

What you are looking for
could be here

Sustainability
Report
consum

2023



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What you are looking for could be at Consum

At Consum, we often meet people that are looking for something. It is often a specific product and sometimes it's something a little bigger, like offering the perfect meal for those friends you cherish so much, looking after the family with a delicious and healthy menu or shopping locally, yet globally, because it respects the environment's resources. For that reason, here at Consum, we like to think that what you are looking for could be here: in our supermarkets, in our Cooperative, contained here in these lines that summarise our 2023 financial year, but also our value proposal.

In each step we take with our partner-customers, partner-workers, suppliers, creditors, franchisees and social entities, we strive to remain faithful to our cooperative principles. These very principles unite us and guide us on our journey towards a more sustainable future.

At Consum, we are committed to being close to you, being responsible in each action we take, innovating constantly to improve your experience and well-being, earning your trust day after day, respecting you and caring at all times.

Our Sustainability Strategy 2021-2025 isn't just a plan, it's a promise. There are ten lines of work that reflect our deepest values and they share one goal: to make you feel that here, at Consum, you find much more than just products. You find a home, a family, a genuine commitment to you and our environment.

We invite you to join us on this journey towards a brighter future, where we can all build a better world. Because, at Consum, what you are looking for could be here.

consum

What you are
looking for could
be at Consum



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Report

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The vision you are looking for

Our commitment as a cooperative is about offering
a shopping experience where people and their
values are at the heart of our management.



Indepen-
dent
verification

This Sustainability Report summarises the Cooperative's main economic, environmental and social activities, and the Board of Governors' commitment to its stakeholders regarding transparency and accountability.

The information contained in this Report is included in the Management Report for the 2023 financial

year, 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, of December 28, on non-financial information and diversity.





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 : 2023

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

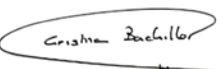
Cerdanyola del Vallès, 25 de abril de 2024.

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)





CERTIFICADO

Núm.

GRI-0062/23

ANEXO

La auditoría de verificación de la Memoria de Sostenibilidad 2023 se realizó en las fechas 25 y 26 de marzo y 2 y 3 de abril de 2024 y el informe de auditoría el 24 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, 25 de abril de 2024

What have been the Cooperative's major milestones?

2023 has been a year marked by growth and the end of a very fruitful era led by Juan Luis Durich. Due to his retirement, Antonio Rodríguez has been appointed as Consum's new managing director.

Over the last 30 years, we have been led by Juan Luis Durich, who has retired with an impressive legacy. He has been a great manager that has taken Consum to where we are today, as the sixth largest Spanish food distributor and one of the 100 largest cooperatives in the world. I have nothing less than words of gratitude for his hard work, for more than three decades of proving, under his management, that another model of company, based on the distribution of wealth and focussed on people, is possible in such a competitive sector as food distribution.

Thank you for all these years of dedication and professionalism, and for the enormous legacy you leave behind. This year we have renewed the members of Consum's Social Committee, a hugely important body that represents all partner-workers.

Consum is characterised by the union of two key groups: consumers and workers. What have been the main efforts dedicated to them in 2023?

We have boosted savings among our partner-customers, a relevant issue given today's high inflation. That's why we continue to make improvements to our own brand, committing to innovation, quality and sustainability, offering solutions tailored to the needs of our partner-customers, with the aim of encouraging a healthy diet, endorsed by animal welfare and sustainable fishing certifications, among others. We have also made progress in relation to digitalisation, with the option of having only an online receipt, and therefore committing to reducing the use of paper.

For the eleventh consecutive year, we have been recognised with the Top Employers seal, as one of the best companies to work for in Spain. We have also successfully implemented the 5-day working week in all our supermarkets, a conciliation measure which is valued extremely highly by our in-store colleagues. We have also updated our "+75 Conciliation Measures" catalogue.

Generating and sharing wealth and committing to local development is Consum's essence, how did this go in 2023?

Prioritising commercial agreements with farmers, cooperatives and suppliers, practically 100% of national origin and, of these, 67% being local, we are committed to ethical agreements, in line with the

Food Chain Law and also to proximity and quality seals.

We are also continuing our commitment to the Charter franchise, with which we fulfil our company purpose of providing a service to small towns and neighbourhoods, which have seen a tremendous rate of growth this year.

Local development and social collaboration, an unbreakable dichotomy for Consum...

As a Cooperative, collaborating with the society we operate in, a society that gives us so much with its day-to-day purchases, is part of our DNA.

As a company of the social economy, we are fully committed to the local communities we operate in. Through our Charitable Programme, we carry out various measures to promote sustainable development, and particularly to end hunger and guarantee access for all to a healthy diet. I would highlight food donation with the Profit Programme, through which we have delivered more than 8,516 tonnes of food, helping more than 85,000 people, thanks to more than 1400 volunteers from the various social entities we work with.

I would also emphasise the donation of 60,000 euros for those affected by the earthquakes in Turkey and Syria, through the Emergency Committee, an association that encompasses six international NGOs with expertise in humanitarian aid: Aldeas Infantiles, Educo, Médicos del Mundo, Intermón Oxfam, Plan Internacional and World Vision. On the other hand, we are celebrating the tenth anniversary of our collaboration with the Joseph Carreras Leukaemia Foundation, doubling our yearly financial contribution. Over the ten years, we have donated € 20,000 to support patients and research, and distributed shopping vouchers to a value of € 15,000.

What will 2024 bring?

At Consum, without losing sight of the enormous changes that are already being introduced into our society, we will continue to remain loyal to our cooperative principles and values, always placing people at the heart, committing to the social economy, employment, innovation and shared development, offering a good savings option and the best value for money.

The overview of the President: interview with Francesc Llobell

President of the Cooperative



"We are fully committed to the local communities in which we are present"

Francesc Llobell
President

The vision of our Managing Director, Antonio Rodríguez



"Our model places people at the centre of decision-making, and there are many more of us this year, and we continue to take steps to improve"

Antonio Rodríguez
Managing Director

How would you sum up the 2023 financial year?

Uncertainty generates unease, but motivation and day-to-day work have been a constant in our team, who I congratulate sincerely for their efforts in providing the best service to our customers and achieving some excellent results this year.

2023 has been a year marked by uncertainty, with significant social, economic and market transformations and global geopolitical changes: the consequences of the war resulting from Russia's invasion of Ukraine (which has now entered its third year) and, since October 2023, the Israel conflict and its regrettable consequences for the Gaza strip.

The sector has continued to suffer from a problem of costs, which has led to continued high inflation, both in general and food inflation. The price at source has seen increases due to the increasing costs of raw materials and energy, taxes and instability of weather conditions that affects crops. We are experiencing price increases with objective causes, not related to the food chain and that we are unable to control. At Consum, we continue to strive to adjust costs as far as possible and maintain our policy of containing prices. At the same time, despite the socio-economic situation, we have continued to grow and, most importantly for us, create stable and quality employment.

How has Consum evolved in terms of employment over this last year?

Our model places people at the centre of decision-making, and there are many more of us this year, and we continue to take steps to improve. We continue to make progress in the well-being of workers because, for us, working well is more important than earning more.

We have closed the year with the creation of nearly 1900 stable and quality jobs, 10% more than the previous year, to reach a total workforce of more than 21,200 people. In the last 10 years, the Cooperative has doubled its workforce, creating almost 10,000 new stable and quality jobs in the autonomous communities we operate in. This is hugely satisfying and motivates us in our day-to-day work. The new posts are due to the openings of new supermarkets and expansion of our online store. As a major step forward, this year we have implemented the 5-day working week throughout the network of stores and, in addition, we have increased the salary of the entire workforce by 3.6% in 2023, after the historic increase of 9% which was approved in 2022.

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

At Consum, we are aware of the complicated situation families are facing and we facilitate consumer savings with our Mundo Consum programme, rewarding our partner-customers' loyalty with special discounts. In 2023, we have handed over 60 million euros in vou-

chers and discounts, 9.4% more than in 2022. These exclusive discounts equate to an average saving of € 29.90 per person, 2% more than the previous year. In addition, the good news is that these discounts from the Cooperative have been enjoyed by more than 2 million consumer-partners, up 7% compared to the previous year.

What are the most relevant figures for the year?

In 2023, we have accelerated the pace of our new store openings, we have opened 15 new Consum supermarkets, fulfilling our forecasts, and more than 50 Charter franchises - a record year in terms of new openings. Sales reached nearly 4,389 million euros, up 13.6% compared to 2022 and profits reached just over 101 million euros, 75% more than in 2022.

Sustainability is an unstoppable challenge for today's organisations, what initiatives are you carrying out?

In 2023, we introduced our network of neutral stores, a pioneering initiative in the food distribution sector which aims to reduce and offset our supermarkets' emissions. To date, AENOR has verified the offsetting of emissions of 80 Consum stores and we want to continue to add more in the coming months.

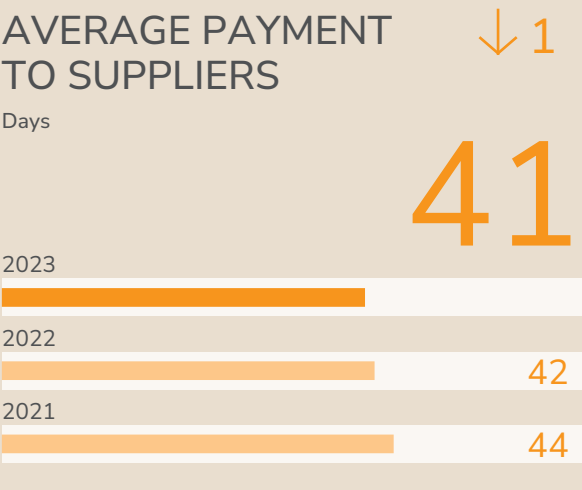
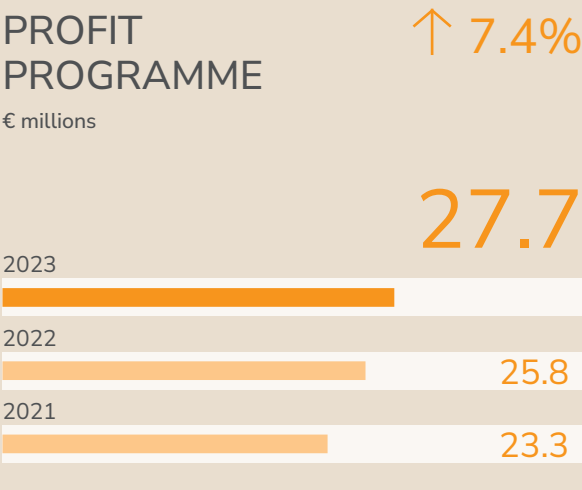
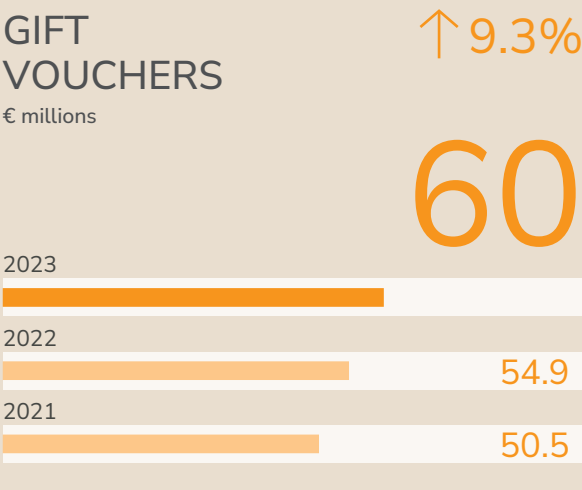
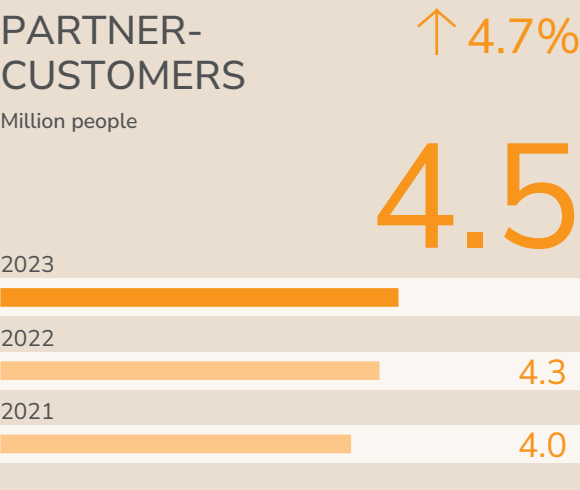
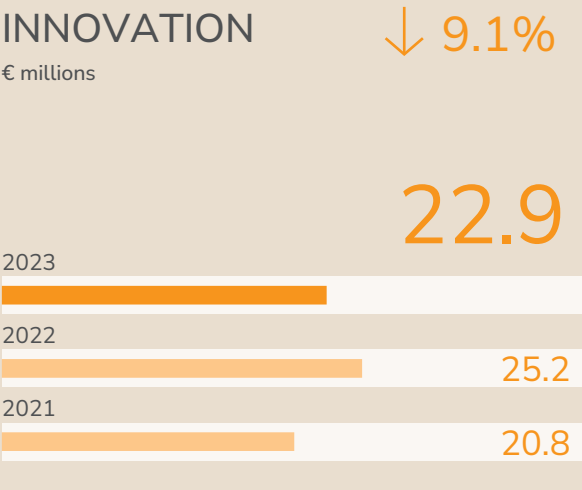
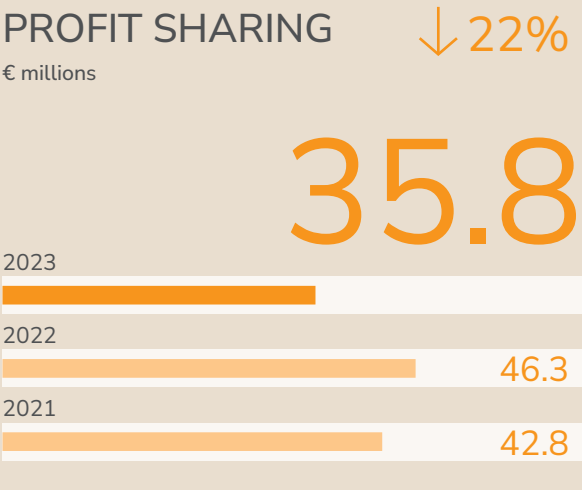
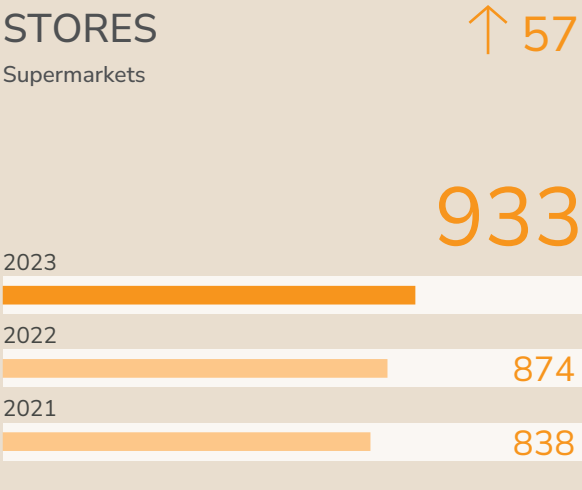
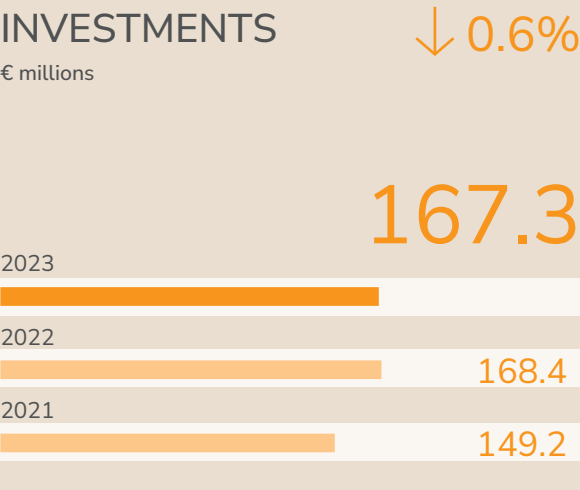
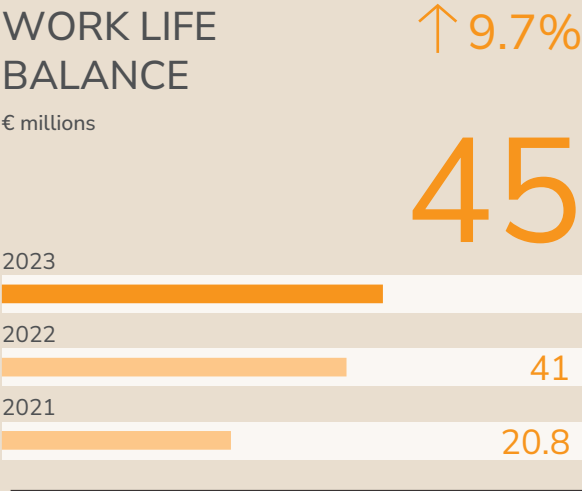
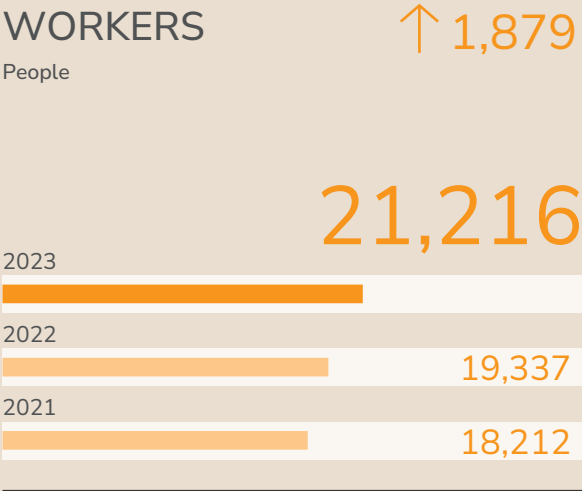
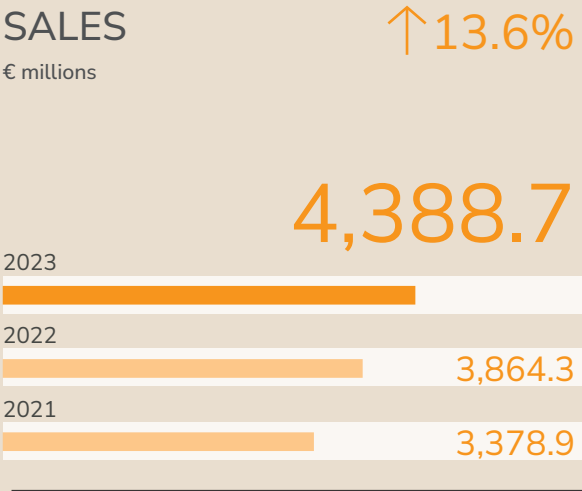
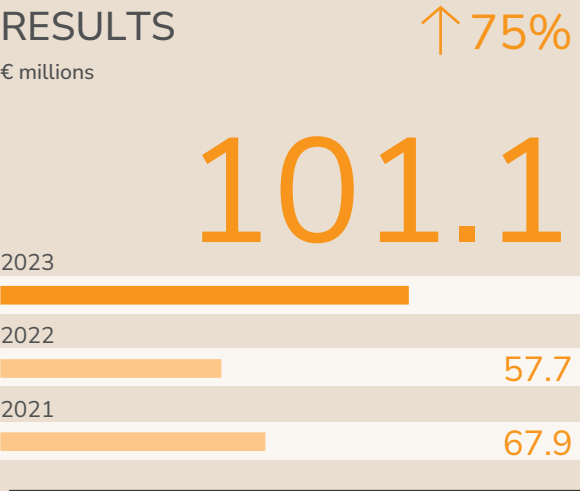
Additionally, we are particularly proud of the validation of our decarbonisation objectives by the Science Based Targets initiative (SBTi). This global independent body assesses company's emission reduction objectives, exclusively based on scientific criteria and it promotes the limitation of global warming to 1.5°C.

Within our Reduction of Materials and Packaging Plan, I would like to highlight a circular economy project, pioneering in the sector, for the collection, treatment and reuse of plastic bags from our online store, which are collected from customers' homes, and from which we expect to recover more than 2,600 kilos of plastic per year.

What are your forecasts for 2024?

Our forecast for 2024 is continued growth with another 15 own store openings, and increasing our turnover by 5%, while continuing to generate jobs. As a cooperative and social economy company, we don't envisage obtaining profits without creating jobs, and the forecast is to maintain around 1000 new incorporations this year. We will also continue to make progress in relation to work-life balance and sustainability, in line with the 2030 Agenda, with a commitment to the circular economy, innovation and decarbonisation.

Much more
than numbers



People at the centre

Consum S. Coop. V. is the largest cooperative in the Spanish Mediterranean area, currently present in Andalusia, Castilla-La Mancha, Catalonia, the Valencian Community, Region of Murcia and Aragon. It carries out its activity in the food and household products distribution sector, through its own Consum supermarkets and Charter franchises.

Its model is based on local supermarkets, where people are able to choose between a wide range of brands, and where high quality, fresh and retail products are available. Moreover, it also stands out for its Mundo Consum advantages programme, which offers partner-customers significant discounts so they can make savings, both directly and depending on personal preferences, and for the excellent customer service it offers to its partner-workers.

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



Mission: Committed workers. Satisfied customers

Consum is a versatile cooperative, with two types of partners: workers and consumers. Therefore, its company purpose is two-fold. On the one hand, it offers partner-workers stable and quality jobs; and on the other, it offers its partner-customers the foods and household products they need, under the best conditions of price and quality, also offering them the necessary information and education to be able to consume responsibly. It is the sum of the efforts of both from which Consum’s mission is born, summarised by the phrase “Committed workers. Satisfied customers” and which places people at the centre of our business model.

Vision: To be a renowned company in the distribution sector

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

Values: Listen to act like a responsible company

Listening to customers, workers, suppliers, and the environment; providing the products, training, information, well-being, development and sustainability they need; and taking responsibility with commitment, honesty and respect. These values guide the Cooperative and incorporate sustainability into its management model.

Sustainability: strategic pillar

Sustainability at Consum comes from its values as a company of the social economy, values that aim to strike a balance between the organisation's economic growth, the well-being of people and the preservation of the natural environment. The following principles are the foundations of Consum's Sustainability Policy and guide all of the Cooperative's actions:

01

Comply with all of the applicable regulations, both external and internal, and promote ethical behaviour and culture among its governing bodies and workers.

05

Integrate the needs and expectations of stakeholders into 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



02

Ensure compliance with the standards relating to human rights, labour rights and freedom of expression and association, and ensure the preservation of the environment, focussing environmental management on the fight against climate change.

04

Have in place participation mechanisms with each of Consum's stakeholders, based on dialogue and transparency.

03

Promote partnerships and belonging to associations, forums and collaboration projects relating to sustainability.

The Sustainability Policy is integrated into management through the various Sustainability Strategies. The current Strategy covering 2021-2025 has been aligned with the Sustainable Development Goals (SDG), thereby helping to reach these universal goals through achieving Consum's own objectives.

Consum supports
the sustainable
development goals



With regard to the latter principle, Consum has established various channels to communicate with its stakeholders:

PARTNER-WORKERS AND WORKERS



SHARED VALUE

Making long-term decisions, maintaining sustained growth and sharing profits among worker-partners.

Creating stable jobs, with suitable working conditions, and promoting work-life balance.

CHANNELS OF COMMUNICATION AND THEIR FREQUENCY

General Assembly (annual)	Corporate intranet (ongoing)
Preliminary Meetings (triennial) and Informative Meetings (Annual)	BIS online and newsletter (monthly)
Gente Consum App (ongoing)	Centre meeting (monthly)
Delegate Commissions of the Social Committee (bi-monthly)	

SATISFACTION RATING

In 2023, the Work Climate Survey was conducted, which is done every two years, obtaining a score of 4 out of 5.

PARTNER-CUSTOMERS AND CUSTOMERS



SHARED VALUE

Committing to a customer experience based on care and respect for people, with points of sale and services that are accessible for all.

Guaranteeing responsible communication, in addition to protecting the data of a personal nature belonging to partners and customers.

Guaranteeing the safety and quality of products, and focussing the offer towards a healthier and more sustainable consumption.

CHANNELS OF COMMUNICATION AND THEIR FREQUENCY

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

SATISFACTION RATING

The rating of the Mundo Consum programme is measured through surveys conducted in the Customer Voice Area, obtaining an NPS rating of 54.6 in 2023.

SUPPLIERS AND CREDITORS

SHARED VALUE

Dealing transparently with suppliers and creditors.

Offering suitable stability, margins and payment deadlines for the entire chain and promoting commercial innovation.

Striving to create a more responsible and sustainable supply chain, particularly with regards to respecting human rights and protecting the environment.

CHANNELS OF COMMUNICATION AND THEIR FREQUENCY

Commercial meetings with managers (regularly)	Events with suppliers (occasionally)
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SATISFACTION RATING

In 2023, Consum is ranked in 2nd place in the ranking of national retailers, according to the AECOC 2022 Benchmarking study, rated by the food manufacturers themselves. Additionally, it retains first place in the Advantage Mirror ranking for the fifth consecutive year.



FRANCHISEES

SHARED VALUE

Offering training, assistance, advice to franchisees.

Relating with transparency, stability and respect for commercial agreements.

CHANNELS OF COMMUNICATION AND THEIR FREQUENCY

Commercial meetings with area managers (regularly)	Commercial accompaniment training (regularly)
Events with franchisees (occasionally)	

SATISFACTION RATING

The quality of the supply service that franchisees receive from the Cooperative is assessed on an annual basis. In 2023, a score of 7.5 out of 10 was achieved.



SOCIETY

SHARED VALUE

Guaranteeing compliance with legislation, in addition to being loyal with the market and competition.

Building partnerships with every agent in society, particularly with other social economy entities.

Promoting the development of local communities and driving social programmes of food donations and other types of social collaboration.

CHANNELS OF COMMUNICATION AND THEIR FREQUENCY

Meetings in associations (regularly)	Social events (occasional)
Press releases (regular)	Press interviews (occasional)
Signing agreements (occasionally)	Social media (ongoing)
Corporate website (ongoing)	Sustainability report (annually)
Press briefing of results (annually)	

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 out of 100 in 2023 in its Reptrak ranking.





The Sustainability Strategy 2021-2025 is organised into ten lines of work, which integrate sustainability transversally in the organisation:

SUSTAINABILITY STRATEGY 2021-2025	SUSTAINABLE DEVELOPMENT GOALS (SDG)	MILESTONE IN 2023
1 MANAGING WITH COOPERATIVE VALUES		- Antonio Rodríguez appointed as Consum's new managing director. - Updating of the members of the Social Committee. - Implementation of the Internal Information System and consolidation of reporting channel.
2 SHARED ECONOMIC GROWTH		35.8 million euros distributed among the partner-workers, which equates to an average of € 1,981.18 each. 67 new retail outlets, including own supermarkets and franchises. - Online store present in 431 towns.
3 LOCAL DEVELOPMENT	 	23,000 tonnes of tangerines and oranges of Spanish origin distributed during the 2023-24 campaign. € 16 million in efficiency in TEO and Nodrizia programmes.
4 INNOVATION FOR PEOPLE		€ 22.9 million invested in innovation. - Implementation of the digital receipt throughout the own store network. 10th anniversary of the Cooperative's Continuous Improvement Programme, with more than 90,000 proposals submitted.
5 WORK, TALENT AND WELL-BEING	 	1,879 new jobs, with a total workforce of 21,216 people. 5th Equality Plan at Consum. 5-day working week in 100% of its network of supermarkets.
6 SAVINGS AND CUSTOMER EXPERIENCE		4.5 million partners-customers. € 60 million in discounts for partner-customers to help them to save money. 3 #DecirHaciendo (Say-doing) Meetings, on equality, the circular economy and work-life balance.
7 HEALTHY AND SUSTAINABLE OFFER	 	- Range of 15,573 products, 14.5% of own brand. - AENOR certification for the Food Safety System and 26th anniversary of the ISO 9001. - Healthy reformulation of 35 own brand products.
8 REDUCE EMISSIONS AND WASTE	 	- Validation of the emission reduction goals by the Science Based Targets initiative (SBTi). - Network of neutral stores. Offsetting verified by AENOR. - New 10,000 m² Reverse Logistics plant in Murcia.
9 SOCIAL COMMITMENT AND SOLIDARITY	 	4th edition of the World Day of the Consumer "Small actions for responsible consumption" (Pequeñas acciones para un consumo responsable). 8,516 tonnes of products donated in the Profit Programme. - Donation of 60,000 euros to the Emergency Committee to help those affected by the earthquakes in Turkey and Syria.
10 PARTNERSHIPS FOR COOPERATION		- Collaboration with the Spanish Association Against Cancer's (AECC) campaign "The purchase of your life". - Consum and the Josep Carreras Leukaemia Foundation are celebrating 10 years of collaboration.



01

The values you are looking for

We run the organisation with cooperative values, such as democracy, justice, equity... because good governance is essential to guide ourselves to where we want to be.



Participative model

Consum's cooperative model enables all partner-workers and partner-consumers to take part in running it. As stated in 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 delegates. These meetings also fulfil the function of reporting on the Cooperative's corporate and business activity. No Preliminary Meetings were held in 2023, although briefings did take place for partner-workers. In total, 7 Meetings took place, in Alicante, Murcia, Barcelona, Castellón and 3 in Valencia, in which 7650 people took part.

The chosen delegate partners make up the General Assembly, Consum's highest representative body, with an equal composition of 150 delegates, 75 of which are worker representatives and 75 are consumer representatives. 135 delegates took part in the 2023 General Assembly, either in-person or represented, corresponding to an attendance level of 90%, of which 63.7% were women.

Every 4 years, the General Assembly chooses the Board of Governors, the main body of governance and management, formed in turn by an equal number of 6 worker-partners and 6 consumer-partners. The Board of Governors is chaired by Francesc Llobell Mas, with 67% of its members being female.

This Board delegates the management of the Cooperative to the Managing Director and the Board of Directors, who take care of implementing all of the plans and decisions approved by

it. With the retirement of Juan Luis Durich, the Board of Governors appointed Antonio Rodríguez, former director of the Store Management Department, as the new managing director of Consum. The post of director of the Store Management Department is now taken up by Juan Vicente Ríos, who carries out his role as executive of Own Stores. Hence, the Board of Directors continues to be made up of 10 people, headed by the new managing director, Antonio Rodríguez.

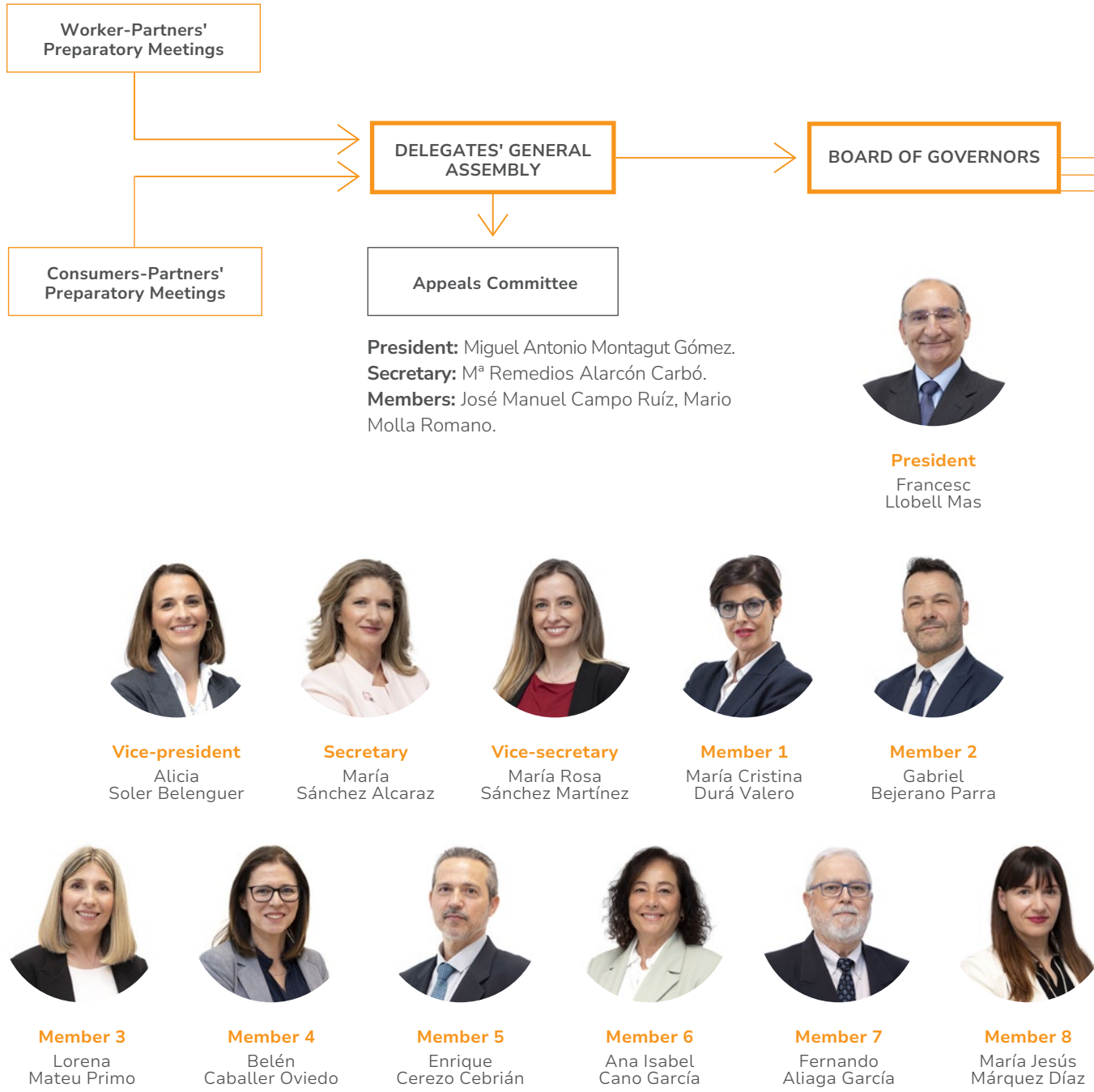
The Worker-Partners' Preparatory Meetings, in which delegates are chosen, are held every 3 years.

The General Assembly, Consum's highest representative body, comprises 75 worker representatives and 75 consumer representatives.

Voting during the 2023 General Assembly.



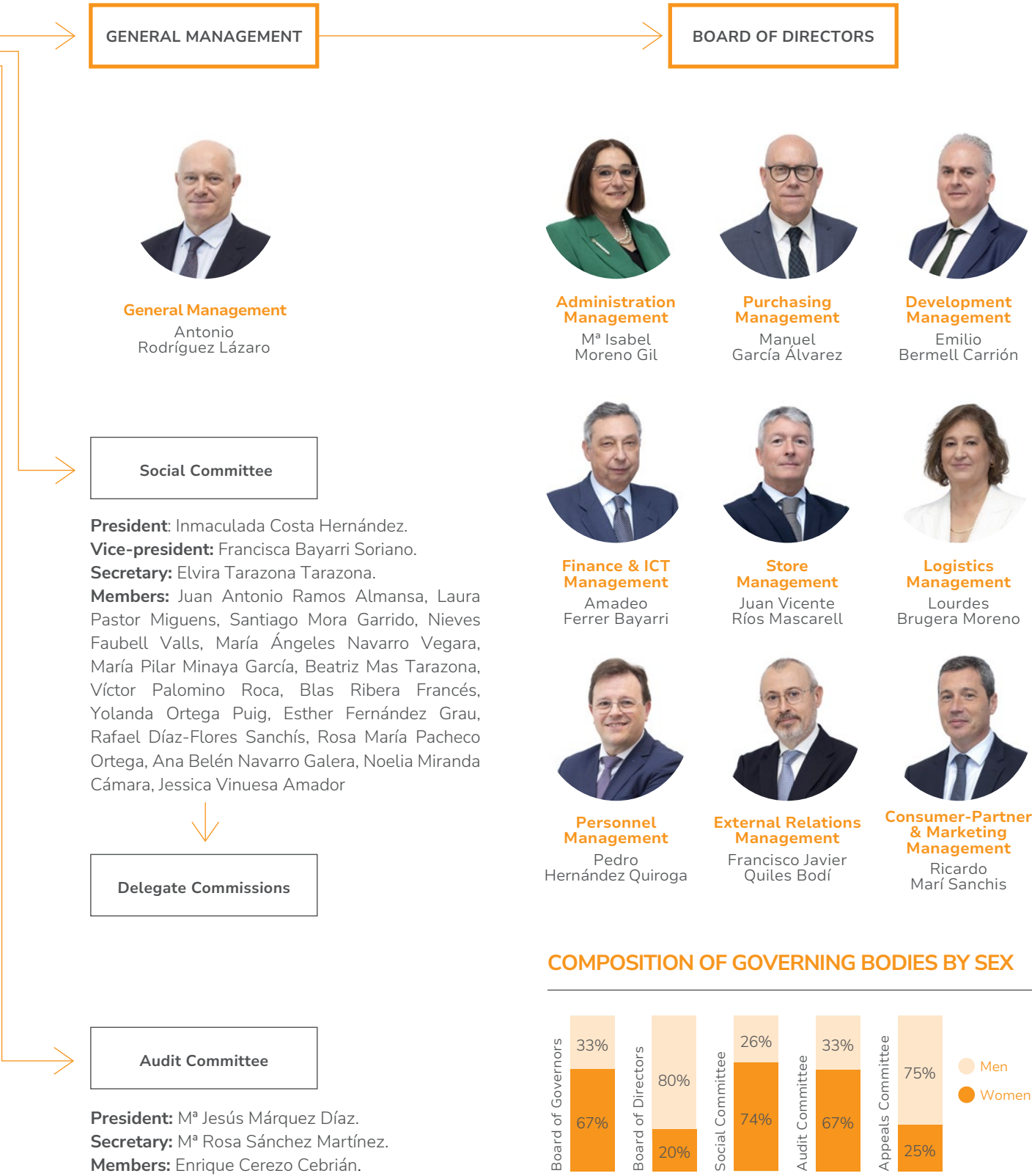
Company organisation



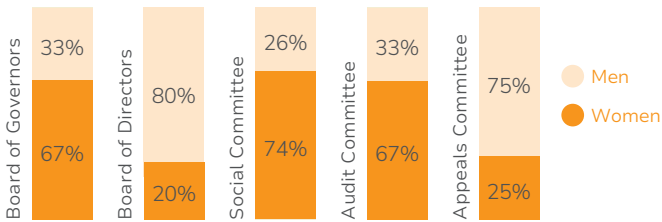
The Cooperative has another body delegated by the Board of Governors, the Social Committee and its Delegate Commissions, with the role of improving communication and advising partner-workers on socio-work issues. The Social Committee is made up of 18 members, chosen every 4 years to represent workers from the different areas in which the Cooperative is based. In the 2023 General Assembly, the election of the new representatives of the Social Committee for the next two years was ratified, with Inmaculada Costa being re-elected for the fourth time as its President. Due to the working of the Social Committee itself, all partner-workers may take part through it.

The Board of Governors has also created an Audit Committee, focussed on the internal control of the organisation, the prevention of corporate risks and compliance with the requirements demanded as a public interest entity. Finally, the Cooperative also has an Appeals Committee, formed by four consumer-partners, and whose role is to serve as a 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



COMPOSITION OF GOVERNING BODIES BY SEX



Good governance

Consum has an internal model of good governance, focussed towards preventing any breaches of internal or external regulations, in addition to promoting ethical behaviour among the members of the organisation. This model bolsters the Cooperative’s management systems to make them more transparent, efficient and democratic.

Corporate Policies

In addition to the Sustainability Policy, the Cooperative has a set of corporate policies relating to environmental, social and governance aspects (ESG) which develop and regulate different aspects of its management. At the proposal of the Management, the Board of Governors is the body responsible for approving the corporate

policies, the monitoring of which is carried out by the Audit Committee. Policies are communicated to all workers and are available through different communication channels, including the website, the Gente Consum App or on notice boards situated in the work centres. The main policies are listed below:

ENVIRONMENTAL DIMENSION (E):

- **Environmental Policy (2022):** it aims to reduce the environmental impact generated by the activity through continuous improvement and raising awareness.

SOCIAL DIMENSION (S):

- **Staffing policies (2017):** to promote training and staff development, create secure jobs with competitive salaries, encourage participation, contribute to equality between men and women, and promote work-life balance.
- **Food Quality and Safety Policy (2022):** to ensure food quality and safety of products supplied or donated by the Cooperative.
- **Donations and Sponsorship Policy (2019):** to boost charitable collaborations with entities to contribute to the development of the surroundings.

GOVERNANCE DIMENSION (G):

- **Legal Risk Prevention Policy (2019):** focussed on legal compliance and loyalty to the market, rejecting all types of corruption.
- **Taxation Policy (2021):** to ensure compliance with all tax obligations, with ethical principles and transparency.
- **Policy on Related Parties and Conflicts of Interest (2021):** to regulate the making of decisions to ensure they are independent, transparent and always put the Cooperative’s interest first.

Code of Good Governance



Code of Ethics and Conduct



Code of Good Governance and Code of Ethics and Conduct

The two instruments that outline the Cooperative’s commitments with regard to 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.

The Consum Code of Good Governance sets out the voluntary commitments undertaken by its governing bodies to achieve a more comprehensive and transparent management of the organisation, and thereby generate increased confidence among its stakeholders. For its part, the Code of Ethics and Conduct contains comprehensive action guidelines for workers, both in terms of the performance of their duties and the relationships they hold with other stakeholders, whether they are suppliers, public administrations or the media. 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 human rights.

The Code of Ethics is communicated to workers through a clause in the employment contract, and is available on the corporate intranet and the Gente Consum App. An ethical clause has also been included in the contracts the Cooperative signs with suppliers and other stakeholders, making them aware of the requirement for its implementation. From 2021, a course on the Code of Ethics was made available on the Campus Consum online training platform, which has been taken by a total of 315 workers. To ensure that all stakeholders are aware of these Codes, they are available on the Cooperative’s website in different languages.



Ethics Committee, Internal Information System and Reporting Channel

To ensure the smooth running of the Cooperative, there is an Ethics Committee, a body that provides ethical and legal advice to workers. There is also a Compliance Officer, responsible for assessing Consum's legal risks and making sure that the prevention mechanisms defined are appropriate. In accordance with Spanish Law 2/2003 on the protection of persons who report regulatory infringements and the fight against corruption, the Board of Governors approved the creation of Consum's Internal Information System (IIS), in addition to the Protocol for its implementation, which is available on the corporate website. Consum already had a Reporting Channel in place, a mechanism made available to stakeholders for the communication of any conduct which is illegal or contrary to the Cooperative's ethical principles and, if applicable, to remedy these complaints. As a result of the creation of this system, the different reporting channels that already existed have been condensed into

one channel. Depending on the type of report, this is sent to the relevant managers within the organisation. Reports can be submitted anonymously, and the maximum level of confidentiality and protection against any type of reprisal, discrimination or penalty as a result of it is guaranteed. The Reporting Channel can be accessed on Consum's website. In 2023, 161 reports have been submitted to the Reporting Channel. Once they were assessed, 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 2023, there were no dismissals, terminated contracts or legal complaints on the grounds of corruption.

Risk map

The Cooperative has a 360° Risk Map and a global Crime Prevention Model for all of the organisation's operations, in which corruption-related risks are assessed. Different contingency measures have been defined for each

risk, which are reviewed annually and reported to the Audit Committee and Governing Board.



02

The growth you are looking for

We share profits because we grow thanks to the efforts of a united and engaged team. Together we have a shared destination, the commitment to a sustainable business model.



Equitable distribution

In the 2023 financial year, Consum's sales reached 4,389 million euros, an increase of 13.6% on the previous year. This growth has been thanks to the Cooperative's new store openings, both in terms of its own stores and Charter franchises, as well as the improvements in its share of the distribution market, highlighting the robustness of its business model, a model that places people, sustainability and profitability as its strategic axes.

Consum generates economic value which is distributed between its stakeholders through purchases to suppliers and creditors, but also through payments to partners and workers, as well as through the payment of taxes to public administrations and investments that have an impact on society.

In 2023, profits reached 101.1 million euros, an increase of 75.2% on the previous financial year. The competitiveness of prices, in addition to the control of energy costs have enabled us to improve the margin compared to previous year. These profits, added to the depreciations, equate to a retained economic

value (cash-flow) of 217 million euros for the Cooperative.

This year, the Cooperative's partner-workers have shared more than 12.6 million euros coming from the cooperative's profits. They have also received interest on their contributions to the Cooperative's compulsory share capital, to a value of 18.6 million euros, in addition to a goodwill reserve of 4.6 million euros. In total, Consum's partner-workers had a share of more than 35.8 million euros, which equates to an average of € 1,981.18 per person.

Investments

In 2023, there were investments of 167.3 million euros, 0.6% less 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 1,422.9 million euros, with 60.2% of the liabilities

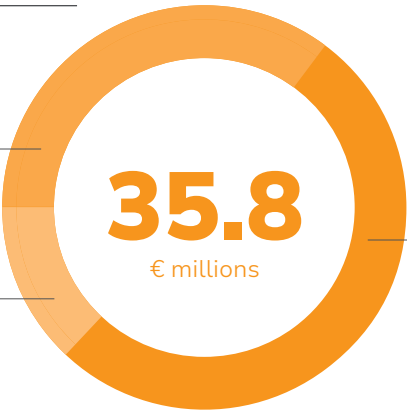
corresponding to own funds, of which 30.8% are reserves (18.5% of the total liabilities), which demonstrates the Cooperative's strong financial solvency.

PROFIT SHARING

€ millions

12.6 € m
Cooperative profits

4.6 € m
Goodwill reserve



18.6 € m
Compulsory share capital interest



DIRECT ECONOMIC VALUE (€)	2023	2022
Generated economic value	4,082,714,977	3,562,990,539
Distributed economic value	3,865,625,060	3,397,163,966
Operational costs	3,249,876,514	2,845,794,835
Salaries and social benefits	600,759,083	544,558,443
Payment to external fund providers	621,196	395,684
Payments to Public Administrations	11,119,267	5,374,197
Investment in the community	3,249,000	1,040,807
Retained economic value	217,089,917	165,826,573
Depreciation of property	115,952,083	108,089,461
Profit from the year	101,137,834	57,737,111

More stores close to you

The Cooperative is continuing to strengthen its presence throughout the entire Spanish Mediterranean area. In 2023, it opened 67 new retail outlets, 15 own supermarkets under the Consum name and 52 Charter franchises, reaching a total commercial network of 933,485 own stores and 448 franchises, with a total sales surface area of 686,129 m2. In 2023, the Cooperative's national share of surface area increased by 0.1 points, reaching 4.6%, and making it the 6th largest company in the ranking of national distribution chains created by Alimarket.

Although the main regions where the Cooperative is present continue to be in the Valencian Community and Catalonia, with 53.4% and 28.1% of the network respectively, the other areas of expansion are increasingly gaining importance in the overall network of supermarkets.

Continuing with the aim of adapting to the needs of partner-customers and offering them the best experience, in 2023, the Cooperative has extended 8 supermarkets and renovated 11. The new model of store has already been implemented in 212 Consum supermarkets, which equates to 42% of its own commercial network.

New Consum supermarket in Villanueva de los Infantes, in Ciudad Real.



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

- **New model of loose bakery items:** a new option of mixed loose bakery items has been implemented for customers in 40 stores. This makes it possible for customers to choose the number of units of each item they wish to purchase.
- **Digital labelling in the bakery section:** the electronic labelling in the bakery section has been extended throughout the entire store network, enabling prices to be updated in real time, thereby simplifying management and reducing the use of paper. Additionally, the information on the label has been expanded to indicate the release of a new batch of baked goods. This way, the customer is now able to see more than ever that the product has been freshly made.

- **Delicatessen with integrated ham stand on the counter:** a new model of delicatessen with an integrated ham stand has been implemented in 48 stores. The project, which consists of adding a display case and hook, always striving to improve the shopping experience while also adapting the section to make it more complete.

On the other hand, the Cooperative has closed 1 own supermarket and 8 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.

Charter Franchises

The Cooperative fulfils a dual objective with the Charter franchises: to provide a quality service to small towns and urban neighbourhoods without a large enough population for the presence of a large supermarket; while at the same time, being close to the consumer, encouraging the creation of collaborative links with traditional shops, entrepreneurship and serving the purpose of fighting against depopulation.

The franchise model is a great option for those wanting to opt for a self-employed formula, since these are local establishments, with surface areas of between 200 -500 m2, offering a range of products tailored to suit the needs of customers, while also offering products from the Consum brand. Moreover, if the franchisee subscribes, they can also apply all of the discounts and offers included in the Mundo Consum loyalty programme.

In 2023, almost 79% of recorded openings were by people who already have a store and have decided to invest in a

new franchise, so Charter establishes itself as an excellent choice for business development. It is estimated that Charter franchises generated indirect employment for approximately 3,283 people. On the other hand, the opening of a 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 2023, Charter ended the year with record openings, 52 new stores, reaching a current total of 448 establishments located between Andalusia, Aragon, Castilla-La Mancha, Catalonia, the Valencian Community and the Region of Murcia. With these new establishments, Charter adds more than 13,500 m2 of surface area to exceed 133,500 metres squared of sales space. For its part, in 2023, Consum invoiced its franchises 693.6 million euros, which was 89.6 million euros more than expected, representing a 25.2% increase compared to the previous financial year.





Consum in Valencia - Calle Bilbao



Consum in Villarrobledo (Albacete)



Consum in Cartagena - Avd. Juan Carlos I (Murcia)



Consum in Moncofa (Castellón)



Consum in Pulpí (Almería)



Consum in Alginet (Valencia)



Consum in El Ejido (Almería)



Consum in El Verger -Calle de la Creu (Alicante)



Consum in Torrevieja - Avd. Cortes Valencianas (Alicante)



Consum in Figueres (Girona)



Consum in Huétor Vega (Granada)



Consum in Adra (Almería)



Consum in Motril (Granada)

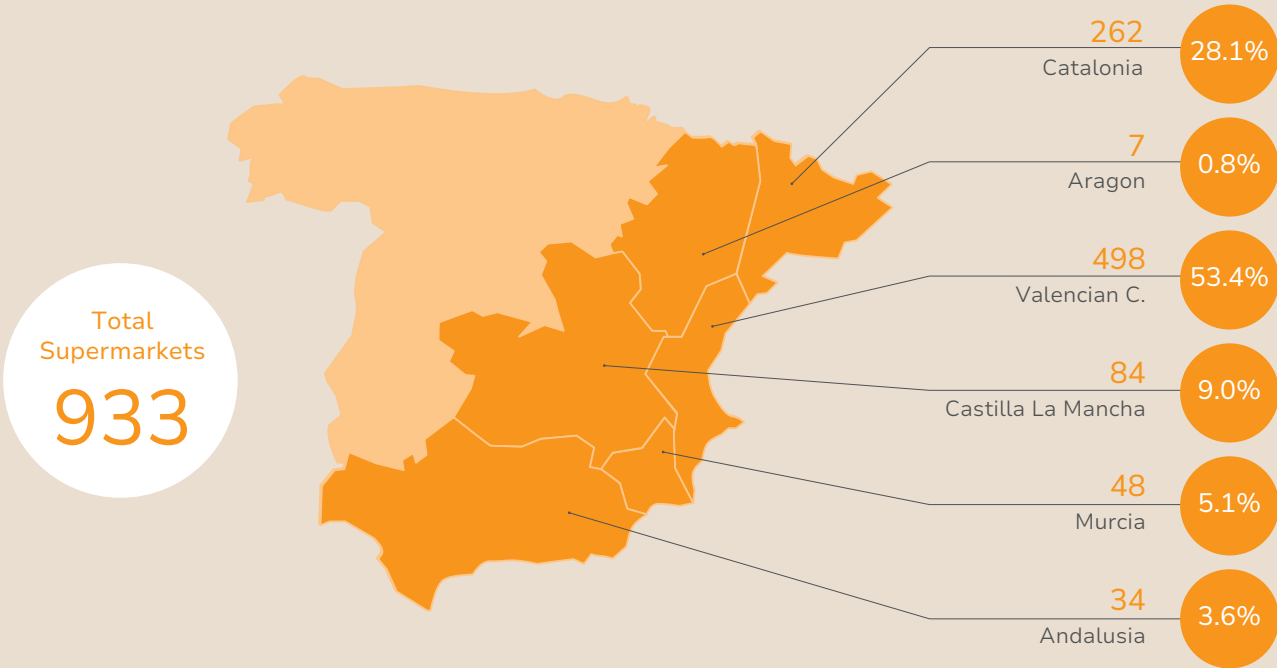


Consum in Villanueva de los Infantes (Ciudad Real)



Consum in Tomelloso (Ciudad Real)

SUPERMARKETS BY REGION



OPENINGS BY REGION

	15	CONSUM SUPERMARKETS	52	CHARTER FRANCHISES
ANDALUSIA	05	Huétor Vega, Pulpí, El Ejido, Adra, Motril	04	Tabernas, Almería, Íllora, Arroyo del Ojanco
VALENCIAN COMMUNITY	05	València, Alginet, Moncofa, El Verger, Torrevieja	13	Paterna, Massamagrell, Manises, Carlet, Alaquàs, València (4), Almassora, Alquerías del Niño Perdido, Nules, Alcoi
CATALONIA	01	Figueres	25	Badalona (2), Barcelona (7), Calaf, Cornellà de Llobregat, Hospitalet de Llobregat (4), Mataró, Mollet del Vallés, Premià de Mar, Rubí (3), Sant, Cugat del Vallès, La Seu d'Urgell, Lleida, Reus
CASTILLA LA MANCHA	03	Villarrobledo, Villanueva de los Infantes, Tomelloso	08	La Gineta, Pozo Cañada, Villamalea, Albacete, Sisante, Huete, La Puebla de Almoradiel, Pozuelo de Calatrava
MURCIA	01	Cartagena	02	Cartagena, Alhama de Murcia

Online Store

Consum's online store is now present in 431 towns in the provinces of Alicante, Almería, Barcelona, Castellón, Girona, Lleida, Murcia and Tarragona. The project, which was launched 7 years ago, has generated a turnover of 72.5 million euros this financial year (10.2 more than the previous year). In 2023, the service areas and online stores have continued to be expanded, with 5 new stores, which has meant 6 more towns now offer this service compared to the previous year, and 10 jobs have been created, reaching a total of 458 people employed in the online service.

The online service offers more than 11,500 products, including freshly cut foods, like meat, fish and charcuterie products, in addition to a wide range of brands that are prepared and sent from the 55 retail outlets, reaching almost 234,000 potential customers. Additionally, the Cooperative is continuing with its commitment to innovation in customer service, implementing new developments and features in the platform to improve the process, making it simple and quick to shop through the website, as well as being able to modify orders once the purchase is complete, or delaying the delivery time.

The platform now includes a "Your Most Bought" section, where customers are able to see the products they buy frequently grouped together, in addition to other features like "Your last shop", with the aim of ordering more quickly in one click, and "Our New Arrivals", which shows new products and products on offer and with the "cheque-crece". The "Quick list" is also available where users can add generic items, and the system selects the products from that category, including those that are most frequently purchased; or the option of a "recommender", which appears in the form of a carousel just before the basket is validated, with products the customer usually buys and that they may have forgotten to add.

Customers can also shop online via the Mundo Consum App, check their discounts, receive their Gift Vouchers in advance or write shopping lists, among other things, without having to leave the platform. Additionally, Consum guarantees deliveries in 1 hour time slots, while also committing to same day delivery if the online shopping has been done before 12am, provided there is availability.

Consum's online store turns 7 years old and is now available in 431 towns.



A large logistics network

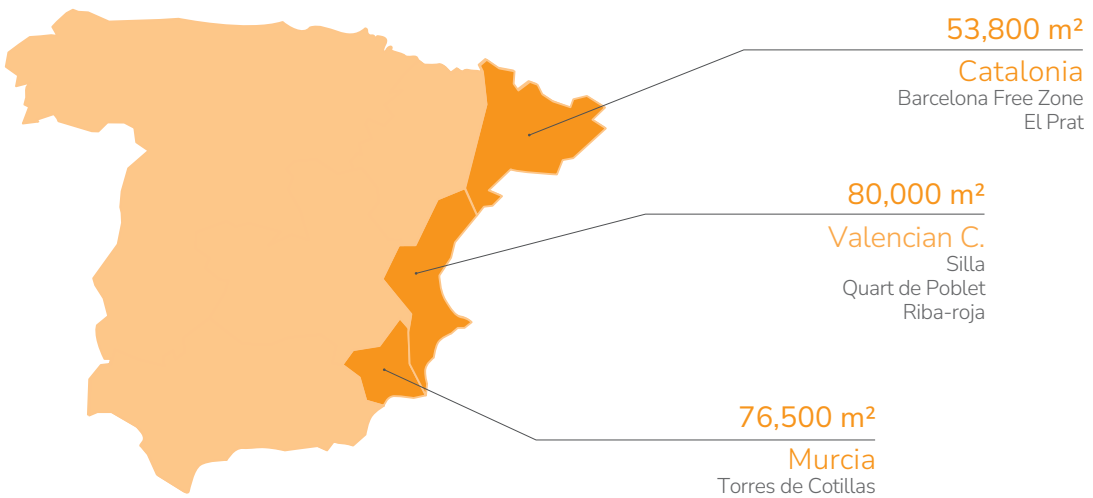
During the 2023 financial year the Cooperative reinforced its expansion towards the south and south east with the expansion of the Torres de Cotillas (Murcia) logistics centre. The platform, which will be the Cooperative's most automated and one of the most important in the region of Murcia, will double the current service capacity when work is finished, with the project already more than 70% complete.

The expansion, which means a storage increase of 16,296 pallets, will not only serve the centres of Murcia, Andalusia and Castilla-La Mancha, but it will also offer coverage to Consum's other logistics platforms. Currently, the platform's storage capacity is around 19,300 pallets so, by the end of the work, the total capacity will exceed 40,000. On the one hand, the new construction enables space to be freed up inside the platform to increase capacity and improve the efficiency of order picking processes and, on the other hand, separate the flows of returns and dispatches, improving safety to carry out the different tasks. Another improvement has been the reduction in unloading times of lorries thanks to the increase from 7 to 14 unloading bays. The warehouse also has two charging points for electric vehicles.

On the other hand, the platform in Silla has built a new warehouse attached to the platform, to expand its dispatch area. Another warehouse has also been put into service in the Pla dels Olivars industrial estate in Silla, to dispatch to stores. Currently, the Cooperative has more than 210,300 m² of logistics space.

Logistics surface area, more than 210,300 m²

LOGISTICS PLATFORMS (M²)





03

The proximity you are looking for

We count on local producers thanks to the quality of local products and because, by supporting our immediate surroundings, we encourage them to go even further.



A commitment to local products

Consum creates value in the long term for the entire chain by basing its relationship with suppliers on trust, transparency and a shared commitment. Hence, the quality, proximity, food safety and cost are some of the current selection criteria that are borne in mind when it comes to choosing suppliers.

Commercial suppliers

1,223

Suppliers and creditors in the chain

4,675

€ million in payments to suppliers

2,901.7

Total indirect jobs

43,162

Days average payment period for suppliers

41

The Cooperative considers its suppliers to be 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 2023, the Advantage Mirror report recognised Consum as the most highly valued distributor by manufacturers from among the operators in the sector, with this being the fifth year in achieving this accolade. Furthermore, in accordance with the AECOC's Commercial Benchmarking Report, which evaluates the relationship between manufacturers and distributors, Consum is the 2nd best company to work with according to its suppliers.

The Cooperative has made purchases from its suppliers in 2023 to a value of 2,901.7 million euros, prioritising the purchase of local products, always striving to boost the economic growth of the regions in which it is present. 98.6% of the purchases have been made from national suppliers, of which 66.9% are from local suppliers of the autonomous communities where it is present. The Cooperative has 4,675 suppliers and creditors in its value chain. It is estimated that Consum's activity generates more than 43,162 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 applying good business practices in the commercial relationships with its suppliers. In the same vein, the Cooperative continues to strive each year to improve its payment periods for suppliers. In 2023, this payment period was 41 days, guaranteeing compliance with contracts and fair, balanced and loyal commercial relationships in the agrifood chain.

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

Local products

Consum's offer consists of 2,551 regional products, which means they are only distributed to certain provinces or towns, emphasising local products and adapting to consumer tastes according to the region. This also stimulates the local economy, since the products come from that specific area. Notable and relevant campaigns concerning local products include citrus and stone fruits, in addition to other protected indications and local produce that Consum maintains connections with each season. These include the Benicarló Artichoke Protected Designation of Origin (PDO), the Vinalopó Grape PDO, the Poma de Girona (apples) Indication of Geographic Protection (IGP) and the Valencian Tiger Nut DO.

The Cooperative continues to be committed to local products and support national citrus fruit growers, distributing almost 23,000 tonnes of tangerines and oranges of Spanish origin within its establishments in 2023-24, 15% more than the previous season. Furthermore, Consum maintains and bolsters its commitment to citrus fruits and the seals that certify them, in addition to the 'Cítricos Valencianos' (Valencian citrus fruits) Protected Geographical Indications (PGIs), a quality label that we have worked with for 5 years, and the Terres de l'Ebre Clementines PGI. Specifically, all oranges of Valencian origin distributed this season hold this seal.

In relation to stone fruits, this year, Consum has increased the purchase of red and yellow peaches by 15% compared to the previous

year, mostly from farmers in Valencia and Castellón; it also increased the purchase of flat peaches by 11%, coming from Murcia, Badajoz, Lleida and Aragon; and distributed 16% more nectarines, 26% more apricots and 15% more plums, mostly from Badajoz, Lleida, Aragon and Seville. In total, the Cooperative purchased more than 5,800 tonnes of stone fruits for the 2023-2024 campaign.

Another notable campaign is the potato campaign, during which Consum offers more than 11,500 tonnes of this product in its stores that have been bought from local farmers. National potatoes make up 60% of the total volume sold at the Cooperative, and they come from areas including Malaga, Cartagena, Seville, Valencia and Albacete, during the early harvest, and growing areas of Segovia and Salamanca at the end of the campaign.

Additionally, Consum works together with its suppliers in the planning and projection of the harvest to adapt the growth of new varieties and be able to expand the duration of national fruit and vegetable campaigns as far as possible, always maintaining quality requirements. The Cooperative is also committed to the care and control of the product from planting, collaborating in the selection of the seeds and farmland in order to obtain a natural and environmentally-friendly harvest.



Purchases to Spanish suppliers

98.6%

Purchases to local suppliers

66.9%



Logistics efficiency

In line with the objective of improving the optimisation of processes in the platforms, and increasing the logistics efficiency in operations, in 2023 progress has continued to be made on implementing the Lean Logistics methodology in the Platforms. This management system aims to remove redundant processes, which don't add value to the customers' final experience, including, for example, inefficient movements, over-production, waits, etc. At the same time, the system enables communication to be improved with the chain of command and encourages teamwork through an organised meeting system. In 2023, more than 5.8 million pallets of products have been distributed.

Within the Master Plan launched last year with a view to reviewing the network of logistics platforms, in 2023, improvements have been undertaken that were detected in the initial situational analysis and that have contributed to relieving the points of highest saturation of the platforms. In the platform in Silla, the floor of the warehouse has been completely refurbished, 6 dispatch bays have been renovated, upgrading the oldest ones, and the platform has been expanded for dispatch pallets. Work has started on the platform in Murcia on the expansion of the frozen foods area and the capacity of the dispatch aisles has been doubled. The installation and assembly of the new Silo and automatic picking has also started. Finally, work has started on defining the expansion of fresh foods in the Free Zone platform, and the migration of the Reverse Logistics from this location to an external warehouse.

In terms of improvements focussed on the delivery of the product to stores and the ability to know the load of pallets pending distribution, in 2023, a series of improvements in the Control Tower, which was implemented last year, is being finalised. These improvements consists of differentiating the number of pallets in transit and, additionally, automatically integrating the pallet data and service level from the previous day.

This year has seen the implementation of the first phase of TMS Routing Maps TEO, a project launched two years ago with the Information Technology Institute (Instituto Tecnológico de Informática) (ITI), and which develops a tool to optimise journeys and the kilometres travelled, in addition to streamlining management and facilitating the team's day-to-day work. This initial implementation phase consists of integrating the route optimiser with the internal communication system (SIGED) of suppliers and orders.

Additionally, a new Digital Twin project has been developed in parallel in the Capillary Transport Department. This is a simulator to test and assess different configurations using real data. This will enable valuable information to be generated, which will then be applied to the Routing Maps tool for all dispatch centres, without affecting the working and performance of operations. Among other situations, it will enable future scenarios to be simulated for specific dates in the year, estimating the resource requirements for those dates. It will also facilitate the study of potential improvements in profitability and service management.

In 2023, more than 5.8 million pallets of products have been distributed.





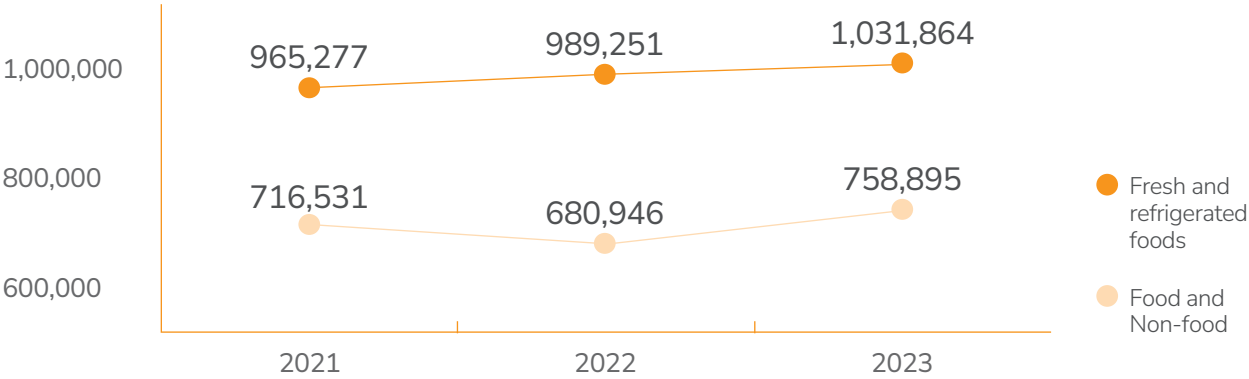
TEO and Nodriza Programme

The TEO Programme (Transport in Origin) in the fresh, refrigerated and frozen food sections is one of the largest logistics projects, and has been used in the Cooperative for several years. This system collects 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 quality and freshness. The programme has already been implemented in 70% of the purchases of fresh, refrigerated and frozen foods and has the participation of 223 suppliers and 11 transport companies, generating savings in the cost of products totalling around 10.3 million euros in 2023.

In parallel, the TEO/Nodriza programme in the purchase of food and non-food products

also stands out, which enables suppliers to unload all of the goods at one of Consum's platforms, rather than having to distribute to all of them separately. Following this, Consum regroups the products from different suppliers and transports them to the other platforms. This enables savings to be made in emissions of more than 8.5 million kilometres, while also saving approximately 6 million euros on efficiencies. 227 suppliers and 14 transport companies form part of the Nodriza Project and, in 2023, they have transported 31% of the total purchases.

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



04 The innovation you are looking for

What helps us to be more efficient and makes our lives easier, thinking of people and our environment. It's our commitment to the future.



Digitalisation to offer you the best

Year after year, the cooperative strives to satisfy the needs of all its stakeholders, working with them to build together an added value that helps them to move forward sustainably, and innovation is the avenue used to develop new products and services that make people's lives easier. That's why Consum has invested 22.9 million euros in 2023 in innovation, with the most notable projects listed below:

Innovation in customer experience

01 Implementation of the digital receipt

With the aim of offering a more sustainable and cleaner purchase, the exclusively digital receipt is now available throughout the entire network of own stores, for all partner-customers who request it. This receipt, available on the App, has the same legal validity as a traditional

paper receipt and also includes the name or location of the store, date and time of purchase, list of products with their prices and exclusive discounts applied. The initiative has the potential to reduce the consumption of paper used for this by up to 40%.

02 Expansion of self-service checkouts

Continuing with the project started during the previous financial year, this year has seen the introduction of self-service checkouts in 30 centres, which equates to a total of 90 new checkouts. This option does not replace the traditional system or the staff who usually carry out this role, it is a complementary service, and its goal

is to streamline shopping and prevent queues for customers that are buying a small number of products and paying by credit card, particularly in tourist areas. In particular, customers value the simplicity of the process, the reduction in shopping time, without waits, and the automatic application of savings vouchers.



Innovation for the worker

01 Optimisation of training

In 2023, the software to optimise training resources, which was implemented in 2021, has been extended to all of the Cooperative's staff. The tool enables all tasks relating to the planning of training to be centralised in one application, which saves time

spent on tasks, reducing the time needed to find the best solution and preventing a large number of emails and phone calls. A new e-learning platform (ELMS) has also been incorporated which is connected to this functionality.

02 Task management

Since 2023, it has been possible to request advance payments via the Gente Consum app. This request is added to the rest of the tasks that

can be carried out using the App, including medical reports or changing personal details on the worker file since 2021.

03 Launch of the new tool for submitting expenses

The CAPTIO tool has been implemented to handle and submit travel receipts, which has improved the allocation of costs by reducing the

handling of paper, and streamlines the management and accounting of them.



ODT and ICT Observatory

Consum has an Office for Digital Transformation (ODT), whose goal is to foster an innovation-based culture and facilitate the incorporation of new technologies to increase efficiency in processes and improve the experience of customers and workers. The ODT's functions include the role of boosting technology in the different business areas, identifying new opportunities, acting as support in technology selection processes and improving internal communication. These projects are carried out using agile methodologies and based on experience.

With the aim of innovating and being able to test new developments in real environments, which will be implemented in stores and platforms in the future, the Cooperative has the

ICT Observatory. This is a technological space divided into three areas: a first area, where visitors will be welcomed and new developments will be worked on together with suppliers; a second area, where demand management teams will work, under exactly the same conditions, using the equipment and services that a pilot store would have, with a view to carrying out testing before taking it to a real environment; and a final and third area, the development area, designed for ICT staff to internally test IT applications and services. In this observatory, projects have been trialled before their launch, including those as relevant as the electronic labelling, self-service checkouts and shift management.

Cyber security and data protection

For the fourth consecutive year, the Cooperative has renewed its IT security system certificate in line with the ISO 27001 international standard. This standard assesses the requirement for a suitable IT security system to be established, and certifies 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.

The activities carried out in the area of security for the 2023 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. In 2023, no leaks, breaches of the regulations or complaints about privacy of customers' data occurred.

The Cooperative works continuously with regard to cybersecurity, guaranteeing the confidentiality and integrity of the data information it handles that belongs to customers.



Evolution at the service of people

Innovation in the range

Innovation in the range is fundamental in order to adapt to the demands of the market, stand out and promote the growth and profitability of the business. In this regard, in the Quality Division, we actively work with partner-customers through product sampling, tests of use with consumers, expert panels, technical and analytical trials in laboratories.

For its part, the Customer Relations Division seeks to identify needs and expectations in relation to the different products and services, in order to find out about shopping and consumption habits and introduce improvements to them.

In 2023, there were 55 group and co-creation meetings, 70 shopping diaries and 343 interviews, both online and in-person. Furthermore, 215,628 surveys have also been conducted with customers

- **Reformulation of the protein desserts range:** with a creamier texture and greater intensity of flavours, the chocolate and vanilla cups have been reformulated which, together with those of a larger size (shake and natural protein) and the new flavours of chocolate or cookie dough of protein ice creams, are a delicious and easy way of adding an extra something to the diet.



- **13 new ice cream products:** the variety of own brand ice creams has increased with the incorporation of the lemon and lime cones and salted caramel cones, in addition to a new strawberry

in order to find out their opinions in relation to their shopping experience and own brand products.

Keeping in mind the premises of quality, sustainability and health, and thanks to the involvement and collaboration of partner-customers in the reformulation processes and launch of new products, in 2023 the own brand range has been revamped with the following products:

cheesecake flavoured tub. The range of chocolates has grown with hazelnut, dulce de leche (caramelised milk) flavours and mini fruit chocolates, the first two receiving scores of 8.8 and 9.2 respectively by customers. Finally, new vegan ice creams have been added with chocolate, sweet caramel bonbon and cookie sandwich flavours (with a score of 9.3).

- **Revamped image and expansion of the range of chocolates:** the range of own brand chocolates has increased to include 5 new products, in addition to offering a new design. New products have been added in the dark chocolate, dark chocolate with nuts and fruit, desserts and lactose free ranges, adapting the range to suit all tastes, so there is a wider variety to suit each need (sugar free, lactose free, etc.).
- **Launch of 25 frozen fish products:** as a new addition to the frozen fish aisle, and with the aim of offering a high quality product at a good price, 25 new products have been launched under the Consum brand. These new products include white fish, blue fish and cephalopods in different formats and cuts.

Our Consum Brands



Continuous improvement

It is the 10th anniversary of the Cooperative's Continuous Improvement Programme and it is celebrating with the new MCREAS portal, the tool used by the team of technicians and social representatives to handle the suggestions received. The programme, which launched in 2013, aims to find out the requirements for improvement focussed on both employees and customers to achieve excellence in the service. In that time it has accumulated more than 90,000 suggestions.

Part of the development of this programme over these 10 years is that suggestions can currently be made directly through the internal Gente Consum application. That way, those who submit initiatives can record their suggestions and find

out about their status, in addition to those processed in the teams. In 2023, 11,599 initiatives for improvement were submitted, of which 722 were approved and 625 have been implemented with an aggregate investment of 825,000 euros.

On the other hand, after the pilot trial carried out in some stores, in 2023 the meetings of operations managers with till-restocking and beauty teams in stores have been consolidated, also extending to on line managers. These meetings reinforce the commanding figure of the managers, in addition to contributing to the cohesion of the teams.

Consum's Continuous Improvement programme turns 10 years old and it is celebrating by launching a new portal to handle the suggestions it receives.





05

The work you are looking for

It's the work offered by a stable company, that listens to you, looks after you, respects you, acknowledges you and develops you; a company where work-life balance and equality are a reality and solid guarantee of the future.



Promotion and development of talent

Workers are a fundamental pillar at Consum, and are at the heart of all decision-making. That's why the talent management model is the starting point for attracting, hiring and retaining the best employees.

Thus, the Cooperative offers 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 from the organisation's values and innovation in people management.

Staffing Policies

In 2023, Consum conducted the work climate survey. This study, conducted every two years, aims to assess workers' degree of satisfaction and find out their opinions when it comes to carrying out their role. The average score was 4 out of a maximum of 5 points, and 9 out of every 10 workers would recommend Consum to their family and friends as a place to work. The response level was 87% and the policies that were most highly valued are those of corporate social responsibility, welcome and induction, health and safety in the workplace, communication, equality and conciliation and performance management.

As a company committed to talent and to constantly improving practices for its workers, in 2023, Consum obtained the Top Employers certificate for the eleventh consecutive year. This certification evaluates the development practices in different areas of people management and is recognition of the excellent talent management carried out in the Cooperative, placing it as one of the best companies to work for nationally.



Employer Branding (Marca Empleadora)

The Employer Branding project was launched two years ago, with the aim of improving the value proposal for the worker and positioning the Cooperative as the best company in its sector in terms of perception of job quality. In 2023, work has taken

place to redefine the action plan, in order to update this value proposal, aligning it with new trends and striving for a more positive impact.



Internal communication

Year after year, Consum strives to identify and praise the internal talent of its workers, and thereby develop the values that differentiate it as a Cooperative. In 2023, the "Connected to our cooperative" campaign was carried out with the aim of highlighting teamwork and the benefits of forming part of a Cooperative. Workers were able to take part through challenges set via a gaming system, deepening their knowledge about Consum's values, promoting the pride of belonging and companionship. The dissemination of these campaigns takes place through the different internal communication channels implemented within 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.

Creation of quality jobs

In 2023, a total of 1,879 net new jobs were created compared to the previous year. Consum's recruitment 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 8.65 years. The average staff turnover of partners is 8.10%, a very positive figure compared to the average for the national distribution sector. Throughout the year there were 3,036 additions and 1,454 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, 2024, the last day of the financial year, Consum's total workforce was formed by 21,216 people, with 72.3% of the Cooperative's staff being women. 80.4% of the workers have full time contracts and 96.6% of the people who work at Consum have a stable job with partnership or permanent contract.

Due to the nature of the cooperative, 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 7.8% 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.

New employees in 2023

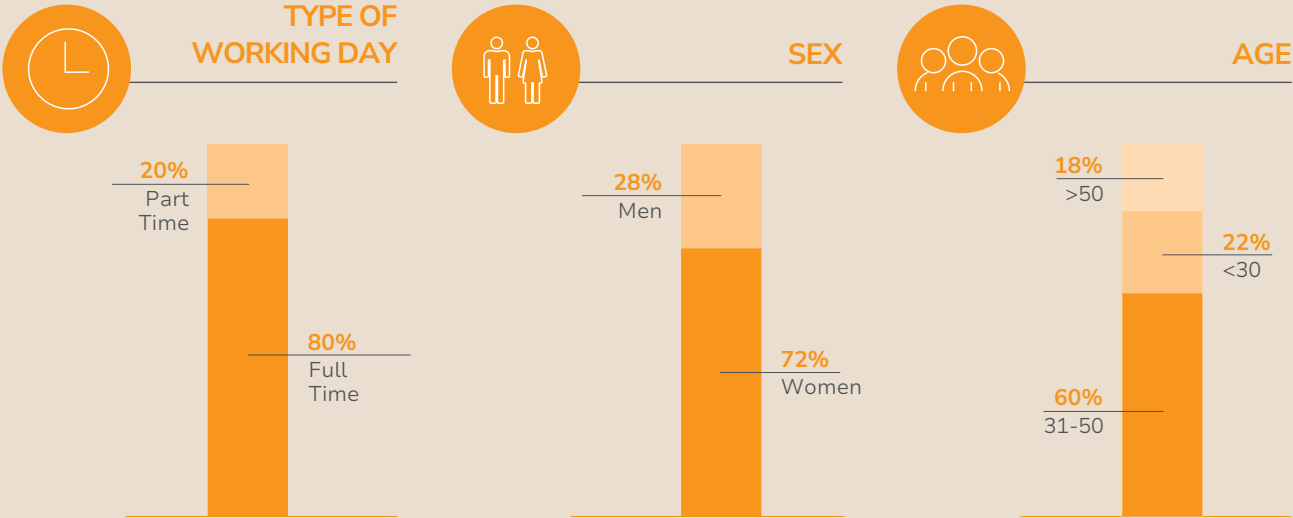
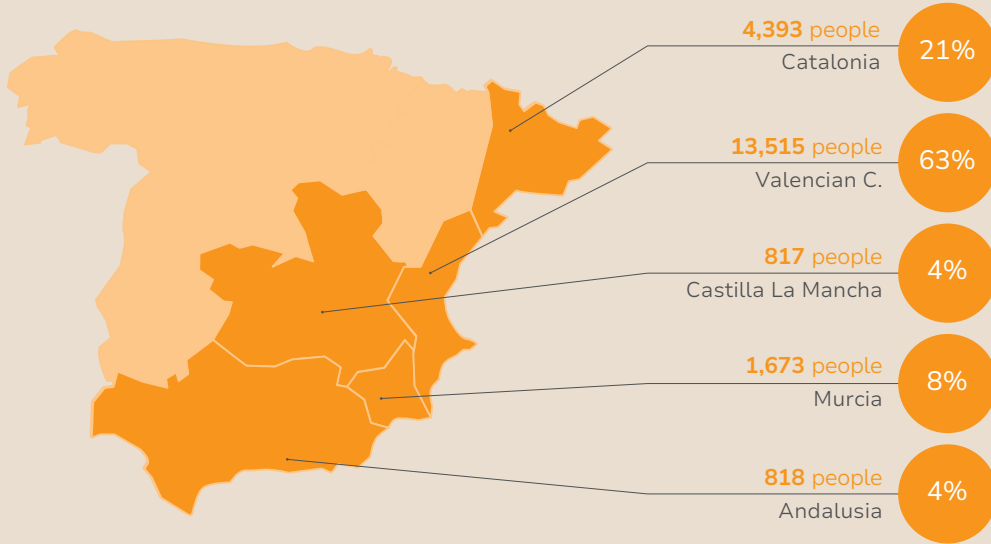
1,879

People in the workforce at the end of 2023

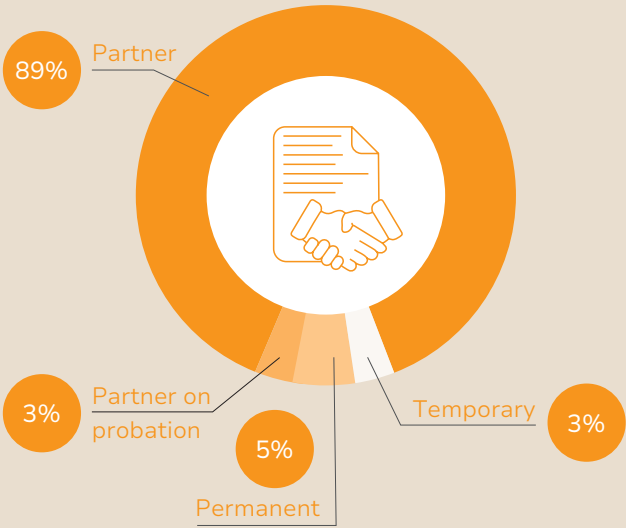
21,216



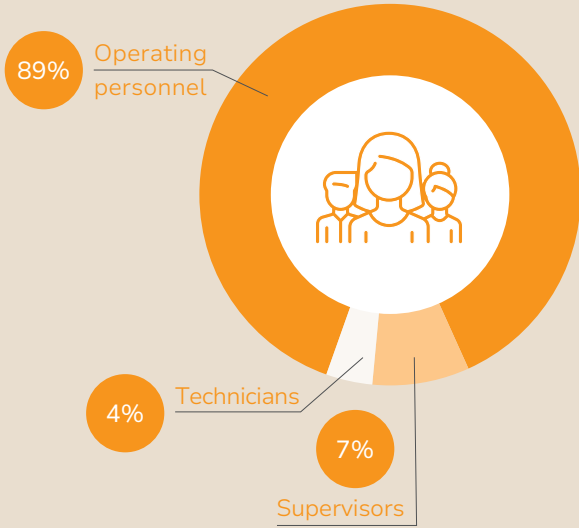
REGION



TYPE OF CONTRACT



PROFESSIONAL CATEGORY



Occupational health and safety

In addition to the Cooperative's medical service, Consum workers also have access to a medical services online app with numerous medical specialisations, completely free of charge.

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 15 technicians specialising in safety, hygiene and 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 Prevention Service manager 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. The Committee meets 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.

Additionally, prevention has 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. The Prevention Service sends information to the workers through the Cooperative's newsletter (BIS), centre meetings, Gente Consum App and noscuidamos website, among others.

Health and safety training is an essential tool for the prevention of occupational risks in the Cooperative. 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, new workers undergo a medical examination and then a check-up 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 with a duration of more than one year, or a work-related disease regardless of the duration; as well as for particularly sensitive employees, and at the express request of the personnel manager. Confidentiality of 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.

Medical care

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.

Over the course of the year, a total of 655 workplace accidents have been recorded, 15 of them serious. To prevent these accidents, corrective measures are proposed and specific communications and training are undertaken with the staff. This year, 14 work-related illnesses were also declared.

Workers have access to a healthcare service online app, completely free of charge, which has the following specialisms: general medicine, paediatrics, traumatology, gynaecology, nutrition and dietetics and personal trainer. This has been the case for store workers since May 2022 and for workers of the platforms since March 2023.

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.

Furthermore, a health and safety website has been created in 2023 which contains news and information of interest regarding prevention. Additionally, the website features videos of exercises that aid joint health, recorded by a health professional.

Emotional support

Since 2020, the staff have had access to a free emotional and psychological support telephone line, which is completely anonymous and confidential. The professionals that look after the phone line offer guidance, recommendations and psychological help, both for work and personal issues. In the 2023 financial year, a total of 693 calls were answered by the emotional support service.



Training and promotion

Communication, time management or leaderships skills are some of the courses available.

Training is an essential aspect in developing workers' talent and promoting them, enabling them to acquire the new competences and skills required for the organisation in the future. In 2023, Consum has invested 1.97% of its wage bill in training, which equates to a total of 11.8 million euros, the equivalent of € 558 per worker. There has been a significant increase in investment through the new online training courses. In 2023, workers carried out an average of 47.5 hours of training.

Throughout the year, a pilot trial has taken place to develop a new Performance Evaluation model, in order to position it as a corporate tool for evaluation and continuous improvement. The premises included placing workers at the heart of the model, increasing quality and the value of conversation and the feedback between the person doing the evaluation and the person being evaluated and, above all, facilitating professional and personal development by defining and monitoring action plans.

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, 9.3% of the staff have undertaken training activities on this subject in 2023.

MAIN TRAINING PROGRAMMES AND HOURS OF TRAINING

	HOURS OF TRAINING
Customer services	71,099
Fresh food school	306,709
Skills	85,970
Welcome and induction	181,024
Monitoring	85,911
Prevention	43,068
Food safety	7,387

In 2023, Consum has invested 11.8 million euros in training, € 588 per worker.



Continuing with the objective of being leaders in fresh food, in 2023, the Cooperative has opened a new Fresh Food School in L'Olleria (Valencia). The facility is more than 900m2, and will allow the professional training of staff from the bakery, fruit and vegetable, butcher's, delicatessen and fishmonger's sections. Consum has invested more than 1.1 million euros in the project, and will use it to provide training in the areas of the north of Alicante, south of Valencia and inland Spain. The new facility will have classrooms for training, both theory and practice, for the five fresh food sections, in addition to the latest equipment being made available to students, including state-of-the-art ovens, new style fruit ramps and the latest refrigeration equipment for the different cold chambers.

(201-4) With regard to the financial support the Cooperative receives from public administrations, it is worth noting that most of this goes towards training courses for workers. Specifically, a total of € 1,609,404.3 has been received in the 2023 financial year.

In order to meet the Cooperative's talent needs over the coming years, 4 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. The potential candidates are not chosen for a specific post, but for an organisational level, thus committing to transversality within the organisation.



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. In addition to being proactive, this model enables more equity and objectivity when it comes to internal promotion. 507 workers were promoted in 2023, of which 318 were women and 189 were men; in other words, approximately 2 out of every 3 people promoted at Consum in 2023 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 person included in this plan.

(404-3) Consum regularly carries out a professional performance evaluation of all of the Cooperative's staff. In 2023, 86.1% 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.

2 out of every 3 people promoted at Consum in 2023 were women.

Remuneration

In January 2024, the Cooperative's Board of Governors, upon the suggestion of the Social Committee, approved a salary increase of 3.6% for 100% of staff in order to improve their purchasing power. This increase, which started to be applied to payroll in February, involved an investment of more than 20 million euros and a minimum increase per worker-partner of more than 626.36 euros gross per year. This salary increase is added to the historical increase of 9% approved in the previous financial year for all workers.

The average remuneration for operating personnel that are partner-workers during the financial year was € 1,830.79 per month, including fixed remuneration, variable remuneration, cooperative returns and return on share capital. Given that the minimum interprofessional salary in Spain is € 1,260, the basic salary of a Consum partner-worker is 15.1% higher, calculated over 12 payments.

The Staffing Policies establish the commitment to define transparent and fair remuneration systems for all workers. At Consum, the basic salary for a specific post is similar for everyone, in line with their responsibility and contribution to the business, regardless of their gender or place of work, avoiding any pay or gender discrimination. Year after year, women are becoming increasingly more established in management roles. However, a gap between the average remuneration of men and women can still be observed. The Equality Plan provides for measures that have already been implemented and will have more impact in the long term, including, for example, the analysis carried out within the Capabilities Plan or regular pay studies from a gender perspective that are carried out by the Equality and Conciliation Committee.

The average remuneration of worker-partner operating personnel during the financial year was € 1,830.79 per month.



(202-1, 405-2)

Your well-being is our priority

Equal opportunities

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

Two years ago, Consum launched its 4th Equality Plan 2022-2025, with the aim of guaranteeing equal treatment and opportunities in selection processes, training in these areas for all workers, and in promotion processes. This plan also includes guaranteeing equal pay, reviewing and analysing the salaries from a gender perspective, favouring work-life balance measures, and guaranteeing the prevention of situations of sexual harassment, sex-based harassment or any type of discrimination, and for action to be taken in these situations.

Consum highlights its involvement in the 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, in order to raise awareness on equal opportunities and 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 the different Equality Plans the Cooperative has implemented, the incorporation of more women to posts with responsibility is being facilitated. 62.9% of management posts 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.



On the other hand, since 2014, Consum has had an agreement with the ONCE Foundation within the Inserta Programme, for the incorporation of 30 people with disabilities into the workforce throughout the course of the agreement. In 2023, 24 workers were incorporated through this programme.

Two years ago, a pilot trial was also launched for the incorporation of people with intellectual disabilities into jobs in the work centres. In 2023,

this initiative was consolidated by contracting 2 new members of staff and closing the financial year with a total of 18 people in the workforce of both stores and offices.



For more than 15 years, the Cooperative has held an agreement with the Spanish Red Cross (Cruz Roja), to support people with difficulties in accessing the labour market. Consum takes part by making a financial contribution, as well as through employment and by welcoming people on non-work related training courses organised by the Red Cross. 33 people have been incorporated through the programme in 2023 and 129 people have carried out work experience in supermarkets to improve their employment prospects.

2023 also saw the renewed commitment to the Adecco Foundation and its Employment emergency (Emergencia por el empleo) project, which aims to boost accessibility to the labour market for vulnerable people. This initiative, which emerged as a response to the economic, social and employment crisis fuelled by COVID-19, continues to support families that are facing long-term unemployment and the fight against chronic poverty. In the context of this programme and thanks to the Cooperative's support, 15 people were helped by the Adecco Foundation, 293 work-related actions have been carried out, 109 training actions, 241 intermediation actions and 10 employment contracts have been signed.

(406-1) Consum has reinforced its commitment to prevent all types of harassment and to look after workers by updating the protocol for the prevention of harassment in the workplace, sexual harassment, on the grounds of sex and any other discrimination. The Internal Relations Committee has now been renamed the Committee for the Prevention of Harassment and Discrimination to improve its identification and functionality. This Committee will be made up

of Personnel Management, the President of the Social Committee, representation from the Board of Governors, the legal division and the manager for prevention and occupational risks.

The updating of the protocol also forms part of the objectives laid out in the 4th Equality Plan, creating a unique protocol for all types of harassment and discrimination, which also identifies potential situations of sexual assault, with specific procedures or different ways of resolution depending on the case. From now on, the new "Action protocol against harassment in the workplace, sexual or on the grounds of sex and any other type of discrimination" contains all types of harassment and discrimination in one document, and is available via the Gente Consum App.

In addition to the individual concerned, any other person may file a report, even on behalf of someone else, if they are aware of any case of harassment in the Cooperative. In all situations, the process is completely confidential and secure, to guarantee absolute confidence in the handling of the case. The completed reporting form should be submitted to the Committee for the Prevention of Harassment through the email address prevenciondelacoso@consum.es. In 2023, 19 reports were made with one case being confirmed once investigation was complete, and the relevant measures were put in place for an appropriate solution.



Consum has bolstered its commitment to preventing all types of harassment and looking after all workers.

In 2023, Consum invested 45 million euros on work-life balance, which equates to 2,145.99 euros per worker.

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, in addition to balancing other areas of their personal lives. Hence, in 2023, Consum invested 45 million euros on work-life balance, which equates to 2,145.99 euros per worker. This year, the Cooperative has renewed its “+ 75 Measures for Con-

ciliation” catalogue, with a new image and amendment which introduces new measures and legal permissions, adapting its language to make it more current, and clearly highlighting the most relevant measures. Below are some of the most prominent conciliation measures included in the catalogue and the number of people that have benefited from them:

CONCILIATION MEASURES AND OTHER SOCIAL BENEFITS

	PEOPLE BENEFITING IN 2023	PERCENTAGE OF WORKFORCE
JOB QUALITY		
Medical service	3,709	17.48%
Loans for partners	104	0.53%
Life and accident insurance	16	0.08%
TEMPORARY AND SPATIAL FLEXIBILITY		
Continuous working day	20,381	96.06%
Transfers due to proximity of workplace to home	75	0.35%
5-day working week in supermarkets	17,774	100%
FAMILY SUPPORT		
Cumulative lactation leave	667	3.14%
Baby basket voucher for partners	524	2.78%
Payment for children with disabilities	371	1.75%
Christmas card competition	4,579	21.58%
Maternity protection protocol	501	3.26%
Leave due to risk during pregnancy with 100% pay	209	1.36%
Payment due to disability	184	0.87%
Payment for employees who are victims of domestic violence	32	0.15%



In 2023, the Cooperative completed the implementation of the 5-day working week in 100% of its network of supermarkets, making it the first company in the retail sector to apply this conciliation measure in all its stores. This model means that workers will work a maximum of 37.5 hours each week, and that permanent staff will have a long weekend (Saturday and Sunday) every 5 weeks. The measure will benefit more than 17,600 workers in the more than 480 stores, which will not affect the services and usual opening of times of those stores.

The initiative has also received the Efr award for the most innovative and distinguishing conciliation measure. The aim of these awards is to recognise and highlight the work of professionals, companies and institutions that have demonstrated their commitment, working with determination to make work-life balance an attainable reality. Recognition is particularly important, since the new organisational model, pioneering in the sector and which has involved a

lot of work due to the characteristics of the business, has been created thanks to the willingness of the Cooperative to favour and encourage the work-life balance of all store workers.

Furthermore, Consum is the only company in its sector to be certified with the Efr seal, recognising it as a Family-Friendly Company since 2007, with a Distinction rating. This certification, promoted by the Más-familia Foundation and endorsed by the Ministry for Equality, recognises the work of companies regarding work-life balance and equality.

In 2023, work was done on defining the organisational well-being model, a project launched during the previous financial year, which is 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 with regard to looking after workers.



06

The trust you are looking for

A more sustainable shopping experience, tailored to your needs, that helps you to save and where you always have choice. A model that makes progress towards responsible consumption.



Make savings by being a partner

One of the Cooperative's main objectives is to help to optimise the family budget of the partner-customer through offers, which are based on basic products and are applicable from the first unit. This commitment is extended through the Mundo Consum advantages programme, which aims to offer the best partner-customer experience. The programme enables customers to obtain discounts on their shopping and rewards their loyalty by returning a part of their shopping amount to them, both in vouchers that can be redeemed in store on purchases they make and through the personalised offer, with discounts on the products they buy most frequently. In this way, Mundo Consum is a particularly competitive option to cover all of the needs of the partner-customers.

The programme generates more than a million offers each month, adapted to partner-customers through "My savings vouchers" and 500,000 different combinations of "My favourites", a selection of 9 products on offer which can be chosen individually by the partner, thereby creating their own offers. The aim is for each partner customer to have a shopping experience which is as personalised as possible. In order to benefit from all of these discounts, partner-customers access the website mundoconsum.consum.es, the online store, the 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 vouchers and personalised discounts, and check the monthly offers and location of the nearest supermarkets.

The latest features of the Mundo Consum App include the incorporation of the "Next Voucher" section. Partners can check the amount of purchases and discounts that are accumulated over the month, and are able to monitor what they spend better, while also checking the savings they are generating. They can also find out the percentage discount that Consum applies to their purchases and the discounts that build up over the month.

Participation in sales of the partner-customers exceeded 77.5% in the 2023 financial year, reaffirming the programme's success. In addition, discounts of a value of 60 million euros have been given on purchases, through a total of 12.8 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 € 29.90 per year. The accumulated savings come from the discounts included in the Mundo Consum programme: 'My Favourites', 'Cheque-Crece' products, which Consum works on in collaboration with its suppliers, and 'My Savings Vouchers'. In addition to these discounts, Consum also provides partners with discounts for purchases accumulated.

EVOLUTION OF CUSTOMER-PARTNERS

	ADDITIONS	LOSSES
2021	257,817	1,913
2022	298,606	1,315
2023	330,573	3,438

In 2023 the Cooperative received 330,573 new partner-customers, reaching a total of 4,528,611, a figure which proves the excellent progress of the advantages programme. These figures place Consum as the Spanish Cooperative with the largest number of partner-customers.

In 2023, discounts were given on purchases, amounting to a value of 60 million euros.



The best hosts at your service



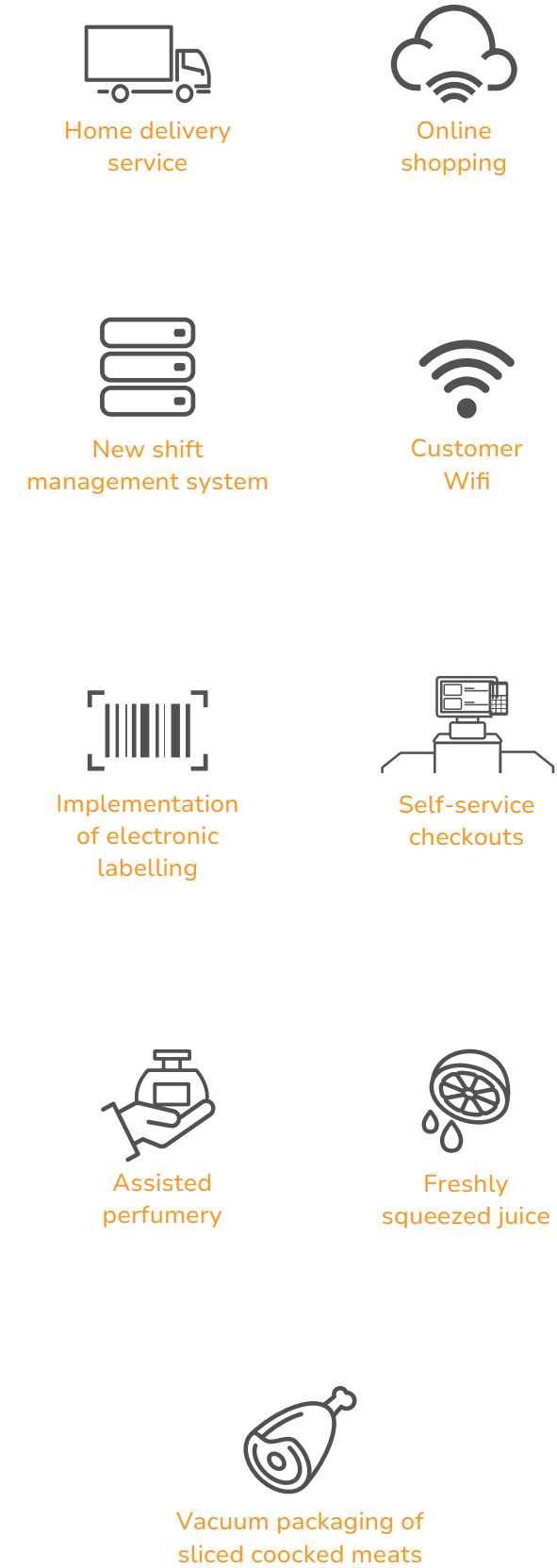
Consum's Model of Excellence is based on workers acting as "Hosts" to customers, always offering the best service and fresh products, and "Advisors" to people, in other words, to their colleagues from their teams.

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.

Model of Excellence

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



Customer service

Dealing with and offering customers the best service in the event of any query or question is another of the Cooperative'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 as-

ked questions, or a form to perform small tasks; or through social networks. Additionally, there is a complementary chatbot service available in the online store and Mundo Consum app, which streamlines the management of incidents that may arise during the purchase process.

307,896 customer service processes were handled in 2023:



Accessibility

In all of its stores in Castilla-La Mancha, Consum has an in-store assistance service available for the elderly or for people with a disability. It is an inclusive commerce programme, promoted by the autonomous government, the Spanish Committee of Representatives of Disabled Persons of Castilla La Mancha (CERMI CLM)

and supermarket and hypermarket associations, which prioritises accessibility and equality. 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.

Responsible communication

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

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

With the aim of establishing a fluid and direct dialogue between the brand and the customer, Consum makes its social media channels (Facebook, X, 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 interests and needs in real time.

An increasing number of people receive the Entrenosotros magazine through the online newsletter. However, the printed format continues to be published bimonthly, which is offered exclusively to Consum's partner-customers, and is posted to their homes. In 2023, it has reached a circulation of 1.8 million copies, reaching 300,000 homes.

Additionally, the Cooperative also has the Cuidarnos magazine, specialising in content relating to beauty, body care and inner health,

which is published quarterly, 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.



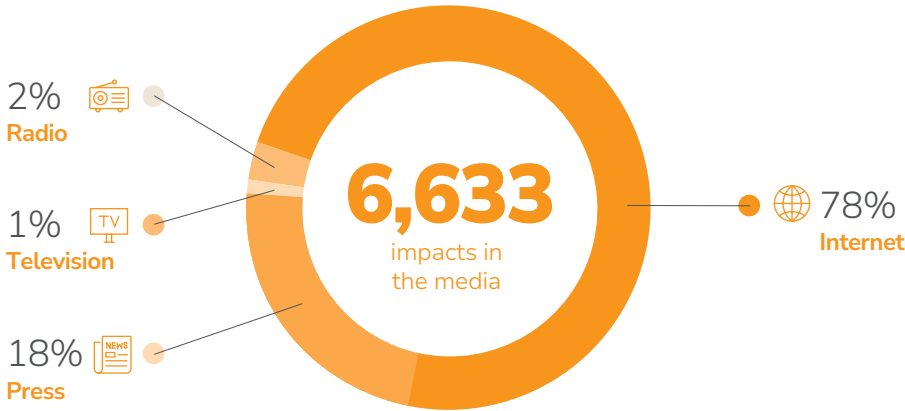
	2023	S.A.A.
Consum website visits	12,154,093	↓ 0.05%
Facebook fans	150,100	↑ 12.99%
X Followers	21,163	↑ 1.41%
Instagram followers	49,607	↑ 13.20%
LinkedIn followers	55,487	↑ 14.47%
Views on YouTube	3,423,184	↑ 947.88%
Enquiries on social networks	33,674	↑ 1.55%
Average monthly reach of posts	926,473	↑ 28.48%

Media

Transparency is a key element for organisations, which is why the Cooperative maintains constant contact with public opinion via the media. In 2023, Consum reported on its activity through 47 official press releases, reaching a total of 6,633 impacts in the media, 32% more than in 2022. The online channels continue to be the main player in terms of the impact of the Cooperative's news, as they represent 78% of the total. Despite the boom in digital media, the dissemination of news on printed press follows the path of 2022, with 18% of all impacts.

The most important event in terms of the media takes place with the presentation of the annual financial 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 the 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. Additionally, 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, as well as the Plaza Podcast, Intereconomía and Valencia Capital 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" magazine on Onda Cero radio Almería, El Ejido, Roquetas de Mar and Vélez Rubio. In 2023, weekly and fortnightly educational broadcasts were made on local, regional and autonomous television in the Cooperative's area of influence, including in Iberian Press (Levante TV, Medi TV and Información TV), La 8 Mediterráneo, La Xarxa de Cataluña, 7TV Región de Murcia, Canal Sur and CMM-Castilla La Mancha, among others.



Women in distribution



Circular economy



#DecirHaciendo (Say-doing) Meetings

Consum's #DecirHaciendo (Say-doing) Meetings aim to generate relaxed dialogue, a conversation with experts and the media on issues that affect our society, such as health, diet, quality of life, consumption, the environment or innovation, among many others. The meetings are held in an informal format that brings together experts in the subjects covered and are disseminated through the media.

Three #DecirHaciendo (Say-doing) meetings were held in 2023, all in a face-to-face format and broadcast virtually, taking the number of meetings held by the Cooperative since 2018 to more than a dozen. The first was held in March on "Women in distribution: beyond the glass ceiling", dedicated to equality, where it was highlighted that 65% of promotions made by Consum in 2022 were women. The second meeting took place in July on "Closing the circle:

reducing, recycling and reusing unites us" in relation to the circular economy. Its conclusion emphasised the fact that 74% of Spanish consumers believe environmental matters to be important in their purchase decisions. Finally, the third meeting was held in January 2024 on "Balancing work and home life is being able to enjoy everything: together we take measures to move forward". Work-life balance was highlighted as the second essential requirement among young Spaniards when it comes to choosing a job, only exceeded by salary, while after 8 years, this is hardly taken into account.

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.



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 stores. 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 media. 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.

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.



07

The quality you are looking for

We strive to offer you the best products, with all the guarantees of freshness, quality and food safety. A healthy and sustainable offer that marks the way forward.



Food safety

One of the Cooperative’s fundamental pillars is the guarantee of food freshness, quality and safety in the products and service. For that reason, there is a Food Quality and Safety Policy which defines the purpose, scope, principles and key processes to guarantee compliance with the established standards.

This financial year, Consum has obtained the AENOR Food Safety System certification for the third year running, which guarantees the traceability and safety of all of the products it sells, from the arrival of the product at the logistics platforms to its arrival at retail outlets. A new food safety system has also been established for franchises, which will be implemented throughout the Charter network.

In addition, the ISO 9001:2015 certification for quality of service issued by AENOR has been renewed for another year, which certifies the Quality Management System for Fresh, Refrigerated and Frozen food platforms. The 26th monitoring audit for the certification was passed successfully, which enables the standardisation of processes in the Fresh, Refrigerated and Frozen Food Platforms of the three logistics units. Furthermore, the Cooperative also has certified Service Charters in the Food and Non-Food platforms.

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

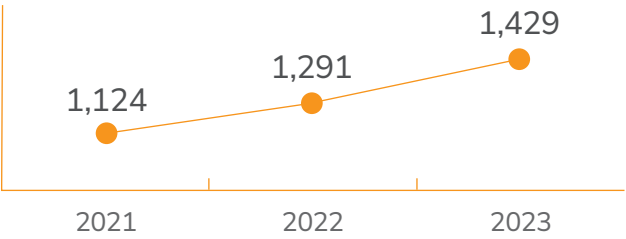
The phases of control with regard to products and suppliers are:

- 1.Preventive Control: Carrying out analyses, controls and audits as a result of an analysis of hazards that may arise in 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 that occurs.

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	849	94.9%	1,853	99.0%
Quality Control	1,042	98.6%	4,345	92.8%
Comparative Control	447	78.7%	262	92.0%
Reactive Control	2,620	100%	2,561	100%
Total	4,958		9,021	

CONTROLS AT POINT OF SALE



Quality technician certifying the condition of the product at the point of sale.



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:



The Cooperative has strict food safety criteria for the evaluation of the suppliers that make the own brand products, requiring them to have 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 2023 have successfully achieved this. Additionally, during the year 31 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.

The Cooperative has strict food safety criteria to evaluate suppliers that make own brand products.



Healthy and sustainable shopping

Consum's range of products offers its partners and customers a wide and extensive variety, highlighting the manufacturer's brands. In 2023 more than 4,253 products were introduced and/or modified to adapt to consumer tastes and preferences and the overall range exceeded 15,573 products.

The Cooperative works continuously to guarantee the freshness of the products it offers, given that this is its most important commitment to partner-customers, offering products at their optimum time of ripeness and prioritising seasonal products. Hence, Consum 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 2023 the offer included 2,258 Consum branded products, 14.5% of the overall selection, distributed under the Consum, Consum Kids Consum ECO, Kyrey, Kyrey Pharma, Kyrey for Men and Vitality brands, which are constantly being improved thanks to the participation of the partner-customers and workers in validating their quality and design.

In 2023, more than 4,253 products were released and/or modified to adapt to consumer tastes and preferences.



Sustainability certificates

Within the Consum brand, and with the aim of providing an added value to consumers and the environment, it is possible to find an increasing number of products that hold certificates relating to sustainability. In 2023, these were:

- Pulps (FSC, PEFC, etc.): 304
- Rainforest: 49
- Ecolabel: 8
- Animal Welfare (Welfare and Interporc): 136

In 2023, the range of organic products has continued to expand in all sections, both in fresh produce and in food and non-food, reaching a total of 185 products, including 47 from the Consum ECO own brand.

In terms of animal welfare, 100% of fresh meat sold at counters and in trays is now certified. In this way, Consum guarantees its customers good practices in terms of animal welfare, which are respectful and sustainable, and which guarantee 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. These certifications, issued by independent entities, certify that the measures promoted to favour animal welfare go beyond those legally required.

In relation to eggs from non-caged hens, Consum offers free range and organic eggs (code 0 and 1) in all of its supermarkets, which equates to 54.8% of the items from the section. The Cooperative continues to work with its suppliers to fulfil the commitment of only selling eggs from free range hens from 2025. In relation to eggs as an ingredient in own brand products, currently 11.84% come from non-caged hens.

Healthy reformulation

Health and sustainability are reinforced as vital aspects demanded by consumers, who are increasingly aware of the importance of the nutritional value or the impact of products. For this reason, the Cooperative has continued to innovate with regard to its own-brand products with the aim of making them healthier, 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). In 2023, 35 items from the Consum brand have been reformulated, incorporating new ingredients with better nutritional values.

Furthermore, on all of Consum's products, labels provide information about nutritional values, as well as the product's possible allergens, in order to prevent food intolerances. Additionally, the Cooperative's offer

includes products that are free from certain allergens like gluten, lactose or egg, for consumption by people with specific nutritional requirements. Specifically, in 2023, there are 439 gluten-free, 86 lactose-free and 16 egg-free products.

In addition, Consum adds additional information to the packaging of 374 own-brand products, required by law, in relation to the origin of the product, easily recognisable "free from " seals to identify allergens in 719 products, information about sustainability certificates on 525 products , and information about how to recycle them on 2,373 items. 100% of the own brand products receive quality controls of their labelling.



08

The balance you are looking for

We strive to look after our surroundings, using resources efficiently, reducing and offsetting our emissions, to leave a legacy for future generations.



Real environmental awareness

Consum's Environmental Policy is the framework for action to comply with the principle of the preservation of ecosystems and natural resources. It is done through two main lines of action: continuous improvement in environmental management and raising awareness among stakeholders.

The Policy is guided by the following 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 whole value chain to reduce the impact of the products.
- To promote partnerships with specialist environmental preservation entities.
- To use measuring and information tools endorsed by third parties, such as the carbon footprint.
- To encourage raising awareness among stakeholders and foster an environmental culture in the organisation.

Environmental management is structured around two principle objectives: climate neutrality and the circularity of resources.



Lower energy consumption, fewer emissions

In order to achieve these objectives, Consum is the first Spanish chain of supermarkets to have its decarbonisation objectives validated by the Science Based Targets initiative (SBTi). This independent global body, founded from a collaboration between the World Wildlife Fund (WWF), the Carbon Disclosure Project (CDP), the United Nations Global Compact and the World Resources Institute (WRI), evaluates companies' emission reduction objectives, based exclusively on scientific criteria and promoting the limitation of global warming to 1.5°C.

With this validation, the Cooperative aligns its carbon footprint reduction strategy with the Paris Agreement, and commits to reducing its direct emissions by 42%, actively maintaining its commitment to 100% renewable electricity

and reducing the intensity of its indirect emissions by 51.6%. These commitments must be reached in the short term, by 2030, and taking 2020 as the base year for reduction.

Refrigerant gases

Consum is working on reducing its direct emissions by replacing the refrigerant gases used in its equipment, required for products to remain fresh and frozen, for other less polluting options. Since 2014, all new openings and all fully renovated supermarkets have been installed with transcritical refrigeration, which uses CO₂ [R744] as a refrigerant for

both refrigeration and freezing. This is a natural, clean and environmentally-friendly refrigerant, generating minimal greenhouse gas emissions. Consum has 167 supermarkets with CO₂ refrigeration systems with these characteristics, already available in a third of the network.



Energy

On the other hand, the Cooperative has had a Savings and Energy Efficiency Plan in place since 2005, focussed on reducing energy consumption through the use of more efficient equipment, the implementation of control systems and employee training. Consum has signed a 10-year supply contract for solar energy which meets approximately 50% of the electricity demand. The remaining half is mostly supplied in renewable energy, certified with Guarantees of Origin (GdO). Overall in the Cooperative, 97.7% of energy already comes from renewable resources. The Cooperative is installing an ever-increasing number of photovoltaic solar panels, already present in 27 supermarkets and in the platforms in Torres de Cotillas and the Free Zone, which enables them to generate energy through self-consumption.

Not only is the use of renewable energy important, but being as efficient as possible in consuming it is also vital. The stores are the centre of the Cooperative's activity, which is why they are orientated towards reducing their consumption with more energy efficient lighting, air conditioning and refrigeration equipment. The main saving and efficiency measures include:

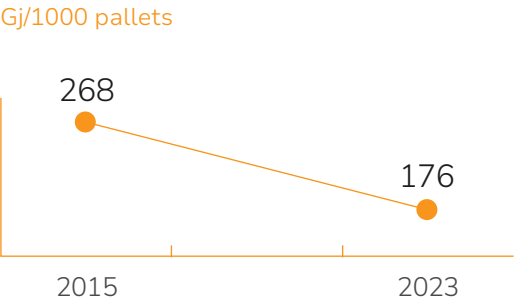
- **Automaton and telemetry:** automation of all of the electronic devices in supermarkets (lifts, ovens, anti-theft antennas, etc.) to adapt them to their real needs, controlled remotely at all times, in order to achieve reductions in energy of up to 15%.
- **Lighting with LED technology:** the LEDs implemented in all of the Cooperative's stores generate an energy saving of 60% compared to conventional equipment.
- **Efficient refrigeration units:** refrigeration units with glass doors enable energy savings of 50% to be achieved compared to an open-door unit, and a saving of 15% of the overall supermarket energy. In 2023, there were 19 installations of high energy efficiency CO₂ plants.
- **Electric vehicle chargers:** the network of public charging points for electric vehicles is being developed for Consum customers. In 2023, the fast and super-fast charging infrastructure has been expanded in 39 additional new stores. This means there are 415 electric charging points available in 170 centres.

- **Air Conditioning Renewal Plan:** Improvements have continued to be made to air conditioning systems in stores, achieving savings in energy consumption and increasing comfort levels in stores.

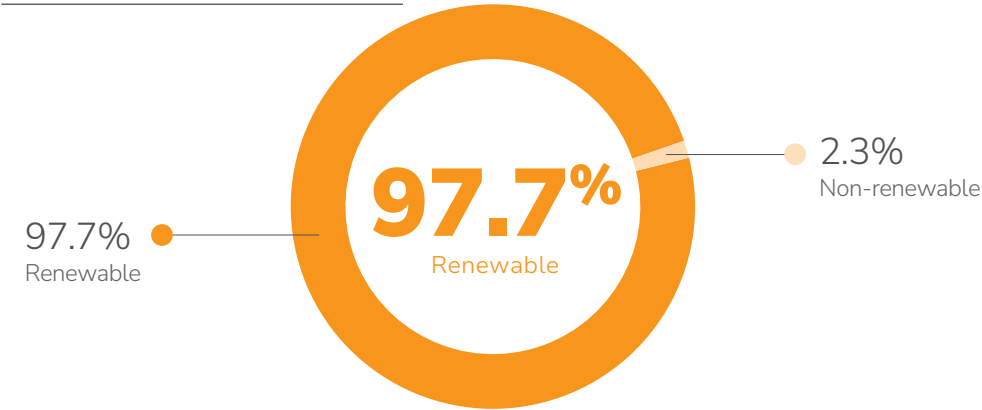
More efficient and sustainable technologies are also being gradually implemented in the logistics platforms. With regard to lighting, they have low consumption LED lights, skylights in the roof to take advantage of natural light, and movement sensors and controllers for automatic switch off. Platforms also have facilities that generate photovoltaic solar energy. In relation to their refrigeration systems, platforms use pumped ammonia, frequency inverters for the compressors and floating condensation mechanisms, which achieve significant reductions in their carbon footprint and energy consumption.

As a result of these measures, both in supermarkets and platforms, the Cooperative is becoming increasingly efficient. In other words, less energy is required in order for it to carry out its activity. In 2023, the energy consumed to distribute 1000 pallets of product was 176 Gj. Consum is 34.3% more energy efficient than it was in 2015.

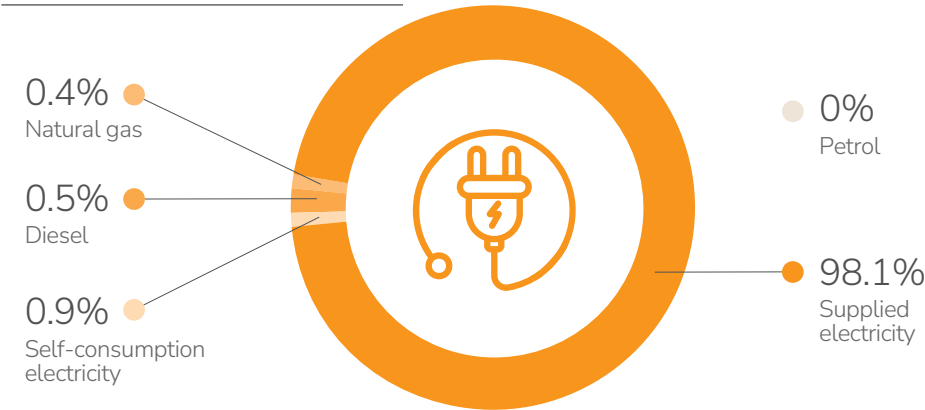
ENERGY INTENSITY



RENEWABLE ENERGY



ENERGY SOURCES



Logistics fleet

With regard to indirect emissions, Consum maintains its firm commitment to logistics efficiency in the renewal of the fleet and optimisation of transport routes, both in transporting products from the platforms to stores, and from there to customers' homes via the online store. In fact, in 2022, Consum obtained the 3rd Lean & Green star, an international sustainable logistics certification led by AECOC in Spain.

At the beginning of 2023, Consum incorporated a new 100% electric lorry to deliver food to its stores in Benidorm. The vehicle is an addition to the Cooperative's electric fleet, which was previously made up of two 100% electric lorries that were incorporated last year to serve stores in the region of Murcia, southern Alicante, Andalusia and western Castilla-La Mancha. In this way, Consum has become one of the first companies in the Spanish Food Distribution sector to use this type of vehicle. With this new vehicle, it is estimated that this will stop 12,700 kilos of CO₂ from being emitted each year. Additionally, due to the

satisfactory results obtained with the use of the electric lorry in Benidorm, trials began with 4 new 100% electric vehicles at the end of 2023 to serve this area, one of them being a trailer.

Ultimately, the fleet of vehicles subcontracted for capillary transport in 2023 consists of 573 lorries, of which, 502 operate using state-of-the-art Euro6 engines, 20 with natural gas engines and 7 electric. The incorporation of an increasing number of low emission vehicles, added to the optimisation of distribution routes thanks to the TMS Routing Maps tool, enables the kilometres travelled and carbon footprint to be reduced.

Consum is also committed to the electrification of home delivery vehicles. In 2023, the subcontracted transport companies have used 17 vehicles that are 100% electric to distribute orders from the online store in cities. Not only do these vehicles not pollute, but they also have the advantage of being able to access town centres with restrictions on emissions.

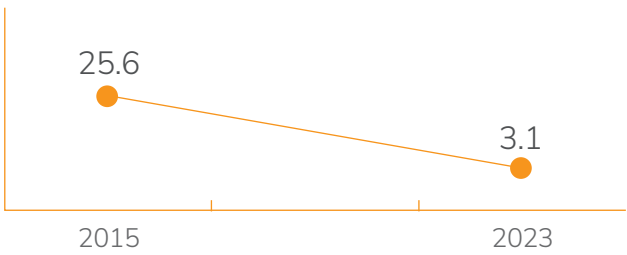


Carbon Footprint

The Cooperative has been measuring its Carbon Footprint since 2015, when it launched its decarbonisation plan, with the aim of identifying the sources where most emissions are generated and establishing effective reduction measures to mitigate its impact on climate change. The direct carbon footprint has reduced by 77,915.9 t CO₂ eq since 2015, a reduction of 81.1%. The emissions intensity of the activity has also seen a drastic reduction since then.

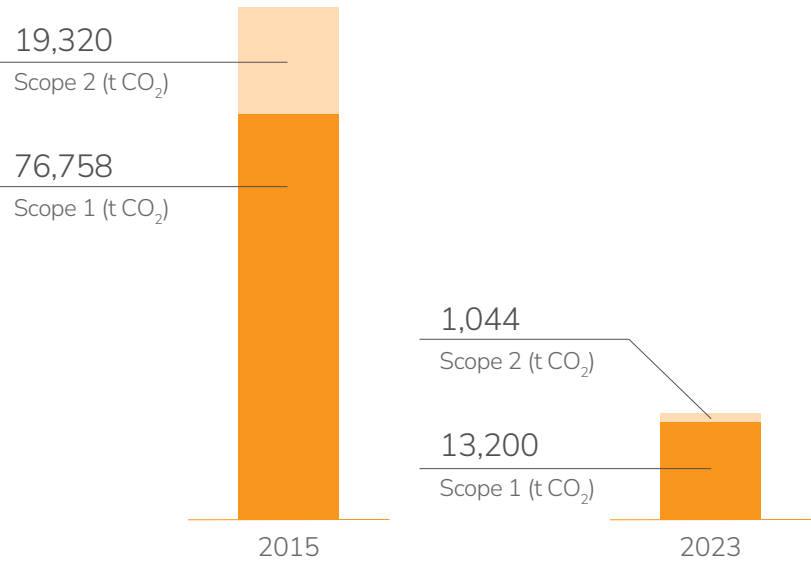
EMISSIONS INTENSITY

t CO₂/1000 pallets



CARBON FOOTPRINT

t CO₂



The Cooperative has launched its network of neutral stores. An initiative implemented with 80 supermarkets which is pioneering in the food distribution sector.

Neutral stores

In 2023, Consum has launched its project of a network of neutral stores, a pioneering initiative in the food distribution sector which aims to reduce and offset the emissions of its establishments, within its decarbonisation strategy for 2030. This initiative is the first step in achieving the goal of 0 direct emissions.

All neutral establishments have natural refrigerants and electricity from renewable sources, which has achieved drastic reductions in emissions since 2015. Residual emissions have been offset with carbon credits of a forest of pines and holm-oaks situated in Madrigueras (Albacete), recorded in the Ministry for Ecological Transition and the Demographic Challenge Carbon Footprint Register. AENOR has verified the offsetting of emissions corresponding to Consum's 80 neutral supermarkets.

The Cooperative aims to expand the project to more stores, in new openings, renovations and expansions that are done in the coming years. This year, it has also obtained the "Compenso" seal for the first time from MITERD, thereby achieving the full seal. In 2015, the "Calculo" seal was obtained, with Consum being the first supermarket chain to be entered in the voluntary emissions register. After 3 consecutive years of reducing emissions, it also achieved the "Reduzco" seal in 2018. This latter recognition was achieved thanks to the offsetting project of the neutral stores, which strengthens the Cooperative's position at the forefront of climate matters.

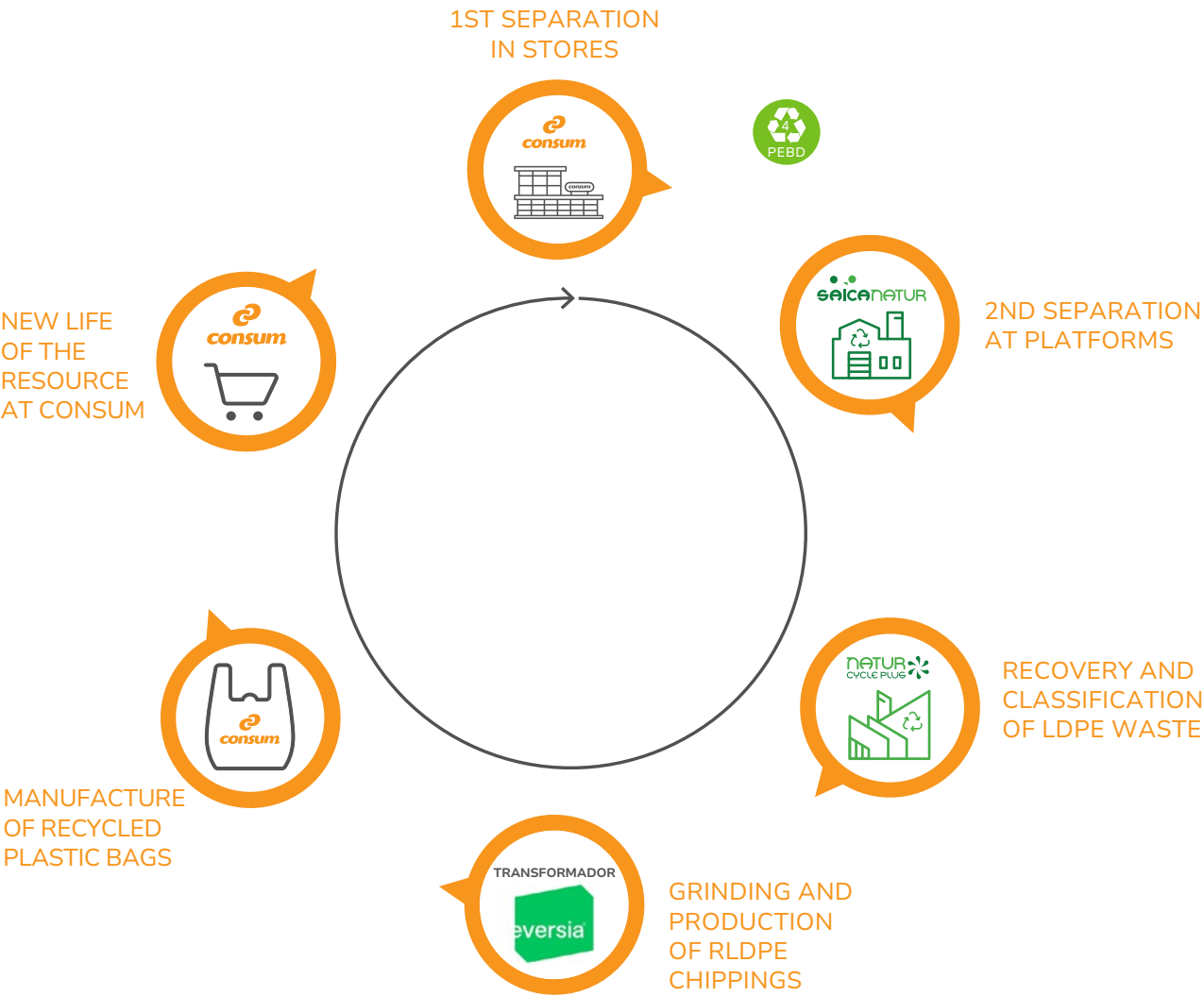


Circular economy of resources

The second main objective of the Cooperative's Environmental Policy, after decarbonisation, is the circular economy. It works on this throughout the life cycle. On the one hand, preventatively, through eco-efficiency measures, such as reducing the consumption of materials or their replacement with others that are more sustainable; and on the other, at the end of their use life, ensuring the separate collection and subsequent recovery of all waste generated.

Reduction of Materials and Packaging Plan

Within the Cooperative's Reduction of Materials and Packaging Plan, new actions continue to be promoted, focussed on using resources in the most efficient way possible. Notable measures include the production of plastic shopping bags that contain more than 70% recycled plastic, made from plastic recovered from logistics packaging, following an example of the circular economy. These materials are recycled to become new bags, thereby closing the circle:



A new circular economy system has also been implemented for the collection, treatment and reuse of plastic bags from the online store, which are collected from customers' homes when they receive a new order. This is carried out without any limitation on units and without distinguishing the origin. In other words, plastic bags of any origin are collected, provided they meet minimum hygiene conditions. These bags are then used again for the manufacture of new bags. With this new service for customers, the Cooperative expects to recover more than 2,600 kilos of plastic each year.

This not only prevents the use of materials in the packaging of products, but also in the store fittings. Another notable initiative is the project that transforms Expanded Polystyrene (EPS), popularly known as porexpan, coming from Consum's recovered waste, to turn it into fittings for the baked goods section. This has been implemented already in 124 stores and 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.

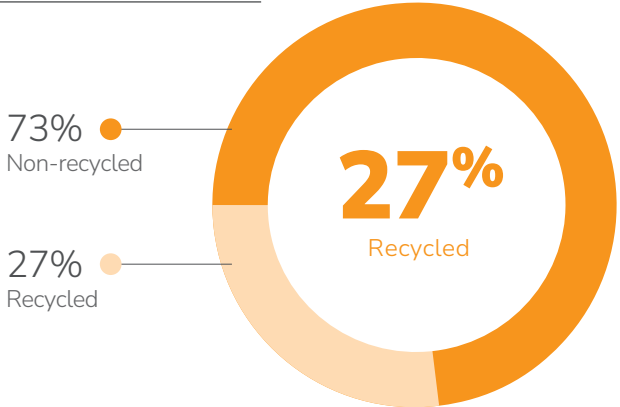
Consum's own brand design department is working with the own brand suppliers to ensure all packaging is recyclable by 2025, reducing the quantity of materials and replacing virgin materials with recycled ones. Throughout this year, 131 eco-design actions have been carried out on products, including actions to improve the recyclability of certain packaging, the reduction of plastic present in primary and/or grouping packaging, such as in the café for example, or the incorporation of recycled materials.

With regard to the Cooperative's own consumption of packaging materials, noted in its annual statement to Ecoembes in 2023, a total of 4,543.75 tonnes have been recorded. The main materials consumed for packaging are paper, cardboard and plastic, with 27.1% recycled materials.

TYPE OF MATERIAL



RECYCLED



Zero Waste

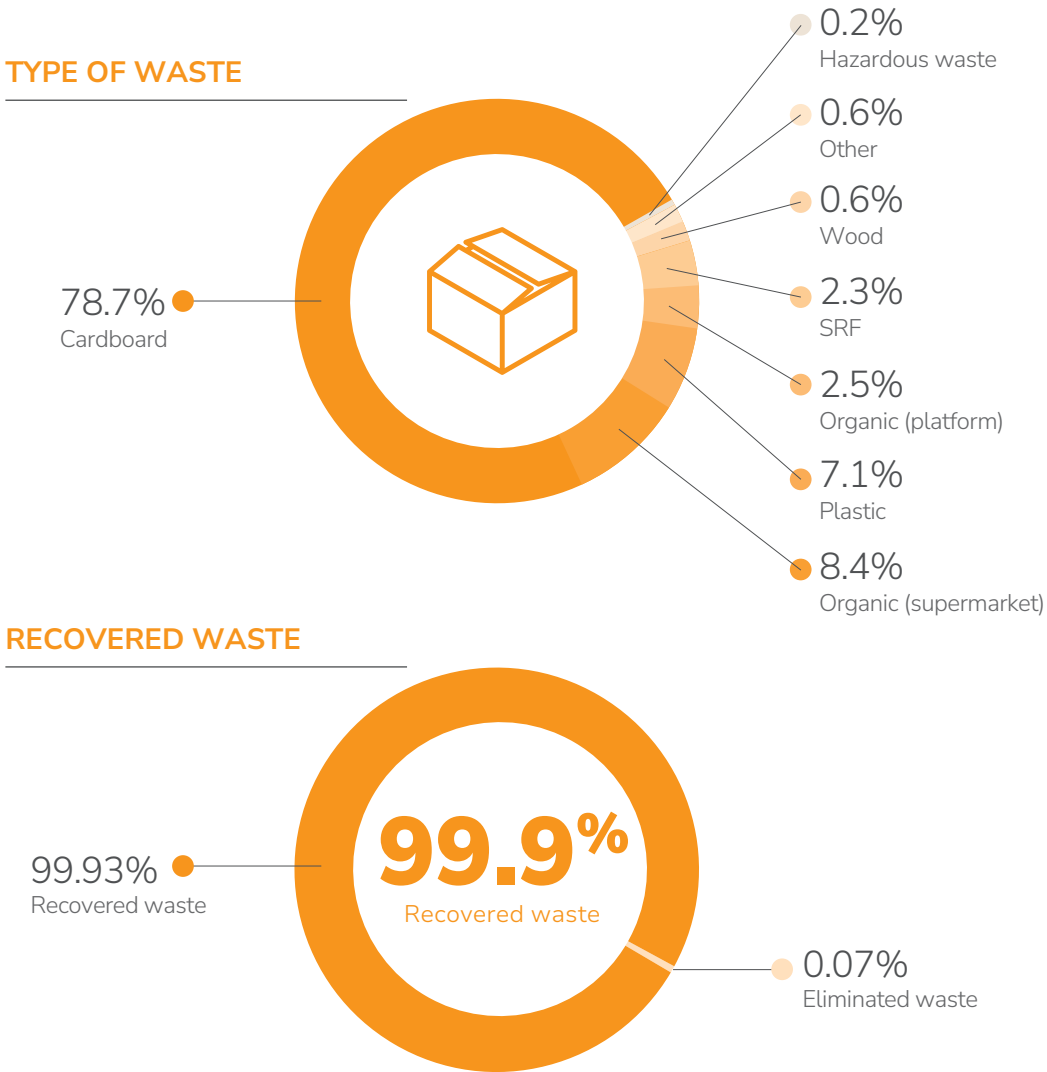
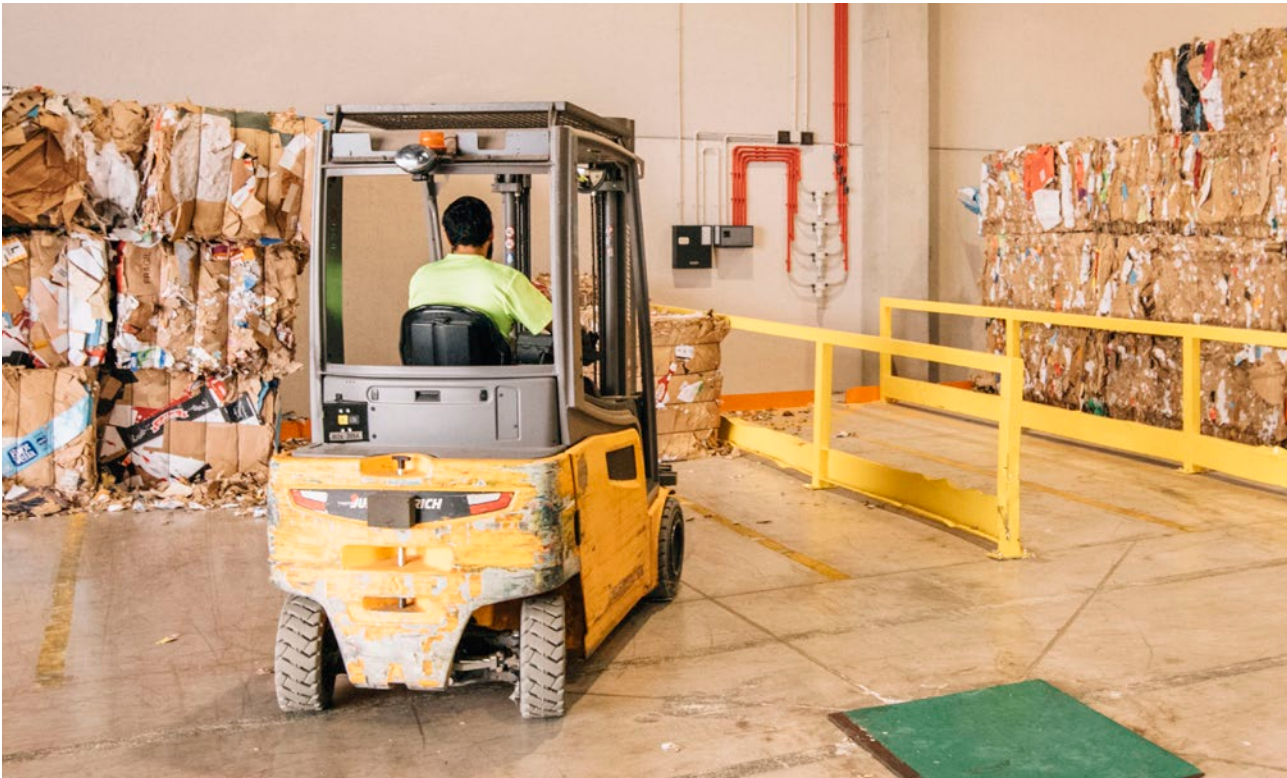
Consum has a waste management model based on the principles of the circular economy, focussed on the selective collection and subsequent recovery of all of the waste generated by the organisation. As a result of Consum's logistics and commercial activity, different types of waste are generated, both in stores and in the platforms and offices, with this mainly being cardboard, plastic or pallets from the packaging required for transportation. Thanks to its reverse logistics system, the waste generated is transported to waste return centres, where there is a separation and processing system for plastic and cardboard, in addition to the washing, classification and storage of pallets, which are eventually handed over to authorised waste management companies.

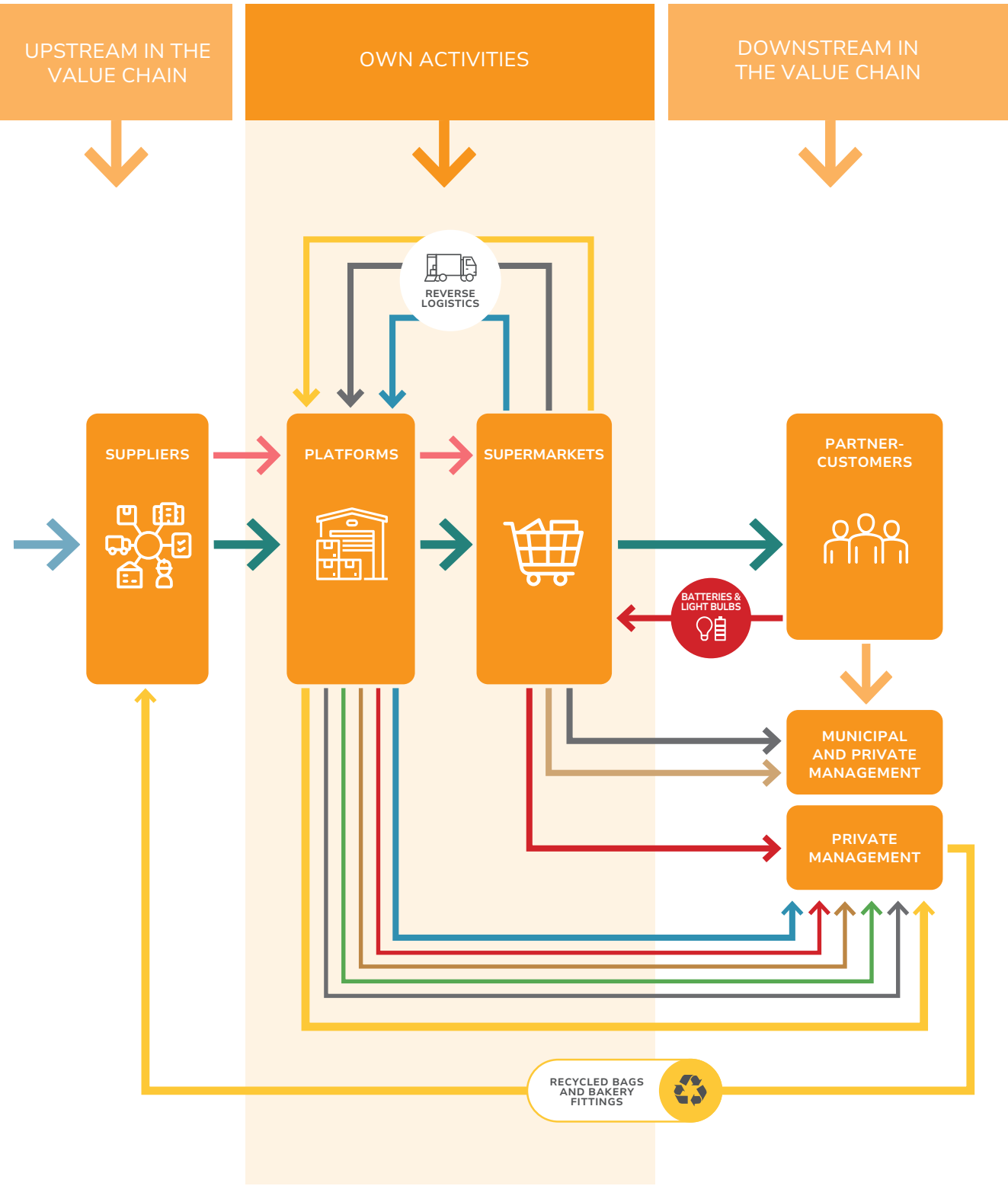
A new 10,000m² reverse logistics plant has been built in 2023 in the Torres de Cotillas platform, to serve stores in the south east of Spain. With an investment of 3 million euros, this new unit has a second “vacuum” or pallet classification machine, which doubles the capacity to handle materials inside it. In December, a new 954 m² warehouse was also incorporated in the Silla platform, which will increase capacity during times of

increased activity, such as during the summer and Christmas campaigns, where the arrival of materials to the platform sees a marked increase.

Additionally, the Cooperative verifies the recovery of its waste on a yearly basis for all logistics platforms, as well as in its head office, which certifies the traceability of all waste generated and its treatment. More than 99% of the waste collected by Consum is recycled or recovered, with the support of private waste management companies. With regard to the organic fraction of waste, retail outlets have implemented a clean point for the separation of organic waste, lightweight packaging and other materials, thereby aiding its recovery.

In collaboration with Ecopilas and Ambilamp, containers have been made available to customers in stores to promote the recycling of batteries and light bulbs. In 2023, it has been possible to recover 87.7 tonnes of batteries and 11.8 tonnes of bulbs and luminaires, which were sent to specialist treatment plants to be handled appropriately.





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



09

The commitment you are looking for

We encourage responsible consumption and share our values, acting responsibly and in solidarity, to build the society we all want.



Responsible consumption

As part of its mission, Consum, as a cooperative of consumers and users, includes education, training and promotion of the rights of its partner-consumers and citizens in general in its corporate purpose. Within the Healthy and Sustainable Life Programme, different training and informative actions are carried out, focussed on promoting a healthy diet and more responsible consumption, particularly among young people.

The main lines of action within the programme that are aimed at young people 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 the Cooperative makes available to teachers to help them to promote education regarding responsible consumption and sustainability in the classroom. The website contains a plethora of educational content on different topics designed to be taught by teachers to students aged between 4 and 14 years, and that are carried out in workshops, group activities and games to learn while children have fun.

In the 2023 academic year, 19 new resources were published, dealing with current topics, including Human Rights, mental health, cyber security, gender equality and environmental awareness. Additionally, there is a monthly newsletter available, which provides information to subscribed teachers on new resources and the latest updates within the website.

PAIDO programme

Consum collaborates with the Comprehensive Child Obesity Care Program (PAIDO) of 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 takes a multidisciplinary approach, which involves specialists in paediatrics, nursing, nutrition and physical

exercise, in addition to families and the patients themselves. Consum provides the products needed to run cooking workshops taught by a nutritionist, so young people acquire the skills needed to eat a healthier and more varied diet. These workshops are a fun way of teaching children to prepare an easy and balanced meal. In 2023, 7 workshops were held and 49 people took part.

World Day of the Consumer Competition

The World Day of the Consumer Competition is the longest running educational activity in Consum's history, with more than 93,000 participants throughout its different editions. The type of competition has evolved gradually with new ways of learning, moving from posters to stories, and now to a video format. 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.

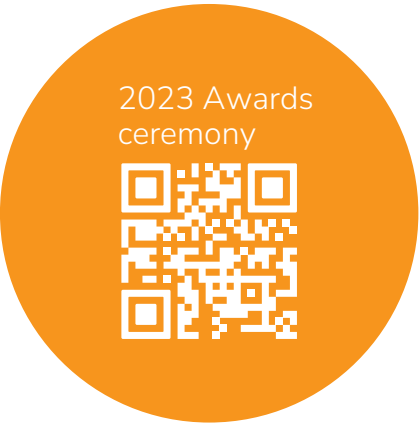
Through its motto "Small actions", each year, the competition asks young people to reflect on a different sustainability-related challenge. With their teachers' support, students must think of an action that solves the challenge they are presented with. These actions should then be portrayed in an inspiring video, which also encourages other young people to copy and implement them. The aim of the competition is for school children to learn about sustainability and communication, and to develop

skills like teamwork, critical thinking and creativity.

In the fourth edition of the video competition "Small actions for a responsible consumption", the objective was for students to suggest actions to promote a more sustainable consumption model and to disseminate it within their schools, in line with Sustainable Development Goal number 12. In the end, 2,860 pupils took part in this edition from 146 education centres, and a total of 179 pieces of work were submitted to the competition overall.

The awards ceremony was held online, presented by speaker Fernando Botella, and more than 1400 pupils took part. Five prizes, each worth 1000 euros, were awarded to the winning pieces of work, which then went on to form part of the Cooperative's audiovisual library. The winning videos and the award ceremony are available at the link below.

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



In 2023, 2,860 pupils from 146 education centres took part in the DMC Video Competition, submitting a total of 179 pieces of work to the competition.



Involvement and solidarity

As a company of the social economy, Consum is fully committed to the local communities it operates in. Through its Charitable Programme, it carries out various measures to promote their sustainable development, and particularly to end hunger and guarantee access for all to healthy, nutritious and enough food, in line with SDG 2 Zero Hunger.

The Charitable Programme includes 3 lines of collaboration: the Profit Programme for food donation, the Social Sales programme and social action collaborations carried out with various entities.



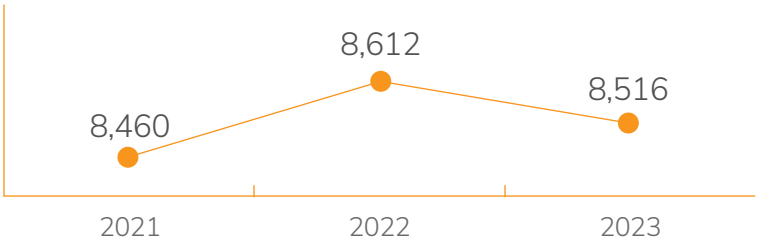
Profit Programme

Consum's Profit Programme for the responsible management of food was founded more than 10 years ago with the aim of preventing waste and helping to respond to a social need in the surroundings. It is based on the joint work between the Cooperative and collaborating social entities (NGOs, food banks and social canteens), which enables all products that are removed from sale due to commercial criteria, but are perfectly suitable for consumption, to be recovered and donated so that they are shared among people locally who need them most. The programme has been implemented in 100% of the commercial network, so products are donated at supermarkets, platforms and fresh food schools.

In 2023, 8,516.4 tonnes of products have been donated, with a value of 27.7 million euros. The donated products have their packaging and labelling intact, and come from all food and fresh food sections: butchers, delicatessen, fruit, vegetables, sweet foods, dairy and baked goods. This commitment by the Cooperative is possible thanks to the work of the more than 1400 volunteers from the social entities that work with Consum. It is estimated that the programme enables more than 85,000 people to receive support. In addition, the Profit Programme also generates a positive environmental impact since it has prevented the emission of 2,981 tonnes of CO₂ into the atmosphere.

PROFIT PROGRAMME

Products donated in Profit Programme (t)



In September, the Cooperative joined the awareness campaign for the 6th Week against Food Waste promoted by the Association of Manufacturers and Distributors (AECOC), sharing messages about the need to consume responsibly and providing its customers with tips about using up food.

Within the Food Waste Prevention Plan, the Cooperative includes other projects and initiatives that aim to encourage the using up of foods in its customers' homes: through promoting the sale of loose foods and foods sold at the counter to adapt to the needs of each customer, special discounts applied to clearance products, innovation and variety of

formats to improve food preservation, and also its adaptation to the current needs of families, and offering recipes and ideas to maximise the possibilities of all types of store cupboard.

Consum has received the award for "Foods of Spain for the initiative for the reduction of food waste" from the Ministry of Agriculture, Fisheries and Food. This accolade recognises the best programmes and initiatives for food recovery and prevention of food waste.

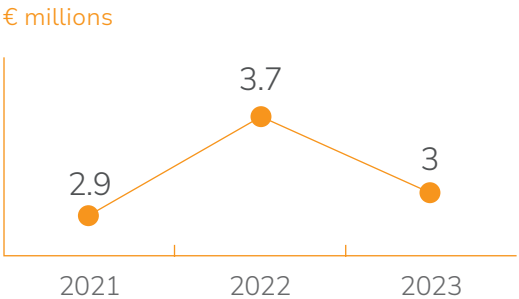
Social sales

Within the Charitable Programme, the Cooperative also has a line of social sales, designed as a solution for public administrations and entities that want to transform their social help into Vouchers or Pre-paid Cards, that can easily be redeemed for products in Consum's supermarkets. Among other advantages, it enables entities to adapt to their needs and receive information about the campaigns carried out.

Vouchers and Cards enable each beneficiary to choose the products that meet their nutritional needs or those of their family. Moreover, they are simple and discreet to use, they can be redeemed at the checkout like the rest of the Consum's vouchers or cards, ensuring users' privacy. In 2023 there have been approximately of 3 million euros spent on social sales, also including sales to social grocery stores.

This way of doing things enables the environmental impact of transporting products to be reduced and allows families to buy the basic products they need, individually, so they are able to choose for themselves in the establishments.

SOCIAL SALES



GRAN RECOGIDA (BIG COLLECTION) 2023

The Big Collection is the largest charitable food campaign nationally, carried out by the Food Bank Foundation (Fundación del Banco de Alimentos). The Cooperative has collaborated with this campaign for more than 10 years in all of its own supermarkets. The new edition in 2023 took place between November 24th and 30th. Thanks to the contributions of partners and customers at the checkout, a total of € 445,939 was raised.

Customer donations are turned into shopping vouchers that have been distributed to different provincial Food Banks, who hand them to the entities and individuals in need.



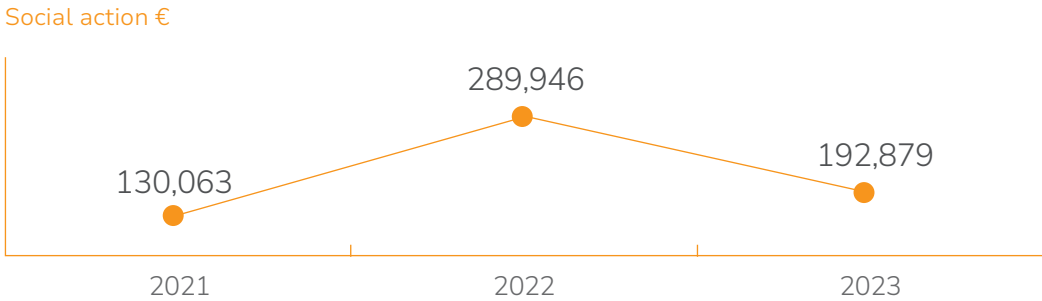
Social action and Sponsorships

The Cooperative has a Donations and Sponsorship Policy, the aim of which is to support different social projects that have a positive impact on its surroundings. In 2023, 1,095 social action collaborations were carried out, with a social investment of € 192,879, with an estimated impact on 150,000 people.

57% of the support was provided through donations of food and products, both in-kind and as shopping vouchers, while the rest of the contributions were provided with financial assistance, mainly in yearly contributions for the different social entities that Consum supports. The main Sustainable Development Goals (SDG) that have been contributed to this financial year are SDG 2 Zero Hunger and SDG 1 No poverty, in its goal to tackle emergencies, each being allocated a third of the support.

In 2023, 1,095 social action collaborations took place, with an investment of almost € 200,000.

INVESTMENT IN SOCIAL ACTION



INVESTMENT IN SOCIAL ACTION BY SDG



As a cooperative involved in the local communities in which it is present, Consum also sponsors activities that have a social, cultural or gastronomic interest. The total amount spent on donations and sponsorships in 2023 is € 416,549.

Highlights of the main collaborations this financial year are as follows:



SDG 1 - EARTHQUAKE IN TURKEY

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.

In the face of natural disasters in different parts of the world, Consum has collaborated with various entities for over 30 years, as an integral part of its cooperative essence. It collaborated with the Hurricane Mitch emergency 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.



SDG 1 - CHARITABLE TOYS

For the last 7 years, thanks to a Social Committee initiative, Consum's workers have collaborated in giving a second lease of life to nearly 6,500 toys, which have been handed to various associations so they reach the families most in need. Since the initiative began, 12,000 toys have been donated. This charitable and environmental initiative collects new and used toys that are in good condition, not related to war or weapons and that don't require batteries to operate.



SDG3 - HOSPITAL CLOWNS

Once again, this year the Cooperative has worked with Payasospital and Pupaclown, two organisations whose purpose is to provide emotional support to young people in hospital and their families. In coordination with health workers, each week the artists from Payasospital put on personalised shows for patients in hospital in the Valencian Community. Pupaclown implements its therapeutic project in the Virgen de la Arrixaca University Clinic Hospital, the leading hospital in the Region of Murcia.



SDG 3 - CANCER RESEARCH

The collaboration with the "Nit Solidària" charity gala night with the Spanish Association Against Cancer in Barcelona and Afanoc has continued for another year, providing funds to finance research grants and to improve the quality of life of cancer patients. 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.



SDG 4 – LLEGIR EN VALENCIÀ

Consum has collaborated in the Bromera Foundation's "Llegir en valencià" campaign for 17 years, encouraging reading, culture and traditions relating to Valencia. Each year, a collection of books is published with technical characteristics to aid reading comprehension, with a theme that changes each year. The title for 2023 has been "Llegir en valencià, per a estimar-nos", with the goal of promoting a healthy lifestyle and highlighting the importance of health and emotional well-being through reading.

10

The cooperation you are looking for

We create sector-based, professional and social action-based partnerships with companies, institutions and associations, that we collaborate with on different issues, because we will always go further by joining forces.



We participate in our society

As a company which is fully integrated in the so-
cial fabric to which it belongs, Consum is a mem-
ber of various sector supermarket and social
economy associations, in addition to foundations
and research centres. Membership fees paid du-
ring the 2023 financial year total 278,092.61 eu-
ros. The list of associations that Consum belongs
to is as follows:

For more than 10 years, Consum has been a member of
the United Nations Global Compact Spanish Network, the
largest association in the world in support of corporate
sustainability. In its Sustainability Report, Consum includes
the progress made in meeting the Ten Universal Principles
on human rights, employment regulations, environmental
regulations and the fight against corruption of the Global
Compact.

SECTORAL AND PROFESSIONAL



SOCIAL ECONOMY



FOUNDATIONS, RESEARCH CENTRES AND OTHERS



Collaboration agreements

The Cooperative collaborates in various social projects aligned with its values and its principles as a socially responsible company. The most notable collaborations this financial year include the following:



THE PURCHASE OF YOUR LIFE

For the second year, the commitment to the Asociación Española contra el Cáncer (Spanish Association Against Cancer) (AECC) has been renewed, by taking part in its campaign “The purchase of your life”. Thanks to the donations made by Consum's customers, € 284,265 was collected to fund research and support for patients suffering from this disease and their families. Through its collaboration with AECC, Consum donates products to its local committees, and provides shopping vouchers that are distributed to people suffering from this disease that are also in a vulnerable financial situation. Since 2019, the cooperative has also taken part in the Nit Solidària Barcelona Contra el Càncer annual charity night gala to raise funds for oncological research projects.



JOSEP CARRERAS FOUNDATION

Consum and the Josep Carreras Leukaemia Foundation are celebrating 10 years of collaboration with the extension of their agreement. The Cooperative, which has donated 20,000 euros over the last decade to support patients and the research surrounding this disease, for which 300,000 new cases are diagnosed each year, is doubling its financial contribution from 2023 onwards. Over this last 10 years, Consum has distributed shopping vouchers through the Foundation to help patients that have to travel far from their homes to receive treatment and are living temporarily in the Foundation's network of sheltered accommodation.



OXFAM INTERMÓN

The Cooperative has renewed its collaboration with Oxfam Intermón after more than 20 years of offering Fair Trade products in its stores, which have enabled living conditions to be improved for more than 220 families each year in Africa and Latin America. In the last 10 years alone, Oxfam Intermón has bought, directly from these cooperatives, coffee and raw cane sugar, to a value of more than 1.55 million euros, thanks to the purchases made by the Cooperative's customers. The remuneration received by the cooperatives of farming families in the area for the sale of their Fair Trade products is invested in projects in the communities of origin, such as the building of schools or healthcare for the local population, among others. The Cooperative was one of the first supermarket chains in Spain to sell Fair Trade products, at the start of the year 2000, and maintains its commitment to sustainable development through the marketing of organic and fair trade products.

Awards and recognition

February

- Private Label Awards for Consum branded Arbequina Oil in the Sauces & Condiments category.

March

- Recognition at the first Efr awards, promoted by the MásFamilia Foundation, for Consum in the category of Most Innovative Conciliation Measure, for the implementation of the 5-day working week in its supermarkets.

May

- Recognition at the 12th Qcom.es Awards for Consum for its day-to-day work in improving training and information for citizens in relation to diet.
- 3 awards in the PLMA's 2023 Salute to Excellence Awards for the following own brand products: Consum 90% meat Turkey Breast, Consum First Harvest Extra Virgin Olive Oil and Consum 72% cocoa Dark Chocolate with Blueberries.

July

- Recognition by the Aura Foundation for Consum for its work in reintegrating people with Down's Syndrome, in its 32nd edition.

September

- Recognition by Infojobs for Consum as one of the best companies to work for, rated by users of the platform.
- Partoo Awards prize for the best online reputation management in the supermarkets category.

October

- “Foods of Spain for the initiative for the reduction of food waste” award from the Ministry of Agriculture, Fisheries and Food in its 35th edition.
- Best Business of the Year Award in the supermarkets category and also in the Best Customer Experience 2024 category.
- Consum is awarded a Sustainability Action 23 for obtaining the third Lean & Green star for reducing its CO2 emissions by 40.33%.
- The ‘Kaki Ribera del Xúquer’ Designation of Origin recognises Consum for its work on the expansion of the kaki fruit, in the 25th anniversary of the Persimmon variety.

January

- Recognition by the Granada Red Cross (Cruz Roja) of Consum for supporting people in a situation of vulnerability.



The transparency you are looking for

The contents of this report have been compiled in accordance with global standards and independently certified, to demonstrate its authenticity. Honesty is one of our strongest values.



Indicators



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 submitted in the periods relating to previous reports, other than the calculation of the Carbon Footprint, where the emission factors have been updated in its latest version available and current version, in addition to the methodology used in Scope 3. These changes are specified in the table of indicators.

The Sustainability Report is carried out on an annual basis and this report corresponds to the 2023 financial year, from February 1st, 2023 until January 31st, 2024. 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 7th, 2024.

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. It was carried out through a survey which received 7,500 responses, in addition to interviews and group sessions where representatives from more than 40 organisations took part, identifying and prioritising the most relevant environmental impacts. Internal materiality was defined through the assessment of the Board of Directors, who measured the impact on the Cooperative. Below is the list of material topics, their scope and the stakeholders that have identified them through participation processes:

	SUSTAINABILITY STRATEGY 2021-2025	CONTRIBUTION TO THE SDGS	MATERIAL TOPICS	STAKEHOLDERS				
				PARTNER-WORKERS	PARTNER-CUSTOMERS	SUPPLIERS AND CREDITORS	FRANCHISEES	COMPANY
1	MANAGING WITH CO-OPERATIVE 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	Digitisation 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 product		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

During the materiality process, 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 pollution, water consumption,

protection of biodiversity, human rights and fiscal information. There have been no changes in the list of material aspects compared to the previous year.

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 achieving the European Green Deal. To do so, the European Commission established a taxonomy of environmentally-sustainable activities, with which companies, investors and political leaders can direct their investments in favour of the ecological transition.

The regulation establishes six environmental objectives, with a series of activities contained in each one of them. Delegated Regulation (EU) 2021/2139 and Delegated Regulation (EU) 2023/2486 contain the list of activities that contribute to achieving these goals in their Annexes. In this way, it is possible to identify which of the company's activities are considered "eligible", meaning they fall within the scope of the Taxonomy.

Article 8 of the Taxonomy Regulation requires large companies that are obliged to publish annual Non-Financial Information to include in it the proportion of their business turnover, capital expenditure (CapEx), and specific operating expenses (OpEx) corresponding to their taxonomy eligible and aligned activities, in addition to methodological and contextual information required in order to interpret them.



Eligible activities

For the first time, eligible activities corresponding to the 4 new objectives published by the European Union must also be included. Of these, the Cooperative has only identified eligible activities linked to the objective of transition

to a circular economy. Therefore, the list of eligible economic activities, in line with the nomenclature of the aforementioned Delegated Regulations can be found below:

OBJECTIVE 1: CLIMATE CHANGE MITIGATION

ACTIVITY	DESCRIPTION
6.5. Transport via motorcycles, passenger cars and lightweight commercial vehicles.	Renting vehicles to transport staff on business trips.
7.2 Renovation of existing buildings	Significant renovations and expansions of pre-existing facilities for their adaptation to the commercial model or improvement.
7.3 Installation, maintenance and repair of energy efficiency equipment.	Installation and maintenance of insulation equipment, in addition to doors, windows and efficient lighting, and systems that enable an improvement in energy efficiency.
7.5 Installation, maintenance and repair of instruments and devices to measure, regulate and control the energy performance of the buildings.	Installation and maintenance of monitoring instruments in the facilities that enable the energy consumption of the equipment to be controlled.
7.6 Installation, maintenance and repair of renewable energy technologies.	Installation and maintenance of photovoltaic solar panels in the facilities for the generation of renewable energy.

OBJECTIVE 4: TRANSITION TO A CIRCULAR ECONOMY

ACTIVITY	DESCRIPTION
2.3. Collection and transport of waste	Collection and transport of waste from the facilities by authorised waste operators.
2.7. Classification and recovery of non-hazardous waste materials	Installation, hire and maintenance of machines for classification and preparation of the recovery of non-hazardous waste at the facilities.

In the 2023 financial year, an analysis has been carried out of the eligibility reported in previous years based on the regulatory development of the Taxonomy and its practical interpretation. Based on this, activity 6.6 on the transport of

goods by road has been identified as non-eligible, given that it is outsourced externally. On the other hand, activity 7.2 on the refurbishment of buildings has been included as eligible.

Aligning

In addition to the eligibility analysis, the percentage of eligible activities that are considered to be “aligned” must also be reported. This means they comply with the technical criteria described in the Delegated Regulations, thereby validating their contribution to one of the environmental 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. The alignment study of the Taxonomy’s four new objectives must be reported for the first time in the report corresponding to the 2024 financial year, so the current report will only include their eligibility and alignment of the activities linked to the objective of Climate Change Mitigation.

Minimum safeguards

The Cooperative’s commitment to Human Rights is channelled through its Code of Ethics and Conduct, available on Consum’s website. Since the Code of Ethics was published, 100% of contracts signed with suppliers include an ethics clause, pursuant to which, the parties agree that the supplier must respect these rights and comply with the regulations that apply to them. Moreover, all stakeholders have access to a reporting channel to report, and where applicable, resolve any potential breach of these. All suppliers linked to aligned activities have their headquarters in Spain and are subject to national legal obligations regarding Human Rights and working practices.

The European Commission has adopted a proposal for a Directive on the due diligence of companies with regard to human rights and the environment. The Cooperative, 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 turnover, the Cooperative carries out its activity in the retail and wholesale food distribution sector, an activity that has not been included in the Taxonomy. That’s why the eligible net turnover figure is due to the revenue derived from waste recovery, which is 0.02%.

With regard to capital expenditures (CapEx), 1.43% would be considered to be aligned with the taxonomy. Taxonomy-aligned investments are made to improve the energy efficiency of supermarkets and logistics platforms, through the incorporation of insulation or 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.

In the aligned operating expenses (OpEx), 0.51% of the total, 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

Aligned activities that negatively affect the Cooperative’s efforts to adapt, or the risks arising from climate change included in the Cooperatives Map of Risks have not been identified. With in the development framework of Law 7/2021, on Climate Change and Energy Transition, the organisation’s physical climate and transition risks will be reviewed and, where applicable, the requirements listed in the taxonomy will be adapted.

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 that represents eligible and aligned activities calculated based on the key performance indicators corresponding to the 2023 financial year are shown below: Similarly,

information is included about nuclear energy and fossil gas related activities as set out in Annex III of Delegated Regulation 2022/1214.

TURNOVER

FINANCIAL YEAR	YEAR			SUBSTANTIAL CONTRIBUTION CRITERIA	DOES NOT SIGNIFICANTLY HARM CRITERIA	PROPORTION OF TAXONOMY-ALIGNED (A.1) OR ELIGIBLE (A.2) TURNOVER, 2023	CATEGORY OF TRANSITION ACTIVITY CATEGORY OF ENABLING ACTIVITY
ECONOMIC ACTIVITIES	CODES	TURNOVER (€)	PROPORTION OF TURNOVER 2023	CLIMATE CHANGE MITIGATION CLIMATE CHANGE ADAPTATION WATER AND MARINE RESOURCES CIRCULAR ECONOMY POLLUTION BIODIVERSITY AND ECOSYSTEMS	PROTECTION AND RESTORATION OF BIODIVERSITY AND ECOSYSTEMS POLLUTION PREVENTION AND CONTROL CIRCULAR ECONOMY WATER AND MARINE RESOURCES CLIMATE CHANGE ADAPTATION CLIMATE CHANGE MITIGATION	MINIMUM GUARANTEES	

A. TAXONOMY-ELIGIBLE ACTIVITIES

A.1. ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (TAXONOMY-ALIGNED)													
Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)	-	0%	0%	0%	0%	0%	0%	0%	0%	S	S	S	S
Of which: enabling	-	0%	0%	0%	0%	0%	0%	0%	0%	-	-	-	F
Of which: transitional		0%	0%	0%						-	-	-	T

A.2. TAXONOMY-ELIGIBLE BUT NOT ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (NOT TAXONOMY-ALIGNED ACTIVITIES)													
Collection and transport of waste	CE 2.3	677,394.97	0.02%	N/EL	N/EL	N/EL	EL	N/EL	N/EL				-
Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)			0.02%	0%	0%	0%	0.02%	0%	0%				0%
Turnover of Taxonomy-eligible activities (A.1+A.2)			0.02%	0%	0%	0%	0.02%	0%	0%				0%

B. TAXONOMY NON-ELIGIBLE ACTIVITIES

Turnover of Taxonomy non-eligible activities	4,072,727,127.36	99.98%
TOTAL (A + B)	4,073,404,522.33	100%

PROPORTION OF TURNOVER/TOTAL TURNOVER		
	TAXONOMY ALIGNED PER OBJECTIVE	TAXONOMY ELIGIBLE PER OBJECTIVE
Climate Change Mitigation (CCM)	0%	0%
Climate Change Adaptation (CCA)	0%	0%
Water and Marine Resources (WTR)	0%	0%
Circular Economy (CE)	0%	0.02%
Pollution Prevention and Control (PPC)	0%	0%
Biodiversity (BIO)	0%	0%

CapEX

FINANCIAL YEAR		YEAR		SUBSTANTIAL CONTRIBUTION CRITERIA		DOES NOT SIGNIFICANTLY HARM CRITERIA																												
ECONOMIC ACTIVITIES		CODES	CAPEX	PROPORTION OF CAPEX, 2023	CLIMATE CHANGE MITIGATION	CLIMATE CHANGE ADAPTATION	WATER AND MARINE RESOURCES	CIRCULAR ECONOMY	POLLUTION	BIODIVERSITY AND ECOSYSTEMS	CIRCULAR ECONOMY	WATER AND MARINE RESOURCES	CLIMATE CHANGE ADAPTATION	CLIMATE CHANGE MITIGATION	MINIMUM GUARANTEES	BIODIVERSITY AND ECOSYSTEMS	POLLUTION	PROPORTION OF TAXONOMY-ALIGNED (A.1) OR ELIGIBLE (A.2) CAPEX, 2022	CATEGORY OF TRANSITION ACTIVITY															
			CATEGORY OF ENABLING ACTIVITY																															

A. TAXONOMY-ELIGIBLE ACTIVITIES

A.1. ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (TAXONOMY-ALIGNED)																
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3/ CCA 7.3	399,362.09	0.26%	S	N	N/EL	N/EL	N/EL	N/EL	S	S	S	S	S	0%	F
Installation, maintenance and repair of instruments and devices to measure, regulate and control the energy performance of the buildings	CCM 7.5/ CCA 7.5	602,865.32	0.39%	S	N	N/EL	N/EL	N/EL	N/EL	S	S	S	S	S	0.41%	F
Installation, maintenance and repair of renewable energy technologies	CCM 7.6/ CCA 7.6	1,220,034.12	0.79%	S	N	N/EL	N/EL	N/EL	N/EL	S	S	S	S	S	0.05%	F
CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		2,222,261.53	1.43%	1.43%	0%	0%	0%	0%	0%	S	S	S	S	S	0.46%	
Of which: enabling		2,222,261.53	1.43%	1.43%	0%	0%	0%	0%	0%	S	S	S	S	S	-	F
Of which: transitional		-	0%	0%	0%					-	-	-	-	-	-	T

A.2. TAXONOMY-ELIGIBLE BUT NOT ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (NOT TAXONOMY-ALIGNED ACTIVITIES)														
Renovation of existing buildings	CCM 7.2/ CCA 7.2/ CE 3.1	32,733,967.24	21.07%	EL	EL	N/EL	EL	N/EL	N/EL			-		
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3/ CCA 7.3	31,281.71	0.02%	EL	EL	N/EL	N/EL	N/EL	N/EL			4.35%		
Installation, maintenance and repair of renewable energy technologies	CCM 7.6/ CCA 7.6	1,136,427.65	0.73%	EL	EL	N/EL	N/EL	N/EL	N/EL			-		
Classification and recovery of non- hazardous waste materials	CE 2.7	487,424.49	0.31%	N/EL	N/EL	N/EL	EL	N/EL	N/EL			-		
CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		34,389,101.09	22.14%	21.83%	0%	0%	0.31%	0%	0%			4.35%		
CapEx of Taxonomy-eligible activities (A.1+A.2)		36,611,62,62	23.57%	23.26%	0%	0%	0.31%	0%	0%			4.82%		

B. TAXONOMY NON-ELIGIBLE ACTIVITIES

CapEx of Taxonomy non-eligible activities	118,714,609.38	76.43%
TOTAL (A + B)	155,325,972.00	100%

PROPORTION OF CAPEX/TOTAL CAPEX		
	TAXONOMY ALIGNED PER OBJECTIVE	TAXONOMY ELIGIBLE PER OBJECTIVE
Climate Change Mitigation (CCM)	1.43%	23.26%
Climate Change Adaptation (CCA)	0%	23.26%
Water and Marine Resources (WTR)	0%	0%
Circular Economy (CE)	0%	0.31%
Pollution Prevention and Control (PPC)	0%	0%
Biodiversity (BIO)	0%	0%

OpEX

ECONOMIC ACTIVITIES													
FINANCIAL YEAR		YEAR			SUBSTANTIAL CONTRIBUTION CRITERIA				DOES NOT SIGNIFICANTLY HARM CRITERIA				CATEGORY OF TRANSITION ACTIVITY
													CATEGORY OF ENABLING ACTIVITY
													PROPORTION OF TAXONOMY-ALIGNED (A.1) OR ELIGIBLE (A.2) OPEX, 2022
													MINIMUM GUARANTEES
													BIODIVERSITY AND ECOSYSTEMS
													POLLUTION
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													CLIMATE CHANGE MITIGATION

A. TAXONOMY-ELIGIBLE ACTIVITIES

A.1. ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (TAXONOMY-ALIGNED)																	
Installation, maintenance and repair of instruments and devices to measure, regulate and control the energy performance of the buildings	CCM 7.5/ CCA 7.5	572,150.84	0.34%	S	N	N/EL	N/EL	N/EL	N/EL	S	S	S	S	S	S	0.22%	F
Installation, maintenance and repair of renewable energy technologies	CCM 7.6/ CCA 7.6	280,178.22	0.17%	S	N	N/EL	N/EL	N/EL	N/EL	S	S	S	S	S	S	0%	F
OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		852,329.06	0.51%	0.51%	0%	0%	0%	0%	0%	S	S	S	S	S	S	0.22%	
Of which: enabling		852,329.06	0.51%	0.51%	0%	0%	0%	0%	0%	S	S	S	S	S	S	-	F
Of which: transitional			0%	0%	0%					-	-	-	-	-	-	-	T

A.2. TAXONOMY-ELIGIBLE BUT NOT ENVIRONMENTALLY SUSTAINABLE ACTIVITIES (NOT TAXONOMY-ALIGNED ACTIVITIES)															
Transport via motorcycles, passenger cars and lightweight commercial vehicles	CCM 6.5 CCA 6.5	385,981.28	0.23%	EL	EL	N/EL	N/EL	N/EL	N/EL						0.18%
Installation, maintenance and repair of instruments and devices to measure, regulate and control the energy performance of the buildings	CCM 7.5/ CCA 7.5	2,469.61	0%	EL	EL	N/EL	N/EL	N/EL	N/EL						0%
Installation, maintenance and repair of renewable energy technologies	CCM 7.6/ CCA 7.6	134,434.03	0.08%	EL	EL	N/EL	N/EL	N/EL	N/EL						0%
Collection and transport of waste	CE 2.3	4,015,946.08	2.40%	N/EL	N/EL	N/EL	EL	N/EL	N/EL						-
Classification and recovery of non-hazardous waste materials	CE 2.7	945,704.88	0.57%	N/EL	N/EL	N/EL	EL	N/EL	N/EL						-
OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		5,84,535.88	3.28%	0.31%	0%	0%	2.97%	0%	0%						0.18%
OpEx of Taxonomy-eligible activities (A.1+A.2)		6,366,864.94	3.79%	0.82%	0%	0%	2.97%	0%	0%						0.40%

B. TAXONOMY NON-ELIGIBLE ACTIVITIES

OpEx of Taxonomy non-eligible activities (B)	160,812,105.66	96.21%
TOTAL (A + B)	167,148,970.60	100%

PROPORTION OF OPEX/TOTAL OPEX		
	TAXONOMY ALIGNED PER OBJECTIVE	TAXONOMY ELIGIBLE PER OBJECTIVE
Climate Change Mitigation (CCM)	0.51%	0.82%
Climate Change Adaptation (CCA)	0%	0.82%
Water and Marine Resources (WTR)	0%	0%
Circular Economy (CE)	0%	2.97%
Pollution Prevention and Control (PPC)	0%	0%
Biodiversity (BIO)	0%	0%

NUCLEAR ENERGY RELATED ACTIVITIES

1	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	No
2	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	No
3	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	No

FOSSIL GAS RELATED ACTIVITIES

4	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	No
5	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	No
6	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	No



Methodological and contextual information

The information required for the calculation of the key performance indicators comes from the Cooperative’s Annual Accounts corresponding to the 2023 financial year. The denominators for eligibility corresponding to each of the indicators have been determined according to the provisions of Commission Delegated Regulation (EU) 2021/2178:

- **Turnover:** 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 waste management, certain items from the External Services account 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 items linked to eligible activities within Delegated Regulation (EU) 2021/2139 and Delegated Regulation (EU) 2023/2486, being the result of the sum of the amount of them

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

The alignment calculation has been done by identifying the specific invoices that meet the technical criteria to identify a substantial contribution to an objective, verifying the absence of significant harm to the other objectives and ensuring compliance with the minimum safeguards. The evaluation to determine the alignment of the activities has been carried out in accordance with the provisions of Commission Delegated Regulation (EU) 2021/2139 for the first objectives and Delegated Regulation (EU) 2023/2486 for the next four.

The Cooperative is developing its internal information systems to automate 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 implementation of energy efficiency and control equipment and equipment that generates renewable energy. Looking ahead to the coming financial year, the foundations are being laid to calculate the alignment of the new activities identified as eligible in the new objectives.

Sustainability indicators

GRI TABLE OF CONTENTS

DECLARATION OF USE	Consum has produced the report in accordance with the GRI standards covering the period between 01/02/2023 and 31/01/2024.											
GRI 1 USED	GRI 2021: Foundations 2021											
APPLICABLE GRI SECTOR STANDARDS	Not applicable.											
GRI STANDARD / CONTENT	LOCATION								OMISSION		EXT. V.	
GRI 2: General contents 2021												
THE ORGANISATION AND ITS REPORTING PRACTICES												
2-1 ORGANISATIONAL DETAILS	16, 156										✓	
2-2 ENTITIES INCLUDED IN THE SUSTAINABILITY REPORTING	126										✓	
2-3 REPORTING PERIOD, FREQUENCY AND POINT OF CONTACT	126, 156										✓	
2-4 UPDATING OF INFORMATION	126										✓	
2-5 EXTERNAL VERIFICATION	8										✓	
ACTIVITIES AND WORKERS												
2-6 ACTIVITIES, VALUE CHAIN AND OTHER COMMERCIAL RELATIONSHIPS	Net sales reached € 4,073,404,522. 9, 36, 38, 39, 42, 43, 46, 47, 48, 51, 78, 80, 92, 100										✓	
TABLE 1. STAFF BY TYPE OF CONTRACT, SEX AND REGION:											✓	
2-7 EMPLOYEES		ANDALUSIA		C. LA MANCHA		CATALONIA		VALENCIAN C.		MURCIA		TOTAL
		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	
	PARTNER	140	508	107	555	1,162	2,494	3,196	9,292	474	934	18,862
	PARTNERS ON PROBATIONARY PERIOD	13	20	9	35	66	228	73	195	13	44	696
	OPEN-ENDED	18	90	9	78	145	112	190	148	90	64	944
	TEMPORARY	6	23	3	21	51	135	92	329	10	44	714
	TOTAL	177	641	128	689	1,424	2,969	3,551	9,964	587	1,086	21,216
	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	157	491	124	550	1,225	2,440	3,019	7,703	556	803	17,068	
PART TIME	20	150	4	139	199	529	532	2,261	31	283	4,148	
TOTAL	177	641	128	689	1,424	2,969	3,551	9,964	587	1,086	21,216	
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. 64												

2-7 EMPLOYEES			
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.		✓

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.					
GOVERNANCE								
2-9 GOVERNANCE STRUCTURE AND COMPOSITION	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	26%	74%	0%	68%	32%	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 their implementation through 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, 29							
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						✓	
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.						✓	
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.						✓	
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.						✓	
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.						✓	
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.						✓	
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.	✓
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.							✓
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.							✓
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.							✓

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	The responsible business conduct commitments and policies at Consum are the Sustainability Policy and the Code of Good Governance and Code of Ethics and Conduct, which apply to the entire organisation. These commitments include the principles with regard to human rights, due diligence in relationships with stakeholders and the protection of the environment.		✓
2-24 EMBEDDING POLICY COMMITMENTS	18, 30, 31, 32		✓
2-25 PROCESSES TO REMEDIATE NEGATIVE IMPACTS	The main complaint mechanisms and, where applicable, the remediation of negative impacts at the Cooperative are the Complaints Channel, the Bullying Prevention Committee, the Social Committee, the Resources Committee and Customer Service. 30, 32		✓
2-26 MECHANISMS FOR SEEKING ADVICE AND RAISING CONCERNS	30, 32		✓
2-27 COMPLIANCE WITH LEGISLATION AND REGULATIONS	During the financial year, a total of 27 records cases of breaches of legislation and regulations were received, of which 15 resulted in fines to a value of € 99,618.24 No cases resulted in non-monetary sanctions. There are no sanctions from previous financial years.		✓
2-28 MEMBERSHIP OF ASSOCIATIONS	120		✓
STAKEHOLDER ENGAGEMENT			
2-29 APPROACH TO STAKEHOLDER ENGAGEMENT	18, 126		
2-30 COLLECTIVE BARGAINING AGREEMENTS	64		

MATERIAL TOPICS

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.
GRI 3: Material topics 2021			
3-1 PROCESS OF DETERMINING MATERIAL TOPICS	126		✓
3-2 LIST OF MATERIAL TOPICS	126		✓
1. MANAGING WITH CORPORATE VALUES			
BUSINESS ETHICS			
3-3 MANAGEMENT OF MATERIAL TOPICS	30, 31, 32		✓
205 ANTI-CORRUPTION 2016			
205-1 OPERATIONS EVALUATED FOR RISKS RELATED TO CORRUPTION	The significant risks related to corruption identified include unethical actions in contractual negotiations of leasing, the awarding and establishing of contractual relations with franchises and supplier actions not in line with Consum's ethical principles.		✓
205-2 COMMUNICATION AND TRAINING ABOUT ANTI-CORRUPTION POLICIES AND PROCEDURES	The Board of Governors approves the anti-corruption policies of the organisation and all of its members are therefore aware of them. In 2023, no training was carried out on the Code of Ethics and Conduct with Governing Bodies.		✓
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	36, 37		✓
201 ECONOMIC PERFORMANCE 2016			
201-1 DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED	36		✓
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. 68		✓
PHYSICAL AND ONLINE DISTRIBUTION NETWORK			
3-3 MANAGEMENT OF MATERIAL TOPICS	38, 39, 42, 43		✓
3. LOCAL DEVELOPMENT			
ECONOMIC DEVELOPMENT OF THE SURROUNDINGS			
3-3 MANAGEMENT OF MATERIAL TOPICS	46		✓
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. 38, 39, 46, 114, 115		✓
LOCAL PRODUCTS			
3-3 MANAGEMENT OF MATERIAL TOPICS	47		✓
204 PROCUREMENT PRACTICES 2016			
204-1 PROPORTION OF EXPENDITURE ON LOCAL SUPPLIERS	46		✓
COMMERCIAL RELATIONS IN THE CHAIN			
3-3 MANAGEMENT OF MATERIAL TOPICS	46		✓
4. INNOVATION FOR PEOPLE			
DIGITISATION AND INNOVATION OF PROCESSES			
3-3 MANAGEMENT OF MATERIAL TOPICS	54, 55, 56		✓
COMMERCIAL INNOVATION			
3-3 MANAGEMENT OF MATERIAL TOPICS	58, 59		✓
PRIVACY OF INFORMATION			
3-3 MANAGEMENT OF MATERIAL TOPICS	56		✓
418 CUSTOMER PRIVACY 2016			
418-1 SUBSTANTIATED COMPLAINTS REGARDING PRIVACY VIOLATIONS OF THE CUSTOMER AND LOSS OF CUSTOMER DATA	56		✓

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.										
5. WORK, TALENT AND WELL-BEING													
INTERNAL COMMUNICATION													
3-3 MANAGEMENT OF MATERIAL TOPICS	63		✓										
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	74, 75		✓										
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	871	2,165	1,579	1,361	96	217	154	784	1,614	267	3,036	
	RATE OF NEW CONTRACTS	18.15%	16.47%	53.11%	12.04%	2.62%	38.62%	25.50%	22.36%	13.51%	20.22%	16.92%	
	LOSSES	377	1,077	505	764	185	24	50	477	792	111	1,454	
401-2 BENEFITS FOR FULL TIME EMPLOYEES THAT ARE NOT GIVEN TO PART TIME OR TEMPORARY EMPLOYEES	TURN-OVER RATE	7.86%	8.19%	16.98%	6.76%	5.05%	4.27%	8.28%	13.60%	6.63%	8.40%	8.10%	
	64												
		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. 72, 74											✓

401-3 PARENTAL LEAVE

TABLE 5. WORKERS WHO HAVE HAD MATERNITY OR PATERNITY LEAVE:

	MEN	WOMEN	TOTAL
WORKERS WITH MATERNITY OR PATERNITY LEAVE	253	501	754

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	170	271	441
RATE OF REINCORPORATION	92.39%	82.12%	85.80%
WORKERS WHO CONTINUE WORKING AT CONSUM 12 MONTHS AFTER THE END OF MATERNITY OR PATERNITY LEAVE	239	401	640
RETENTION RATE	93.44%	86.39%	88.91%

100 % of workers have the right to paternity and maternity leave.

GRI STANDARD / CONTENT	LOCATION	OMISSION	EXT. V.					
EQUALITY OF OPPORTUNITIES								
3-3 MANAGEMENT OF MATERIAL TOPICS	72, 73		✓					
405 DIVERSITY AND EQUAL OPPORTUNITIES 2016								
405-1 DIVERSITY IN GOVERNING BODIES AND EMPLOYEES	TABLE 11. PERCENTAGE OF STAFF BY JOB CATEGORY, SEX AND AGE:			✓				
		MEN		WOMEN			TOTAL	
		<30	31-50	>50	<30	30-50		>50
	SUPERVISORS	0.00%	1.85%	1.14%	0.02%	2.75%	1.02%	6.79%
	TECHNICIANS	0.32%	1.32%	0.28%	0.20%	1.40%	0.45%	3.97%
	OPERATIONAL STAFF	7.93%	11.74%	3.07%	13.35%	41.20%	11.95%	89.24%
	TOTAL	8.25%	14.91%	4.49%	13.58%	45.35%	13.41%	100.00%
	Reported in GRI 2-9 and ES5-10. 26, 29, 64							

405-2 RATIO OF THE BASIC SALARY AND THE REMUNERATION OF WOMEN COMPARED TO MEN	TABLE 15. AVERAGE WAGE INDEX AND SALARY DIVIDE BY SEX, AGE AND JOB CATEGORY: ✓											
		<30		30-50			>50			TOTAL		
		Men	Women	Salary divide	Men	Women	Salary divide	Men	Women	Salary divide	Con- tents	Divide
	MANAGERS				6.88	6.70	-2.68%	9.94	8.53	-14.16%	8.52	-14.04%
	SUPERVISORS	2.87	2.31	-19.35%	3.47	3.08	-11.12%	4.08	3.54	-13.20%	3.40	-13.18%
	TECHNICIANS	2.17	2.03	-6.10%	2.63	2.60	-1.18%	3.21	2.94	-8.46%	2.63	-0.54%
	OPERATIONAL STAFF	1.35	1.32	-2.71%	1.52	1.39	-8.13%	1.62	1.40	-13.75%	1.40	-6.45%
	TOTAL	1.39	1.33	-4.18%	1.87%	1.53%	-18.20%	2.56	1.63	-36.31%	1.60	-17.73%
70												

406 NON-DISCRIMINATION 2016			
406-1 CASES OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN	72		✓
SALARY			
3-3 MANAGEMENT OF MATERIAL TOPICS	71		✓
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. 71		✓
202-2 PROPORTION OF SENIOR EXECUTIVES HIRED FROM THE LOCAL COMMUNITY	100% of the Managers at Consum come from the regions in which the Cooperative carries out its activity. 64		✓
INTERNAL TRAINING AND PROMOTION			
3-3 MANAGEMENT OF MATERIAL TOPICS	68, 70		✓
404 TRAINING AND EDUCATION 2016			

404-1 AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE

TABLE 9. AVERAGE HOURS OF TRAINING BY JOB CATEGORY AND SEX:

	SEX		TOTAL
	Men	Women	
SUPERVISORS	39.85	36.26	37.84
TECHNICIANS	24.81	22.49	23.61
OPERATIONAL STAFF	45.77	50.56	49.34
TOTAL	43.68	49.01	47.53

68

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. 68		✓
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:		
			✓
68			
OCCUPATIONAL HEALTH AND SAFETY			
3-3 MANAGEMENT OF MATERIAL TOPICS	66, 67		✓
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. 66		✓
403-2 IDENTIFICATION OF HAZARDS, RISK ASSESSMENT AND INVESTIGATION OF INCIDENTS	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	66		✓
403-4 PARTICIPATION OF WORKERS, CONSULTATION AND COMMUNICATION REGARDING OCCUPATIONAL HEALTH AND SAFETY	66		✓
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. 66		✓
403-6 PROMOTING THE HEALTH OF THE WORKERS	66		✓
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. In 2023, the digitalisation of this process was started through the implementation of an application to manage the documentation for the coordination of business activities.		✓
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:		
			✓
The main hazards that cause injuries from workplace accidents with major consequences are falls to the same or a different level.. Hazards are determined through risk assessments, and specifically in the assessment of risks according to their likelihood and consequences. To prevent these hazards, specific communications and training are undertaken with the individuals concerned. The main injuries from workplace accidents are dislocations, subluxations, sprains and strains (musculoskeletal pathology). The number of hours worked this financial year has been 33,221,370. There is no information regarding injuries due to workplace accidents for external workers. Rates calculated per million hours worked. No workers have been excluded from the calculation. Information about workplace accidents is recorded accordance with the current legislation.			
403-10 WORK-RELATED ILLNESSES AND DISEASES	TABLE 8. WORK-RELATED ILLNESSES AND DISEASES:		
			✓
Whether identified by the Internal Prevention Service, or external service, in the event of any work-related illness, a study of it will be carried out. After medical examinations and the indicated leave, if applicable, the external Health Monitoring service issues a Fitness for Work Letter so that the worker can return to their job with the adaptations they require. The main hazards that may cause work-related illnesses to Consum's staff are repetitive movements. The main type of work-related illness and disease at Consum is carpal tunnel syndrome. To prevent these hazards, specific communications and training are undertaken with the individuals concerned. There is no information regarding work-related illnesses and diseases for external workers. No workers have been excluded from the calculation. Information about work-related illness is recorded in accordance with the current legislation.			
6. SAVINGS AND CUSTOMER EXPERIENCE			
QUALITY IN CUSTOMER SERVICE AND COMPLAINTS CHANNELS			
3-3 MANAGEMENT OF MATERIAL TOPICS	80, 81		✓
PERSONALISATION AND LOYALTY			
3-3 MANAGEMENT OF MATERIAL TOPICS	78		✓
7. HEALTHY AND SUSTAINABLE OFFER			
PRODUCT RANGE AND SUPPLY			
3-3 MANAGEMENT OF MATERIAL TOPICS	92		✓
PRODUCT FRESHNESS, QUALITY AND SAFETY			
3-3 MANAGEMENT OF MATERIAL TOPICS	88, 89, 90		✓
414 SOCIAL EVALUATION OF SUPPLIERS 2016			
414-1 NEW SUPPLIERS WHO HAVE PASSED SELECTION FILTERS IN ACCORDANCE WITH THE SOCIAL CRITERIA	88, 90		✓
414-2 NEGATIVE SOCIAL IMPACTS ON THE SUPPLY CHAIN AND MEASURES TAKEN	In this financial year, no suppliers have been affected by food warnings. However, following a supplier's recommendations, we voluntarily decided to remove their product from the market. After the appropriate checks were carried out by the manufacturer, the health authorities and various customers, including ours, the supply of the product was re-established. 88, 90		✓

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	88, 89				
416-2 CASES OF NON-COMPLIANCE RELATING TO IMPACTS ON HEALTH AND SAFETY OF THE CATEGORIES OF PRODUCTS OR SERVICES	TABLE 23. NUMBER OF REGULATORY REQUIREMENTS AND BREACHES DETECTED:			✓	
		ACTS WITH BREACHES	SANCTIONS	NON-MONETARY SANCTIONS	
	CUSTOMER HEALTH AND SAFETY	0	0	0	
	LABELLING OF PRODUCTS AND SERVICES	0	0	0	
	MARKETING COMMUNICATIONS	2	2	0	
	TOTAL	2	2	0	
	Serious and very serious sanctions are included. The verification of the food safety management system by AENOR has been completed with 3 significant or recurring non-conformities.				
417 MARKETING AND LABELLING 2016					
417-1 REQUIREMENTS FOR THE INFORMATION AND LABELLING OF PRODUCTS AND SERVICES	92, 93		✓		
417-2 CASES OF NON-COMPLIANCE RELATED TO THE INFORMATION AND LABELLING OF PRODUCTS AND SERVICES	Reported in GRI 416-2. Consum does not follow any voluntary code in terms of labelling.		✓		
417-3 CASES OF NON-COMPLIANCE RELATED TO MARKETING COMMUNICATIONS	Reported in GRI 416-2. 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	98, 99, 101, 102		✓		
302 ENERGY 2016					
302-1 ENERGY CONSUMPTION INSIDE THE ORGANISATION	TABLE 16. ENERGY CONSUMPTION WITHIN THE ORGANISATION:			✓	
		GJ	% RENEWABLE		
	FUEL	9,605.55	0%		
	GASOIL	5,011.18	0%		
	PETROL	239.33	0%		
	NATURAL GAS	4,355.04	0%		
	ELECTRICITY	1,011,111.49	98.60%		
	SUPPLIED	1,001,637.05	98.60%		
	SELF-CONSUMPTION	9,474.44	100%		
	TOTAL	1,020,717.04	97.70%		
	Consum does not sell energy. Calculations based on invoices. Conversion factors of the International Energy Agency (IEA). Verified externally in March 2024 by AENOR. 98				
	302-2 ENERGY CONSUMPTION OUTSIDE THE ORGANISATION	TABLE 17. ENERGY CONSUMPTION OUTSIDE OF THE ORGANISATION:			✓
			GJ		
UPSTREAM TRANSPORT AND DISTRIBUTION		964,804.04			
DOWNSTREAM TRANSPORT AND DISTRIBUTION		132,720.38			
BUSINESS TRAVEL		24,569.11			
EMPLOYEE COMMUTES TO WORK		197,855.84			
TOTAL		1,319,949.36			
Calculations based on invoices and the MITERD guide to Carbon Footprint calculation, July 2023 version 23. Conversion factors of the International Energy Agency (IEA). Verified externally in March 2024 by AENOR.					

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. 98		✓
302-4 REDUCTION OF ENERGY CONSUMPTION	Includes non-renewable fuel and electricity. Internal energy consumption. 98		✓
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 . Emission factors and rates of global warming potential (GWP) from MITERD from June 2023, version 23 and the GHG Emissions Calculation Guide (Guia de càlcul d'emissions de gasos amb efecte d'hivernacle), Catalan Office for Climate Change (OCCC), June 2023. Focus of consolidation for the emissions by operational control. Verified externally in March 2024 by AENOR. 101		✓
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. Emission factors and rates of global warming potentials (GWP) from MITERD from June 2023, version 23. Focus of consolidation for the emissions by operational control. Verified externally in March 2024 by AENOR. 101		✓
305-3 OTHER INDIRECT EMISSIONS OF GREENHOUSE GASES (SCOPE 3)	TABLE 18. OTHER INDIRECT GHG EMISSIONS (SCOPE 3):		✓
		T CO ₂ EQ	
	PURCHASE OF GOODS AND SERVICES	6,166,540.89	
	CAPITAL ASSETS	81,327.62	
	FUEL AND ENERGY-RELATED ACTIVITIES	6,205.58	
	TRANSPORT AND UPSTREAM DISTRIBUTION	59,764.25	
	WASTE	6,838.61	
	CORPORATE TRAVEL	1,521.92	
	IN ITINERE JOURNEYS	12,256.07	
	TRANSPORT AND DOWNSTREAM DISTRIBUTION	8,221.29	
	USE OF SOLD PRODUCTS	17,810.60	
	END OF LIFE OF SOLD PRODUCTS	11,781.63	
	FRANCHISES	42,329.52	
	INVESTMENTS	0	
	TOTAL	6,414,597.98	
	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. Emission factors and rates of global warming potential (GWP) from MITERD from June 2023, version 23, IO DEFRA database 2023, GHG Emissions Calculation Guide (Guia de càlcul d'emissions de gasos amb efecte d'hivernacle), Catalan Office for Climate Change (OCCC), June 2023, Agribalyse 3.1, Ecoinvent 3.9., UK government GHG Conversion Factors for Company Reporting. DEFRA 2023 and IEA(2023)Emission Factors.WTT Generation.Spain. Drafted by the external consultancy, Anthesis Lavola, and verified externally in March 2024 by AENOR.		
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. 101		✓
305-5 REDUCTION OF EMISSIONS OF GREENHOUSE GASES	The gases included in the calculation are CO ₂ , CH ₄ , N ₂ O and HFCs. Scopes 1 and 2 have been included in the calculation, verified in the carbon footprint. Verified externally in March 2024 by AENOR. 101		✓
305-6 EMISSIONS OF SUBSTANCES THAT DEplete THE OZONE LAYER (SAO)	Substances that deplete the ozone layer are not produced, imported or exported.		✓
305-7 NITROGEN OXIDES (NOX), SULPHUR OXIDES (SOX) AND OTHER SIGNIFICANT ATMOSPHERIC EMISSIONS	There are no significant emissions of Nitrogen oxides (NOX), sulphur oxides (SOX) and other atmospheric emissions.		✓

GRI STANDARD / CONTENT		LOCATION	OMISSION	EXT. V.	
PACKAGING MATERIALS					
3-3 MANAGEMENT OF MATERIAL TOPICS					
301 MATERIALS 2016					
301-1 MATERIALS USED BY WEIGHT OR VOLUME	TABLE 19. MATERIALS AND PERCENTAGE OF RECYCLED MATERIAL USED:			✓	
		KG	% RECYCLED		
	RENEWABLE MATERIAL				
	CARDBOARD	2,407,210.60	40.02%		
	COMPOSTABLE PLASTICS	672,383.64	-		
	NON-RENEWABLE MATERIAL				
	STEEL	159,367.01	-		
	ALUMINIUM	61,241.45	52.04%		
	PVC PLASTIC	603,337.23	-		
	PET PLASTIC	142,954.13	2.33%		
	HDPE PLASTIC	63,540.78	42.02%		
	LDPE PLASTIC	310,324.05	58.49%		
	PP PLASTIC	84,765.88	17.48%		
	PS PLASTIC	22,226.99	50.94%		
	OTHER PLASTICS	15,892.63	0.23%		
	OTHER MATERIALS	506.01	-		
	TOTAL	4,543,750.40	27.14%		
	External supplier data reviewed by KPMG Auditores, S.L. 104				
	301-2 RECYCLED USED CONSUMABLES	Reported in GRI 301-1. 104			✓
	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	104, 105, 106, 107			✓	
306 WASTE 2020					
306-1 WASTE GENERATION AND SIGNIFICANT WASTE-RELATED IMPACTS	106			✓	
306-2 MANAGEMENT OF SIGNIFICANT WASTE-RELATED IMPACTS	106			✓	
306-3 WASTE GENERATED	TABLE 20. WASTE BY COMPOSITION (T):			✓	
		WASTE GENERATED	WASTE NOT DESTINED FOR DISPOSAL	WASTE DESTINED FOR DISPOSAL	
	HAZARDOUS WASTE	86.28	82.53	3.75	
	NON-HAZARDOUS WASTE	40,891.77	40,868.12	23.66	
	CARDBOARD	32,269.99	32,269.99	-	
	PLASTIC	2,909.61	2,909.61	-	
	WOOD	237.64	237.64	-	
	ORGANIC (PLATFORM)	1,032.71	1,032.71	-	
	ORGANIC (SUPERMARKET)	3,294.15	3,294.15	-	
	CSR	924.28	924.28	-	
	OTHER	223.4	199.74	23.66	
	TOTAL	40,978.06	40,950.65	27.41	
	The data is obtained from waste log books.				

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):			✓																																																															
	<table><thead><tr><th></th><th>INSIDE THE FACILITIES</th><th>OUTSIDE OF THE FACILITIES</th><th>TOTAL</th></tr></thead><tbody><tr><td colspan="4">HAZARDOUS WASTE</td></tr><tr><td>R2</td><td>-</td><td>0.24</td><td>0.24</td></tr><tr><td>R3</td><td>-</td><td>13.72</td><td>13.72</td></tr><tr><td>R4</td><td>-</td><td>66.45</td><td>66.45</td></tr><tr><td>R5</td><td>-</td><td>0.21</td><td>0.21</td></tr><tr><td>R9</td><td>-</td><td>1.91</td><td>1.91</td></tr><tr><td colspan="3">TOTAL</td><td>82.53</td></tr><tr><td colspan="4">NON-HAZARDOUS WASTE</td></tr><tr><td>R1</td><td>-</td><td>1,515.98</td><td>1,515.98</td></tr><tr><td>R3</td><td>-</td><td>39,206.94</td><td>39,206.94</td></tr><tr><td>R4</td><td>-</td><td>144.08</td><td>144.08</td></tr><tr><td>R5</td><td>-</td><td>1.12</td><td>1.12</td></tr><tr><td colspan="3">TOTAL</td><td>40,868.12</td></tr><tr><td colspan="3">RECOVERED WASTE</td><td>40,950.654</td></tr><tr><td colspan="4">Waste is recovered by an external contractor through different operations of recycling, recovery, regeneration and energy generation.</td></tr></tbody></table>				INSIDE THE FACILITIES	OUTSIDE OF THE FACILITIES	TOTAL	HAZARDOUS WASTE				R2	-	0.24	0.24	R3	-	13.72	13.72	R4	-	66.45	66.45	R5	-	0.21	0.21	R9	-	1.91	1.91	TOTAL			82.53	NON-HAZARDOUS WASTE				R1	-	1,515.98	1,515.98	R3	-	39,206.94	39,206.94	R4	-	144.08	144.08	R5	-	1.12	1.12	TOTAL			40,868.12	RECOVERED WASTE			40,950.654	Waste is recovered by an external contractor through different operations of recycling, recovery, regeneration and energy generation.			
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9. SOCIAL COMMITMENT AND SOLIDARITY																																																																			
SOCIAL PROGRAMMES																																																																			
3-3 MANAGEMENT OF MATERIAL TOPICS		112, 113, 114, 115, 116, 117		✓																																																															
413 LOCAL COMMUNITIES 2016																																																																			
413-1 OPERATIONS WITH THE PARTICIPATION OF THE LOCAL COMMUNITY, EVALUATIONS OF THE IMPACT AND PROGRAMMES OF DEVELOPMENT		58, 81, 112, 114, 115		✓																																																															
413-2 OPERATIONS WITH SIGNIFICANT NEGATIVE IMPACTS - REAL OR POTENTIAL- ON LOCAL COMMUNITIES		Only one closure has taken place, in Alginet. 38		✓																																																															

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 agreements in force. 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	64, 78		✓
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	68		✓
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 FOCUSSED 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	46		✓
ES4-4 ADAPTATION TO THE CULTURAL IDENTITY OF THE TERRITORIES WHERE THE ORGANISATION OPERATES	82		✓
ES4-5 EXISTENCE OF A SYSTEM OF EVALUATION OF THE SATISFACTION OF INTEREST GROUPS OR STAKEHOLDERS	18		✓
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	112, 114, 116		✓
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	46		✓
ES5-4 CONSIDERATION OF ENVIRONMENTAL CRITERIA IN THE SELECTION OF SUPPLIERS, PRODUCTS AND SERVICES	The selection criteria for suppliers includes cost, quality, proximity and food safety A supplier accreditation system is being developed to include environmental criteria. 92		✓
ES5-5 NAME AND TYPE OF COOPERATION ACTIVITIES CARRIED OUT WITH OTHER ORGANISATIONS	122		✓
ES5-6 PERCENTAGE OF PURCHASES PRODUCED IN THE TERRITORY (RAW MATERIALS, SERVICES AND FIXED ASSETS) / TOTAL PURCHASES	46		✓
ES5-7 EXISTENCE OF POLICIES OR PROCEDURES FOR EQUAL OPPORTUNITIES IN THE SELECTION, PROMOTION AND DEVELOPMENT OF STAFF WITHIN THE ORGANISATION	72		✓
ES5-8 KNOWLEDGE AND DOCUMENTATION OF SIGNIFICANT ENVIRONMENTAL IMPACTS ARISING FROM THE BUSINESS ACTIVITY	96		✓
ES5-9 DEFINITION AND DOCUMENTATION OF ANNUAL ENVIRONMENTAL OBJECTIVES BASED ON SIGNIFICANT ENVIRONMENTAL IMPACTS	96		✓

CONTENT	PAGE NUMBERS OR URL	OMISSION	EXT. V.
5 TH 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	62
		Women	122
	AGE	<30	22
		30-50	89
		>50	73
	REGION	Andalusia	3
		Castilla La Mancha	12
		Catalonia	38
		Valencian Community	117
		Murcia	14
	TYPE OF WORKING DAY	Full time	138
		Part time	46
	TYPE OF CONTRACT	Partner	162
		Open-ended	22
	JOB CATEGORY	Supervisors	8
		Technicians	8
		Operational staff	168
TOTAL		184	
Reported in GRI 2-7. 64			
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. 64		✓
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 they make up a 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.		✓
6 TH 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.		✓
7 TH 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	36		✓
ES7-2 PERCENTAGE OF DISTRIBUTION OF SURPLUSES FOR COLLECTIVE OR NON-DISTRIBUTED FUNDS	40.57%		✓
ES7-3 PERCENTAGE OF SURPLUS ALLOCATED TO THE MEMBERS OF THE ORGANISATION OR TO THE INCORPORATION OF PEOPLE (CAPITALISED OR MONETISED SURPLUSES)	74.10%. 36		✓
ES7-4 INCREASE OR DECREASE IN RETAINED EARNINGS AT THE END OF THE PERIOD	36		✓

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	MATERIALITY	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	EU Taxonomy-aligned environmental investments (CapEx) and operating expenses (OpEx) have been made to a value of € 3,074,590.6 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			MATERIALITY	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	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	GRI 405-1
TOTAL NUMBER AND DISTRIBUTION OF TYPES OF EMPLOYMENT CONTRACT				MATERIAL	OCCUPATIONAL 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	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	
TYPE OF CONTRACT		NUMBER OF CONTRACTS		PERCENTAGE			
	Partner	224		2.27%			
	Open-ended	4,259		43.17%			
TYPE OF WORKING DAY	Temporary	5,382		54.56%			
	Full time	6,306		63.92%			
	Part time	3,559		36.08%			
SEX	Men	2,928		29.68%			
	Women	6,937		70.32%			
AGE	<30	5,603		56.80%			
	30-50	3,889		39.42%			
	>50	373		3.78%			
JOB CLASSIFICATION	Supervisors	12		0.12%			
	Technicians	43		0.44%			
	Operational staff	9,810		99.44%			
TOTAL		9,865		100%			
NUMBER OF DISMISSALS BY SEX, AGE AND JOB CLASSIFICATION		TABLE 14. DISMISSALS BY JOB CATEGORY, SEX AND AGE:		MATERIAL	OCCUPATIONAL HEALTH AND SAFETY	Staffing policies	
	MEN			WOMEN			TOTAL
	<30	30-50	>50	<30	30-50	>50	
SUPERVISORS	0	9	2	0	7	3	21
TECHNICIANS	0	1	0	0	4	1	6
OPERATIONAL STAFF	79	76	9	109	187	32	492
TOTAL	79	86	11	109	198	36	519
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, SUBSISTENCE ALLOWANCES, 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 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	EQUAL OPPOR-TUNITIES	Staffing policies	GRI 405-1
ORGANISATION OF THE WORK					
ORGANISATION OF WORKING HOURS	Consum has a continuous working day in supermarkets and logistics platforms and flexible hours at the offices and headquarters. The five-day working week is available to all staff (measures 29,30 and 31 of the +75 Conciliation Measures catalogue).	MATERIAL	EQUAL OPPOR-TUNITIES	Staffing policies	GRI 401-2
NUMBER OF HOURS OF ABSENTEEISM	2,168,436	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	EQUAL OPPOR-TUNITIES	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 COM-MUNICATION	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 regarding the universal accessibility of people with disabilities.	MATERIAL	EQUAL OPPOR-TUNITIES	Staffing policies	GRI 3-3

ISSUES	RESULTS	MATERIALITY	RISKS AND IMPACTS	POLICIES AND DUE DILIGENCE	INDICATORS
EQUALITY					
MEASURES ADOPTED TO FOSTER EQUAL TREATMENT AND OPPORTUNITIES BETWEEN MEN AND WOMEN		MATERIAL	EQUAL OPPOR-TUNITIES	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	EQUAL OPPOR-TUNITIES	Staffing policies	GRI 3-3
MEASURES ADOPTED TO PROMOTE EMPLOYMENT		MATERIAL	EQUAL OPPOR-TUNITIES	Staffing policies	GRI 3-3
PROTOCOL AGAINST SEXUAL HARASSMENT AND SEX DISCRIMINATION		MATERIAL	EQUAL OPPOR-TUNITIES	Staffing policies	GRI 3-3
INTEGRATION UNIVERSAL ACCESS FOR PEOPLE WITH DISABILITIES		MATERIAL	EQUAL OPPOR-TUNITIES	Staffing policies	GRI 3-3
POLICY AGAINST ALL TYPES OF DISCRIMINATION AND, IF APPLICABLE, OF THE MANAGEMENT OF DIVERSITY		MATERIAL	EQUAL OPPOR-TUNITIES	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	EQUAL OPPOR-TUNITIES	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	MATERIALITY	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 DEVELOPMENT OF THE SU-RROUNDINGS	Sustainability Policy	GRI 203-1 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	RELATIONSHIPS WITH STAKEHOLDERS	Sustainability Policy	GRI 2-29
PARTNERSHIP ACTIONS OR SPONSORSHIP		MATERIAL	SOCIAL PROGRAMMES	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 RELATIONSHIPS IN THE CHAIN	Sustainability Policy	GRI 3-3
CONSIDERATION IN RELATIONSHIPS WITH SUPPLIERS AND SUBCONTRACTORS OF THEIR SOCIAL AND ENVIRONMENTAL RESPONSIBILITY		MATERIAL	COMMERCIAL RELATIONSHIPS 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			



Consum S. Coop. V.
Avenida Alginet, 1, 46460 Silla (Valencia)
Tel. 96 197 40 00
institucional@consum.es
www.consum.es

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Consum's Sustainability Report is the result of the joint work of the Sustainability Committee, and it contains all the actions carried out by the Cooperative to contribute to a more sustainable model of development. It is a tool which enables to Cooperative to be transparent with stakeholders and continuously improve the management of sustainability.



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