4.6 million.	MATERIAL	ENERGY	Environmental policy	GRI 3-3
APPLICATION OF THE PRECAUTIONARY PRINCIPLE		MATERIAL	HEALTHY AND SUSTAINABLE PRODUCT	Environmental policy	GRI 3-3
QUANTITY OF PROVISIONS AND GUARANTEES FOR ENVIRONMENTAL RISKS	There have been no provisions or guarantees for environmental risks during the financial year.	MATERIAL	ENERGY	Environmental policy	GRI 3-3
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			
CIRCULAR ECONOMY AND PREVENTION AND MANAGEMENT OF WASTE					
MEASURES OF PREVENTION, RECYCLING, REUSE, OTHER FORMS OF RECOVERY AND WASTE DISPOSAL.		MATERIAL	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		MATERIAL	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		MATERIAL	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		MATERIAL	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		MATERIAL	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		MATERIAL	ENERGY	Environmental policy	GRI 3-3
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	MATERIA- LITY	RISKS AND IMPACTS	POLICIES AND DUE DILIGENCE	INDICATORS		
SOCIAL AND REGARDING STAFF							
JOBS							
TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY SEX, AGE, COUNTRY AND JOB CLASSIFICATION.		MATERIAL	OCCUPA- TIONAL HEALTH AND SAFETY	Staffing policies	GRI 405-1		
TOTAL NUMBER AND DISTRIBUTION OF TYPES OF EMPLOYMENT CONTRACT		MATERIAL	OCCUPA- TIONAL HEALTH AND SAFETY	Staffing policies	GRI 2-7		
YEARLY AVERAGE OF PERMANENT CONTRACTS, TEMPORARY CONTRACTS AND PART TIME CONTRACTS BY SEX, AGE AND JOB CLASSIFICATION,	TABLE 13. AVERAGE ANNUAL CONTRACTS BY TYPE OF CONTRACT, TYPE OF WORKING DAY, SEX, AGE AND JOB CLASSIFICATION:	MATERIAL	OCCUPA- TIONAL HEALTH AND SAFETY	Staffing policies			
		NUMBER OF CONTRACTS		PERCENTAGE			
TYPE OF CONTRACT	Partner	331		2.80%			
	Open-ended	3,334		28.16%			
	Temporary	8,173		69.04%			
TYPE OF WORKING DAY	Full time	7,205		60.86%			
	Part time	4,633		39.14%			
SEX	Men	3,584		30.28%			
	Women	8,254		69.72%			
AGE	<30	6,526		55.13%			
	30-50	4,886		41.27%			
	>50	426		3.60%			
JOB CLASSIFICATION	Supervisors	49		0.41%			
	Technicians	58		0.49%			
	Operating personnel	11,731		99.10%			
TOTAL		11,838		100%			
NUMBER OF DISMISSALS BY SEX, AGE AND JOB CLASSIFICATION.	TABLE 14. DISMISSALS BY JOB CATEGORY, SEX AND AGE:	MATERIAL	OCCUPA- TIONAL HEALTH AND SAFETY	Staffing policies			
	MEN		WOMEN		TOTAL		
	<30	30-50	>50	<30	30-50	>50	
SUPERVISORS	0	9	1	0	5	1	16
TECHNICIANS	1	1	0	0	1	0	3
OPERATING PERSONNEL	88	83	12	110	190	38	521
TOTAL	89	93	13	110	196	39	540
AVERAGE REMUNERATION AND ITS PROGRESSION BROKEN DOWN BY SEX, AGE AND JOB CLASSIFICATION OR EQUAL VALUE			MATERIAL	SALARY	Staffing policies	GRI 405-2	
SALARY DIVIDE			MATERIAL	SALARY	Staffing policies	GRI 405-2	
REMUNERATION OF JOBS EQUAL TO OR THE AVERAGE OF SOCIETY.			MATERIAL	SALARY	Staffing policies	GRI 405-2	
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			MATERIAL	SALARY	Code of Good Corporate Governance Staffing policies	GRI 2-19 GRI 405-2	

ISSUES	RESULTS	MATERIALITY	RISKS AND IMPACTS	POLICIES AND DUE DILIGENCE	INDICATORS
JOBS					
IMPLEMENTATION OF POLICIES OF DISCONNECTING FROM WORK	Article 9.8 of the centre regulations includes 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.	MATERIAL	WORK-LIFE BALANCE AND JOB FLEXIBILITY	Staffing policies	GRI 401-2
EMPLOYEES WITH DISABILITIES		MATERIAL	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 405-1
ORGANISATION OF THE WORK					
ORGANISATION OF WORKING HOURS	Consum has a continuous working day in supermarkets and platforms. The offices at the headquarters have a flexible working day. Working week of five days a week in the platforms and 283 supermarkets (measures 29,30 and 31 of the +75 Conciliation Measures catalogue).	MATERIAL	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 401-2
NUMBER OF HOURS OF ABSENTEEISM	2,042,106	MATERIAL	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	
MEASURES AIMED AT FACILITATING THE ENJOYMENT OF WORK LIFE BALANCE AND PROMOTING THE CO-RESPONSIBLE EXERCISING OF THESE BY BOTH PARENTS		MATERIAL	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 401-2
HEALTH AND SAFETY					
CONDITIONS OF HEALTH AND SAFETY IN THE WORKPLACE		MATERIAL	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		MATERIAL	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		MATERIAL	INTERNAL COMMUNICATION	Staffing policies	GRI 402-1
PERCENTAGE OF EMPLOYEES COVERED BY COLLECTIVE AGREEMENTS BY COUNTRY		MATERIAL	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 2-30
SUMMARY OF COLLECTIVE AGREEMENTS, PARTICULARLY IN THE FIELD OF HEALTH AND SAFETY IN THE WORKPLACE		MATERIAL	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 403-4
TRAINING					
POLICIES IMPLEMENTED IN THE FIELD OF TRAINING		MATERIAL	INTERNAL TRAINING AND PROMOTION	Staffing policies	GRI 404-2
TOTAL NUMBER OF TRAINING HOURS BY JOB CATEGORY		MATERIAL	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 with regard to the universal accessibility of people with disabilities.	MATERIAL	EQUALITY OF OPPORTUNITIES	Staffing policies	GRI 3-3

ISSUES	RESULTS	MATERIA- LITY	RISKS AND IMPACTS	POLICIES AND DUE DILIGENCE	INDICATORS
EQUALITY					
MEASURES ADOPTED TO FOSTER EQUAL TREATMENT AND OPPORTUNITIES BETWEEN MEN AND WOMEN		MATERIAL	EQUALITY OF OPPORTU- NITIES	Staffing policies	GRI 3-3
EQUALITY PLAN (CHAPTER III OF ORGANIC LAW 3/2007, OF 22ND MARCH, ON THE EFFECTIVE EQUALITY OF MEN AND WOMEN),		MATERIAL	EQUALITY OF OPPORTU- NITIES	Staffing policies	GRI 3-3
MEASURES ADOPTED TO PROMOTE EMPLOYMENT		MATERIAL	EQUALITY OF OPPORTU- NITIES	Staffing policies	GRI 3-3
PROTOCOL AGAINST SEXUAL HARASSMENT AND SEX DISCRIMINATION		MATERIAL	EQUALITY OF OPPORTU- NITIES	Staffing policies	GRI 3-3
INTEGRATION UNIVERSAL ACCESS FOR PEOPLE WITH DISABILITIES		MATERIAL	EQUALITY OF OPPORTU- NITIES	Staffing policies	GRI 3-3
POLICY AGAINST ALL TYPES OF DISCRIMINATION AND, IF APPLICABLE, OF THE MANAGEMENT OF DIVERSITY		MATERIAL	EQUALITY OF OPPORTU- NITIES	Staffing policies	GRI 3-3
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		MATERIAL	EQUALITY OF OPPORTU- NITIES	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		MATERIAL	BUSINESS ETHICS	Code of Ethics and Conduct	GRI 2-24 GRI 2-25 GRI 2-26 GRI 2-27
MEASURES TO COMBAT MONEY LAUNDERING		MATERIAL	BUSINESS ETHICS	Code of Ethics and Conduct	GRI 2-24 GRI 2-25 GRI 2-26 GRI 2-27
DONATIONS TO FOUNDATIONS AND NON-PROFIT MAKING BODIES		MATERIAL	BUSINESS ETHICS	Donations and Sponsorship Policy	GRI 2-28 GRI 413-1

ISSUES	RESULTS	MATERIA- LITY	RISKS AND IMPACTS	POLICIES AND DUE DILIGENCE	INDICATORS
SOCIETY					
COMPANY'S COMMITMENT TO SUSTAINABLE DEVELOPMENT					
IMPACT OF THE COMPANY'S ACTIVITY ON EMPLOYMENT AND LOCAL DEVELOPMENT		MATERIAL	ECONOMIC DEVELOP- MENT OF THE SURROUN- DINGS	Sustainability Policy	GRI 203-2 GRI 413-1
IMPACT OF THE COMPANY'S ACTIVITY ON LOCAL POPULATIONS AND IN THE TERRITORY		MATERIAL	LOCAL PRODUCTS	Sustainability Policy	GRI 204-1
RELATIONSHIPS MAINTAINED WITH STAKEHOLDERS FROM THE LOCAL COMMUNITIES AND THE FORMS OF DIALOGUE WITH THEM		MATERIAL	RELATION- SHIPS WITH STAKE- HOLDERS	Sustainability Policy	GRI 2-29
PARTNERSHIP ACTIONS OR SPONSORSHIP		MATERIAL	SOCIAL PROGRAM- MES	Donations and Sponsorship Policy	GRI 2-28 GRI 413-1
SUBCONTRACTING AND SUPPLIERS					
INCLUSION IN THE PROCUREMENT POLICY OF SOCIAL, GENDER EQUALITY AND ENVIRONMENTAL ISSUES		MATERIAL	COMMERCIAL RELATIONS IN THE CHAIN	Sustainability Policy	GRI 3-3
CONSIDERATION IN RELATIONSHIPS WITH SUPPLIERS AND SUBCONTRACTORS OF THEIR SOCIAL AND ENVIRONMENTAL RESPONSIBILITY		MATERIAL	COMMERCIAL RELATIONS IN THE CHAIN	Sustainability Policy	GRI 3-3
SUPERVISION AND AUDIT SYSTEMS AND THEIR RESULTS		MATERIAL	PRODUCT FRESHNESS, QUALITY AND SAFETY	Quality policy	GRI 414-1 GRI 414-2
CONSUMERS					
HEALTH AND SAFETY MEASURES FOR CONSUMERS		MATERIAL	PRODUCT FRESHNESS, QUALITY AND SAFETY	Quality policy	GRI 416-1 GRI 417-1
COMPLAINT SYSTEMS		MATERIAL	QUALITY OF THE CUSTOMER SERVICE AND COMPLAINTS CHANNELS	Quality policy	GRI 3-3
COMPLAINTS RECEIVED AND THEIR RESOLUTION		MATERIAL	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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Legal Deposit Number: V-1330-2014

The Sustainability Report is drafted by Consum's Sustainability Committee and contains all of the actions the Cooperative carries out to contribute to sustainable development. Its purpose is to serve as a transparent tool for stakeholders and for the continuous improvement of the management of social responsibility.

