



CORPORATE REPORT 2025

TOWARDS THE FUTURE WE WANT

 **consum**
COOPERATIVA

CORPORATE REPORT 2025

TOWARDS THE FUTURE
WE WANT

consum



TOWARDS THE FUTURE WE WANT

After more than 50 years of history, we have witnessed major social changes, the impact of digital transformation on our lives and how technology has gradually made its way into our homes and stores. Routines have changed, tastes have evolved and even the way we shop has shifted.

In this context, it is time for Consum to pause and reflect on where we are heading. We must keep moving forward, but with a close eye on the path we choose and a clear focus on what lies ahead.

Our work reflects, above all, a commitment to continuous improvement and to a way of doing things that defines our cooperative. We create quality employment, champion sustainability and promote responsible consumption, always geared towards an increasingly personalised shopping experience. All of this with a clear objective to continue building a better future for everyone, including those who will come after us.

In this report, we outline how we have worked over the past year to keep moving forward together towards the future we want at Consum.

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TOWARDS THE FUTURE WE WANT

consum

**A future shaped by a long-term
outlook and built on responsibility.**

A future in which growth happens in a balanced way,
caring for people, the environment and everything that
allows us to keep moving forward with purpose.



“ CELEBRATING OUR 50TH ANNIVERSARY HAS BEEN A MILESTONE THAT INVITES US TO LOOK BACK WITH PRIDE AND CONTINUE MOVING FORWARD WITH THE SAME ENTHUSIASM AS ON DAY ONE

LOOKING BACK

Francesc Llobell
President of the Cooperative

We have just ended a year we will not forget. In 2025, we celebrated 50 years of our cooperative journey, during which our purpose has consistently been to listen, understand, and respond honestly to what Consum's people expect from us. This identity is essential in an environment shaped by constant transformation and geopolitical uncertainty, where companies are called upon to remain focused on people and society, and to adapt to change without losing sight of what truly matters.

Celebrating our 50th anniversary has been a milestone that invites us to look back with pride while continuing to move forward with the same enthusiasm as on day one. The results achieved over this period reflect the strength of our management and, above all, our resilience, with a clear focus on what matters most, which is creating value for all our stakeholders.

These strong results have been consolidated year after year thanks to the work and dedication of our worker-members, who have always been, and continue to be, the true driving force behind Consum. Their everyday commitment lies at the heart of our decisions and is the driving force that has brought us to where we are today. During 2025, we created nearly 1,300 new jobs, reaching a record workforce of more than 23,000 employees. In addition, we remain the only company in the sector to have held the Family-Responsible Company (Efr) certification since 2007, with an A rating for excellence. It is also worth highlighting that Consum is the first company in the retail sector to implement the new Efr Well-being model, an innovative evolution of the Efr certification that integrates physical, mental and emotional health into the organisational culture.

In the same vein, as a social economy company, we feel deeply connected to the local communities in which we operate. In the social and health sphere, through our Solidarity Programme, we promote a range of initiatives to support sustainable development and, in particular, to help end hunger and ensure access to healthy food for all. I would like to highlight the Profit Programme for food donation, through which we have distributed more

than 9,340 tonnes of food, helping over 93,000 people. Behind every figure are real stories and real needs, made possible thanks to the commitment of more than 1,400 volunteers from the various social organisations we work with.

Our growth model continues to prioritise proximity and local development. The expansion of our activity has created new opportunities for employment and entrepreneurship, contributing to the economic vitality of the communities where we operate. At the same time, we are strengthening our commitment to the local area by bringing our services to places where we can generate social value through the opening of our Charter franchises. Through them, Consum also serves small towns and urban neighbourhoods that lack a sufficient population to support a large supermarket, building collaborative relationships with traditional local retailers and fostering entrepreneurship.

Before closing, I would like to express my sincere gratitude for the trust placed in my leadership as President of Consum over the past 16 years of shared growth. It has been an honour to lead the Cooperative and to see how everyone's efforts have been transformed, step by step, into milestones and achievements that now belong to us all. Thank you for joining us, for your trust, and for building this project together, which is clearly moving steadily towards the best possible future – participatory, human, supportive, and sustainable... towards the future we want.

OUR MANAGING DIRECTOR'S PERSPECTIVE

Antonio Rodríguez
Managing Director

We begin a new financial year with our sights set on the future and the reassurance that comes from a solid track record. Last year, we reached a very special milestone: our 50th anniversary. It was a source of great pride to celebrate it together with all the Cooperative's stakeholders, including employees, customers, suppliers, franchisees, organisations and society at large, who all joined us at a range of commemorative events.

We now move into a new phase, continuing to grow beyond half a century of history, guided by the same values as always: a firm commitment to people, excellence, innovation and sustainable growth.

The economy and the markets are gradually moving towards a more stable footing. Overall, 2025 closed on a positive note for the retail distribution sector in Spain. That said, significant uncertainties remain in the international geopolitical landscape, calling for caution, such as delays to the Mercosur agreement and developments in United States tariff policies.

In 2025, the fast-moving consumer goods market remained highly dynamic, while a period of greater stability has taken hold following years of high inflation. Even so, we have seen that consumers remain highly price-conscious. They actively look for ways to save, value proximity, and increasingly choose the supermarket as their preferred shopping channel.

It is natural for uncertainty and market shifts to create concern. However, what has not changed is our team's motivation and daily dedication. I am proud to lead the Cooperative and would like to express my sincere gratitude to everyone at Consum. Thanks to your effort and commitment, we have delivered excellent service to our customers and closed the year with outstanding results.

Over the past year, we have achieved significant growth and continue to take firm steps forward. We do so from a strong model that places people, sustainability and profitability at the heart of our strategy.

People are central to the Cooperative's decisions, and our workforce now exceeds 23,000 employees. In 2025, we created nearly 1,300 jobs, twice as many as the previous

year. Over the past ten years, the Cooperative has doubled its workforce, creating nearly 10,000 stable, high-quality jobs across the autonomous communities in which we operate. Seeing our teams grow and develop is a great source of satisfaction and daily motivation.

In 2025, we maintained our pace of openings and continued to grow organically, with 18 new Consum supermarkets and more than 41 Charter franchises. We also exceeded our forecasts, achieving sales of €5,163.56 million, 9.69% higher than the previous year.

In addition, our Mundo Consum loyalty programme celebrated its 10th anniversary. For two decades, it has helped the Cooperative's member-customers optimise their household budgets. In 2025, 76.7% of member-customers took part in sales, and we generated €78.9 million in discounts, 13% more than in 2024.

It was also an important year for our logistics projects, as we continue to invest in infrastructure that enables us to grow in a solid and structured way. We began construction of the new hub in Noblejas (Toledo) and of the new integrated reverse logistics hub in the Zona Franca industrial estate (Catalonia). We also continued to make progress on a wide range of sustainability initiatives aimed at reducing our impact. For example, we have now reached 120 carbon-neutral stores and three carbon-neutral logistics hubs (Murcia, Valencia and Barcelona).

Looking ahead to 2026, we approach the future we want to build with greater clarity than ever about where we come from and who we are. We will continue to strengthen our values and work with the conviction that we can contribute to a better world, without losing sight of something essential: people will always be our priority.



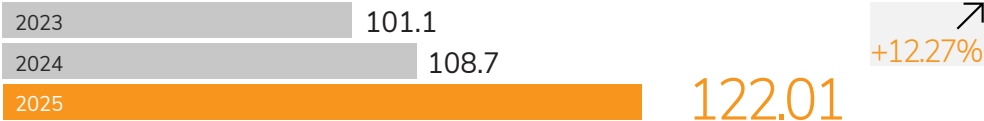
“ WE LOOK TO THE FUTURE WE WANT TO BUILD WITH A CLEARER UNDERSTANDING THAN EVER OF WHERE WE COME FROM AND WHO WE ARE, WITHOUT LOSING SIGHT OF ONE ESSENTIAL TRUTH: OUR PRIORITY WILL ALWAYS BE PEOPLE

MUCH MORE THAN NUMBERS



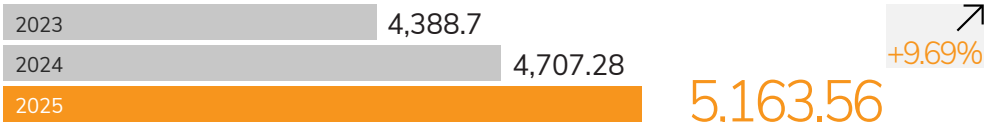
RESULTS

€ millions



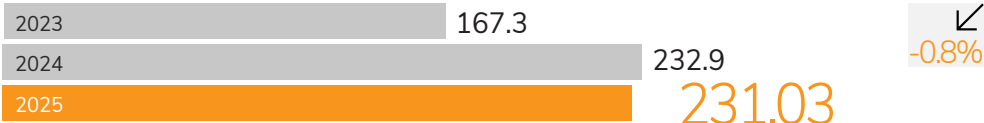
SALES

€ millions



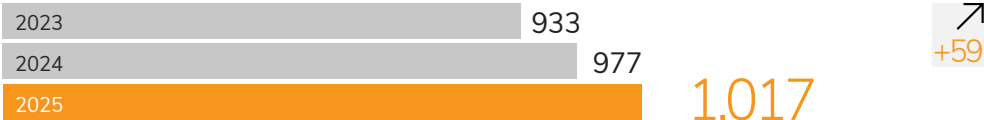
INVESTMENT

€ millions



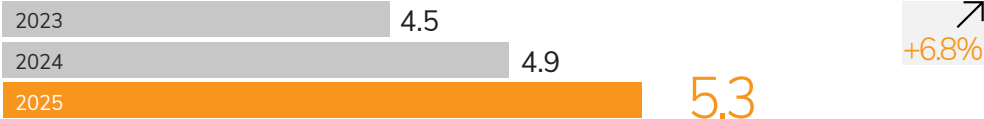
STORES

supermarkets



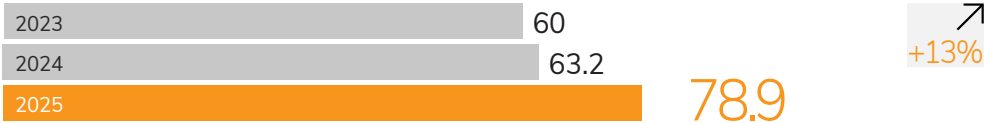
MEMBER-CUSTOMERS

million people



GIFT VOUCHERS

€ millions





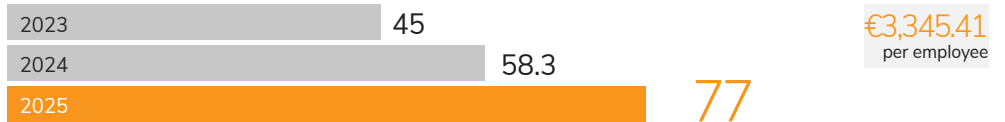
EMPLOYEES

people



WORK-LIFE BALANCE

€ millions



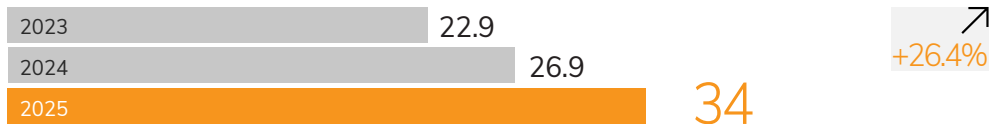
PROFIT DISTRIBUTION

€ millions



INNOVATION

€ millions



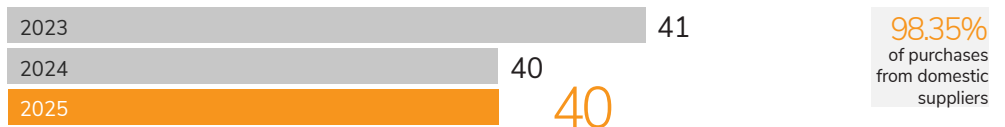
PROFIT PROGRAMME

€ millions



AVERAGE PAYMENT PERIOD TO SUPPLIERS

days



PEOPLE AT THE HEART

Consum, S. Coop. V. is the largest Spanish cooperative by number of members and operates through its own supermarkets and Charter franchises in Andalusia, Castilla-La Mancha, Catalonia, the Valencian Community, the Region of Murcia and Aragon.

Its commercial model is based on neighbourhood supermarkets, a broad range of brands, fresh products, counter service and personalised attention. It also stands out for its Mundo Consum benefits programme for member-customers, which offers significant savings through both direct discounts and personalised offers based on individual preferences, as well as for the high standard of customer service provided by its worker-members.

Consum's purpose is set out in its Mission, Vision and Values, the three pillars on which its business model is built.



MISSION:

COMMITTED EMPLOYEES. SATISFIED CUSTOMERS

Consum is a multi-stakeholder cooperative composed of worker-members and consumer-members, giving it a dual social purpose. On the one hand, it seeks to provide its worker-members with stable, high-quality employment; on the other, it strives to offer its member-customers food and household products with the best value for money, while also providing them with the information and training needed to encourage responsible consumption. Consum's mission stems from this dual purpose and is expressed as: "Committed employees. Satisfied customers", reflecting a consistently people-centred approach.

VISION:

TO BE A BENCHMARK BUSINESS MODEL IN THE RETAIL DISTRIBUTION SECTOR

Consum directs all its actions towards a single vision to become an independent, innovative, honest and sustainable cooperative, where customers can choose freely and access competitive prices.

VALUES:

LISTENING IN ORDER TO ACT AS A RESPONSIBLE COMPANY

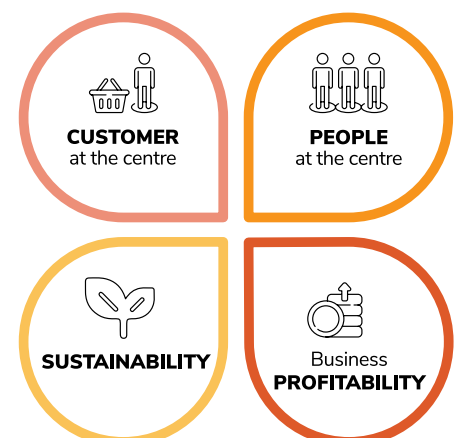
Listening to customers, employees, suppliers and the wider environment; providing them with the products, training, information, well-being, development and sustainability they need; and taking responsibility for this with commitment, honesty and respect. These values guide the Cooperative and embed sustainability within its management model.

THE FOUR PILLARS OF OUR STRATEGY

In an increasingly dynamic and competitive environment, organisations must adopt a comprehensive approach to grow across all areas. This strategy is built on four pillars: customer at the centre, people at the centre, sustainability and business profitability. These four pillars are interconnected and mutually reinforcing, shaping a robust and responsible roadmap for both the present and the future.

The customer pillar places at the centre those who give meaning to our existence as a Cooperative, prioritising experience, proximity and personalisation. The second pillar, people, recognises that our employees' talent is our driving force, fostering well-being and development. Sustainability, in turn, reflects our commitment to the environment and guides our initiatives towards a positive long-term impact across social, environmental and economic dimensions. Finally, profitability ensures our continuity, making each decision an investment in the future.

4 STRATEGIC Pillars



SUSTAINABILITY: A STRATEGIC PILLAR

Sustainability is one of the core pillars at Consum, grounded in the principles that underpin its cooperative model. As a social economy organisation, its purpose is to achieve an appropriate balance between

economic development, people's well-being and environmental protection. Consum's Sustainability Policy is guided by the following principles, which shape all its actions:

1

Ensuring compliance with all applicable regulations, both internal and external, while fostering an ethical culture and responsible conduct among its governing bodies and employees.

2

Respecting and promoting standards relating to human rights, labour rights, freedom of expression and association, as well as safeguarding the environment, with environmental management focused on tackling climate change.

3

Promoting partnerships and actively participating in associations, forums and collaborative projects related to sustainability.

4

Establishing participation mechanisms based on dialogue and transparency with each of its stakeholder groups.

5

Incorporating the needs and expectations of its stakeholders into the Cooperative's strategy, generating long-term shared value for both the organisation and society as a whole.



Cinthya from the Lleida Consum

Sustainability
Policy





Freshness specialist at the Moncofa (Castellón) Consum

With regard to this last principle, Consum has established a range of communication channels with its stakeholders:



WORKER-MEMBERS AND EMPLOYEES

SHARED VALUE

Taking long-term economic decisions, maintaining sustained growth and distributing results among worker-members.

Creating stable jobs with appropriate working conditions, while promoting a balance between work, personal life and family.

COMMUNICATION CHANNELS AND FREQUENCY

General Meeting (annual)	Corporate intranet (ongoing)
Preparatory Meetings (every three years) and Information Meetings (annual)	Online BIS and newsletter (monthly)
Gente Consum app (ongoing)	Store meetings (monthly)
Delegated committees of the Social Committee (every two months)	

SATISFACTION INDICATOR

In 2025, the Consum Workplace Climate Survey was carried out, with an overall participation rate of 81% and a score of 3.91 out of 5.



MEMBER-CUSTOMERS AND CUSTOMERS

SHARED VALUE

Promoting a customer experience based on care and respect for people, with sales points and services accessible to all.

Ensuring responsible communication, as well as the protection of personal data of members and customers.

Guaranteeing product safety and quality and guiding the offer towards healthier and more sustainable consumption.

COMMUNICATION CHANNELS AND FREQUENCY

General Meeting (annual)	In-store signage and public address system (ongoing)
Preparatory Meetings (every three years)	Television and radio slots (monthly)
Entrenosotros magazine (every two months)	Commercial leaflets (monthly)
Customer service (ongoing)	Purchase statements and gift vouchers (monthly)
Co-innovation sessions (periodic)	Social media (ongoing)

SATISFACTION INDICATOR

The Mundo Consum programme is evaluated through surveys conducted by the Customer Voice department, achieving an NPS of 51.84 in 2025.



SUPPLIERS AND CREDITORS

SHARED VALUE

Engaging with suppliers and creditors transparently.

Providing stability, appropriate margins and payment terms across the value chain, and promoting commercial innovation.

Working towards a more responsible and sustainable supply chain, particularly in relation to respect for human rights and environmental protection.

COMMUNICATION CHANNELS AND FREQUENCY

Commercial meetings with account managers (periodic) Supplier events (ad hoc)

SATISFACTION INDICATOR

In 2025, Consum remains ranked 2nd among national retailers, according to the AECOC Benchmarking study, as rated by food manufacturers themselves. It also retains 1st place in the Advantage Mirror ranking for the seventh consecutive year.



FRANCHISEES

SHARED VALUE

Providing training, support and advice to franchisees.

Maintaining transparent relationships, stability and respect for commercial agreements.

COMMUNICATION CHANNELS AND FREQUENCY

Commercial meetings with area managers (periodic) Commercial support training (periodic)

Franchisee events (ad hoc)

SATISFACTION INDICATOR

Each year, franchisees assess the quality of the supply service provided by the Cooperative. In 2025, this rating reached a score of 7.1 out of 10.



SOCIETY

SHARED VALUE

Ensuring compliance with regulations, as well as acting fairly in the market and in competition.

Building partnerships with all stakeholders in society, particularly with other social economy entities.

Promoting the development of local communities and supporting social programmes for food donation and other forms of collaboration.

COMMUNICATION CHANNELS AND FREQUENCY

Meetings with associations (periodic)	Social events (ad hoc)
Press releases (periodic)	Media interviews (ad hoc)
Agreement signings (ad hoc)	Social media (ongoing)
Corporate website (ongoing)	Corporate Report (annual)
Results press conference (annual)	

SATISFACTION INDICATOR

To measure corporate reputation, a study is conducted with the Reputation Institute, in which the Cooperative achieved a score of 70.4 out of 100 in its RepTrak index in 2025.

The 2021–2025 Sustainability Strategy is structured around ten lines of work, integrating sustainability across the organisation:

	2021–2025 SUSTAINABILITY STRATEGY	SUSTAINABLE DEVELOPMENT GOALS (SDGS)	2025 MILESTONE
1	MANAGING WITH COOPERATIVE VALUES		- Creation of a new Quality and Customer Service Department, led by Lourdes Brugera Moreno. Ricardo Marí Sanchis assumed leadership of the Logistics Department, and Silvia Lázaro Pérez joined as head of the Member-Customer and Marketing Department. - Organisation of 10 Worker-Member Meetings and 7 Consumer-Member Meetings across the Mediterranean region.
2	SHARED ECONOMIC GROWTH		€69 million distributed among worker-members, averaging €3,311.88 per person. - Start of construction works for the new hub in Noblejas (Toledo), a logistics unit that will include Food and Non-Food, Fresh, Chilled and Frozen centres. 59 new points of sale, including both company-owned supermarkets and franchises. - Online store available in 600 localities.
3	LOCAL DEVELOPMENT	 	98.35% of purchases are from Spanish suppliers and 68% from local suppliers. - Promotion of local products and support for recognised designations in the areas where the Cooperative operates. - The TEO and Nodrizas Programme covers 69% of purchases of fresh, chilled and frozen products, with 255 suppliers and 19 transport companies.
4	INNOVATION FOR PEOPLE		€34 million invested in innovation, 26.4% more than the previous year. - Expansion of self-checkout systems and digitalisation of hub- and supplier-related systems. - Innovation in the product range, incorporating feedback from member-customers through meetings, accompanied shopping and surveys.
5	WORK, TALENT AND WELL-BEING	   	1,162 new jobs created, bringing the total workforce to 23,031 people. €77 million invested in work-life balance. #DecirHaciendo event on “Emotional well-being”, where the new People and Well-being Strategy was presented.
6	SAVINGS AND CUSTOMER EXPERIENCE		5.3 million member-customers. €78.9 million in discounts for member-customers to support household savings.
7	HEALTHY AND SUSTAINABLE OFFERING	   	- A product range of 15,883 items, 14% own brand. - AENOR certification of the Food Safety System for the fourth consecutive year, and the 28th anniversary of ISO 9001:2015 certification. - Healthy reformulation of 41 own-brand products.
8	REDUCING EMISSIONS AND WASTE	    	- Consum operates three carbon-neutral logistics hubs (Murcia, Valencia and Barcelona) and has reached 120 carbon-neutral stores. - Implementation of the first Mobility Plan at the Zona Franca and El Prat de Llobregat hubs. - Since December 2025, loyalty cards have been issued using 100% recycled plastic. - In 2025, Consum renewed its AENOR Zero Waste certification across all its logistics hubs and headquarters, reinforcing its environmental commitment.
9	SOCIAL COMMITMENT AND SOLIDARITY	      	6th edition of the World Consumer Day Video Contest, “Small actions for sustainable food”. 9,344.9 tonnes of products donated through the Profit Programme. - For the nineteenth consecutive year, Consum collaborated in the “Llegir en valencià” (Reading in Valencian) campaign by the Bromera Foundation, an initiative that promotes reading, culture and Valencian traditions.
10	PARTNERSHIPS FOR COOPERATION		- For the twelfth consecutive year, Consum has supported the work of the Josep Carreras Foundation against leukaemia. - Fourth consecutive year of collaboration in the “La Compra de tu vida” (The Shop of Your Life) campaign by the Spanish Association Against Cancer (AECC).

The Sustainability Policy is embedded in business management through a range of Sustainability Strategies. The current strategy for the 2021–2025 period is aligned with the

Sustainable Development Goals (SDGs), contributing to the achievement of these international targets by fulfilling Consum's own objectives.



NON-FINANCIAL INFORMATION STATEMENT AND SUSTAINABILITY INFORMATION 2025

In accordance with Law 11/2018 of 28 December, Consum has prepared its individual Non-Financial Information Statement (NFS) for the 2025 financial year, which is included as an annex to its management report. The content of the NFS includes additional information beyond that required under current non-financial reporting regulations. Specifically, it includes the Sustainability Information prepared by the Cooperative for the same financial year, in line with Directive (EU) 2022/2464 on Corporate Sustainability Reporting (CSRD). Both the NFS and the sustainability information have been verified with a limited level of assurance by AENOR CONFÍA S.A.U., which issued its independent verification report without qualifications on 20 April 2025.

Non-Financial
Information



“ CONSUM SUPPORTS AND CONTRIBUTES TO THE SUSTAINABLE DEVELOPMENT GOALS



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TOWARDS THE COOPERATIVE WE WANT

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**A future built on a transparent, participatory
and responsible management model.**

A future in which the way decisions are made is just as
important as the decisions themselves, because how we
act also defines who we are.



PARTICIPATORY MODEL

Consum's cooperative model enables all its members, both worker-members and consumer-members, to take part in the organisation's management. As set out in the Articles of Association, Preparatory Meetings of worker-members and consumer-members are held every three years, where interested members may stand for election as delegates to the General Meeting. These meetings also provide information on the Cooperative's corporate and business activities.

In 2025, Preparatory Meetings of worker-members and consumer-members were convened to renew the delegates of the General Meeting and to elect the candidates who would form the new Governing Council of the Cooperative. In total, 10 meetings of worker-members and 7 meetings of consumer-members were held across the Mediterranean region.

The members elected as delegates make up the General Meeting, Consum's highest decision-making body, which is composed of 150 delegates: 75 representatives of worker-members and 75 of consumer-members. In 2025, the General Meeting was attended by 142 delegates, representing an attendance rate of 94.6%, with female representation of 71.83%.

Every four years, the General Meeting elects the Governing Council, the Cooperative's main body for governance, representation and management, composed equally of six worker-members and six consumer-members. The Governing Council is currently chaired by Francesc Llobell Mas and has female representation of 58%. This body delegates management of the Cooperative to the Managing Director and the Management Committee, who are responsible for implementing approved plans and decisions.

The Management Committee is made up of 11 members and is headed by Antonio Rodríguez. Over the past year, with the aim of responding to the current challenges in the sector, Consum has reorganised its Management Committee and created a new Quality and Customer Service Department, headed by Lourdes Brugera Moreno, who previously served as Director of Logistics.

Ricardo Marí Sanchis subsequently took over as Director of Logistics, having previously held the role of Director of Member-Customer and Marketing. This latter role was assumed by Sílvia Lázaro Pérez, who was promoted from her previous position as Executive of Food Purchasing (Dry Grocery). All these appointments were ratified by the Governing Council and came into effect on 1 October 2025.

In addition, Consum has a Social Committee and Delegated Committees that facilitate communication with and provide advice to worker-members on social and employment matters. This Committee is made up of 18 representatives, elected every four years to represent worker-members across the different areas of the Cooperative. The Social Committee is chaired by Inmaculada Costa.

The Governing Council also has an Audit Committee, responsible for internal control, corporate risk management and compliance with the requirements applicable to Consum as a public-interest entity. The Cooperative also has an Appeals Committee, made up of four consumer-members, which acts as a body to which members may appeal in the event of disagreement with decisions of the Governing Council that affect them.



“ IN 2025, PREPARATORY MEETINGS OF WORKER AND CONSUMER-MEMBERS WERE HELD TO RENEW THE DELEGATES OF THE GENERAL MEETING AND ELECT THE CANDIDATES WHO MAKE UP THE NEW GOVERNING COUNCIL

Voting during the 2025 General Meeting

SOCIAL ORGANISATION

CONSUMER-PARTNERS'
PREPARATORY MEETINGS

WORKER-PARTNERS'
PREPARATORY MEETINGS

DELEGATES' GENERAL
ASSEMBLY

RESOURCE COMMITTEE

Chair: Miguel Antonio Montagut Gómez
Secretary: M^a Remedios Alarcón Carbó
Board members: José Manuel Campo Ruíz,
Mario Molla Romano

GOVERNING
COUNCIL



DEPUTY SECRETARY
Ana Isabel
Cano García



SECRETARY
María Rosa
Sánchez Martínez



DEPUTY CHAIR
Lorena
Mateu Primo



CHAIR
Francesc
Llobel Mas



MEMBER 1
María Cristina
Durá Valero



MEMBER 2
Gabriel
Bejerano Parra



MEMBER 3
Ricardo
Díaz Sánchez



MEMBER 4
Belén
Caballer Oviedo



MEMBER 5
Enrique
Cerezo Cebrián



MEMBER 6
Marta
Lleó del Caño



MEMBER 7
Fernando
Aliaga García



MEMBER 8
María Jesús
Márquez Díaz

SOCIAL COMMITTEE

Chair:
Inmaculada Costa Hernández
Deputy Chair:
Francisca Bayarri Soriano
Secretary:
Elvira Tarazona Tarazona
Board members:
Juan Antonio Ramos Almansa, Laura
Pastor Miguens, Santiago Mora Garrido,
Nieves Faubell Valls, María Ángeles
Navarro Vegara, María Pilar Minaya
García, Beatriz Mas Tarazona, Víctor
Palomino Roca, Blas Ribera Francés,
Yolanda Ortega Puig, Esther Fernández
Grau, Rafael Díaz-Flores Sanchís,
Rosa María Pacheco Ortega, Ana
Belén Navarro Galera, Noelia Miranda
Cámara, Jessica Vinuesa Amador

DELEGATED COMMITTEE

AUDIT COMMITTEE

Chair: M^a Jesús Márquez Díaz
Secretary: María Rosa Sánchez Martínez
Board Member: Enrique Cerezo Cebrián

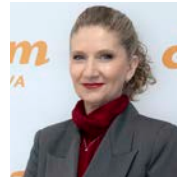
ORGANISATION OF MANAGEMENT

→ GENERAL
MANAGEMENT →

MANAGEMENT
COMMITTEE



GENERAL MANAGEMENT
Antonio
Rodríguez Lázaro



**ADMINISTRATION
MANAGEMENT**
María
Sánchez Alcaraz



**PURCHASING
MANAGEMENT**
Manuel
García Álvarez



**QUALITY AND
CUSTOMER SERVICE
MANAGEMENT**
Lourdes Brugera Moreno



**DEVELOPMENT
MANAGEMENT**
Emilio
Bermell Carrión



**FINANCE & ICT
MANAGEMENT**
Amadeo
Ferrer Bayarri



**STORE OPERATIONS
MANAGEMENT**
Juan Vicente
Ríos Mascarell



**LOGISTICS
MANAGEMENT**
Ricardo
Marí Sanchis



**DIRECTOR OF
PEOPLE AND WELL-BEING**
Pedro
Hernández Quiroga



**EXTERNAL RELATIONS
MANAGEMENT**
Francisco Javier
Quiles Bodí



**CONSUMER-PARTNER
& MARKETING
MANAGEMENT**
Silvia Lázaro Pérez

COMPOSITION OF GOVERNING BODIES

	GOVERNING COUNCIL	MANAGEMENT COMMITTEE	AUDIT COMMITTEE
EXECUTIVE MEMBERS	50%	100%	67%
REPRESENTATION OF EMPLOYEES OR WORKERS	0%	0%	0%
MEMBERS WITH EXPERIENCE IN THE SECTOR, PRODUCTS AND GEOGRAPHICAL AREAS	100%	100%	100%
WOMEN	58%	27%	67%
INDEPENDENT MEMBERS	0%	Not applicable	0%

GOOD GOVERNANCE

Consum has an internal governance model designed to prevent any breaches of internal or external regulations, while promoting ethical behaviour across the organisation. This model strengthens the Co-operative's management systems, making them more transparent, efficient and democratic.

CORPORATE POLICIES

In addition to its Sustainability Policy, the Cooperative has a range of corporate policies covering environmental, social and governance (ESG) matters, which set out and regulate different aspects of its management. On the proposal of Management, the Governing Council is responsible for approving corporate policies, while the Audit Committee oversees their monitoring. These policies are communicated to all employees and are available through various channels, including the website, the Gente Consum app and noticeboards in workplaces. The main policies are set out below:

Environmental dimension (E)

- Sustainability Policy (2021)
- Environmental Policy (2022)

Social dimension (S)

- People Policy (2017)
- Donations and Sponsorship Policy (2019)
- Quality and Food Safety Policy (2022)
- Policy on the formalisation of franchise agreements and other contracts with worker-members and employees of the Cooperative (2024)
- Communication Policy (2025)

Governance dimension (G)

- Legal Risk Prevention Policy – Crime Prevention Model (2019)
- Contract Drafting and Review Policy (2019)
- Gifts and Hospitality Policy (2019)
- Tax Policy (2021)
- Payments Policy (2021)
- Related Parties and Conflicts of Interest Policy (2021)
- Accounting Procedures Policy (2021)
- Risk Control and Management Policy (2022)
- Information Security Policy (2022)
- Works and Investment Policy (2023)
- Policy on the Hiring of Relatives within the Cooperative (2024)
- Policy on the Detection, Prevention and Control of Fraud and Irregularities (2024)

CODES OF GOOD GOVERNANCE, ETHICS AND CONDUCT

The Cooperative's commitments to responsible business conduct are set out in two key instruments: its Corporate Good Governance Code and its Code of Ethics and Conduct. These codes were drawn up by the Management Committee and approved by the Governing Council in 2012 and 2018, respectively.

Consum's Good Governance Code sets out the voluntary commitments of its governing bodies to ensure more transparent and ethical management, strengthening the trust of its stakeholders. The Code of Ethics and Conduct, in turn, establishes principles of conduct for employees in their day-to-day work and in their dealings with suppliers, public authorities and the media. Both codes include rules to prevent and eliminate illegal or unethical conduct, as well as principles relating to environmental protection and human rights.

The Code of Ethics is communicated to employees through a clause in their contracts and is available on the corporate intranet and the Gente Consum app. In addition, contracts with suppliers and other stakeholders include an ethical clause requiring compliance with these principles. To ensure wide dissemination, both codes are available on the Cooperative's website in several languages.

Good
governance code



Code of ethics
and conduct



Colleagues from Consum's Member-Customer
Department at its Silla headquarters

ETHICS COMMITTEE, INTERNAL INFORMATION SYSTEM AND WHISTLEBLOWING CHANNEL

To ensure the proper functioning of the Cooperative, there is an Ethics Committee, which provides ethical and legal guidance to employees, and a Compliance Officer, responsible for assessing Consum's legal risks and verifying that prevention mechanisms are appropriate.

In compliance with Law 2/2023, which regulates the protection of individuals who report breaches and the fight against corruption, the Governing Council approved the creation of Consum's Internal Information System (IIS) and its implementation protocol in 2023, both available on the corporate website. Consum already had a Whistle-blowing Channel in place, allowing stakeholders to report illegal or unethical conduct within the Cooperative so that appropriate action can be taken. With the creation of the IIS, all reporting channels have been consolidated into a single system. Depending on the nature of the report, it is forwarded to the relevant individuals within the organisation. Reports can be made anonymously, and full confidentiality is guaranteed, along with protection against retaliation, discrimination or penalisation. The Whistle-blowing Channel is accessible on Consum's website.



Whistleblowing
channel

RISK MAP

The Cooperative has a 360° Risk Map and a comprehensive Crime Prevention Model that cover all its operations, including assessments of corruption-related risks. For each identified risk, specific contingency measures have been defined, which are reviewed annually and reported to the Audit Committee and the Management Committee.



María and Sheila from the
Lleida Consum



“ CONSUM STANDS OUT FOR ITS FOCUS ON MEMBER PARTICIPATION AND COOPERATIVE VALUES

Freshness specialist at the Lleida Consum

BUSINESS MODEL

Consum's structure and operations differ from those of other retail chains through their focus on both worker-member and consumer-member participation and on cooperative values. The key elements of the model are set out below, together with its value proposition:

A NEIGHBOURHOOD STORE MODEL, combining company-owned stores with large retail spaces and parking facilities, alongside Charter franchises that provide convenient services in smaller towns and urban neighbourhoods.

FREEDOM OF CHOICE FOR CUSTOMERS, with a wide and varied range of branded products, a strong fresh food offer with specialist counter service and an own brand delivering excellent value for money.

A CLEAR FOCUS ON FRESH PRODUCTS, supported by a counter-based model that allows quantities to be tailored to customers' needs.

COMPETITIVE PRICING AND THE MUNDO CONSUM BENEFITS PROGRAMME, exclusive to its consumer members, who are known as member-customers.

IN-STORE CUSTOMER SERVICE, with an excellent level of support from supermarket staff, who assist, guide and advise customers.

AN ONLINE CHANNEL offering a wide product range and deliveries in one-hour time slots.



TOWARDS THE PROXIMITY WE WANT

consum

A future in which growth means being closer, reaching further and doing so with consistency.

A future in which the development of stores, hubs and distribution networks responds to the real needs of people and the territories we serve.



FAIR DISTRIBUTION

In 2025, Consum's sales reached €5,163.56 million, an increase of 9.69% on the previous year.

This growth has been driven by the Cooperative's store openings – both company-owned supermarkets and Charter franchises – as well as by an improved market share in the retail sector, highlighting the strength of its commercial model, which places people, sustainability and profitability at the heart of its strategy.

Consum generates economic value that is distributed among its stakeholders through purchases from suppliers and creditors, remuneration to members and employees, payment of taxes to public authorities, and investments that benefit society in one way or another.

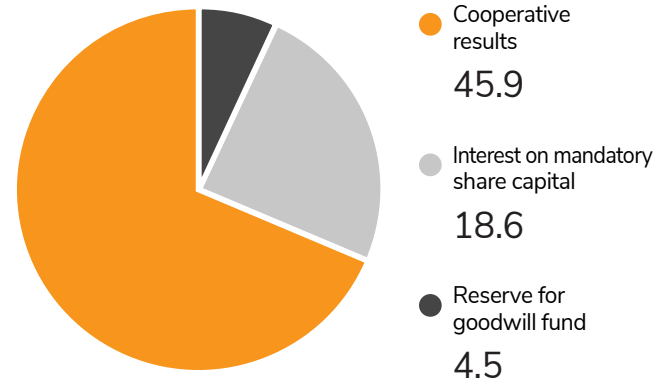
A) CONTINUING OPERATIONS	31-JAN-26	31-JAN-25
1. Net turnover	4,700,353,074	4,361,012,212
4. Procurement	(3,285,143,233)	(3,068,045,381)
5. Other operating income	9,642,054	8,422,522
6. Personnel expenses	(763,999,658)	(684,742,312)
7. Other operating expenses	(401,841,293)	(378,043,076)
8. Depreciation of tangible fixed assets	(131,893,984)	(122,088,386)
9. Allocation of non-financial fixed asset subsidies and others	37,611	50,790
11. Impairment and gains/losses on disposal of fixed assets	(934,030)	453,547
12. Education, Training and Promotion Fund	(3,150,000)	(3,200,000)
13. Other gains/losses	4,590,967	(953,000)
A.1) OPERATING PROFIT/LOSS	127,661,508	112,866,916
14. Financial income	2,798,595	3,639,994
15. Financial expenses	(269,893)	(390,912)
A.2) NET FINANCIAL RESULT	2,528,702	3,249,082
A.3) PROFIT/LOSS BEFORE TAX	130,190,210	116,115,998
19. Income tax	(8,185,078)	(7,448,998)
A.4) PROFIT/LOSS FOR THE YEAR FROM CONTINUING OPERATIONS	122,005,132	108,667,000
A.5) PROFIT/LOSS FOR THE YEAR	122,005,132	108,667,000

In 2025, profit reached €122.01 million, an increase of 12.27% on the previous year, driven by effective internal management control. These results, together with depreciation and amortisation, represent retained economic value (cash flow) for the Cooperative totalling €253.9 million.

During the year, Consum's worker-members received more than €45.9 million from cooperative profits, along with €18.6 million in interest on their mandatory capital contributions, as well as €4.5 million allocated to goodwill reserves. In total, Consum's worker-members received more than €69 million, representing an average distribution of €3,311.88 per person.

DISTRIBUTION OF PROFITS

€ million



INVESTMENT

In 2025, investment reached €231.03 million, 0.8% lower than in the previous year. The main allocations were directed towards the start of construction of the new hub in Noblejas (Toledo) and the integrated reverse logistics hub in the Zona Franca industrial estate (Catalonia), as well as improving the online store service through the development of a centralised warehouse for Valencia and its metropolitan area, which is expected to be operational by the end of 2026, and investment in new store openings and refurbishments.

With regard to the balance sheet, at year-end the Cooperative's total assets rose to €1,672.67 million, with 62% of total equity and liabilities corresponding to own funds, of which 31.6% are reserves (19.60% of total equity and liabilities), reflecting the Cooperative's strong financial position.



M^a José and Nacho, customers of the Moncofa (Castellón) Consum

MORE STORES CLOSER TO YOU

The Cooperative continues to strengthen its presence across the Spanish Mediterranean region. In 2025, it opened 59 new points of sale – 18 Consum supermarkets and 41 Charter franchises – bringing its commercial network to 1,017 stores, with 514 company-owned and 503 franchised, and a total retail sales area of 743,638 m².

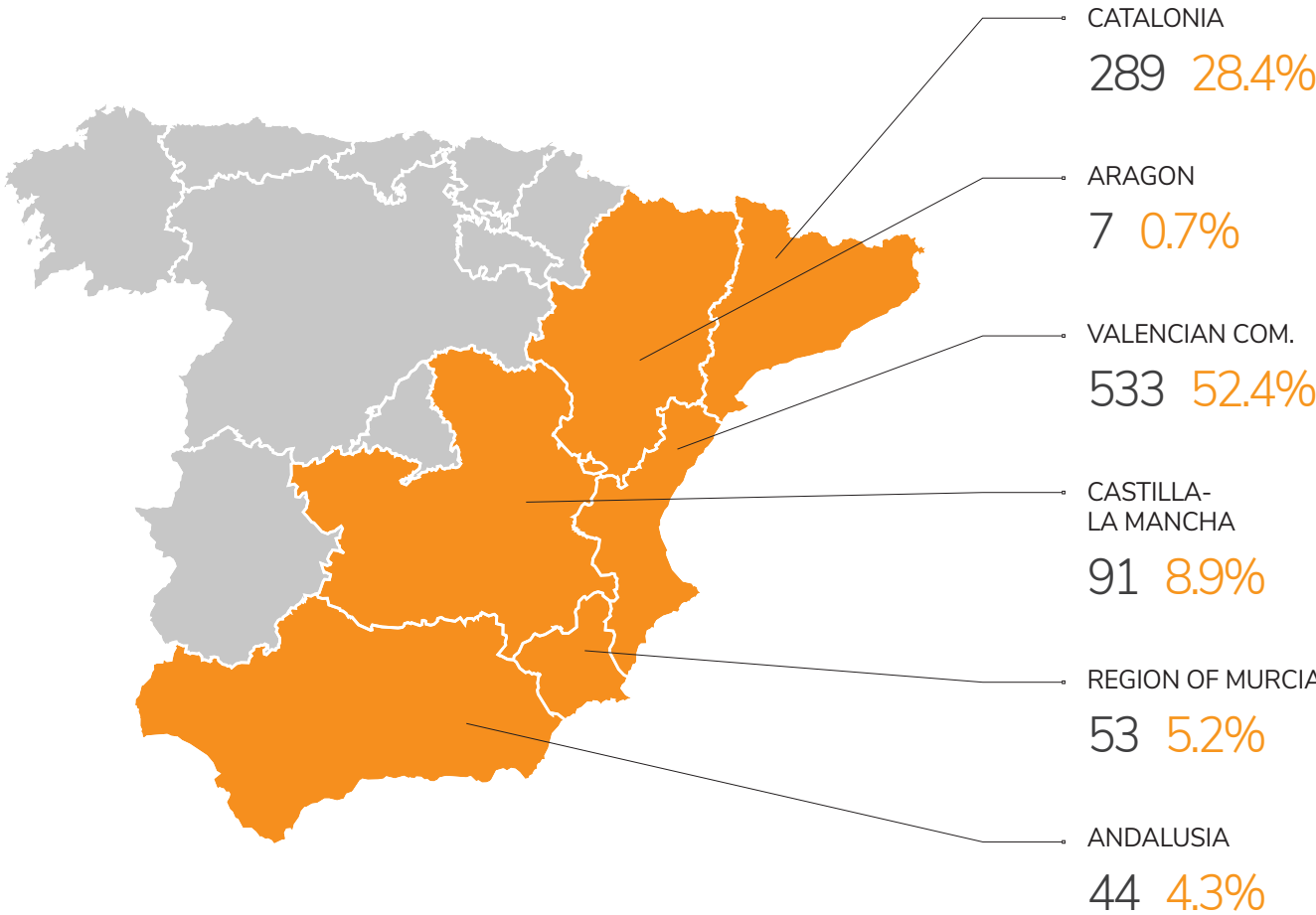
In 2025, the Cooperative's national market share by sales area increased by 0.2 percentage points to 4.9%, maintaining its position as the sixth largest company by sales area in the ranking of national retail chains compiled by Alimarket.

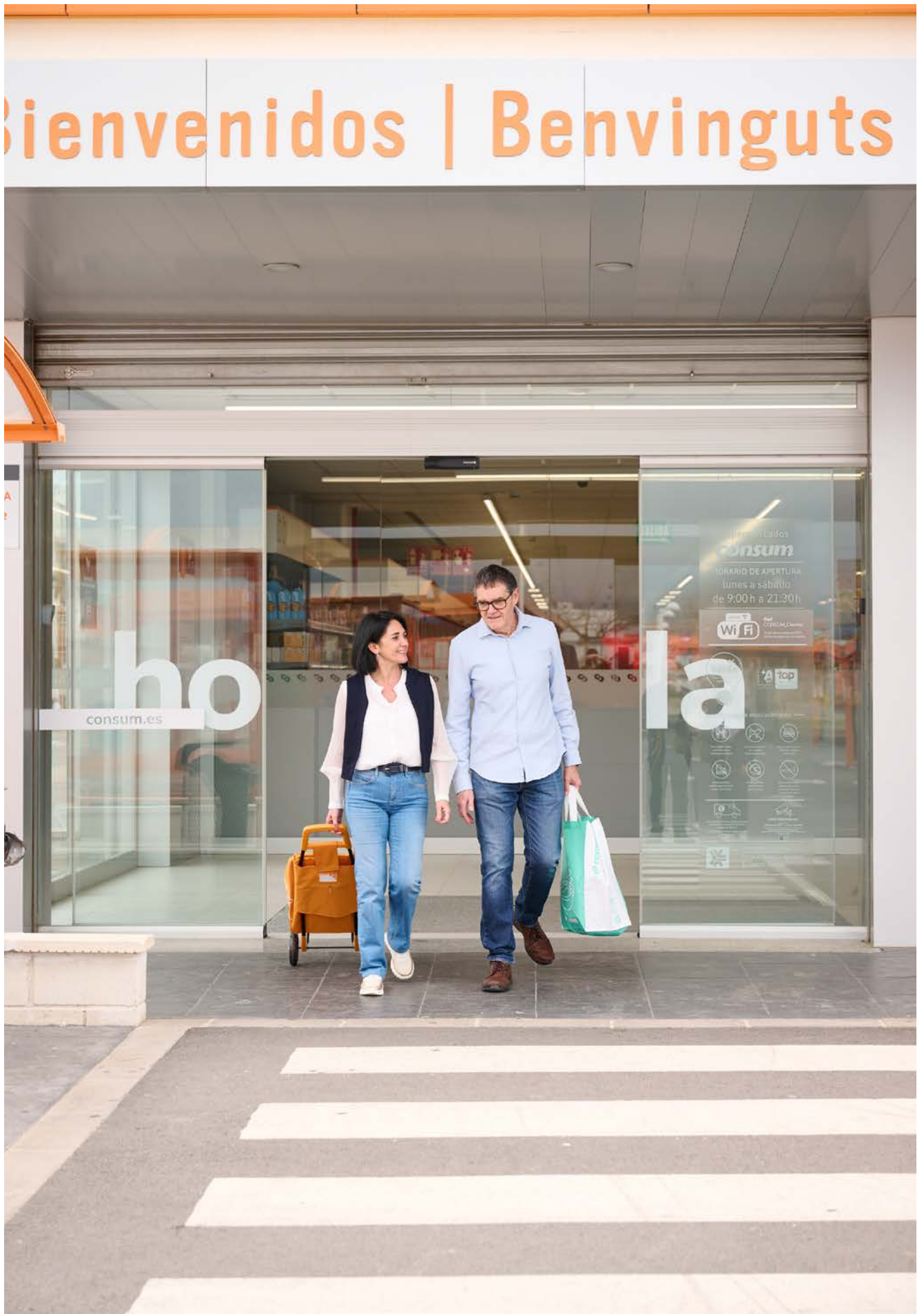
While the Cooperative's main regions remain the Valencian Community and Catalonia, accounting for 52.4% and 28.4% respectively, the other expansion areas are gradually gaining greater weight within the overall supermarket network.

TOTAL SUPERMARKETS

1,017

SUPERMARKETS BY REGION





OPENINGS BY REGION

18 CONSUM SUPERMARKETS

41 CHARTER FRANCHISES

ANDALUSIA	02	Albox, Almería	03	Mojácar, Castellar, Almería
VALENCIAN COMMUNITY	07	Massanassa, Torrevieja, Sueca, Aldaia, Xàtiva, Alaquàs, Gandía	16	Puerto de Sagunto, Torrent, València (5), Benidorm, Navarrés, El Campello, Canet d'En Berenguer, Muro d'Alcoi, Mislata, Alginet, Beniarjó, Dehesa de Campoamor
CATALONIA	06	Mataró, Lleida, Amposta, Terrassa, Vilanova i la Geltrú, Olot	15	Hospitalet de Llobregat (2), Mataró, Badalona, Torrelló, Barcelona (2), El Prat de Llobregat, Badalona (3), Sant Feliu de Llobregat, El Vendrell, Manresa, Viladecans
CASTILLA-LA MANCHA	00		03	Casas de Fernando Alonso, Priego, Yeste
REGION OF MURCIA	03	Caravaca, Cartagena, Murcia	03	Lorca (2), Alcantarilla
ARAGON	00		01	Valderrobres

In line with its aim of adapting to member-customer needs and delivering the best possible experience, in 2025, the Cooperative expanded 4 supermarkets and refurbished 2, in addition to fully refurbishing 11 stores affected by the DANA weather event in October 2024.

The new store model has now been implemented in 323 Consum supermarkets, representing 63.8% of the company-owned network. To further improve in-store operations, the following actions have been carried out:

NEW BULK BAKERY MODEL: the roll-out of a new mixed oven model with self-service bulk offering has continued, allowing customers to choose how many units of each product they wish to purchase. This model is now available in 356 stores.

NEW FISH COUNTER MODEL: the implementation of the updated fish counter model has continued, including improvements to lighting with LED systems and the replacement of open seafood displays with refrigerated cabinets, making it easier to shop and better adapting the section to customer needs. It is currently available in 129 company-owned supermarkets.

SLICED DELI WITH INTEGRATED HAM STAND: a new deli model with an integrated ham stand has been rolled out in 139 stores, bringing the total to 267. The project, which includes the addition of a display unit with glass case and hanging rack, aims to enhance the shopping experience while making the section more complete.

At the same time, the Cooperative closed 2 company-owned stores and 17 franchised stores that did not meet the organisation's commercial standards. The impact of these closures has been minimal, as they have been replaced by new openings in nearby locations, with full redeployment of the teams. All these changes are duly communicated to the affected stakeholder groups.



ALBOX



ALMERÍA



MASSANASSA



TORREVIEJA



SUECA



ALDAIA



XÀTIVA



ALAUQUÀS



GANDÍA



MATARÓ



LLEIDA



AMPOSTA



TERRASSA



VILANOVA I LA GELTRÚ



OLOT



CARAVACA



CARTAGENA



MURCIA

CHARTER FRANCHISES

Through its Charter franchises, the Cooperative fulfils a dual objective of providing a quality service to small towns and urban neighbourhoods that do not have sufficient population to support a large supermarket, while also remaining close to consumers, fostering collaboration with traditional local retailers, encouraging entrepreneurship and contributing to efforts to address depopulation.

The franchise model represents an efficient alternative for those seeking to start a business through self-employment. These neighbourhood stores typically range in size from 200 to 500 m² and offer a product range tailored to customer needs, including Consum own-brand products. Franchisees also have the option to incorporate all the discounts and promotions included in the Mundo Consum loyalty programme.

In 2025, nearly 77% of new openings were carried out by individuals who already operated a store and chose to invest in a new franchise, confirming Charter as a strong option for business and self-employment. It is estimated that Charter franchises generate indirect

employment for approximately 3,800 people. Moreover, opening a franchise does not involve any initial or recurring payments such as royalties, fees or entry charges, as Consum only charges for the products it supplies, under a transparent pricing policy.

Charter closed 2025 with 41 new stores, bringing the total to 503 outlets across Andalusia, Aragon, Castilla-La Mancha, Catalonia, the Valencian Community and the Region of Murcia. With these new openings, Charter added more than 9,200 m², exceeding a total retail sales area of 152,100 m². In 2025, Consum billed €891.11 million to its franchise network, €44.8 million more than forecast, representing an increase of 14.02% compared to the previous year.

In addition, franchisees assess each year the quality of the supply service they receive from the Cooperative. In 2025, this assessment reached a score of 7.1 out of 10.



ONLINE STORE

Consum's online store is now available in nearly 600 locations across the provinces of Albacete, Alicante, Almería, Barcelona, Castellón, Ciudad Real, Girona, Granada, Lleida, the Region of Murcia, Tarragona and Valencia. The project, launched in 2016, generated turnover of €83.1 million this year, 9% higher than the previous year. In 2025, service areas continued to expand, with 137 additional locations gaining access compared to the previous year, and the creation of 34 new jobs, bringing the total to 593 locations served and 514 people employed in the online service.

This effort reflects the Cooperative's commitment to staying close to its customers and providing the same level of service in rural areas, making it easier to access convenient and secure shopping with the same quality as in major cities.

As for developments in the online store during 2025, its design was refined to offer a simpler, more visual browsing experience, with reorganised icons and more prominent offers. A new "Top rated" label has been introduced on products to help customers choose and highlight the most highly valued items.

In addition, a new recipes tab linked to searches has been added, allowing users to choose between viewing products or drawing inspiration from the Cooperative's culinary suggestions. This update is complemented by the redesign of the "Our recipes" section, which now offers a more attractive layout, organised categories and an intuitive experience that helps turn inspiration into purchases.

Consum's online store features an innovative system in the Spanish retail sector to ensure product preservation during delivery. This system uses Adiapack containers, designed to maintain cold temperatures through thermal inertia. Their walls incorporate an aerospace-grade insulating material which, following pre-cooling and airtight sealing with temperature-controlled products, keeps the desired temperature for more than 10 hours.



Noelia preparing an online order at the Picassent Consum

“ CONSUM'S ONLINE STORE IS NOW AVAILABLE IN NEARLY 600 TOWNS AND CITIES

REFURBISHMENT OF STORES AFFECTED BY THE DANA

The 69 Cooperative supermarkets affected by the DANA weather event in October 2024 – 30 Charter franchises and 39 Consum stores – were refurbished immediately after the disaster, and by May 2025, all were fully operational and running at full capacity. The last stores to reopen were the centres in Algemés (Plaza del Mercado) and Aldaia (Avda. 2 de Mayo), in May.

More than 1,000 people worked on Consum's store reconstruction plan, which involved an investment of approximately €35 million. The works covered more than 78,000 square metres of built space, and the most heavily affected supermarkets reopened fully refurbished and with enhanced services for customers.



Aldaia (Valencia) Consum

A STRONG LOGISTICS NETWORK

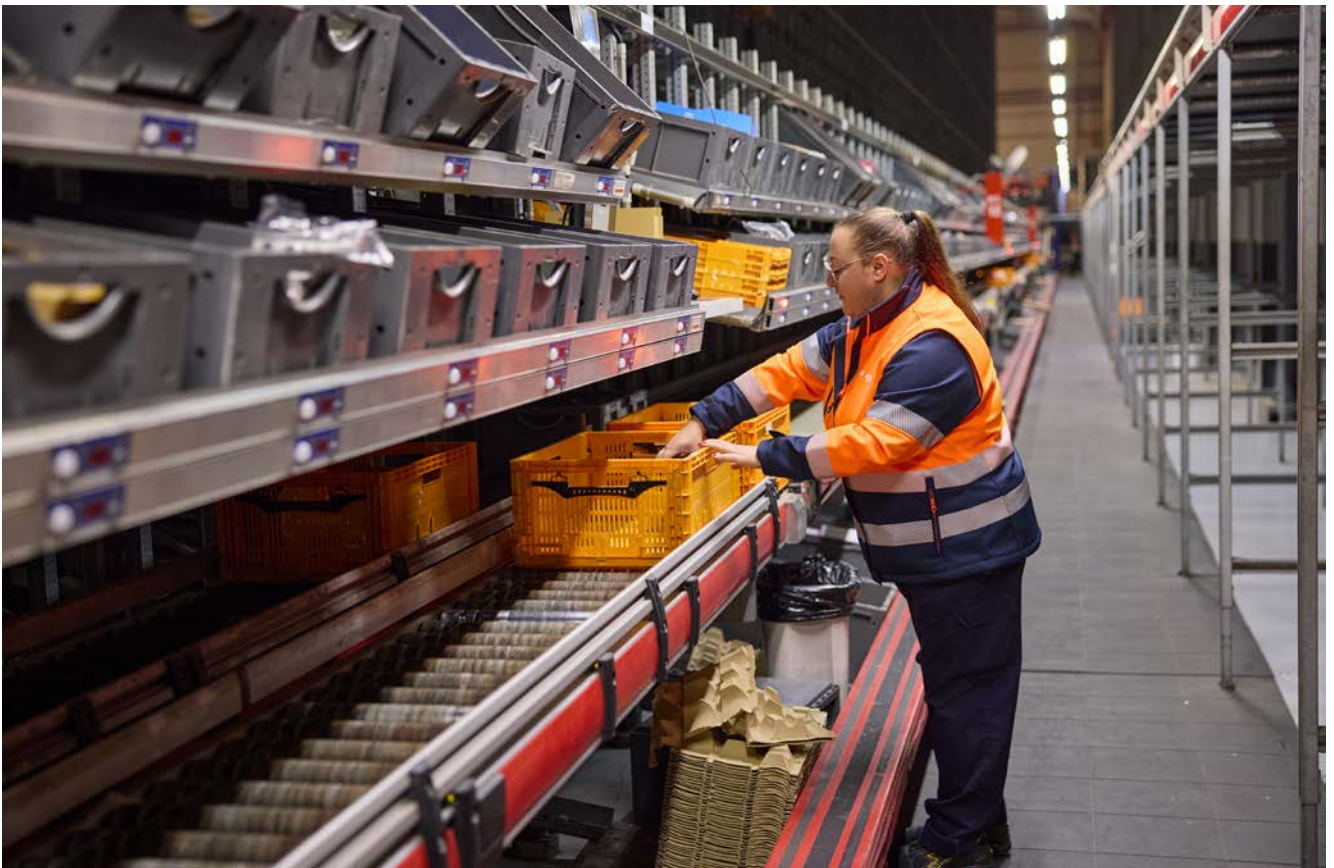
In 2025, construction began on the new hub in Noblejas (Toledo), a logistics unit that will include Food and Non-Food, Fresh, Chilled and Frozen centres. This new location will serve the 91 stores in Castilla-La Mancha and will support the Cooperative's growth in the central region. The new facility, with a total surface area of around 70,000 m², will feature a 40-metre-high automated silo, complemented by an office module and auxiliary service buildings.

During 2025, the fruit and meat centre in Catalonia was expanded with a new 2,400 m² area, helping to ease pressure on the fresh goods automation system and unify operations at a single temperature, thereby increasing productivity. In addition, in July 2025 the solar installation at the Zona Franca hub came into operation, achieving energy savings of approximately 18%.

Construction also began this year on the new integrated reverse logistics hub at our warehouse in the Zona Franca industrial estate in Catalonia. This new infrastructure comprises a 13,662 m² plot with a built facility of 8,850 m², located very close to the existing hub. It will include Europool facilities and will be the Cooperative's first logistics site to obtain BREEAM certification.

The Las Torres de Cotillas hub, the most automated in the Cooperative and one of the most important in the Region of Murcia, introduced in 2025 a new low-rotation system within the Food and Non-Food hub in Murcia.

With this investment, the Cooperative continues to lead in logistics by incorporating cutting-edge technology through its new Autostore[®] low-rotation sys-



Inside the logistics platform in Silla (Valencia)



Automated low-turnover system in Las Torres de Cotilla (Murcia)

tem. This new warehouse uses 60 specialised robots for storage and retrieval operations, managing 3,000 product references automatically using more than 27,000 bins.

The facility, designed for low-rotation items (products with lower sales frequency) began operations in June 2025 and has an average throughput of 30,000 packages per day, with capacity to reach 55,000.

The warehouse has 8 ergonomic picking stations, designed to maximise comfort and minimise unnecessary movement.

Thanks to this new facility, the Cooperative has relieved pressure on the Silla (Valencia) hub, which previously handled these low-rotation items. This redistribution has improved logistics efficiency, expanded the product range and enhanced service to stores in the Region of Murcia.

In addition, the Cooperative is planning the construction of a new hub in the Pont dels Cavalls business park in Aldaia, where it has acquired a 205,000 m² plot.

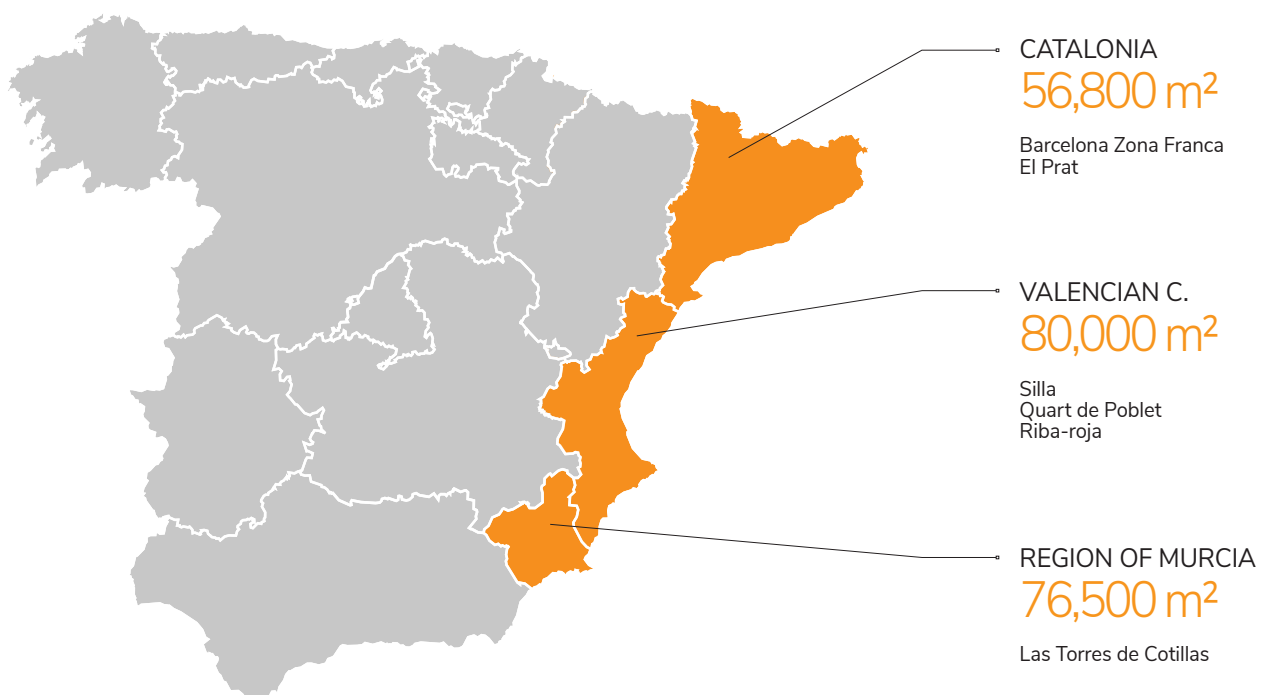


Team meeting at the Silla platform (Valencia)

LOGISTICS SURFACE AREA, MORE THAN

213,300 m²

LOGISTICS HUBS





TOWARDS THE FRESHNESS WE WANT

consum

**A future built together with those who
accompany us along the way.**

A future in which the development of our suppliers is
based on stable, fair and trusted relationships, because
growing together is the only way to do it well.



COMMITMENT TO LOCAL PRODUCTS

Consum creates long-term value across its entire supply chain, building its relationships with suppliers on trust, transparency and mutual commitment. Supplier selection criteria include quality, proximity, food safety and cost.

COMMERCIAL SUPPLIERS

1,242

SUPPLIERS PRODUCE OWN-BRAND PRODUCTS

24.1%

The Cooperative sees its suppliers as strategic partners in delivering an innovative product range, tailored to the needs of its members and customers, and aligned with its values of quality, health and sustainability. In 2025, the Advantage Mirror report once again recognised Consum as the distributor most highly rated by manufacturers in the sector, a position it has maintained for seven consecutive years. In addition, according to the AECOC Commercial Benchmarking Report, Consum remains the second-best company to work with, as rated by its suppliers.

SUPPLIERS AND CREDITORS IN THE CHAIN

5,762

In 2025, Consum made purchases worth €3,285.14 million, prioritising local products and supporting economic development in the regions where it operates. A total of 98.35% of purchases were made from Spanish suppliers, of which 68.1% were local. The Cooperative works with 5,762 suppliers and creditors, and its operations are estimated to generate more than 50,839 indirect jobs, primarily within its supply chain and among its contractors.

€ MILLION IN PAYMENTS TO SUPPLIERS

3,285.14

To promote fairer and more balanced relationships within the food chain, Consum has been a signatory to the Code of Good Commercial Practices in Food Contracting since 2016, voluntarily applying best commercial practices in its business relationships. In addition, in 2025 the Cooperative maintained a 40-day payment period to suppliers, a figure that helps ensure fair and balanced commercial relationships.

TOTAL INDIRECT JOBS

50,839

Consum includes a CSR clause in all its contracts, encouraging its suppliers to share the same values, particularly with regard to labour rights, work-life balance, equal opportunities and environmental efficiency. Its Sustainability Policy also guarantees respect for human rights, rejecting any commercial relationship involving child or forced labour.

LOCAL PRODUCE

Consum offers 2,941 regional products, distributed exclusively in specific provinces or local areas, thereby promoting local produce and adapting to the preferences of consumers in each region. This also supports the local economy, as these products are sourced from nearby areas. Among the most notable local product campaigns are those for citrus fruits and stone fruit, along with other protected designations with which Consum works each season, such as PDO (the Protected Designation of Origin) Benicarló Artichoke, the PDO Vinalopó Table Grapes, the PGI Girona Apple, the PDO Jumilla Pear and the PDO Valencia Tiger Nut, among others.

Consum also reinforces its commitment to citrus fruits and the quality labels that certify them, such as the protected geographical indications PGI Valencian Citrus Fruits and PGI Clementines from the Terres de l'Ebre Biosphere Reserve, with which it has worked for the past six years. In this way, the Cooperative continues to promote local and proximity products throughout the season. The 2025 local fruit and vegetable campaign stands out for strong growth in key categories, such as citrus fruits and watermelons.

Consum also works with its suppliers on crop planning and forecasting, adjusting varietal developments to extend the duration of national fruit and vegetable campaigns, while always ensuring quality. In addition, it is committed to caring for produce from the earliest stages, collaborating in the selection of seeds and farmland to achieve natural harvests that respect the environment.

DAYS AVERAGE PAYMENT
PERIOD TO SUPPLIERS

40

PURCHASES FROM
SPANISH SUPPLIERS

98.35%

PURCHASES FROM
LOCAL SUPPLIERS

68.1%



COMMITMENT TO ANIMAL WELFARE

Consum remains committed to animal welfare, ensuring that 100% of the fresh meat sold at service counters and in packaged formats is now certified. This full coverage ensures that each product is backed by good, respectful and sustainable practices applied throughout the entire production cycle. These certifications, issued by independent bodies, confirm that the measures in place are not only standardised and aligned at the European level, but also exceed legal requirements. In this way, Consum ensures that animal welfare is safeguarded at every stage of the process, from origin to point of sale, providing an additional guarantee of trust and responsibility.

With regard to eggs from cage-free systems, Consum offers free-range and organic eggs (codes 0 and 1) in all its supermarkets. The Cooperative continues to work with its suppliers towards the goal of offering eggs from cage-free systems. Currently, 70% of its range already comes from barn-raised hens, up 20% from the previous year.

LOGISTICS EFFICIENCY

One of the most notable initiatives related to the expansion of the fruit and meat centre in Catalonia is the move to a single-temperature operational model, significantly increasing productivity.

With regard to the construction of the new integrated reverse logistics hub in Zona Franca, the aim is to move steadily towards a more sustainable model, with the facility set to become the Cooperative's first logistics site to achieve BREEAM certification.

As for the other major projects of the year, the future logistics hub in Noblejas (Toledo) will integrate all temperature ranges – Food, Non-Food, Fresh, Chilled and Frozen – supporting Consum's growth in the central region and improving service to stores in Castilla-La Mancha.

Environmental management has once again been a key focus and the "Zero Waste" certification was renewed across all hubs in March 2025. Thanks to efficient management, 38,632 tonnes of waste were processed, achieving a recycling rate of over 98.5% and generating savings of close to €200,000.

In addition, at the Torres de Cotillas hub, the fleet operating on HVO biofuel was expanded to 10 vehicles, a technology that reduces CO₂ emissions by more than 50% and will be key to achieving the fourth Lean & Green star by 2030.

The year also concluded with the implementation of the machinery renewal plan, which saw the replacement of 50 handling units and the acquisition of a further 50 to support increased activity.

From an environmental perspective, the integration of the Prisma CMMS with SAP was also initiated, a project that will digitalise maintenance management and progressively eliminate paper from processes.

Technological advances continued with the roll-out of TESI, a collaborative platform that enables the manage-

The 2025 financial year has been particularly significant for logistics facilities, marked by transformative projects aimed at expanding capacity, strengthening sustainability and improving collaboration with suppliers.

ment and coordination of unloading at chilled and frozen platforms, reducing waiting times and improving punctuality.

In addition, collaborative forecasting with suppliers has been consolidated through joint working teams between Consum and manufacturers, which share supply forecasts using artificial intelligence and machine learning. In 2025, 100 merchandise suppliers took part, representing more than 50% of total supplier purchases. Working groups have also been established between Consum and manufacturers to strengthen collaboration and improve product availability through the exchange of purchasing forecasts.





“ ALL CONSUM LOGISTICS PLATFORMS
RENEWED THEIR 'ZERO WASTE' CERTIFICATION
IN 2025

Employees at the Silla logistics platform (Valencia)



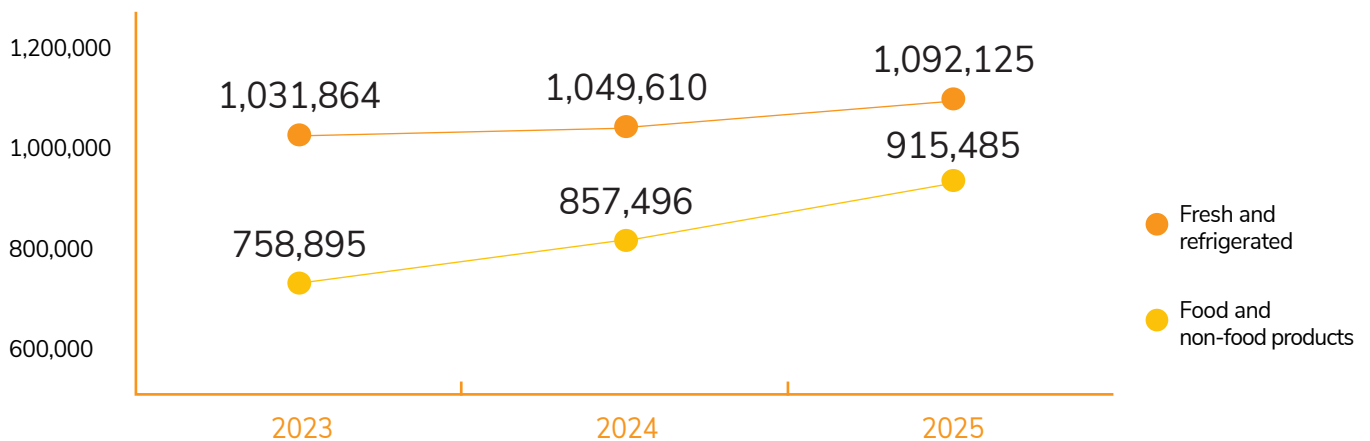
Fully electric lorry

TEO AND NODRIZA PROGRAMME

The TEO (Transport at Origin) Programme in the fresh, chilled and frozen categories is one of the Cooperative's most significant logistics projects. This system collects products directly from suppliers, optimising lead times and ensuring cold chain control, while enabling just-in-time supply without stockholding, thereby improving quality and freshness. As of 2025, the programme covers 69% of purchases in these categories, with the participation of 255 suppliers and 19 transport companies. More than 2 million pallets are transported each year.

In addition, the TEO/Nodriza Programme for food and non-food purchases allows suppliers to deliver goods to a single Consum hub, avoiding individual deliveries to different distribution centres. Products from different suppliers are consolidated and transported to the relevant hubs. As of 2025, the programme includes 146 suppliers and accounts for 32% of total purchases in these categories.

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





TOWARDS THE INNOVATION WE WANT

consum

**A future in which innovation means
improving people's lives.**

A future in which technology and new ideas are at
the service of a simpler, more efficient and more
human experience.



DIGITALISING TO OFFER YOU THE BEST

At Consum, we strive to improve year after year to meet the needs of all our stakeholders, working alongside them to generate added value that drives sustainable progress. We believe the future is not only about offering products or services, but about our ability to understand and support each person in their daily lives. For this reason, we place people at the centre of everything we do, both customers and employees, and we see innovation as a way to develop new products and services that make life easier for everyone.



IN 2025, CONSUM INVESTED €34 MILLION IN INNOVATION, 26.4% MORE THAN IN 2024

In 2025, Consum invested €34 million in innovation, 26.4% more than in the previous year. The most notable projects include:

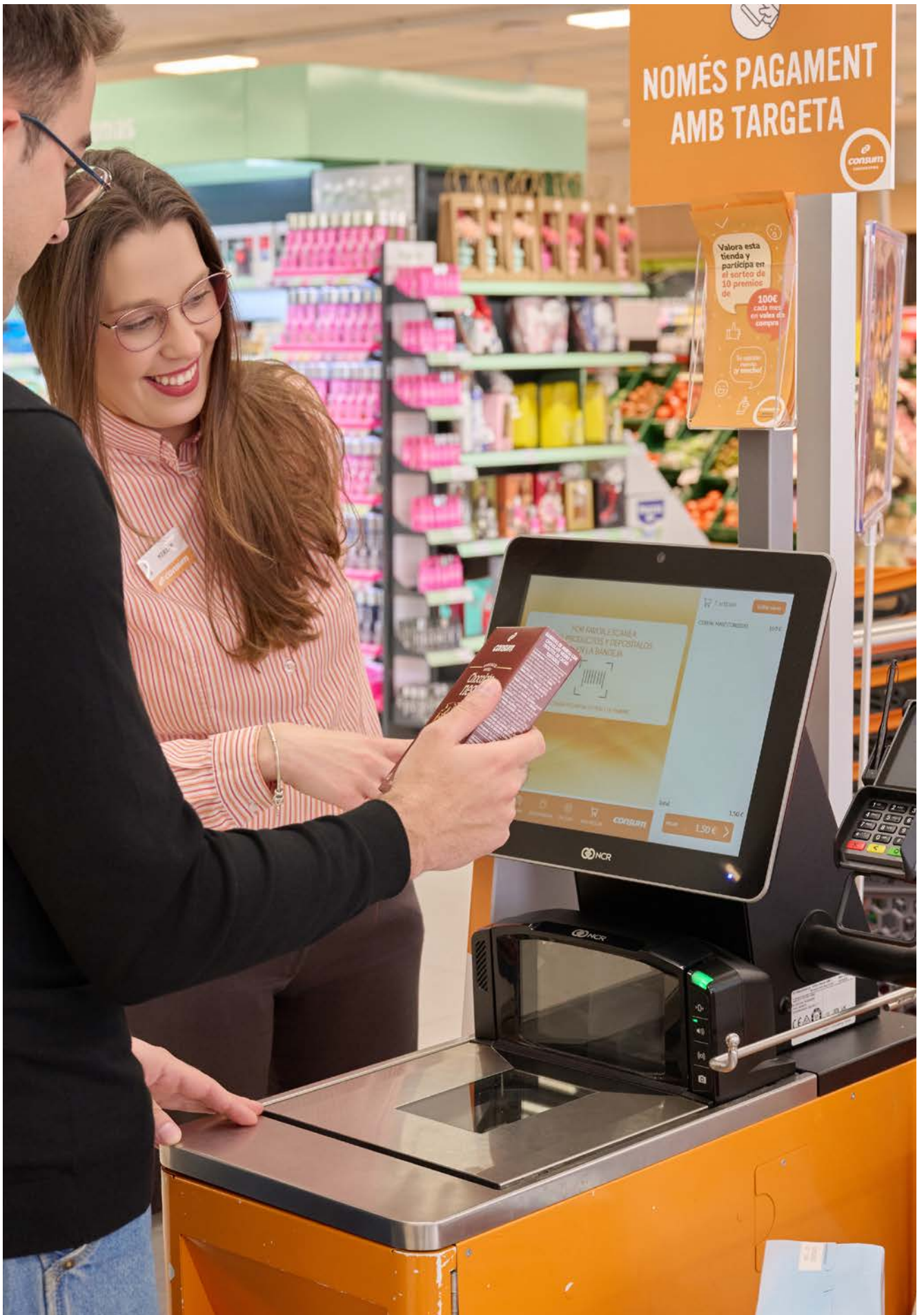
INNOVATION IN CUSTOMER EXPERIENCE:

IMPLEMENTATION OF SMART SCALES IN FRESH SECTIONS. During 2025, this project explored the opportunities offered by artificial intelligence applied to product recognition. This initiative will improve the customer experience at scales in fresh sections, particularly in fruit and vegetables, enabling faster and more accurate product identification and streamlining the shopping process.

EXPANSION OF SELF-SERVICE CHECKOUTS. In 2025, fast self-checkout lanes were introduced in 28 stores. This option does not replace the traditional system or the staff who usually perform this function, but complements them, with the aim of speeding up purchases and reducing queues for customers buying a small number of items and paying by card, especially in tourist areas. Customers particularly value the simplicity of the process, reduced shopping time without waiting and the automatic application of discount coupons.

NEW PROGRAMME IN STORES FOR VOLUNTARY SHARE CAPITAL. All documentation relating to Voluntary Share Capital has been fully digitalised using tablets and biometric signatures, completely eliminating paper. Payments are now made by bank transfer, streamlining the process and freeing stores from cheque handling. This dual improvement has been very well received by both member-customers and store staff, and reinforces the Cooperative's commitment to efficiency and sustainability.

DIGITALISATION OF IN-STORE SIGNAGE. Commercial content (offers and promotions) has been introduced on screens in counter sections, replacing paper signage. This measure has saved 18.2 tonnes of paper and generated cost savings of €480,000.



Nacho, a customer at the Moncofa Consum, paying at the self-checkout tills

INNOVATION FOR EMPLOYEES:

IMPLEMENTATION OF THE NEW ERP-SAP SYSTEM: the roll-out of a new software system has begun, which will optimise the management of all business units by automating, simplifying and ensuring the traceability of processes. With this tool, employees will have more direct access to their information and manage their tasks with greater autonomy. It will also help improve managerial efficiency, promoting more strategic, management-focused leadership.

IMPLEMENTATION OF COPILOT: during 2025, Consum has leveraged the rise of artificial intelligence as a driver of workplace efficiency. In this context, a project has been launched to analyse and validate the use of Microsoft Copilot through trials with selected user groups and to evaluate its potential phased roll-out in roles where it can deliver the greatest value. This initiative supports productivity improvements, enabling more efficient use of office tools, reducing errors and optimising everyday tasks.

ASSET TRACKING USING PROXIMITY TECHNOLOGIES: work has been carried out on a project that, through the use of proximity technologies, will enable the Cooperative to maintain a permanent inventory of assets located in stores, logistics hubs and headquarters. This initiative will streamline traditionally costly and time-consuming inventory processes, whose updating and maintenance are complex, thereby improving operational efficiency and asset control.

DIGITALISATION OF ALL DOCUMENTATION FOR LAST-MILE TRANSPORT TO POINTS OF SALE: Consum has anticipated the Sustainable Mobility Law by implementing digital consignment notes across all its logistics units in 2025. As a result, all transport documentation (consignment notes, route sheets and meat delivery notes) is now managed entirely in digital format, eliminating paper and modernising asset management ahead of the regulation coming into force in October 2026.

ROUTING MAPS TRACKING TV SOFTWARE: in 2024, development began on software that enables store staff to track the status of their orders in real time (pending, loading or in transit), improving daily planning and optimising goods management. This tool provides greater visibility and efficiency in logistics

operations. The web version was deployed in 2025, allowing points of sale to check the status of their orders online and identify any delays or issues in shipments.

DIGITALISATION OF THE LEAN MANAGEMENT SYSTEM: the Lean management system has evolved into a digital environment across all the Cooperative's logistics units, providing support for meetings, contributions and the optimisation of continuous improvement processes. This transformation has enabled the integration of digital tools into the Lean management model, improving operational efficiency and fostering a culture of continuous improvement across all logistics operations and areas.

SHARED DASHBOARDS WITH SUPPLIERS: during 2025, the generation of shared dashboards with suppliers was automated, leveraging the capabilities of Power BI. This initiative, developed in collaboration with ITI and supported by Consum's investment, enhances the user experience by enabling more agile management, with more detailed data and more frequent updates, facilitating joint coordination and monitoring of logistics KPIs with suppliers.

IMPLEMENTATION OF THE TESI COLLABORATIVE PLATFORM FOR SCHEDULING DELIVERIES AT CHILLED AND FROZEN DISTRIBUTION CENTRES: this tool optimises the management of goods unloading at the hubs and helps improve on-time performance indicators while minimising waiting times.

INTEGRATION OF PRISMA WITH SAP: throughout 2025, the integration of the Prisma maintenance CMMS with SAP has been under way. In an initial phase, invoices related to repairs will be integrated. The expected benefits of this integration include reduced paper use, simplified and faster administrative tasks, and the digitalisation of the invoicing process.

DIGITALISATION OF THE CASH SHEET: during 2025, the cash sheet has been digitalised, eliminating the need for paper printouts. This initiative has resulted in an average saving of 10 sheets per store per day, equivalent to approximately 1,600,000 sheets per year. This measure makes a significant contribution to the sustainability and efficiency of internal processes.

EXPANSION OF TOUCHSCREEN POINT-OF-SALE TERMINALS: in 2025, 188 checkout units were adapted for the implementation of touchscreen POS systems in 25 stores. This project aims to modernise point-of-sale systems, increasing the reliability of payment systems, simplifying their use and improving ergonomics for store staff.

ELIMINATION OF PAPER FORMS IN CONTINUOUS IMPROVEMENT: as part of our commitment to innovation and efficiency, we have digitalised the Continuous Improvement process, eliminating both paper forms and physical suggestion boxes. All proposals are now managed centrally and efficiently through the Gente Consum app.

“ WE PUT PEOPLE AT THE HEART OF EVERYTHING WE DO – CUSTOMERS AND EMPLOYEES ALIKE



DIGITAL TRANSFORMATION OFFICE (DTO) AND ICT OBSERVATORY

Consum has a Digital Transformation Office (DTO), whose purpose is to drive a culture of innovation and facilitate the adoption of new technologies to improve efficiency and the experience of customers and employees. Its work focuses on implementing digital solutions across the organisation, identifying opportunities for improvement, supporting the selection of tools and optimising internal communication channels. All of this is carried out using agile methodologies and with a strong focus on user experience.

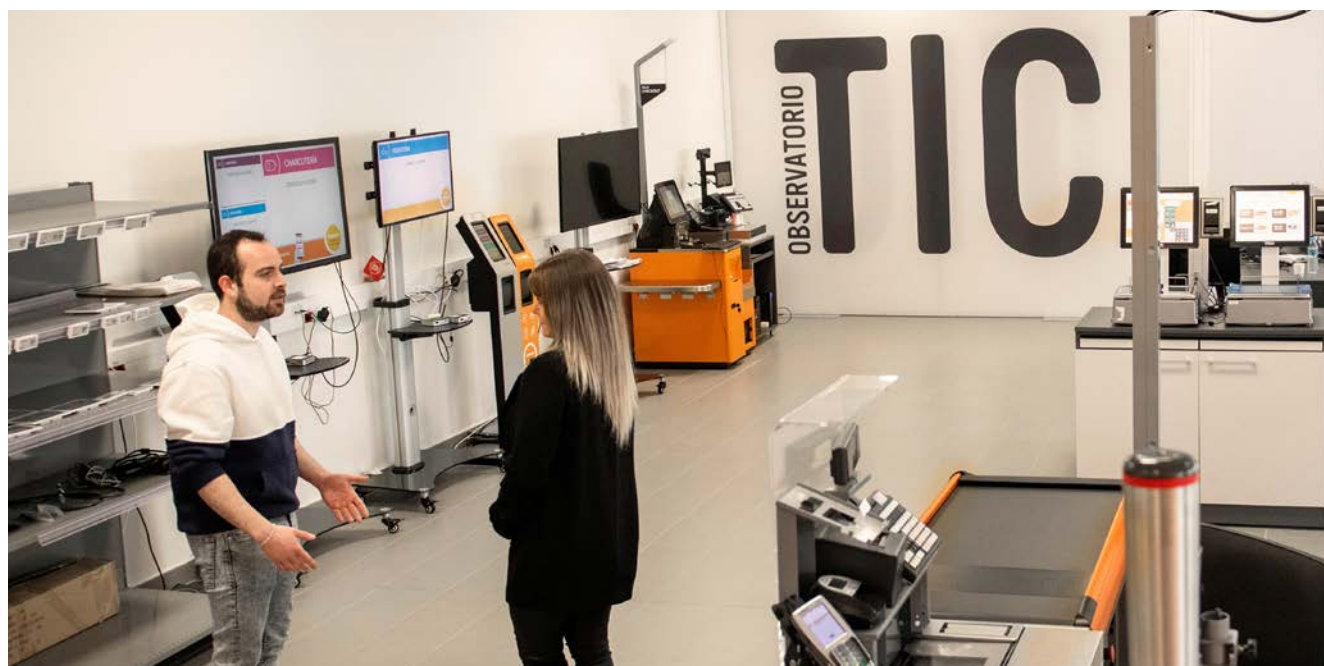
To foster innovation and validate new developments in real environments before rolling them out to stores and hubs, the Cooperative has an ICT Observatory. This technological space is structured into three distinct areas:

1 RECEPTION AND DEVELOPMENT: an area dedicated to collaboration with suppliers and joint work on the design of new solutions.

2 PILOT STORE: a testing environment that replicates the conditions of a real store, where Demand Management teams evaluate developments before implementation.

3 ICT DEVELOPMENT ZONE: a space for the technical team to carry out internal testing of applications and services.

Key projects such as electronic shelf labels, self-checkout systems and queue management systems have been validated through the ICT Observatory, ensuring their feasibility prior to deployment.



ICT Observatory space at Consum's Silla headquarters

CYBERSECURITY AND DATA PROTECTION

At Consum, cybersecurity is a strategic priority. The Cooperative works continuously to protect the information of its members (customers and employees) as well as that of its other stakeholders, through the implementation of advanced measures and the adoption of industry best practices.

The Information Security Management System is primarily based on the international ISO 27001 standard, complemented by other reference frameworks such as NIST, SANS Security Controls and a range of best practices assessed every two years. For the fifth consecutive year, Consum has renewed its ISO 27001 certification, recognising a high level of cybersecurity maturity and ensuring the confidentiality, availability and integrity of information, as well as effective risk management.

The main measures implemented include:

- **Traditional antivirus (AV) and EDR (Endpoint Detection and Response)** systems for servers, personal devices and communications systems (XDR).
- **Encryption of personal information exchanged with third parties.**
- **Access management through an IAM system.**
- **WAF systems, or web application firewalls.**
- **Monitoring probes in industrial environments to supervise activity.**
- **Execution and code audits for the most exposed applications.**
- **Automated and manual attack simulation exercises.**
- **Digital Surveillance Service.**
- **Anti-spam filters to protect users.**
- **Crisis plans and continuity testing.**



Mundo Consum app

“ THE COOPERATIVE WORKS CONTINUOUSLY ON CYBERSECURITY, ENSURING THE CONFIDENTIALITY AND INTEGRITY OF ITS MEMBERS' INFORMATION AND DATA (CUSTOMERS AND EMPLOYEES)

EVOLUTION IN THE SERVICE OF PEOPLE

INNOVATION IN THE PRODUCT RANGE

Innovation in the product range is essential to adapting to the market, differentiating the business and driving growth. To achieve this, the Quality Division collaborates with member-customers through tastings, user trials, expert panels and technical analyses.

In 2025, 63 focus group meetings were held with more than 400 participants, alongside 34 accompanied shopping sessions and 92 interviews, both online and in person. In addition, 267,646 customer surveys were carried out to gather feedback on the shopping experience and own-brand products.

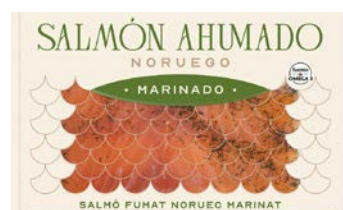
LAUNCH OF FOUR NEW SMOKED PRODUCTS: including 100 g sliced smoked salmon, diced smoked salmon and the new 80 g Norwegian marinated smoked salmon.

LAUNCH OF NEW HOUSEHOLD CLEANING PRODUCTS: including three new detergent products, such as pentachamber Total 5-in-1 capsules for white and coloured laundry, trichamber Colour capsules (3-in-1) and trichamber Active capsules (3-in-1), both improved products replacing previous capsule formats.

LAUNCH OF TWO NEW STOCK PRODUCTS: new 1-litre cartons of natural chicken stock and natural cocido stock, now indicating the percentage of meat content and made with fresh, natural ingredients.

LAUNCH OF SIX NEW CEREAL PRODUCTS: including new classic oat rings, puffed cereals with honey, and new cereal bars such as sugar-free hazelnut muesli bars and green apple bars (6 x 25 g).

With quality, sustainability and health as guiding principles, and thanks to the involvement and collaboration of member-customers in reformulation and new product launch processes, a total of 115 improvements were implemented in own-brand products in 2025, of which 41 were specifically aimed at promoting healthier options. Notable examples include the following:



REFORMULATION AND IMAGE REDESIGN OF FOUR CEREAL PRODUCTS: dark chocolate muesli and crunchy fruit muesli cereals have been reformulated, while the packaging of cocoa-filled cereals and milk cream-filled cereals has been redesigned.



REFORMULATION AND REDESIGN OF TWO KEY PREPARED MEAL PRODUCTS: the 600 g Spanish omelette without onion and the Spanish omelette with onion. Both now feature redesigned packaging, a more homemade texture and a richer flavour.



IMAGE REDESIGN AND EXPANSION OF THE OLIVE RANGE: a new redesign has been introduced across the Consum olive range, accompanied by the launch of three new products: anchovy-flavoured manzanilla olives with stones, seasoned pitted manzanilla olives and chupadedos olives.



REFORMULATION AND REDESIGN OF EIGHT NAPPY PRODUCTS: product improvements and packaging redesigns have been introduced across several nappy items, including Consum Kids size 2 nappies (28 units), Consum Kids size 5 pull-up pants (23 units) and Consum Kids size 6 pull-up pants (21 units), among others. They now offer greater absorbency, a better fit and improved protection for babies' skin.



OUR CONSUM BRANDS



CONTINUOUS IMPROVEMENT

Consum promotes a Continuous Improvement programme aimed at identifying opportunities for enhancement based on contributions from employees and customers, contributing to service excellence and process optimisation.

The programme includes the MCREAS platform, a tool used by the team of technicians and social representatives responsible for managing proposals. Proposals can

also be submitted through the internal Gente Consum app. This system enables participants to submit initiatives, track their progress and consult the status and development of proposals.

In 2025, a total of 10,158 improvement initiatives were submitted, of which 1,736 were approved and 2,603 implemented, representing an investment of €1,355,193.34.



TOWARDS THE WELL-BEING WE WANT

consum

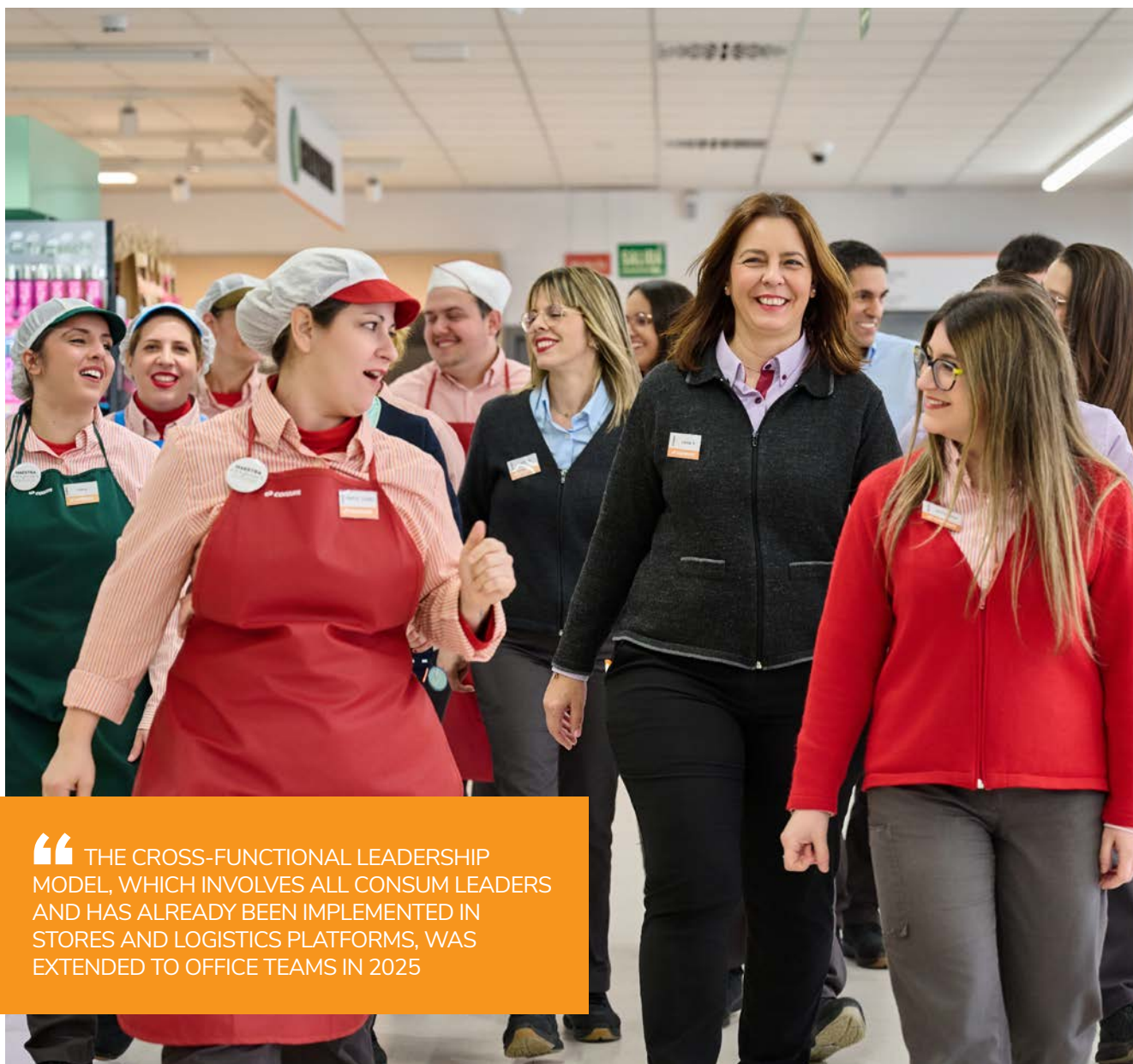
A future in which people are not viewed as a resource, but as a value.

A future in which we learn to live a little more slowly while becoming more efficient at the same time. To dedicate fewer hours to work and more time to ourselves and to those around us.



COMMITMENT TO DEVELOPMENT AND WELL-BEING

In 2025, Consum further consolidated its People and Well-being Strategy, which defines the contribution of the People and Well-being Department to the Cooperative's overall strategy. The strategy sets out Consum's priorities in this area through its employee value proposition, specifying both what the department offers the organisation through its People and Well-being policies and how it commits to delivering its services to its internal clients through its service excellence model.



“ THE CROSS-FUNCTIONAL LEADERSHIP MODEL, WHICH INVOLVES ALL CONSUM LEADERS AND HAS ALREADY BEEN IMPLEMENTED IN STORES AND LOGISTICS PLATFORMS, WAS EXTENDED TO OFFICE TEAMS IN 2025

consum STRATEGY



The strategy reinforces Consum's mission "Committed employees, satisfied customers" and responds to the Cooperative's four strategic pillars: customer focus, sustainability, profitability and people at the centre, with particular emphasis on the latter.

Its objective is to strengthen the value proposition through people and well-being policies that promote care, development, recognition and active listening, while implementing initiatives that support employee well-being.

This approach is defined through the "Service Excellence Model", which establishes the key attitudes required to provide outstanding support to the organisation, ensuring the effective delivery of the employee value proposition.

Through this strategy, Consum reinforces its commitment to its teams, ensuring that every individual feels recognised, supported with opportunities for growth and

well-being, and part of a working environment in which their voice is heard. All of this is achieved through management that is approachable, rigorous, proactive and inspiring.

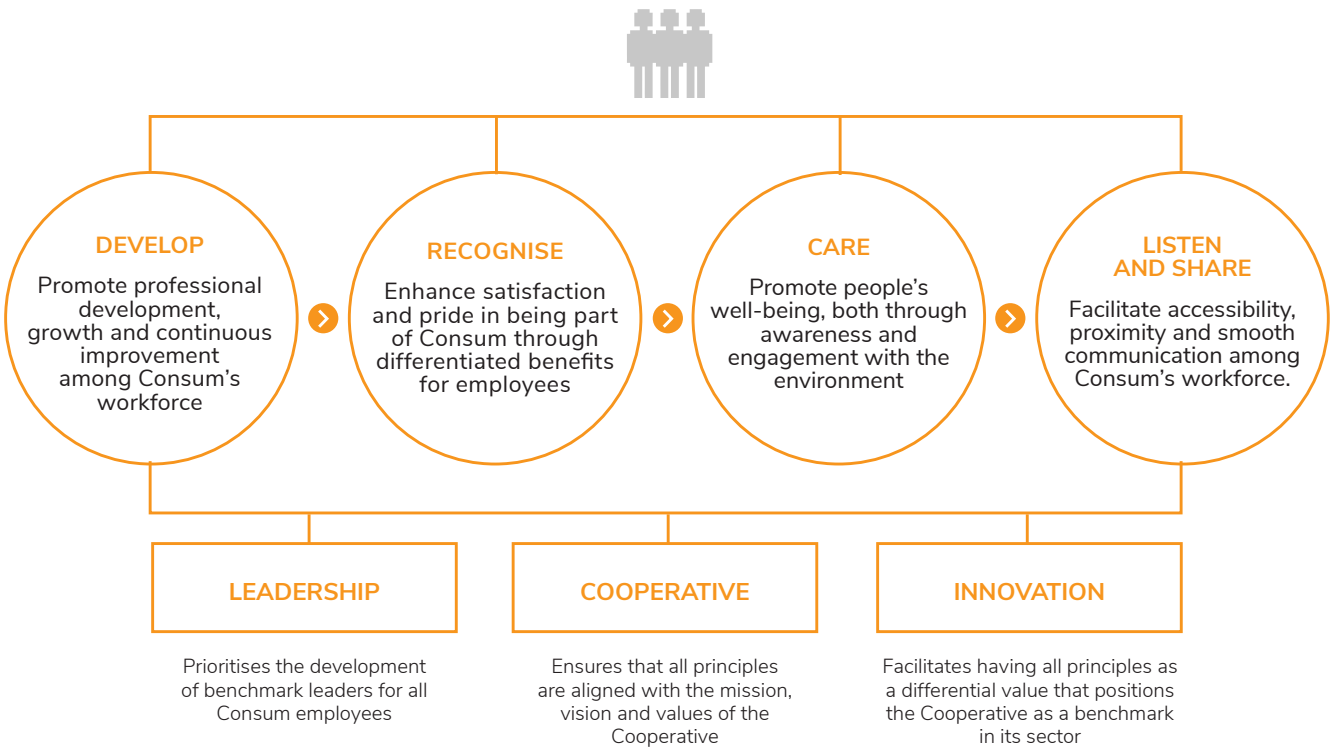
In addition, as a Cooperative that places people at the centre of its decisions, it is essential to have a cross-functional Leadership Model involving all Consum leaders. With this objective in mind, and following its implementation in stores since 2016 and in logistics hubs in 2024, the extension of the model to office environments was planned and completed in 2025. This model has demonstrated multiple benefits and serves as a practical, enabling tool to ensure leadership responsibilities are carried out effectively, while also helping to standardise people management practices and priorities across all Cooperative workplaces.

TALENT DEVELOPMENT AND ADVANCEMENT

PEOPLE POLICIES

At Consum, employees are the organisation’s fundamental pillar and are at the centre of every decision. For this reason, its talent management model is key to attracting, selecting and retaining the best professionals.

The Cooperative has a set of policies grouped around four drivers for action, which form the basis of its commitment to people.



Through these, the Cooperative offers candidates and future employees the opportunity to grow professionally, engage with a cooperative model, and join a company that cares for both its people and its surroundings. All of this is supported by leadership aligned with the organisation's values and an innovative approach to people management.

In 2025, Consum conducted its Workplace Climate Survey, achieving an overall participation rate of 81% and a score of 3.91 out of 5, reflecting a strong level of commitment and engagement among the people who work at the Cooperative. In fact, 86% of respondents said they would recommend Consum as a good company to work for. Similarly, the Leadership Barometer achieved a high participation rate of 91.7%, enabling leadership to be assessed across stores, logistics hubs and headquarters. Its aim is to analyse and strengthen Consum's Leadership

Model, ensuring improved performance and well-being within teams.

These results highlight the Cooperative's commitment to continuous improvement and the development of its people.

As part of its commitment to talent and continuous improvement, Consum was awarded the Top Employers certification for the twelfth consecutive year in 2025, recognising its good practices in talent management and highlighting the Cooperative as one of the best companies to work for in Spain.



INTERNAL COMMUNICATION

Consum works continuously to identify and promote the internal talent of its employees, reinforcing the values that make it unique as a Cooperative. In 2025, the campaign “Viaje al centro de Consum” (Journey to the heart of Consum) was launched to highlight teamwork and the people who make up the Cooperative as the driving force behind Consum’s goals, values, identity, and direction. Employees took part in challenges through a gamification system, allowing them to explore more deeply the drivers underpinning the people policies: developing, recognising, caring, listening and engaging. In this way, the campaign fosters the sense that every person has their place, and that what matters most in the journey is not the speed at

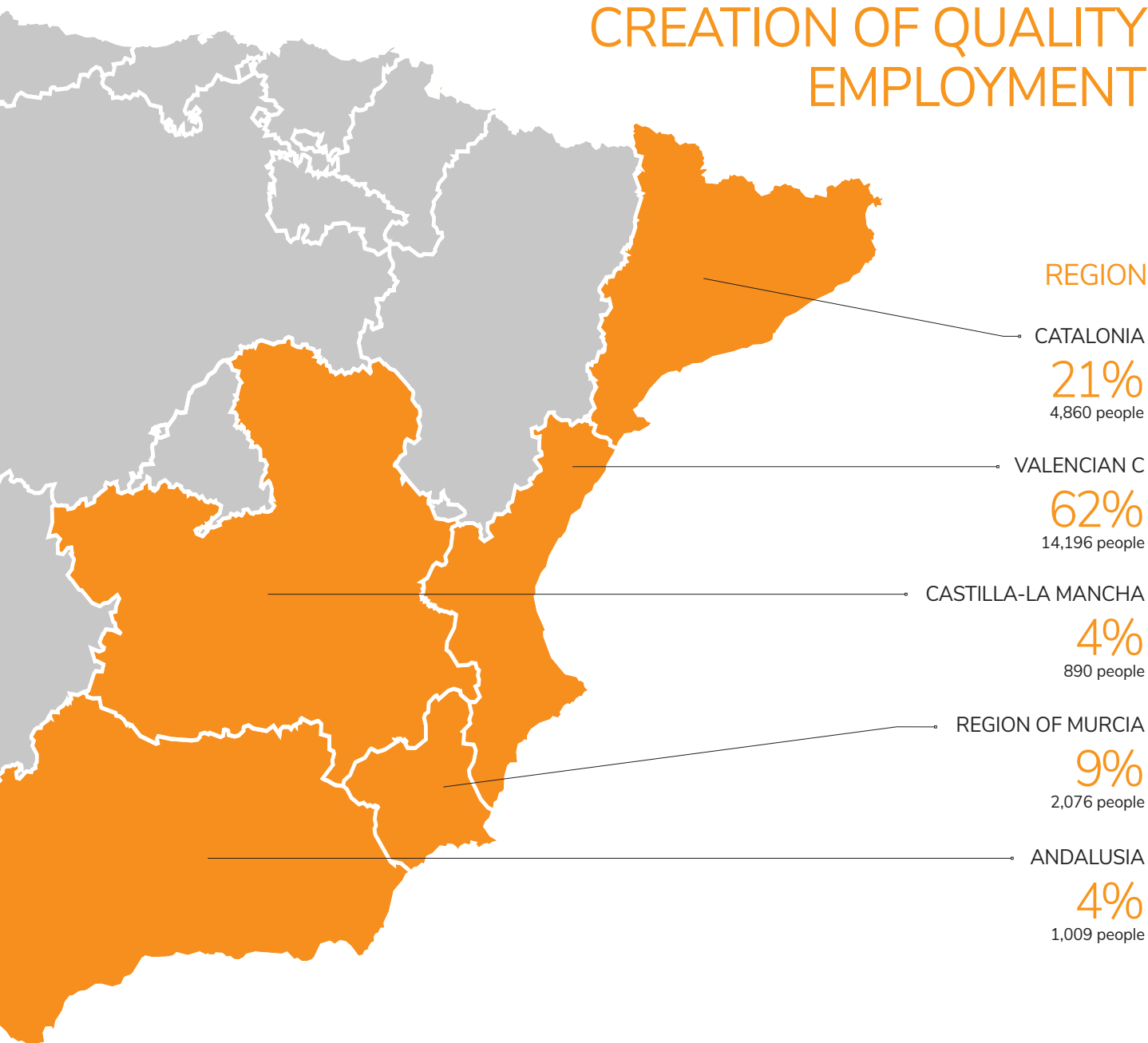
which we move forward, but the colleagues who accompany us along the way.

These campaigns are communicated through the Cooperative’s internal communication channels. The “Share who we are” platform hosts the challenges linked to annual campaigns, a blog where employees can participate in different initiatives and the BIS Magazine, which provides relevant internal information. In addition, the Gente Consum app enables employees to stay up to date with the latest news, complete administrative procedures, access payslips, share capital information and communicate with colleagues through dedicated groups.



Employees of the Lleida Consum

CREATION OF QUALITY EMPLOYMENT



NEW EMPLOYEES IN 2025

1,162

PEOPLE IN THE WORKFORCE
AT THE BEGINING OF 2026

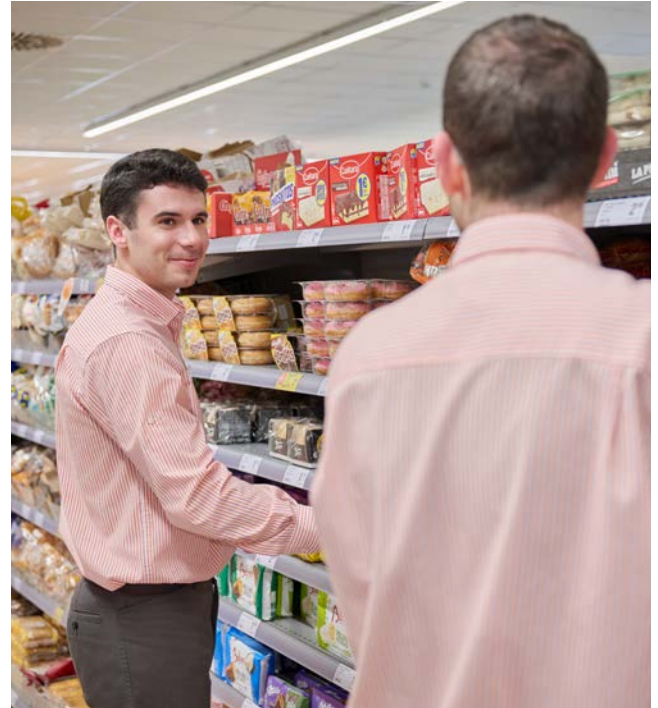
23,031

In 2025, a total of 1,162 net new jobs were created compared to the previous year. Consum's recruitment policy prioritises, in the case of external hiring, candidates residing in the areas where the Cooperative operates and, internally, the filling of positions of responsibility through horizontal mobility or internal promotion procedures. In this regard, 650 internal promotions took place during 2025 (211 men and 439 women).

The average length of service at Consum is 9.45 years. Turnover among the Cooperative's core member workforce stands at 0.89%, a very positive figure compared with the average for the national retail sector. Throughout the year, there were 2,874 new worker-member admissions and 2,146 departures.

The main workforce fluctuations generally occur during the summer season in tourist areas, due to the temporary recruitment of additional staff and holiday cover. Consum is the only company in the sector to offer its employees five weeks of holiday, with at least two of those weeks taken during the summer period.

As of 31 January 2026, the final day of the financial year, Consum's total workforce stood at 23,031 people, of whom 72.17% were women. A total of 80.4% of employees work full-time, and 96.3% of employees at Consum hold stable positions under cooperative membership or permanent contracts.



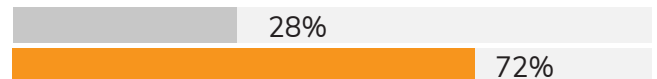
TYPE OF WORKING DAY

Part time
Full time



SEX

Men
Women



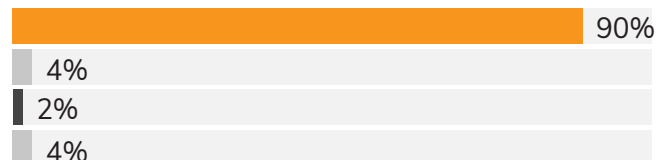
AGE

Under 30
Between 31 and 50
Over 50



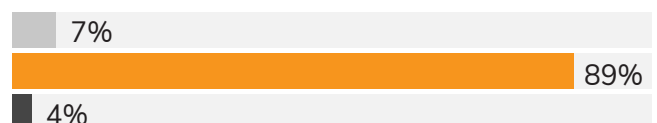
TYPE OF CONTRACT

Partner
Partner on probation
Permanent
Temporary



PROFESSIONAL CATEGORY

Supervisors
Operating personnel
Technicians



Given the Cooperative's nature, the vast majority of employees are members (93.84%), with their working conditions governed by the Articles of Association and In-

ternal Regulations. Salaried employees, who account for 6.16% of the workforce, are all covered by the Cooperative's own collective agreement.

OCCUPATIONAL HEALTH AND SAFETY

Since 2001, Consum has had a Prevention Plan in place aimed at integrating health and safety management throughout the Cooperative. The plan is divided into three main areas: supermarkets, logistics hubs and headquarters. The prevention service falls under the responsibility of the People and Well-being Department and is supported by an in-house team of specialists in safety, hygiene, ergonomics and applied psychosociology, as well as an external occupational health surveillance service. Together, this team forms the Health and Safety Committee, which meets quarterly and is responsible for the development and monitoring of the Plan.



Employee participation in the prevention system occurs primarily through the prevention coordinator role, held by the social representative. Their responsibilities include reporting workplace accidents, conveying employee suggestions to the prevention service and supporting the implementation of specific actions in the workplace. Each workplace has its own prevention coordinator.

In addition, prevention is integrated into the continuous improvement system and Lean workshops, where employees themselves can propose measures to further strengthen workplace safety. The Prevention Service communicates information to employees through channels such as the Cooperative Information Bulletin (BIS), workplace meetings, the Gente Consum app and the noscuidamos website, among others.

Health and safety training is a fundamental tool for preventing occupational risks within the Cooperative. Part of this training is delivered internally by prevention specialists, while other courses are provided by external prevention services and training academies. Employees complete a health and safety module as part of their induction training, along with other specific prevention courses included in the Cooperative's annual training programme. All courses are free of charge and take place during working hours.

As part of the Health Surveillance Plan, new employees undergo a medical examination, followed by a general check-up every two years, which is voluntary except in cases required by applicable legislation. Medical examinations are also carried out when an employee returns after more than one year of sick leave or a workplace accident, as well as in cases of occupational illness regardless of duration, for especially sensitive employees, or at the express request of the Head of People and Well-being. At all times, the confidentiality of personal health data is maintained, with information sent directly to the employee's email address. The Prevention Service receives only the fitness-for-work certificate, which states whether the employee is fit to perform their role.

MEDICAL ASSISTANCE

The Cooperative provides medical assistance during working hours for employees at the Valencia, Barcelona and Murcia logistics hubs, as well as at headquarters. The aim is to safeguard employees' health and provide personalised, fast and effective care while avoiding unnecessary travel.

In addition, employees have free access to an online medical services app offering the following specialities: general medicine, paediatrics, traumatology, gynaecology, psychology, dermatology, nutrition and dietetics, and personal training.

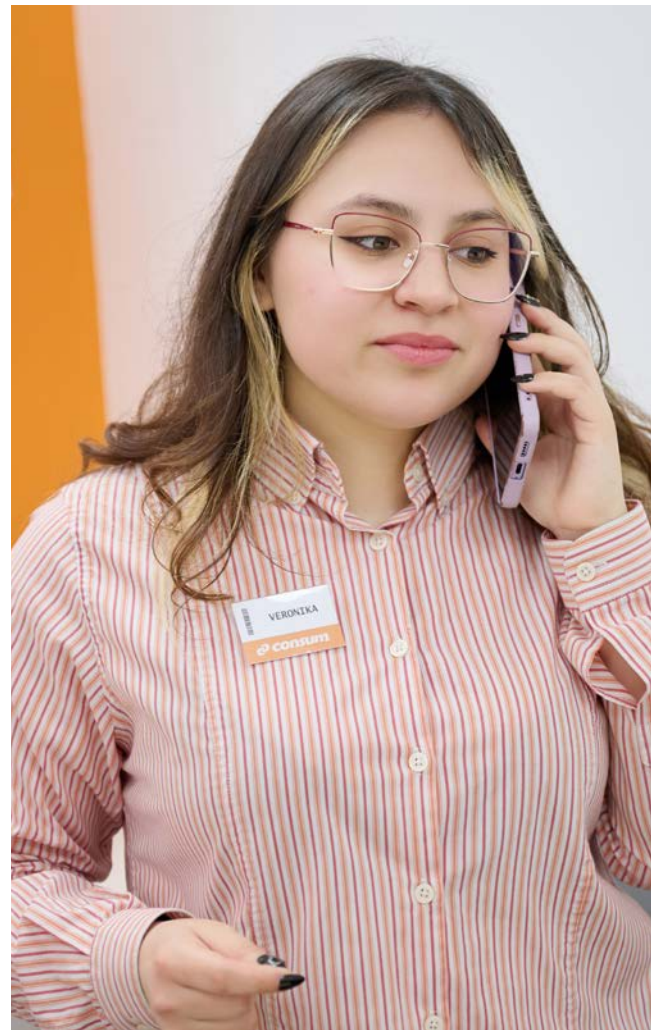
To support health and well-being, Consum's medical team writes a monthly article in the BIS magazine on different topics proposed by employees. Through the Gente Consum Offers Club, worker-members also benefit from discounts on health insurance, clinics, gyms and other services. In addition, the Cooperative provides a Road Safety Guide to reduce work-related traffic accidents.

Employees also have access to a health and safety website featuring news and information of interest on prevention matters. The website also includes videos led by healthcare professionals with exercises designed to support joint health.

“HEALTH AND SAFETY TRAINING IS A KEY TOOL FOR PREVENTING OCCUPATIONAL RISKS WITHIN THE COOPERATIVE

EMOTIONAL SUPPORT

Since 2020, employees have had access to a free, fully anonymous and confidential emotional support and psychological assistance helpline. The professionals staffing the service provide guidance, recommendations and psychological support for both work-related and personal matters. Discounts for employees' family members have also been introduced, further reinforcing a comprehensive approach to emotional well-being. During the 2025 financial year, the emotional support service handled a total of 795 calls.



Veronika, from the Lleida Consum, using Consum's emotional support and psychological counselling service

TRAINING AND CAREER DEVELOPMENT

MAIN TRAINING PROGRAMMES AND TRAINING HOURS

TRAINING PROGRAMME	TRAINING HOURS
CUSTOMER SERVICES	108,331
FRESH FOOD SCHOOL	351,925
SKILLS	73,734
WELCOME AND INDUCTION	229,495
MONITORING	66,330
PREVENTION	111,861
FOOD SAFETY	39,564

Training is a fundamental part of fostering talent and career development among employees, allowing them to acquire the new skills and capabilities the organisation will require in the future. In 2025, Consum invested 2.22% of its payroll in training, totalling €15.1 million, equivalent to €695 per employee. There was a significant increase in investment through new online training courses. In 2025, employees completed an average of 55.32 hours of training.

The Cooperative offers a range of multidisciplinary training programmes aimed at improving job performance and delivering better customer service. Through the Gente Consum app, employees have access to a virtual learning platform called “Campus Consum”, where they can consult a wide catalogue of online courses. These courses can be completed conveniently and flexibly around their schedules. Available courses include equality awareness, understanding share capital and leadership skills such as time management and communication.

With regard to the financial assistance the Cooperative receives from public administrations, it is worth highlighting that most of this support is allocated primarily to employee training. Specifically, a total of €1,700,357.20 was received during the 2025 financial year.

At Consum, professional performance evaluations are carried out periodically for all Cooperative employees. In 2025, 92.04% of the workforce received an evaluation based on the generic and specific competencies associated with their role. Based on the results, direct managers propose different measures and training courses to improve professional performance.

“ IN 2025, CONSUM INVESTED €15.1 MILLION IN TRAINING, EQUIVALENT TO €695 PER EMPLOYEE

REMUNERATION

Consum's policies include a commitment to establishing transparent and fair remuneration systems for all employees. At Consum, the base salary for a given position is largely the same for all employees according to their level of responsibility and contribution to the business, regardless of gender or workplace, thereby preventing any form of pay or gender discrimination.

In January 2026, the Cooperative's Governing Council, following a proposal from the Social Committee, approved a 2.9% salary increase for 100% of the workforce, with the aim of improving purchasing power. This increase, which began to be applied in the February payroll, represents an investment of more than €22 million and means a minimum annual gross increase of €643 per worker-member. With this improvement, the workforce has accumulated a total salary increase of 20% over the past four years.

The average remuneration of an operational worker-member during the year was €2,097.17 per month, including fixed and variable remuneration, cooperative returns and returns on share capital. Given that Spain's minimum interprofessional wage stood at €1,381.33, the base salary of a Consum worker-member is 12.67% higher, calculated over 12 monthly payments.

The People and Well-being Policies establish a commitment to defining transparent and fair remuneration systems for all employees. At Consum, the base salary for a given position is the same for everyone, regardless of gender or workplace.



YOUR WELL-BEING IS OUR PRIORITY

EQUAL OPPORTUNITIES

Consum's commitment to Equality and Work-Life Balance is aimed at ensuring equal opportunities for men and women across all areas of the Cooperative, eliminating discrimination and promoting respect for diversity. It also seeks to foster a supportive environment that helps employees balance their personal and professional lives throughout the Cooperative.

Four years ago, the Cooperative launched its 4th Equality Plan 2022–2025, with the aim of ensuring equal treatment and opportunities in recruitment processes, providing training in this area to all employees and promoting equality in promotion processes. The plan also includes measures to guarantee pay equality by reviewing and analysing salaries from a gender perspective, promoting work-life balance initiatives and ensuring the prevention of sexual harassment, gender-based harassment and any form of discrimination, while establishing action protocols for such cases.

During 2025, the diagnostic phase and development of the 5th Equality Plan 2026–2029 were carried out, comprising 14 objectives and 22 actions.

Consum demonstrates its commitment to gender equality, in line with its cooperative values, by training 100% of its management chain in equal opportunities and gender perspective. The Equality Plan is accessible to all employees through the intranet, the corporate document management system and the Gente Consum app. Thanks to these plans, the number of women in positions of responsibility has continued to grow, with 64.14% of store management positions now held by women.

Since 2014, Consum has maintained an agreement with the ONCE Foundation through the Inserta Programme, aimed at facilitating the recruitment of people with disabilities into the workforce. Over this period, 168 people have been hired across the Cooperative's three business units. In 2025, this agreement was renewed, marking 11 years of successful collaboration. In addition, the Cooperative has strengthened its commitment to placing people at the centre of its decisions by promoting the labour inclusion of people with disabilities.



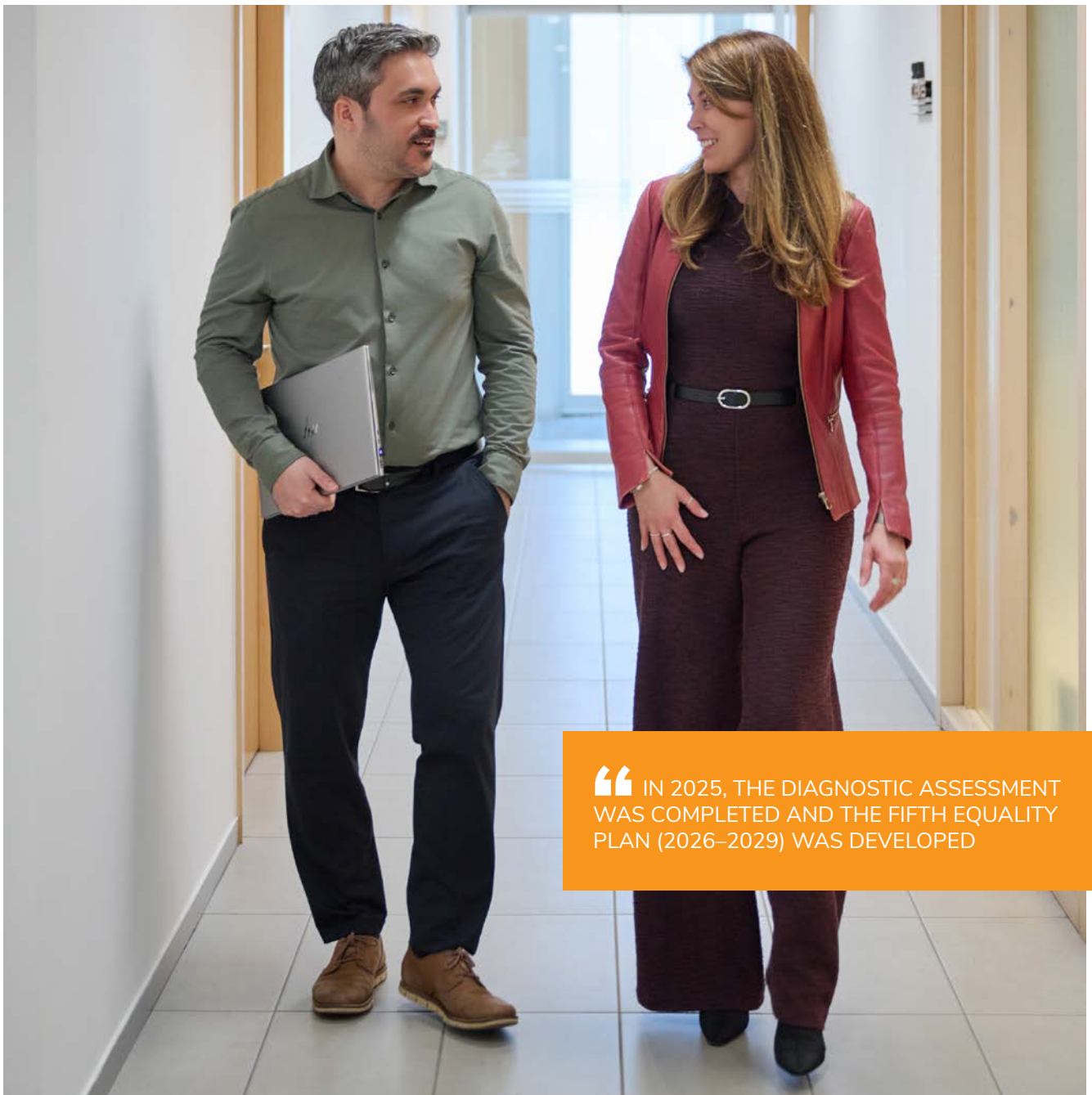
Inserta

In this regard, the renewal of the agreement with the Adecco Foundation through the #EmergencyForEmployment programme is also noteworthy, contributing to the labour inclusion of people in vulnerable situations. Since the Cooperative first supported the initiative five years ago, 41 vulnerable individuals have been assisted, 752 career guidance and training actions have been carried out, 226 mediation actions undertaken, and 29 employment contracts signed.

During 2025, and thanks to the renewal of the agreement, Consum's support for this initiative was reflected in tailored employment pathways for vulnerable individuals in the provinces of Castellón and Valencia,

particularly in municipalities affected by the DANA flooding. The beneficiaries included women affected by gender-based violence with sole caring responsibilities, people with disabilities and individuals at risk of exclusion for other reasons.

In addition, in November 2025, Consum and the "la Caixa" Foundation signed a collaboration agreement to promote the social and labour integration of vulnerable individuals, especially those over the age of 45, through the Foundation's Incorpora programme. The aim of this partnership is to facilitate access to decent employment suited to each individual's abilities and motivations.



“ IN 2025, THE DIAGNOSTIC ASSESSMENT WAS COMPLETED AND THE FIFTH EQUALITY PLAN (2026–2029) WAS DEVELOPED

For more than 15 years, the Cooperative has also maintained an agreement with the Red Cross to support people facing difficulties accessing the labour market. Through this agreement, Consum contributes financially while also supporting labour integration through recruitment and work placements linked to training courses organised by the Red Cross. Thanks to this collaboration, 321 people have been hired since 2014.

In 2025, Consum reaffirmed its commitment to the Adecco Foundation by supporting two key labour inclusion programmes. The #EmploymentForAll programme, whose mission is to promote the labour inclusion of people with disabilities and/or at risk of exclusion and which, thanks to the Cooperative's support, generated 3,309 jobs for people with disabilities in 2025 while providing training and career guidance to more than 8,000 individuals. And the #EmergencyForEmployment programme, supported by Consum for the fifth consecutive year, focused on promoting labour inclusion in situations of so-

cial emergency. As part of this initiative, seven people received support with their job searches in 2025. Through these actions, Consum continues to contribute to the creation of employment opportunities for vulnerable groups, reaffirming its commitment to a more inclusive and equitable society.

Two years have now passed since the creation of the Committee for the Prevention of Harassment and Discrimination at Consum, reinforcing the Cooperative's commitment to preventing such issues. This committee, comprising the People Management Department, the Chair of the Social Committee, representatives of the Governing Council, the legal division, and the head of occupational risk prevention, has worked to update the protocol for preventing all forms of harassment. In addition, the Harassment Prevention Channel, launched last year, has become established as an effective tool by guaranteeing employee anonymity.



Signing of the agreement with the Adecco Foundation



Andrés Sánchez, a member of staff at the Silla office

DIVERSITY

In 2025, Consum defined its 1st Diversity Plan. Its main purpose is to ensure that all individuals, regardless of sexual orientation, gender identity or expression, origin, age, abilities, family situation or other personal characteristics, can develop professionally in a safe environment free from discrimination and with equal opportunities.

The plan establishes 10 objectives and 14 actions linked to recruitment, training, internal promotion, remuneration, work-life balance and harassment prevention processes.

“ IN 2025, THE COOPERATIVE'S 1ST DIVERSITY PLAN WAS DEFINED, SETTING OUT 10 OBJECTIVES AND 14 ACTIONS

WORK-LIFE BALANCE

The Cooperative is committed to supporting work-life balance in order to encourage shared responsibility between men and women in caring for children and other dependents, while also promoting balance across other areas of personal life. In 2025, Consum invested €77 million in work-life balance measures, amounting to €3,345.41 per employee.

Consum offers a catalogue entitled “More than 75 Measures for Work-life Balance”, featuring initiatives designed to support employees in balancing their professional and personal lives, such as continuous shifts in supermarkets and logistics hubs, flexible working hours in offices and headquarters, and a five-day working week available to the entire workforce. In addition, Article 9.8 of the work-

place regulations includes a digital disconnection measure that allows employees to disconnect their devices during rest periods, sick leave, authorised leave, or holidays, without giving rise to any disciplinary action by the Cooperative, thereby safeguarding their right to personal and family balance.

All employees of the Cooperative enjoy the same social benefits regardless of their working hours, although certain benefits are exclusively linked to worker-member status. Below are some of the most significant work-life balance measures included in the catalogue, together with the number of beneficiaries:

CONCILIATION MEASURES AND OTHER SOCIAL BENEFITS

	PEOPLE BENEFITING IN 2025	PERCENTAGE OF WORKFORCE
JOB QUALITY		
Medical services	4,162	18.07%
Loans for partners	89	0.41%
Life and accident insurance	23	0.10%
TEMPORARY AND SPATIAL FLEXIBILITY		
Continuous working day	22,066	95.81%
Transfers due to proximity of workplace to home	58	0.25%
5-day working week in supermarkets	19,170	100%
FAMILY SUPPORT		
Cumulative lactation leave	470	2.04%
Paternity leave	311	1.35%
Baby basket voucher for partners	818	3.95%
Payment for children with disabilities	454	1.97%
Christmas card competition	4,322	18.77%
Maternity protection protocol	605	3.64%
Leave due to risk during pregnancy with full pay	187	1.13%
Payment due to disability	214	0.93%
Payment for employees who are victims of domestic violence	41	0.18%

Consum is also the only company in its sector to have held the Family-Responsible Company (Efr) certification since 2007, with an A rating for Excellence. This certification, promoted by the Másfamilia Foundation and endorsed by the Ministry of Equality, recognises companies at the forefront of work-life balance and equality practices. The distinction certifies the Cooperative's commitment to balancing professional, family and personal life, reinforcing a people-centred management model. Only seven organisations in Spain have achieved this level of excellence, which requires standards that go far beyond the basic requirements of the Efr model.

In addition, Consum is the first company in the retail sector to implement the new Efr Well-being model, an innovative evolution of the Efr certification that integrates physical, mental and emotional health into organisational culture. The Cooperative has taken part in this pilot project alongside two other organisations that have also obtained the Efr Well-being certification, helping to strengthen a network of organisations committed to responsible and people-focused management.



More than 75
Measures catalogue



“ IN 2025, CONSUM INVESTED €77 MILLION IN WORK-LIFE BALANCE MEASURES, EQUIVALENT TO A TOTAL OF €3,345.41 PER EMPLOYEE

Presentation of the Efr Well-being certificate to Consum

CHARCUTERIA | XARCUTERIA



TOWARDS THE EXPERIENCE WE WANT

consum

A future in which people are at the centre of our activity and shopping adapts to them.

A future in which the shopping experience is connected to people's real needs, with increasingly personalised services and where the true source of value is not the product, but the customer.



HOW YOU SAVE BY BEING A MEMBER

With a 20-year history, the Mundo Consum benefits programme aims to help member-customers optimise their household budgets by offering the best value from the very first item purchased, through a selection of essential products at advantageous prices. Alongside this, the Mundo Consum benefits programme rewards loyalty through discounts, vouchers redeemable in-store or online and personalised offers based on the products each member regularly purchases.



Mundo Consum physical card

Every month, more than one million offers and 500,000 personalised combinations are generated through “My Savings Coupons” and “My Favourites”, tailored to each member’s preferences. Members can access these offers through the website, online store, paper statements or the Mundo Consum app, where they can also redeem vouchers, check discounts and locate nearby supermarkets. One of the app’s features is the “Next Voucher” section, which allows members to track their purchases, accumulated discounts and savings percentage.

In 2025, 76.7% of member-customers took part in sales activity and received a total of €78.9 million in discounts, representing growth of 13% compared with 2024. Taking all discounts into account, each member-customer saved an average of approximately €35.5 per year, 7.3% more than the previous year. These accumulated savings come from the discounts included in the Mundo Consum programme: “My Favourites”, “Cheque-Crece” products developed by Consum in collaboration with its suppliers and “My Savings Coupons”. These benefits are in addition to the discounts Consum offers members based on accumulated purchases.

During the past year, Consum has introduced improvements designed to make online shopping easier and provide a more personalised experience. Among these is an exclusive area featuring inspirational recipes tailored to different times of the year, allowing ingredients to be added directly to the shopping basket to simplify meal planning.

Direct access to “My Favourites” has also recently been added, enabling users to quickly view personalised offers, alongside the “My Most Purchased” feature, which makes it easier to repeat regular purchases. In addition, a dedicated section for coupons and discounts has been incorporated into the shopping process, helping to maximise savings and ensure member-customers make full use of all available benefits.

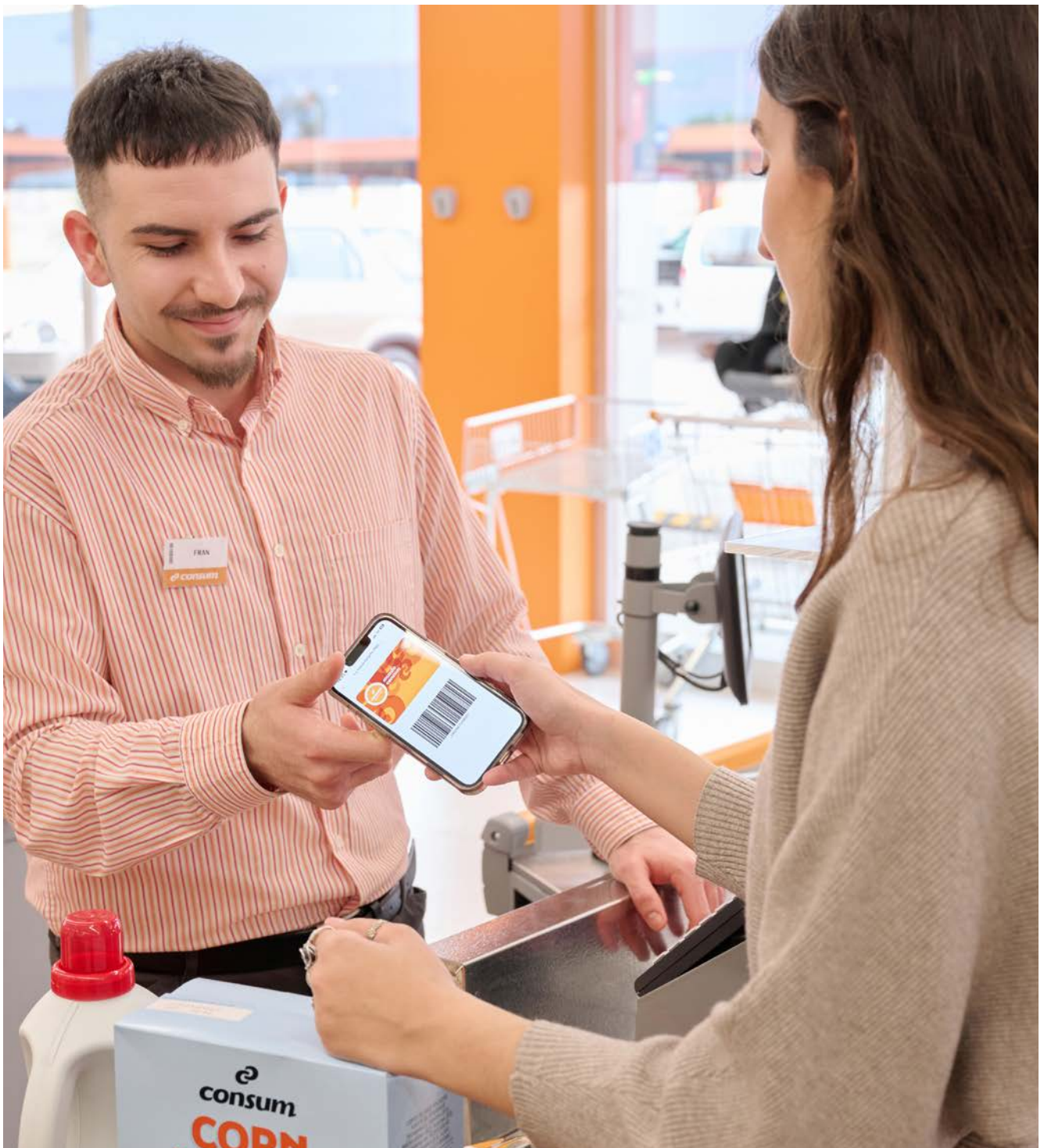
These improvements reflect Consum’s commitment to innovation and member-customer satisfaction, delivering a more convenient, personalised and efficient shopping experience.

In addition, at the end of December 2025, loyalty cards made from 100% recycled plastic were introduced as a further step towards sustainability. The change was communicated through the materials sent to members with their cards, on the cards themselves and in the March–April issue of the *Entrenosotros* magazine.

EVOLUTION OF PARTNER-CUSTOMERS

	ADDITIONS	LOSSES
2023	330,573	3,438
2024	331,568	3,303
2025	339,892	3,821

In 2025, 339,892 new member-customers joined the Cooperative, bringing the total to 5,293,028, an increase of 6.8%, demonstrating the strong performance of the benefits programme. In fact, Consum surpassed the 5 million member-customer milestone in March 2025. These figures now position it as the Spanish cooperative with the largest number of member-customers.



Using the Mundo Consum digital card

THE BEST HOSTS AT YOUR SERVICE

EXCELLENCE MODEL

The main services the Cooperative offers to all members and customers in Consum supermarkets are:



Home delivery



Online shopping



New queue management system



Assisted perfumery



Customer Wi-Fi



Implementation of electronic labels



Self-service checkouts



Vacuum-packed sliced deli



Freshly squeezed juice



Special orders



Assisted perfumery service at the Moncofa Consum

Consum's Excellence Model is based on employees adopting the role of "Hosts", always providing customers with the best service and freshest products, and "Advisers" supporting the people around them, namely their colleagues within their teams.

Particular importance is given to the role of the "Freshness Experts", who advise customers on choosing fresh products in the butcher's, delicatessen, fishmongers, fruit and vegetable, and bakery sections, adding value through recipes, preparation and storage advice, while also offering new products, promotions and the freshest locally sourced produce.

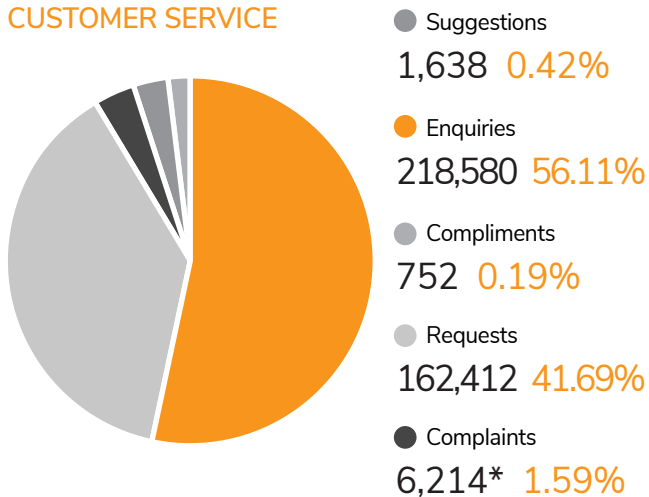
Complementing this in-store service model, Consum continues to develop its programme to achieve excellence in people-focused management by equipping supermarket managers to be the best possible "Advisers" for their teams. To create the best working environment, advisers give their best in their interactions with their teams, helping them grow and develop within Consum through training and motivation, so that this attitude ultimately translates into excellence in customer service.

CUSTOMER SERVICE

One of the Cooperative's priorities is to provide the highest standard of customer service, resolving questions and enquiries efficiently and effectively. Direct communication is key, and the Customer Service Department is responsible for responding to and providing the best possible support for any queries or concerns. Customers can contact the service through the customer helpline, the help centre on the website, which offers quick answers to frequently asked questions and a form for simple requests, or via social media. In addition, a chatbot service is available through the online store and the Mundo Consum app, helping to expedite issue resolution during the shopping process.

In 2025, 389,596 customer service interactions were handled:

CUSTOMER SERVICE

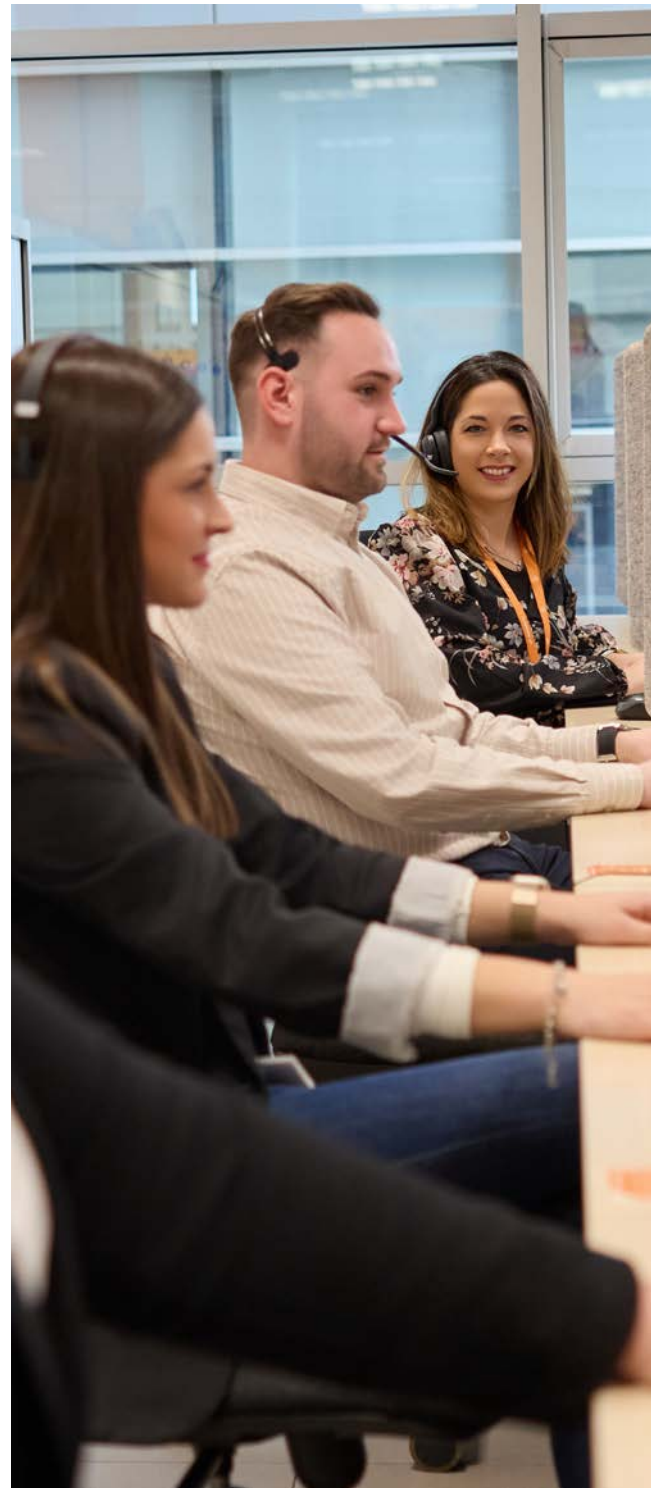


*Includes complaints submitted through the Consumer Information Office (OMIC), complaint forms made available to consumers, the internal channel, campaigns, social media and reviews.

Customer satisfaction with the service received is measured monthly. The average recommendation rate is 58.89%, while satisfaction with Customer Service is 85%.

ACCESSIBILITY

All Consum stores in Castilla-La Mancha offer an in-store assistance service for elderly people and customers with disabilities. This forms part of an inclusive retail programme promoted by the Regional Government, the Spanish Committee of Representatives of People with Disabilities of Castilla-La Mancha (CERMI CLM), and supermarket and hypermarket associations, prioritising



Members of the Customer Service team at the Silla headquarters

accessibility and equality. To access this assisted shopping service, Consum customers simply need to request it from store staff, who will accompany them and provide the support they need.

RESPONSIBLE COMMUNICATION

Consum maintains ongoing contact with its stakeholders through its various communication channels, always prioritising clarity and accuracy. This approach enables the Cooperative to share information in a rigorous and responsible way, consistent with its values and supported by solid, committed management.

The Cooperative offers a wide range of digital platforms focused on both information and education. These resources range from corporate and online store content to advanced tools such as the geolocated supermarket search engine. In addition, member-customers have access to an exclusive digital environment and specialised platforms that offer high-quality articles and advice on nutrition, well-being, health, shopping habits, lifestyle, beauty, wine, and other topics of interest.

To strengthen its connection with customers, Consum also promotes communication through its social media profiles (Facebook, X, Instagram, YouTube and LinkedIn). Through these platforms, it shares useful content, product and service updates, and responds to enquiries in real time. This helps foster relationships built on trust and encourages a more direct and agile connection with all stakeholder groups. As a new development, in August 2025, the Cooperative launched its presence on TikTok with the aim of strengthening Consum's distinctive positioning among younger audiences – users of the platform that became firmly established during the pandemic – and building a sense of community through authenticity, values and everyday moments.



Consum Entrenosotros magazine

An increasing number of people are accessing the Entrenosotros magazine through the online newsletter. Even so, the printed bi-monthly edition continues to be produced exclusively for Consum member-customers and delivered directly to their homes by post. In 2025, circulation reached 1.8 million copies, delivered to 300,000 households.

In addition, the Cooperative publishes Cuidarnos, a quarterly magazine specialising in beauty, body care and well-

being, timed to coincide with the changing seasons. This publication is also available in digital format.

As part of its commitment to members across all the regions where it operates, Consum adapts its communication materials to the official languages of each autonomous community – Spanish, Valencian and Catalan. In addition, some of its corporate platforms are also available in English, making access easier for customers from other countries.

	2025
 VISITS TO CONSUM WEBSITES	19,842,318
 FACEBOOK FANS	172,955
 X FOLLOWERS	22,077
 INSTAGRAM FOLLOWERS	86,158
 LINKEDIN FOLLOWERS	73,003
 TIKTOK FOLLOWERS	2,894
 YOUTUBE VIEWS	5,917,460
 SOCIAL MEDIA ENQUIRIES	65,108
 CUSTOMER RATING ON GOOGLE	4.34 out of 5

MEDIA RELATIONS

Transparency is fundamental to any organisation, which is why the Cooperative maintains ongoing communication with the public through a wide range of media outlets. During 2025, Consum shared updates on its activities through 76 official press releases, generating a total of 5,616 media mentions. Online channels continue to account for the majority of the Cooperative's media coverage, representing 67.2% of total mentions. Print media also continues to maintain a strong presence, accounting for more than 27% of all coverage.

The Cooperative's most significant media event each year is the presentation of its Annual Financial Results. This annual event brings together both general and specialist media outlets. During the presentation, the Cooperative shares the year's key milestones and outlines its objectives for the coming financial year. It serves as an open forum for dialogue with the media, promoting transparency while always placing people at the centre.

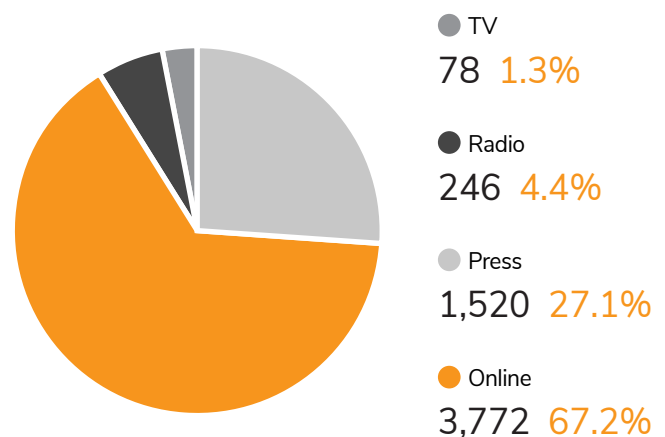
Another key milestone in media relations took place in the summer of 2025, when Consum held an information meeting with Catalan media in Barcelona as part of a press lunch. During the event, the Cooperative presented its expansion plans for the region over the next three years, as well as its financial results in Catalonia. This initiative further reinforces Consum's commitment to openness and close relationships with the media.

In addition, the Cooperative contributes fortnightly to two radio micro-programmes: one broadcast on Sundays on *A vivir que son dos días - Comunidad Valenciana* on Cadena SER, and another on Tuesdays on *Hoy por hoy* on Cadena SER in the Region of Murcia. It also collaborates weekly with shorter advice segments on *La Mañana con Herrera* on COPE and the morning magazine programme *Hoy por hoy* on SER, as well as on Plaza Podcast, Intereconomía and Valencia Capital Radio. In addition, the programmes *Aquí en la Onda* on Onda Cero Valencia and the weekend programme *Vía Lliure* on RAC1 are broadcast in the Valencian Community and Catalonia, respectively. Consum also collaborates on the magazine programme *Más de uno* on Onda Cero Almería, El Ejido, Roquetas de Mar and Vélez Rubio. Throughout 2025, weekly and fortnightly educational segments were also broadcast on local, provincial and regional television channels across the Cooperative's area of influence, including the Prensa

Ibérica television channels (Levante TV, Medi TV and Información TV), La 8 Mediterráneo, TV3 and other local Catalan channels, 7TV Región de Murcia, Canal Sur and CMM Castilla-La Mancha, among others.

As a result of these efforts, the Cooperative achieved a reputation index score of 70.4 out of 100, an increase of 0.6 points compared with 2024, according to the specialist measurement platform RepTrak.

IMPACTS BY CHANNEL



CELEBRATING OUR 50TH ANNIVERSARY TOGETHER

In 2025, Consum marked a major milestone in its history by celebrating its 50th anniversary. Throughout the year, employees, customers, suppliers, franchisees, organisations and society as a whole were invited to share in this very special celebration. A wide range of initiatives and events were organised for different stakeholder groups to ensure that everyone connected to Consum, in one way or another, felt part of the celebration.

The commemorative events officially began in May with the presentation of the 2024 Financial Results under the slogan: “50 years believing in people, 50 years moving towards the future”. It was also during this event that the anniversary campaign advert was shown for the first time, allowing the celebration to be shared with all member-customers and worker-members.

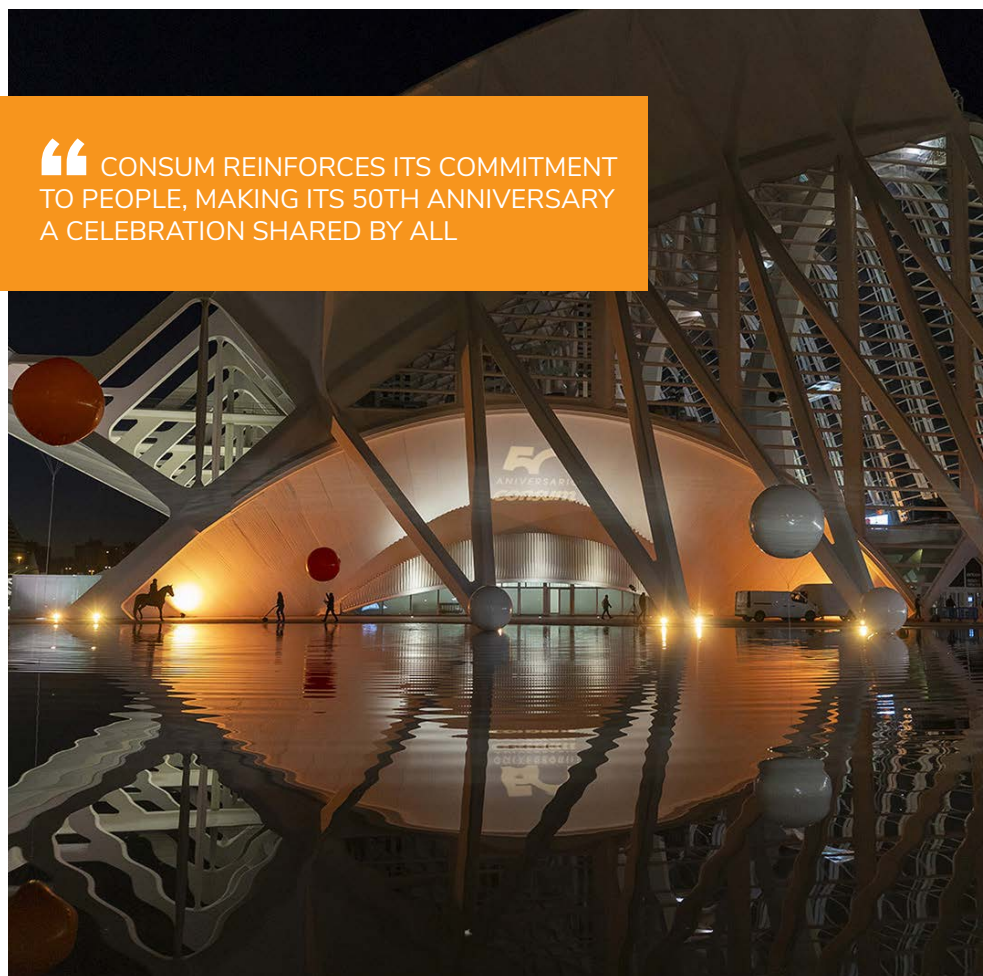
In June, the Workers’ Meetings took on a particularly special character, bringing together more than 10,700 people – the largest simultaneous gathering of members ever held – across seven different cities. Alongside

updates on the progress of Consum, the event offered a day filled with surprises, gifts, and a very special musical journey through the Cooperative’s history.

In addition, on 13 November, more than 80,000 portions of cake were distributed to customers and employees to celebrate the 50th anniversary, bringing activity across the entire organisation to a standstill. The celebration took place in the morning at headquarters and logistics hubs – covering all three shifts – and in the afternoon simultaneously across more than 500 Consum stores throughout Spain.

The cake, a universal symbol of celebration, became the common thread running through the anniversary, representing Consum’s desire to share this milestone with everyone who forms part of its story: employees, customers, suppliers, Charter franchisees, social organisations and the media. Throughout the year, this “great cake” gradually took shape through different events and initiatives that highlighted the Cooperative’s human and participatory dimension.

“ CONSUM REINFORCES ITS COMMITMENT TO PEOPLE, MAKING ITS 50TH ANNIVERSARY A CELEBRATION SHARED BY ALL



Entrance to the Science Museum in Valencia (Museu de les Ciències)



Francesc Llobell, President of Consum, delivering his speech at the Gala



Management Board at Consum's 50th Anniversary Gala

Through this initiative, Consum reinforced its commitment to people, turning its 50th anniversary into a collective celebration where unity, closeness and participation were the key ingredients.

The final touch to this symbolic anniversary cake came on 27 November with a major gala held at the Museu de les Ciències in Valencia, bringing together more than 1,200 representatives of worker-members and consumer-mem-

bers, organisations, suppliers, franchisees and media outlets – all the stakeholder groups that have helped make Consum possible.

Finally, the Cooperative's more than 23,400 employees received the traditional Christmas shopping voucher distributed each year, with an additional €50 supplement to mark Consum's 50th anniversary, representing an investment of €1,173,400.



Highlights from the dinner during the 50th Anniversary celebration

#DECIRHACIENDO FORUMS

Consum's #DecirHaciendo Forums are designed to create a space for open, approachable conversation where experts and media professionals can discuss issues that matter to society, such as health, nutrition, quality of life, consumption, the environment, and innovation. These forums are organised as panel discussions bringing together specialists in each field, with the content later shared through the media. Since launching the #DecirHaciendo Forums in 2018, Consum has held twelve editions, both in-person and streamed virtually.



Emotional well-being
February 2025

In 2025, a #DecirHaciendo Forum focused on “Emotional well-being”, highlighting that employees' physical and emotional health are inseparable and must remain balanced. The discussion emphasised the importance of taking a holistic approach to people, addressing all aspects of their well-being and concerns. People are the driving force behind any business activity. For this reason, they must be cared for in every dimension, through measures that promote both physical and emotional well-being. During the Forum, the Cooperative presented its new People and Well-being Strategy, which focuses on: personal well-being, addressing more individual needs such as remuneration, physical and psychological health, and work-life balance; professional well-being, through training, development and promotion opportunities; and organisational well-being, through initiatives linked to cooperative values such as sustainability, solidarity and health, aimed at nurturing and retaining talent.

Consum also has a dedicated digital platform bringing together the Cooperative's key commitments in response to the social, economic and environmental challenges facing the organisation.



#DecirHaciendo event on 'Emotional Well-being'

COMMERCIAL COMMUNICATION

Consum's commercial activity is driven by a Promotional Marketing Plan focused on fresh products, a broad range of branded products, highly competitive value for money in its own-brand products and a strong commitment to local produce. At the same time, all promotional communication and customer offers are centred on savings, healthy eating, and responsible consumption.

Consum's commercial communication channels include:

- **Point of sale:** signage, price labels, in-store announcements, scales and informational displays.
- **Commercial leaflet:** sent personally to member-customers either to their homes or online, as well as to customers living in neighbourhoods close to the stores. This corresponds to promotional pricing and Cheque-Crece campaign periods in line with the Promotional Marketing Plan.
- **Online:** through the corporate website www.consum.es and through advertising on digital media and social media. During this financial year, ongoing digital campaigns were conducted to strengthen the brand's online visibility, promote the online sales channel, and develop "drive to store" initiatives aimed at attracting customers to physical stores.
- **Relationship marketing initiatives:** through occasional events and activities.
- **Store openings and refurbishments:** communication targeted at customers and member-customers within the stores' area of influence.

All communication channels convey the key pillars of the Cooperative's communication strategy:

- **Freshness Experts.**
- **Consum own brands.**
- **The Mundo Consum benefits programme for member-customers.**

LAUNCH OF THE NEW WEBSITE

During 2025, the Cooperative launched the new www.consum.es website, a digital environment bringing together the different sites that previously made up Consum's digital ecosystem. This project goes far beyond a visual upgrade, representing a comprehensive transformation of the Cooperative's processes and technological systems. Its aim is to centralise and strengthen interaction with all stakeholder groups.

The new website:

- **Brings together corporate, commercial and service information under a single domain, strengthening brand authority and improving operational efficiency.**
- **Ensures intuitive navigation and an interface that responds smoothly to customers' real needs.**
- **Special attention has been given to reducing friction points, delivering a satisfying user experience that strengthens customer loyalty and engagement with the brand.**

With this launch, Consum reaffirms its commitment to innovation and service excellence. The integration of digital assets not only enhances brand perception but also provides a scalable foundation for future technological developments, ensuring that the Cooperative remains at the forefront of current market demands.

FRUTAS Y VERDURAS



TOWARDS THE QUALITY WE WANT

consum

**A future in which quality is a guarantee,
not a promise.**

A future in which every product, process and
service meets the same standards of excellence,
trust and rigour.



FOOD SAFETY

Consum has a Quality and Food Safety Policy to define the scope, principles, and key processes required to uphold one of the Cooperative’s fundamental pillars: the standards of freshness, quality, and food safety applied to its products and services.



Benihort field, part of the Benicarló Agricultural Cooperative

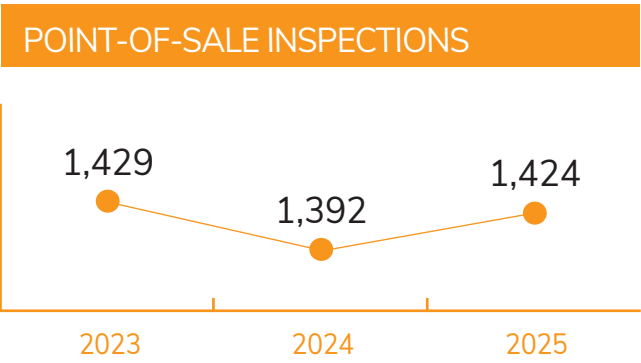
During this financial year, Consum successfully renewed its AENOR Food Safety certification for the fourth consecutive year, a guarantee that ensures the traceability and safety of all products, from their receipt at logistics hubs to their arrival at points of sale. At the same time, the food safety system has continued to be implemented across franchise stores, with compliance monitored through advisory audits carried out jointly by the food safety specialist and the assigned area manager.

In addition, in January 2025, the Valencian Community’s Directorate-General for Public Health carried out a centralised audit of Consum’s self-monitoring system at points of sale, resulting in a “compliant” outcome in the non-conformity follow-up report. This certification, valid for 30 months, reinforces the Cooperative’s commitment to meeting the highest standards of quality and food safety across all its establishments.

In 2025, the ISO 9001:2015 quality service certification issued by AENOR was also renewed. This certifies the Quality Management System implemented across each of the Cooperative’s Fresh, Chilled and Frozen product centres. As a result, Consum consolidates 28 years of commitment to quality, dating back to when the system was first introduced in 1997.

The Cooperative also has certified Service Charters at its Food and Non-Food logistics hubs. In addition, the certification enables the standardisation of processes across the Fresh, Chilled and Frozen centres operating within the three logistics units.

Every phase of quality control is meticulously monitored, from the point of sale to the final product, including labelling and the entire supply chain for its own-brand products. These controls remain permanently active to ensure rigorous and consistent management. In 2025, more than 1,424 point-of-sale inspections were carried out, achieving an average satisfaction score of 3.82 out of 4.00.



The phases of product and supplier control are as follows:

- 1 PREVENTIVE CONTROL:** after identifying potential risks in fresh and own-brand products, analyses, inspections and audits are carried out. Using this information, a control plan is developed from which improvement actions may arise, with implementation reviewed regularly through ongoing analysis.
- 2 QUALITY CONTROL:** verification that suppliers comply with the quality standards jointly established.
- 3 COMPARATIVE CONTROL:** products are assessed against competitor alternatives in order to identify possible improvements and better adapt them to customers' tastes and needs.
- 4 REACTIVE CONTROL:** any incident automatically triggers audits and analyses aimed at reviewing the affected process and strengthening control mechanisms.

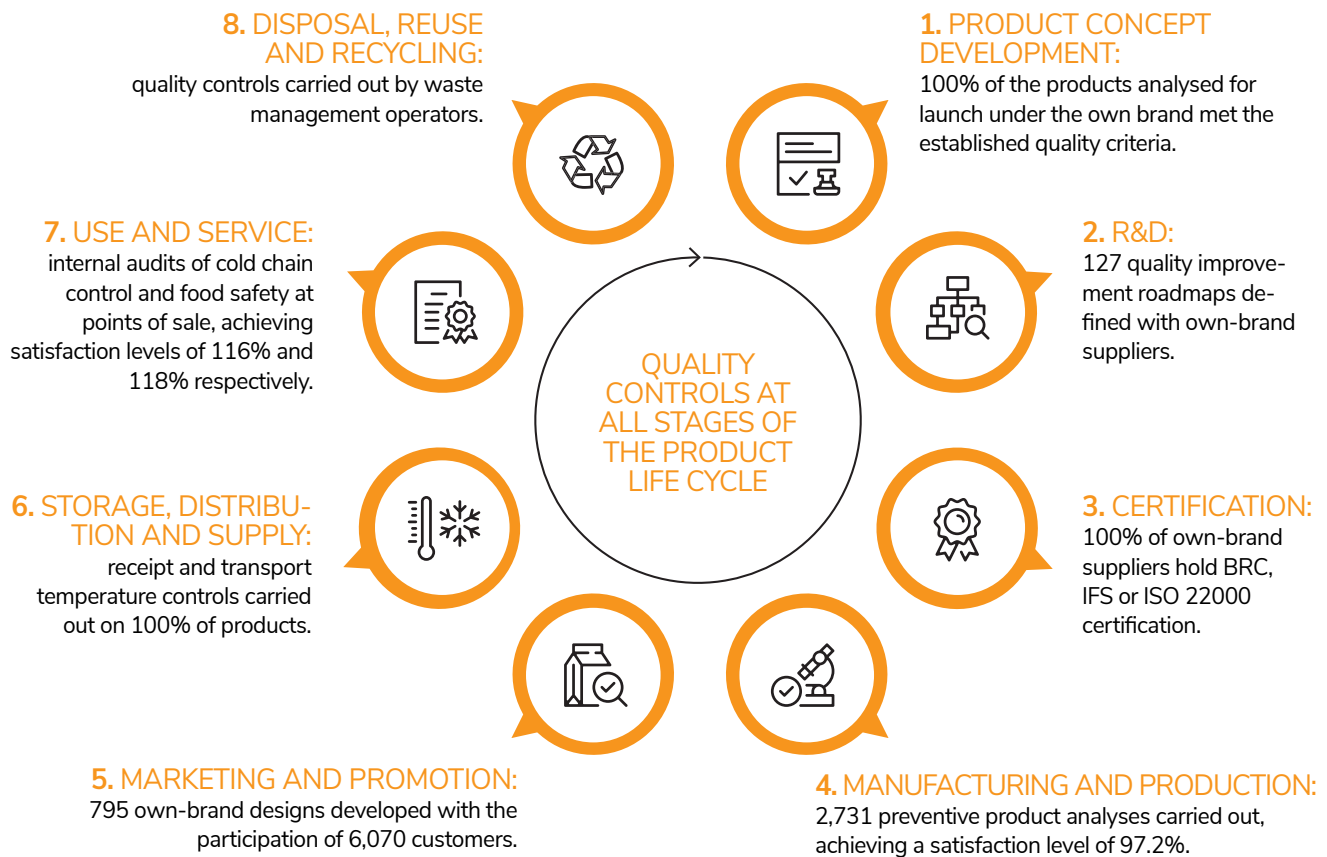
CONTROLS ON PRODUCTS AND THE SUPPLY CHAIN

	FOOD AND NON-FOOD		FRESH AND CHILLED	
	NO. OF AUDITS AND ANALYSES	SATISFACTION	NO. OF AUDITS AND ANALYSES	SATISFACTION
PREVENTIVE CONTROL	271	96.2%	2,936	97.6%
QUALITY CONTROL	167	98.4%	2,119	93.2%
COMPARATIVE CONTROL	228	77.3%	464	82.5%



“ CONSUM CONDUCTS RIGOROUS QUALITY CHECKS THROUGHOUT THE SUPPLY CHAIN

To ensure the product range remains aligned with customer needs, quality controls are carried out throughout every phase of the product life cycle:



The Cooperative requires strict food safety standards from suppliers that manufacture its own-brand products. These requirements include holding certifications such as IFS, BRC or ISO 22000, always issued by independent certification bodies. In 2025, a further review of Food Safety certifications was carried out, with 100% of suppliers successfully passing.

Whenever a food alert is detected, the Quality Division within the Quality and Customer Service Department immediately activates the product withdrawal protocol at the point of sale. In addition, a comprehensive inspection of the product is conducted at every phase of its life cycle and at each stage of the agri-food supply chain. In the event of any food alert, the Quality Division within the Quality and Customer Service Department immediately activates the product withdrawal protocol at the point of sale, together with a comprehensive inspection of the product across every phase of its life cycle and throughout each stage of the agri-food supply chain.

“ THE COOPERATIVE APPLIES STRICT FOOD SAFETY CRITERIA WHEN EVALUATING SUPPLIERS THAT MANUFACTURE OWN-BRAND PRODUCTS



Thermometer for measuring food temperature

HEALTHY AND SUSTAINABLE SHOPPING

In 2025, the Cooperative introduced and/or modified more than 4,169 product references in order to adapt them to consumers' tastes and preferences. Thanks to these additions and updates, the overall product range exceeded 15,883 references, consolidating a broad and varied offering that highlights manufacturer brands while ensuring members and customers have access to a complete and diverse selection of products.



As part of its commitment to member-customers, Consum works continuously to guarantee maximum freshness across all the products it offers. To achieve this, it ensures that each product reaches stores at its optimum stage of ripeness and always prioritises seasonal produce. In line with this approach, the Cooperative continues to focus on fresh products, personalised and assisted service in the butcher's, delicatessen and fishmongers' sections, as well as recognised origins and locally sourced products, constantly incorporating new local items from the provinces and regions where it operates.

Consum's own brand continues to strengthen its position as a highly competitive option for member-customers, thanks to a range that combines excellent value for money with ongoing progress in innovation, health and sustainability. In 2025, this offering included 2,404 products, representing 14% of the overall range, under the Consum, Consum Kids, Consum ECO, Kyrey, Kyrey Pharma, Kyrey for Men and Vitality brands. All of these ranges continue to evolve through the direct involvement of member-customers and employees, who help validate and guide both product quality and design.

This participation took shape throughout the year in 935 validation tests involving 10,414 participants. Their feedback helped assess and improve different aspects of the products analysed, with the own brand achieving an average rating of 7.84. Thanks to this process of active listening and systematic review, improvements were introduced to 115 products, further reinforcing Consum's commitment to its own brand being increasingly aligned with the expectations of the people who buy and use its products.

HEALTH-FOCUSED REFORMULATION

Growing social interest in nutrition and the environmental impact of products continues to shape the evolution of responsible consumption. Against this backdrop, the Cooperative has intensified its work on health and sustainability across its own-brand range, steering development towards more balanced formulations that align with current consumer expectations.

During 2025, this commitment resulted in the reformulation of 41 Consum own-brand products, incorporating ingredients with improved nutritional values. These actions support the development of a healthier product

offering, reinforcing the Cooperative's commitment to the continuous improvement of its range and to promoting more balanced consumption habits among member-customers.

At the same time, all Consum products include nutritional information on their labels, as well as details of potential allergens, helping to prevent food intolerances. In addition, the Cooperative offers products free from certain allergens such as gluten, lactose and eggs, intended for people with specific nutritional needs.



TOWARDS THE BALANCE WE WANT

consum

Caring for tomorrow, starting today.

A future in which reducing environmental impact shapes every decision, helping to protect the resources and environment we all share.



GENUINE ENVIRONMENTAL AWARENESS

In 2025, Consum achieved significant progress on its path towards sustainability. The combination of renewable energy, energy efficiency, sustainable mobility and the circular economy is delivering tangible results, bringing the Cooperative closer each day to achieving its environmental goals.

Consum's Environmental Policy sets out the framework for the Cooperative's environmental management, built on two main pillars: continuous improvement and stakeholder awareness. Its two overarching goals are to

achieve climate neutrality and advance towards a circular use of resources. To achieve this, the Cooperative is committed to:

- Strict compliance with current environmental regulations and voluntary agreements.
- Setting ambitious targets and promoting innovative solutions and sustainable technologies.
- Managing environmental impact across the entire value chain in order to minimise the ecological footprint of products.
- Fostering partnerships with organisations specialising in the protection of the natural environment.
- Applying externally verified measurement and reporting tools, such as carbon footprint assessments.
- Promoting environmental awareness among stakeholders and strengthening a sustainable culture throughout the organisation.
- Encouraging responsible management practices among suppliers across the value chain.



Solar panels at the Las Torres de Cotillas facility (Murcia)

DECARBONISATION



Throughout 2025, the Cooperative continued developing its Climate Transition Plan, bringing together all the initiatives being implemented by the various departments. This plan serves as the Cooperative's roadmap for decarbonising its operations and sets out the objectives, policies and actions required to achieve this goal.

The targets established by the Cooperative are grounded in science-based criteria and use the Science Based Targets Initiative (SBTi) framework. This framework defines the decarbonisation pathway up to 2030 in line with the Paris Agreement's goal of limiting global warming to 1.5 °C. Consum has been officially committed to this initiative since 2023, the year in which its first science-based targets were validated.

Consum's current 2030 targets, aligned with the SBTi, are as follows:

- 42% REDUCTION IN ABSOLUTE SCOPE 1 EMISSIONS.
- 100% RENEWABLE ENERGY FOR SCOPE 2 EMISSIONS.
- 51.6% REDUCTION IN SCOPE 3 EMISSIONS INTENSITY.

Mitigation actions have been grouped into four decarbonisation levers to manage these emissions.

“ THE COOPERATIVE HAS DEVELOPED A CLIMATE TRANSITION PLAN THAT WILL SERVE AS THE ROADMAP FOR DECARBONISING ITS OPERATIONS

NET-ZERO EMISSIONS STORES AND HUBS

Consum has continued to develop its network of carbon-neutral stores and hubs, a pioneering initiative in the food retail sector aimed at reducing and offsetting emissions across its sites. To this end, the Cooperative has implemented a range of measures to reduce emissions from its assets, including using lower-impact refrigerants and installing equipment that reduces energy consumption across its facilities. Key measures include:

AUTOMATION AND REMOTE MONITORING: full automation of electronic equipment in supermarkets (lifts, ovens, anti-theft systems, etc.), enabling real-time remote control and optimisation based on actual needs, achieving energy savings of up to 15%.

HIGH-EFFICIENCY LED LIGHTING: LED systems installed across all stores deliver energy savings of around 60% compared to conventional lighting. During 2025, LED lighting was installed in 39 stores across the network.

EFFICIENT REFRIGERATION UNITS: refrigerated units with glass doors can reduce energy consumption by up to 50% compared to open units, representing an overall saving of around 15% at the store level.

GENERATORS POWERED BY BIOFUELS: during 2025, the use of HVO (hydrotreated vegetable oil) fuel was tested in backup generators. This renewable fuel can reduce CO₂ emissions by up to 90% and lower other pollutants generated during combustion.

CO₂ TRANSCRITICAL REFRIGERATION SYSTEMS (R744): in 2025, 31 new CO₂ systems were installed. This technology has a near-zero global warming potential and is closely aligned with the Cooperative's direct decarbonisation targets. Compared to traditional systems using high-GWP refrigerants such as R448A, it reduces the climate impact of leaks by more than 99%. The regeneration of gases in older installations is also being explored to improve maintenance.

EARLY LEAK DETECTION SYSTEMS: a new alert system is planned to enable early detection of refrigerant gas leaks.

HVAC RENEWAL PLAN: continued upgrades to store climate control systems have delivered energy savings and improved in-store comfort. In 2025, improvements were carried out in 74 stores. In parallel, rooftop climate control units using low-GWP refrigerant R454B are being tested. Compared to commonly used refrigerants such as R410A, this option has a 75% lower GWP, offering a cleaner and more efficient solution. Other systems, such as air-to-water heat pumps using R32, are also being implemented.



As for logistics hubs, the most advanced facilities are already equipped with highly efficient and sustainable technologies, resulting in very low CO₂ emissions. In terms of lighting, these hubs use low-consumption LEDs, roof skylights to maximise natural light, and presence sensors and automatic shut-off systems. For refrigeration, they rely on pumped ammonia systems, variable-speed compressors and floating condensation systems, all of which significantly reduce both carbon footprint and energy consumption.

In 2025, Consum certified three logistics hubs as carbon-neutral (Las Torres de Cotillas in the Region of Murcia, Silla in Valencia, and Zona Franca in Barcelona) and increased the number of carbon-neutral stores to 120. These facilities achieve a net-zero carbon balance by reducing emissions to the lowest feasible level and offsetting the remaining amount through carbon credits linked to a reforestation project in Ossa de Montiel, Albacete. Both the carbon footprint and its offsetting have been verified by AENOR.



RENEWABLE ENERGY

The use of renewable energy significantly reduces carbon emissions. In recent years, the Cooperative has entered into long-term agreements with electricity suppliers to supply renewable energy and has invested in installing solar panels wherever feasible.

GREEN ENERGY PURCHASE AGREEMENTS: the Cooperative has long-term renewable energy purchase agreements (PPAs) with Endesa and Alcanzia, ensuring that more than 98% of its electricity consumption comes from renewable sources. The goal is to reach 100%.

SELF-CONSUMPTION: the installation of solar panels continues to expand across supermarkets and logistics hubs, alongside ongoing studies into battery storage solutions for generated energy. In July 2025, the solar installation at the Zona Franca hub (1,500 kW) became operational, achieving energy savings of around 18%.



Solar panels at the Moncofa Consum

TRANSPORT AND SUSTAINABLE MOBILITY

This area includes all initiatives aimed at decarbonising transport within Consum, covering both employee mobility and goods transport.

LEASED VEHICLE FLEET: the diesel and petrol fleet is being progressively replaced with electric vehicles, with the aim of achieving a fully electric fleet by 2030.

SUSTAINABLE MOBILITY PLAN: in 2025, the first mobility plan was implemented at the Zona Franca and El Prat de Llobregat hubs. Work is underway to extend similar plans to headquarters and other logistics hubs, promoting more sustainable transport options across the organisation.

BIOFUELS: HVO is being supplied to trucks in the capillary transport fleet and TEO/Nodriza system, reducing emissions compared to traditional fuels.



“ CONSUM IS COMMITTED TO DECARBONISING TRANSPORT THROUGH MEASURES TARGETING BOTH EMPLOYEE MOBILITY USING COMPANY VEHICLES AND FREIGHT TRANSPORT

Electric vehicle charging point at the Moncofa Consum

LEAN & GREEN: after achieving the programme's third star for reducing logistics emissions, Consum is now targeting the fourth star by cutting CO₂ emissions from logistics operations by 55% by 2030.

ELECTRIC VEHICLE CHARGING POINTS: throughout 2025, additional fast and ultra-fast public charging points were installed.



One of the Cooperative's most notable logistics efficiency projects is the implementation in Benidorm of a zero-emissions, low-noise urban distribution system to supply its supermarkets. Launched in 2023, the project relies exclusively on 100% electric trucks operating from the Finestrat logistics centre, reducing CO₂ emissions by 642 tonnes per year.

In 2025, the subcontracted fleet for capillary transport comprised 649 trucks, of which 602 were equipped with the latest-generation EURO 6 engines, 7 used natural gas and 15 were electric. The introduction of low-emission vehicles, combined with route optimisation via the TMS Routing Maps tool, has helped reduce travel distances and improve overall efficiency.



Fully electric lorry



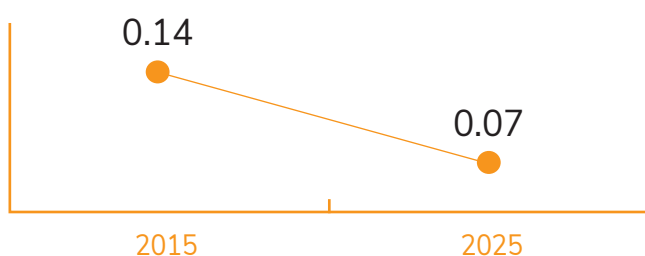
MITIGATION OF VALUE CHAIN EMISSIONS

Most greenhouse gas emissions are concentrated within Consum's value chain. The challenge lies in the complexity of managing these emissions due to limited visibility and control. Nevertheless, the Cooperative is working to reduce them through a range of collaborative initiatives with its suppliers and franchisees. In 2026, a Product Technology and Sustainability Division was created within the Quality and Customer Service Department to analyse and reduce the environmental impact of own-brand products.

In terms of key decarbonisation indicators, the ratio of kWh of energy consumed per euro of net turnover in 2025 stood at 0.07. Consum is now 50% more energy efficient than it was ten years ago.

ENERGY INTENSITY

Kwh/€ INCN

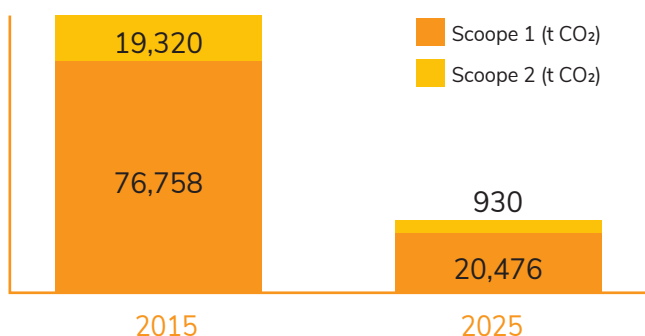


With regard to the Cooperative's Scope 1 and 2 carbon footprint, this increased by 16% compared to 2024, due to higher fuel consumption following the power outage last April, the expansion of the leased vehicle fleet and refrigerant gas leaks in certain ins-

tallations that have not yet been upgraded. Even so, the Cooperative has reduced direct emissions by 78% and direct emissions intensity by 90% compared to a decade ago.

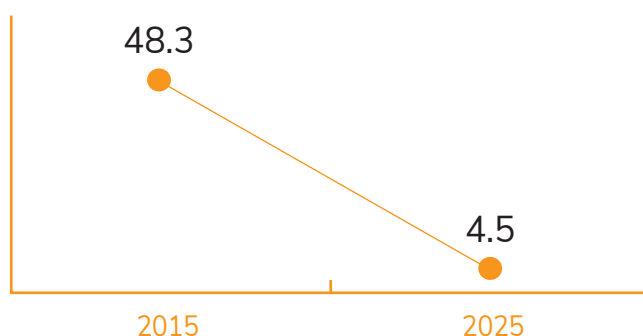
CARBON FOOTPRINT

t CO₂



EMISSIONS INTENSITY

t CO_{2e}/M€ INCN



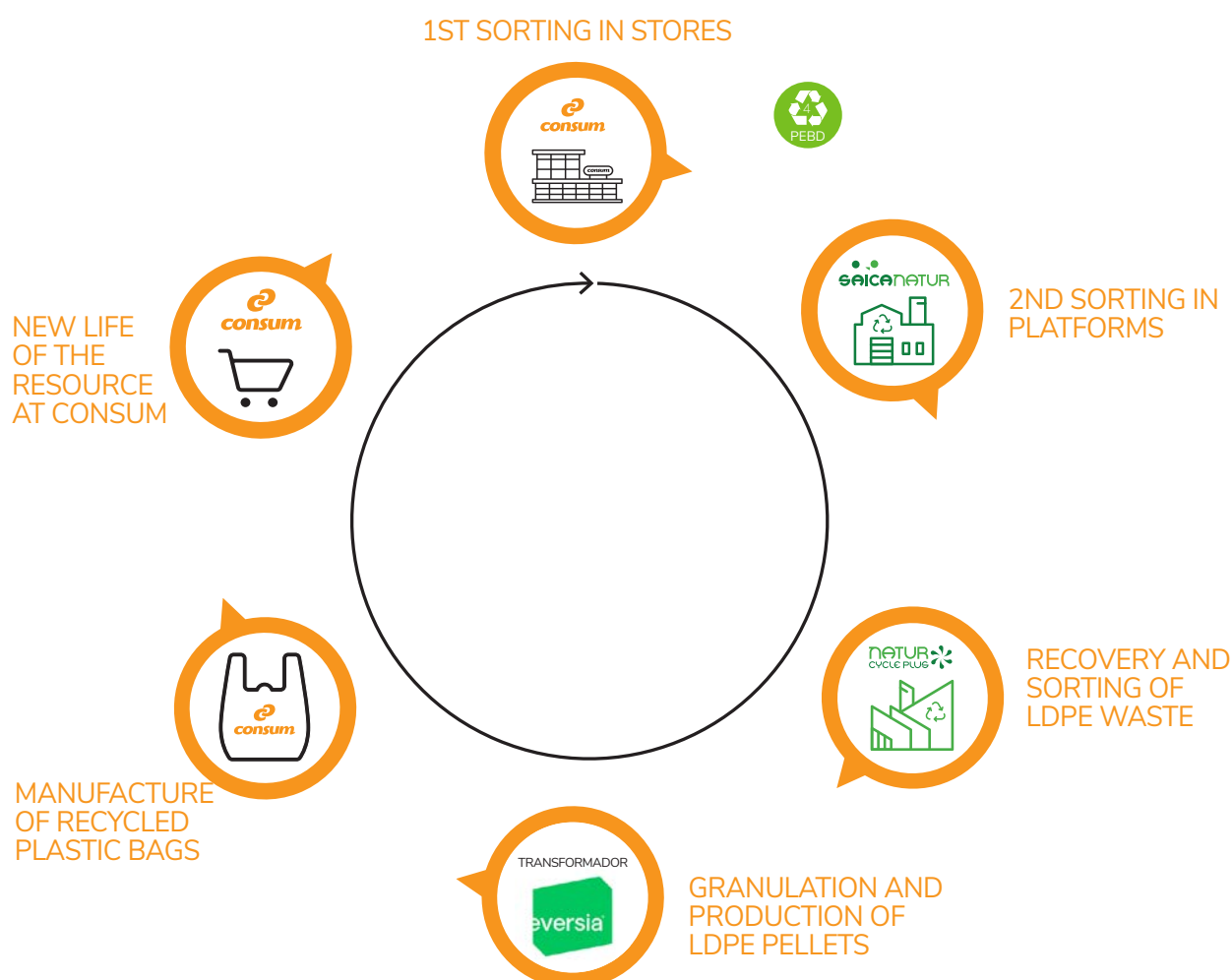
CIRCULAR USE OF RESOURCES

The second objective of the Co-operative's Environmental Policy, alongside decarbonisation, is the circular economy. This includes both eco-efficiency measures to reduce material consumption or replace it with more sustainable alternatives, and end-of-life recovery initiatives aimed at ensuring the selective collection and proper treatment of all waste generated.

MATERIALS AND PACKAGING REDUCTION PLAN

Consum continues to promote circular economy principles across its operations, ensuring more efficient and sustainable resource management. One of the most notable measures is the production of shopping bags made from 100% recycled plastic across the entire retail network. Through this circular initiative, the Cooperative recycles more than 2,000 tonnes of plastic waste each year.

The new bags are made from a single recycled material and printed with water-based inks, making them more sustainable and easier to recycle. They also incorporate plastics recovered from the Cooperative's own logistics packaging, which are recycled into new bags, effectively closing the loop.



In addition, the circular system for collecting, treating and recycling plastic bags from the online store remains in place. These bags are collected from customers' homes when a new order is delivered. The service is provided without any quantity limit and regardless of origin, meaning plastic bags from any source are accepted, provided they meet basic hygiene standards. Through this service, the Cooperative recovers more than 2,600 kilos of plastic each year.

Efforts to reduce material use extend beyond product packaging to include store fittings. Another notable initiative is a project that transforms expanded polystyrene (EPS), commonly known as polystyrene foam, recovered from Consum's waste into furniture for bakery sections. Launched in 2023, the initiative is being progressively rolled out across the network and has already been implemented in 70% of stores. This pioneering measure in the retail sector demonstrates the Cooperative's commitment to sustainability.

Among the latest developments, loyalty cards began to be issued in late December 2025 using 100% recycled plastic. In addition, 22 water fountains were installed this year in the offices in Silla, El Prat and Las Torres de Cotillas, reducing the use of bottled water and, consequently, plastic consumption. During the year, a number of digitalisation initiatives were also implemented to improve efficiency and reduce material consumption:

CHECKOUT REPORTS: eliminating the use of more than 1.6 million sheets of paper per year.

CONTINUOUS IMPROVEMENT FORMS AND PHYSICAL SUGGESTION BOXES: data is now entered directly via the Gente Consum app.

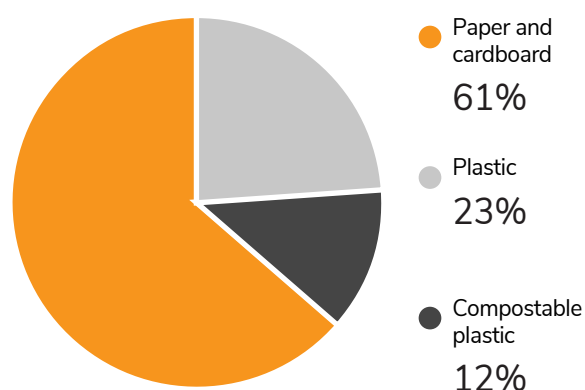
DELIVERY NOTES FOR CAPILLARY TRANSPORT:

the Cooperative has anticipated upcoming sustainable mobility regulations by introducing digital delivery notes across all logistics units as early as 2025. This measure eliminates the need to print delivery notes, route sheets and consignment documents.

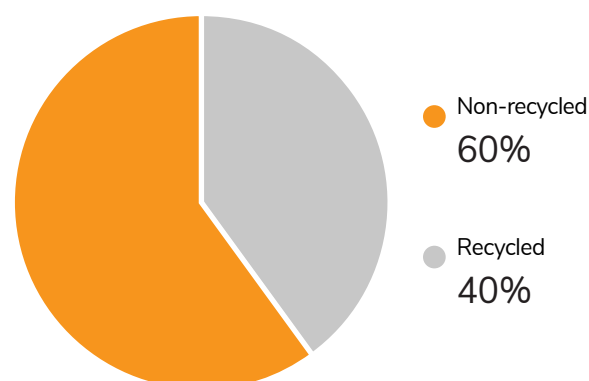
Consum works closely with its suppliers to ensure that all packaging redesigns and new product launches incorporate eco-design principles, helping to further improve recyclability. According to the Cooperative's 2025 annual packaging declaration, total packaging consumption amounted to 6,356.65 tonnes. The main materials used for packaging are paper, cardboard, and plastic.



TYPE OF MATERIALS



% RECYCLED





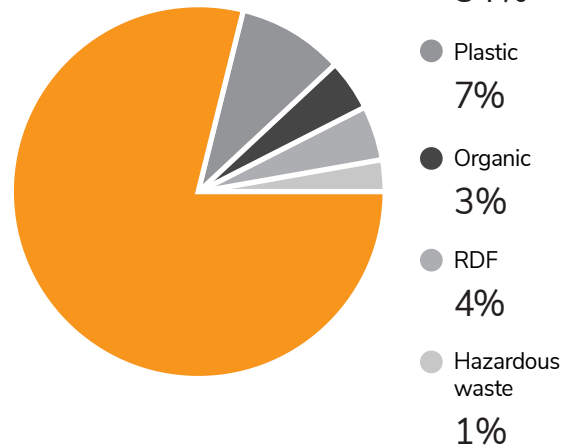
ZERO WASTE

Consum manages its waste in line with circular economy principles, prioritising selective collection and subsequent recovery. Commercial packaging waste generated in stores, logistics hubs and offices mainly consists of cardboard, plastic and wood. Through a reverse logistics system, this waste is transported back to collection centres, where it is sorted and stored before being processed by authorised waste management operators.

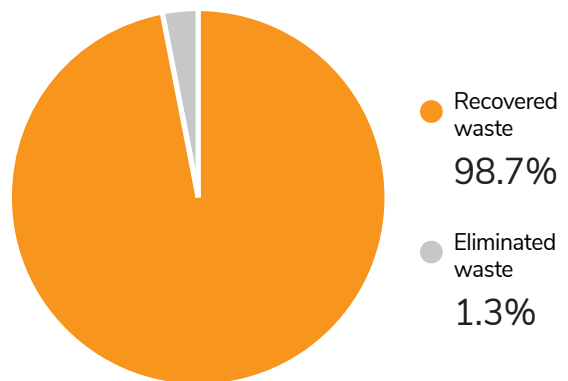
In 2025, Consum renewed its AENOR Zero Waste certification across all logistics hubs and at its head office, further reinforcing its commitment to waste reduction and resource optimisation. Each year, the Cooperative verifies the recovery of its waste, ensuring full traceability and proper treatment.

In collaboration with Ecopilas, battery collection points are available in stores to encourage customers to recycle used batteries. In 2025, a total of 98 tonnes of batteries were collected and sent to specialised treatment facilities for proper processing.

TYPE OF WASTE



RECOVERED WASTE



Cardboard collected through reverse logistics

ASCENSOR
BARRA SUPERMERCAT

ESCALA
BARRA SUPERMERCAT

ACCÉS
SUPERMERCAT

ACCESO
SUPERMERCADO



TOWARDS THE COMMITMENT WE WANT

consum

A future that goes beyond our stores.

A future in which social commitment translates into tangible actions, contributing to the well-being of the communities we are part of.



RESPONSIBLE CONSUMPTION

As a consumer cooperative, Consum's mission includes educating and training its member-customers, while also promoting their rights and those of society as a whole.

As part of the Healthy and Sustainable Living Programme, a range of educational and awareness initiatives are carried out to promote healthier eating habits and more responsible consumption, particularly among young people.

The programme's main lines of action, aimed at schools and users, include the Team Consum educational plat-

form, the World Consumer Day competition, the PAIDO programme and hospital workshops for mental health patients at Parc Sanitari Sant Joan de Déu.

TEAM CONSUM EDUCATIONAL PLATFORM

Through this educational platform, the Cooperative provides teachers with learning resources designed to promote meaningful classroom engagement on topics such as responsible consumption and environmental and social sustainability. It gives educators access to a wide range of learning activities, games and competitions aimed at students aged 4 to 18, as well as users of occupational centres.

Throughout 2025, the platform's content was reorganised to give greater visibility to the resources available to teachers, covering topics of interest to students such as food waste, emotional well-being, cybersecurity, gender equality and environmental awareness.

WORLD CONSUMER DAY VIDEO COMPETITION

This educational initiative, aimed at primary, secondary, and upper secondary students, vocational training learners, special education students, and users of occupational centres across all the regions where Consum operates, is integrated into the classroom as a learning activity. It encourages critical thinking, collaborative work and the practical resolution of real-life challenges faced by students in their everyday lives.

More than 100,000 students have taken part in this initiative over successive editions, with the option to submit their work in any of the official languages. The format of the competition has evolved in line with new ways of learning, moving from posters to short stories and, for the past six editions, to video format.

"Small actions" is the challenge through which young participants are invited each year to reflect on a Sustainable Development Goal. With the support of their teachers, students choose an action linked to that goal that they are already carrying out in the classroom,

school or wider community, and present it in an inspiring video designed to encourage other schools to adopt similar initiatives. The competition aims to help students and participants learn about sustainability and communication, while developing skills such as teamwork, critical thinking, shared responsibility for social and environmental issues and creativity. The initiative is supported by Acción Contra el Hambre, Florida Universitaria, and the regional authorities responsible for consumer affairs, education, health, social action, and the 2030 Agenda, all of whom serve on the judging panel.

In the sixth edition of the video competition, "Small actions for sustainable eating", the focus was on promoting healthy, sustainable diets and reducing food waste, in line with SDG 2 "Zero Hunger". A total of 2,027 students from 114 educational centres took part, submitting 151 entries.

The awards ceremony was held online, hosted by talent coach Fernando Botella, with more than 850 students taking part. Five prizes of €1,000 each were awarded to the winning entries, which are now part of the Co-operative's audiovisual library. In addition, to encourage schools to engage in social initiatives, Consum donated €5,000 plus €10 for each entry submitted to Acción Contra el Hambre.

Winners of the 6th
video competition



Concurso de Vídeos. 6ª Edición
Día Mundial del Consumidor 2025


Pequeñas acciones por una alimentación sostenible

Platos llenos de conciencia



“ PARTICIPATION REACHED 2,027 PUPILS FROM 114 EDUCATIONAL CENTRES, WHO SUBMITTED A TOTAL OF 151 ENTRIES TO THE COMPETITION

COMPREHENSIVE CHILDHOOD OBESITY CARE PROGRAMME (PAIDO)

Consum continues to support the Comprehensive Childhood Obesity Care Programme (PAIDO) run by the Unit for Obesity and Cardiovascular Risk in Children and Adolescents at the Hospital General Universitario de València.

Through practical workshops led by a nutritionist, the programme promotes healthy, balanced eating among families, aiming to prevent overweight and obesity in children and equip them with the skills to adopt healthier, more varied diets.

The programme takes a multidisciplinary approach, involving paediatric, nursing, nutrition and physical activity teams, as well as families and patients. Consum contributes by providing the products needed for cooking workshops focused on preparing simple, balanced meals. In 2025, six PAIDO workshops were held, involving 88 young participants and their families.



Participants in PAIDO workshops

HOSPITAL WORKSHOPS WITH PARC SANITARI SANT JOAN DE DÉU

Consum's commitment to healthy eating and emotional well-being has led to a collaborative project with Sant Joan de Déu to promote mental health through nutrition. In this context, the monograph "Eating well to feel better" was published in 2025 on SOM Salud Mental 360°, the organisation's digital platform, recognised as an accredited medical website providing reliable information on mental health.

Consum and Sant Joan de Déu have also collaborated in organising therapeutic workshops for mental health service users at the Parc Sanitari, offering guidance on healthy eating and preparing simple recipes that can be recreated at home, with adaptations suitable for different groups. In 2025, the first cycle of workshops was held, comprising three sessions with 36 participants, with plans to continue the initiative next year.



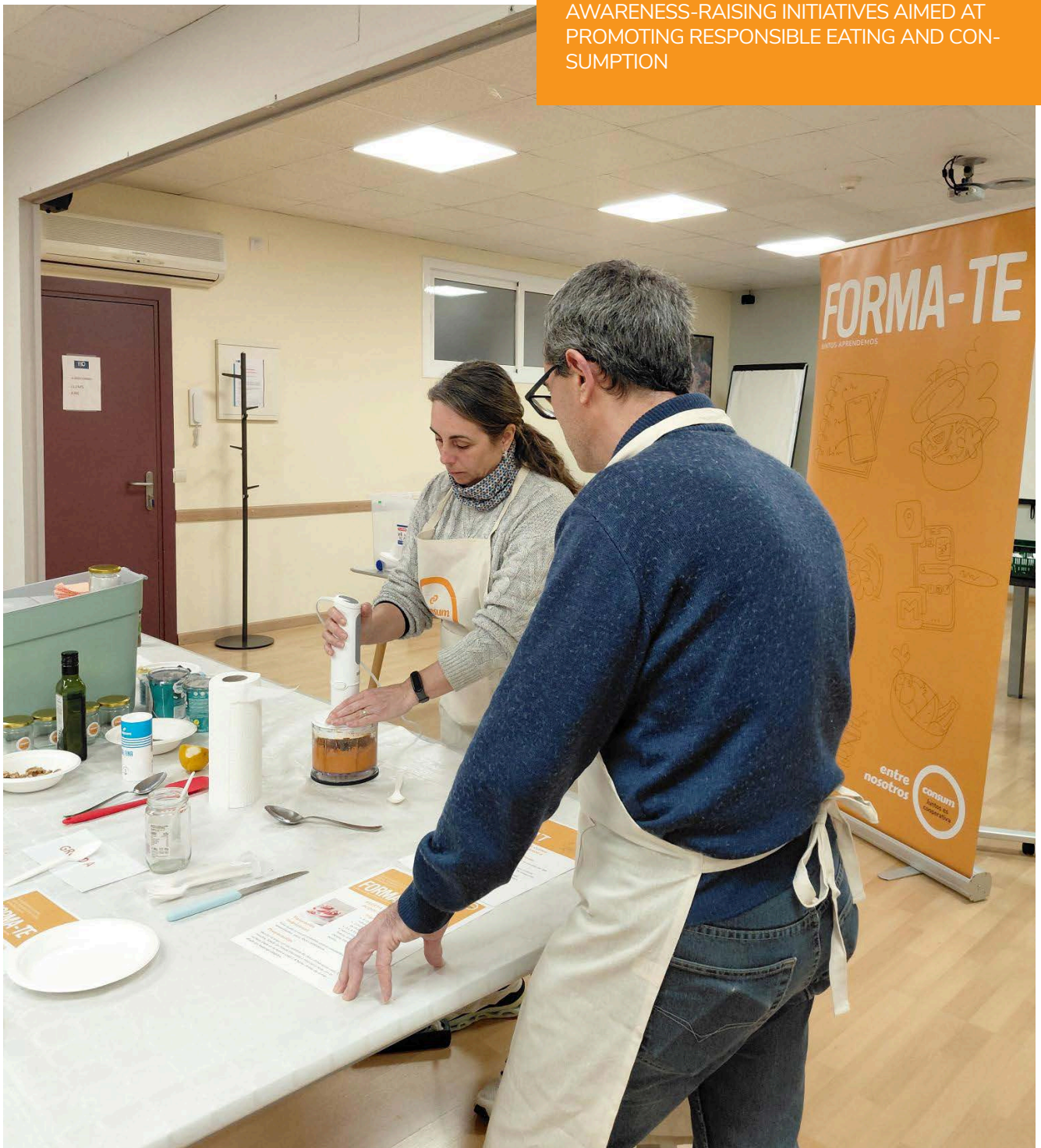
Hospital workshops with Sant Joan de Déu

“FORMA-TE” WORKSHOPS

In 2025, Consum delivered a series of practical workshop-based training sessions for its member-customers in Alicante, Albacete and Reus. This innovative format, introduced the previous year, continued to address topics of strong interest to adult consumers, such as healthy and sustainable eating, digital literacy and cybersecurity, led by subject-matter experts.

Across ten sessions, a total of 154 participants took part in this practical and engaging learning experience.

“ THE HEALTHY AND SUSTAINABLE LIVING PROGRAMME DELIVERS EDUCATIONAL AND AWARENESS-RAISING INITIATIVES AIMED AT PROMOTING RESPONSIBLE EATING AND CONSUMPTION



Participants of the FORMA-TE programme

ENGAGEMENT AND SOLIDARITY

As an organisation committed to its social environment and the local communities in which it operates, Consum delivers a range of initiatives through its Solidarity Programme to support sustainable development, help combat hunger, promote health and well-being, and ensure access for all to healthy, nutritious and sufficient food, in line with SDG 2 Zero Hunger and SDG 3 Good Health and Well-being.

The Solidarity Programme is structured around three main areas: the Profit Programme for food donations, the Social Sales programme and broader Social Action collaborations with a range of organisations.

SOLIDARITY IN MEMORY OF THOSE AFFECTED BY THE DANA

In 2025, Consum collaborated with the Universitat de València on the ANDANA project, an initiative that explores how people experience and respond to disasters in the context of climate change, using the Valencia DANA as a case study.

Through a multidisciplinary team, the project aims to contribute to more inclusive, fair and sustainable climate governance, working with local communities, public authorities and civil society to ensure that all those affected have a voice and to develop collaborative tools for managing emergencies and adapting to future climate challenges.

Among its many actions, the “Salvem les Fotos” (Save Our Photos) project was carried out, focusing on the recovery, preservation and restoration of family photographs damaged by the DANA that affected the Valencian Community in October 2024. This initiative highlights the power of community, the role of care in cultural preservation, and the deep connection between memory, image and identity, revealing not only the fragility of memory but also its remarkable resilience.



Poster of the ANDANA project

PROFIT PROGRAMME

Consum's commitment to tackling food waste is reflected in the Profit Programme, which promotes the responsible management of food. Launched more than 14 years ago to prevent waste and respond to social needs within local communities, the programme is based on close collaboration between the Cooperative and its partner social organisations, including NGOs, food banks and social kitchens.

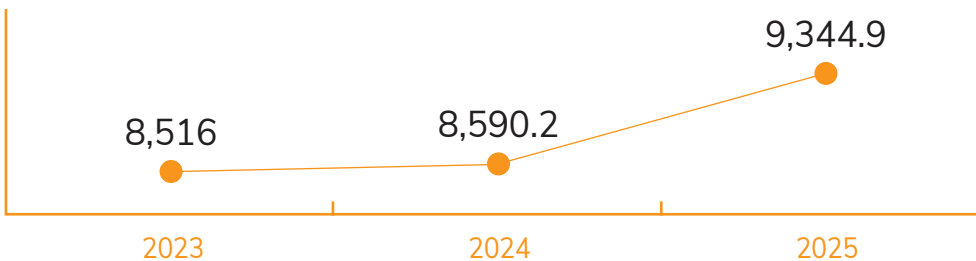
The programme recovers products withdrawn from sale for commercial reasons that still meet all food safety requirements and redistributes them to those most in need through partner organisations. Donations include products from all food sections, including fresh produce, meat, deli items, fruit and vegetables, sweet goods, dairy and bakery products. The programme is implemented across 100% of the Cooperative's own retail network, with donations made from all supermarkets, logistics hubs and fresh product schools.

In 2025, a total of 9,344.9 tonnes of products were donated, with an estimated value of €32.7 million. This commitment is made possible thanks to the work of more than 1,450 volunteers from partner social organisations. The programme is estimated to support more than 93,000 people. It also generates a positive environmental impact, preventing the emission of 3,373.7 tonnes of CO₂ into the atmosphere.

Profit
programme



PRODUCTS DONATED IN PROFIT PROGRAMME (t)



Volunteers from the Lleida Food Bank during the collection campaign at a Consum store in the city

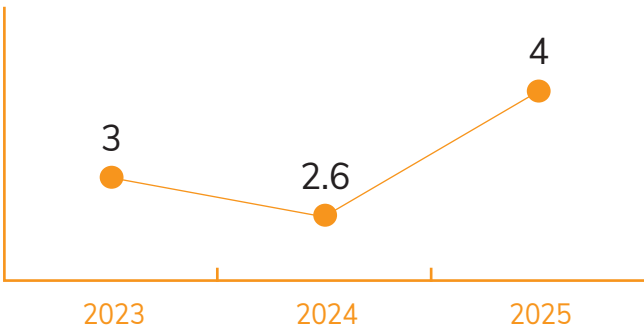
SOCIAL SALES

As part of its Solidarity Programme, Consum also offers a Social Sales line for public administrations and organisations, enabling them to deliver social support through vouchers or prepaid cards that can be easily redeemed in Consum supermarkets. This system allows organisations to tailor support to their needs and access information on purchasing behaviour.

Vouchers and cards give beneficiaries the freedom to choose products that best meet their nutritional needs or those of their families. They are simple and discreet to use, as they are redeemed at the checkout like any other Consum voucher or card, ensuring user privacy. In 2025, social sales reached approximately €4 million, representing a 53% increase compared to the previous year. This figure also includes sales made to social grocery stores.

SOCIAL SALES

millions of €

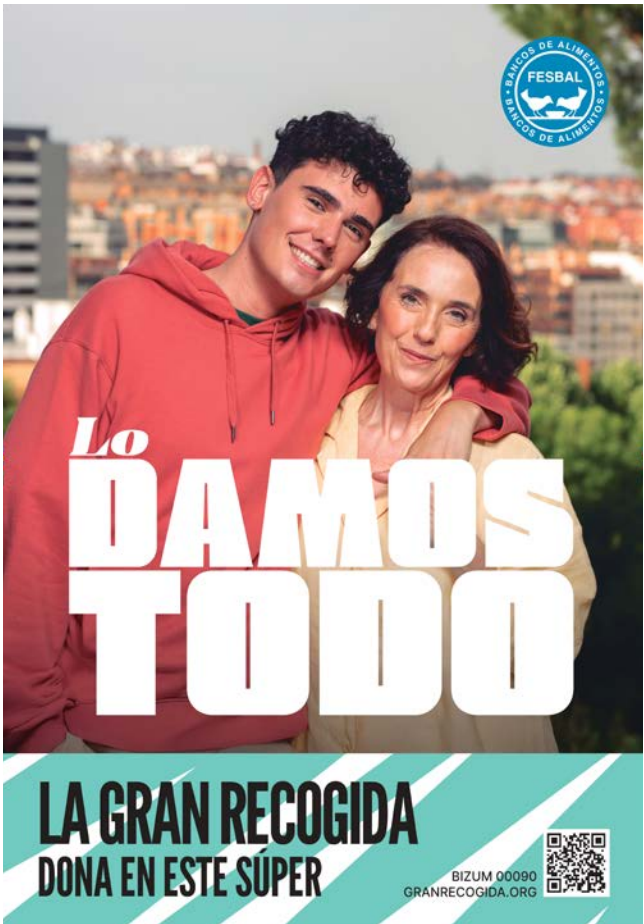


GRAND FOOD DRIVE 2025

The Grand Food Drive is the largest national solidarity campaign in support of food banks, coordinated by the Spanish Federation of Food Banks (FESBAL). Consum has supported the campaign for more than 11 years across all its own supermarkets. The 2025 edition took place from 7 to 13 November. Thanks to contributions from members and customers at the checkout, a total of €318,573 was raised.

All customer donations collected during the campaign are converted into shopping vouchers, which are distributed to provincial food banks and passed on to organisations and individuals most in need. This approach allows families to select individual essential products for themselves according to their needs while also reducing the environmental impact associated with transporting goods.

“ THROUGH ITS SOLIDARITY PROGRAMME, CONSUM IS COMMITTED TO ITS SOCIAL ENVIRONMENT AND THE LOCAL COMMUNITIES IN WHICH IT OPERATES





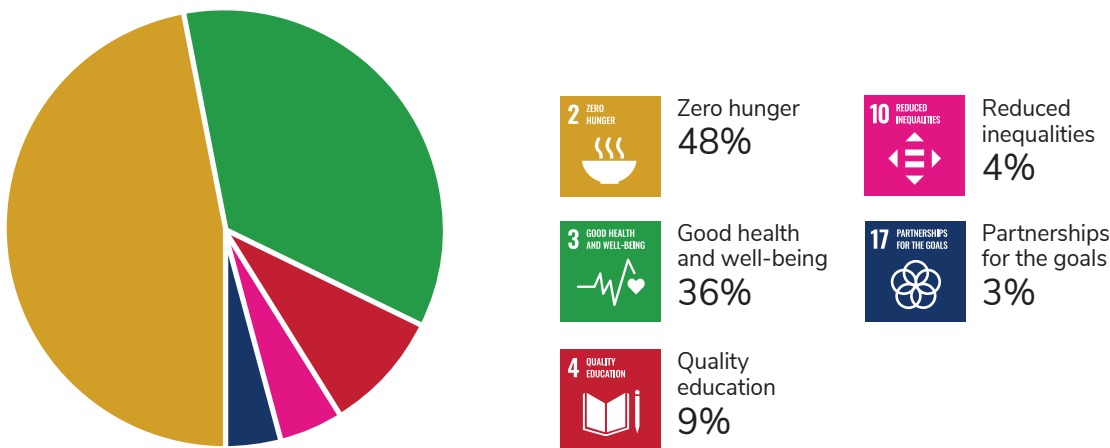
Handing over donated products to volunteers
from the Lleida Food Bank

SOCIAL ACTION AND SPONSORSHIP

Consum's Donations and Sponsorship Policy aims to support social projects that generate a positive impact in its environment. In 2025, 1,187 social action collaborations were carried out, with a social investment of €223,929, reaching an estimated 168,000 people.

Around 67% of support was provided through donations of food and products, either in kind or via vouchers. The remainder consisted of financial contributions to initiatives led by the social organisations supported by Consum. The main Sustainable Development Goals addressed during the year were SDG 2 Zero Hunger and SDG 3 Good Health and Well-being, which accounted for approximately one-third and one-quarter of total support, respectively.

INVESTMENT IN SOCIAL ACTION BY SDG



Signing of the collaboration agreement between Consum and the AECC in Tarragona

As a cooperative deeply embedded in its local communities, Consum also sponsors initiatives of social, cultural and gastronomic interest. Total donations and sponsorships in 2025 amounted to €431,529.

Among the main collaborations during the year, the following stand out:



SDG 1 – SOLIDARITY TOYS. For the past nine years, on the initiative of the Social Committee, Consum's employees have once again worked together to give a second life to around 5,227 toys, which were distributed to various associations in Valencia, Catalonia and the Region of Murcia to reach families most in need. Since the initiative began, more than 24,900 toys have been donated. This solidarity and environmentally focused initiative collects new or used toys in good condition, non-violent in nature and not requiring batteries, as well as school supplies.



SDG 3 – LA MARATÓ DE TV3 AGAINST CANCER. In 2025, Consum took part for the first time in La Marató de TV3, the most prominent solidarity initiative in Catalonia. The Foundation held the 34th edition of this campaign, which raises awareness and mobilises the public, in this case, collecting funds for cancer research.



SDG 3 – SUPPORT FOR FAMILIES AFFECTED BY CHILDHOOD CANCER. Consum once again collaborated with the ASPANION Association to support families affected by childhood cancer. The organisation provides psychological, social and financial assistance to families facing this illness. Thanks to its contribution, Consum was recognised by the organisation as an "Empresa Estrella".



SDG 4 – SUPPORT FOR VULNERABLE CHILDREN WITH SPECIAL EDUCATIONAL NEEDS. Nuevo Futuro Association: Through residential care centres managed by the organisation in Almería, the Region of Murcia and Valencia, Consum contributes to safeguarding basic rights and supporting the independence of children and young people in care.

Pere Tarrés Foundation: Consum supports the Foundation's "Actúa per la salut mental" (Act for Mental Health) project, which aims to identify and improve mental health situations among vulnerable children and young people in Catalonia across different stages of education.



SDG 4 – LLEGIR EN VALENCIÀ. Consum continues to support the "Llegir en valencià" (Read in Valencian) campaign led by the Bromera Foundation, which for the past 19 years has promoted reading, culture and Valencian traditions. Each year, a collection of books is published with features designed to support reading comprehension, centred around a different theme. In 2025, the campaign was titled "Llegir en valencià: la memòria de l'aigua" (Read in Valencian: The Memory of Water), promoting reading as a way to reconnect with the past, preserve heritage and reflect on the essential role that water has played and continues to play in our lives.

 **consum**



TOWARDS THE SOCIETY WE WANT

consum

**A future in which consumption is a
conscious and shared act.**

A future in which cooperation helps promote a more
responsible, more local and values-driven model of
consumption.



WE ARE PART OF OUR SOCIETY

As an organisation fully integrated into the social fabric in which it operates, Consum is a member of various sector associations in the supermarket and social economy fields, as well as foundations and research centres. Membership fees paid in the 2025 financial year amounted to €337,193. The list of associations to which Consum belongs is set out below:

SECTOR AND PROFESSIONAL ASSOCIATIONS

AECOC

ASEDAS

CEV CONFEDERACIÓN EMPRESARIAL COMUNITAT VALENCIANA

ASUCOVA
Asociación de Supermercados de la Comunidad Valenciana

CEDAC
Consell d'Empreses Distribuïdors d'Alimentació de Catalunya

ASUCAM
Asociación de Supermercados de Castilla la Mancha

FEDACOYA
FEDERACIÓN EMPRESARIAL DE AGROALIMENTACIÓN DE LA COMUNIDAD VALENCIANA

Cámara
Valencia

aesi
associació empresarial de sàlida

apd

ADL
ASOCIACIÓN PARA EL DESARROLLO DE LA LOGÍSTICA

asumur
ASOCIACIÓN DE SUPERMERCADOS DE LA REGIÓN DE MURCIA

AVE
asociación valenciana de empresarios

Club Marketing Mediterráneo

DEC Asociación para el Desarrollo de la Experiencia de Cliente

CE/R+S
CLUB DE EMPRESAS RESPONSABLES Y SOSTENIBLES

Membership in these associations is approved by the General Management. The Donations and Sponsorship Policy prohibits contributions to political parties. No member of the governing bodies has held public office in the two financial years prior to 2025.

SOCIAL ECONOMY



FOUNDATIONS, RESEARCH CENTRES AND OTHERS



COLLABORATION AGREEMENTS

Consum's commitment to social causes and projects is aligned with its values and principles as a socially responsible organisation. With a clear focus on supporting those most in need, it continues year after year to back organisa-

tions that uphold the rights of vulnerable groups. Among the most notable collaborations during the year are the following:



HOSPITAL CLOWNS. For the twenty-first consecutive year, the Cooperative has partnered with Payasospital to provide emotional support to young hospital patients and their families. Professional clowns from the organisation deliver weekly personalised performances for patients in hospitals across the Valencian Community, working in coordination with healthcare staff. Thanks to this collaboration, more than 1,600 hospitalised children have received support from Payasospital over the past 21 years, helping to improve their emotional well-being and overall quality of life. This initiative has received a total investment of €125,000 from Consum.

The Cooperative has also renewed its commitment to the therapeutic project led by Pupaclown at the Hospital Clínico Universitario Virgen de la Arrixaca, a leading hospital in the Region of Murcia.



JOSEP CARRERAS FOUNDATION. Consum has maintained its support for the Josep Carreras Foundation in the fight against leukaemia for the twelfth consecutive year. Over the course of this partnership, the Cooperative has donated a total of €26,000 to support patients and research into this disease, for which around 6,000 new cases are diagnosed each year in Spain. In addition, Consum distributes shopping vouchers through the Foundation to support patients who have had to travel far from home for treatment and are temporarily staying in the organisation's network of accommodation.



SPANISH ASSOCIATION AGAINST CANCER (AECC). For the fifth consecutive year, Consum has renewed its commitment to the Spanish Association Against Cancer (AECC) by taking part in the "La compra de tu vida" (The Shop of Your Life) campaign. Thanks to customer donations, €224,232 was raised in the most recent edition. All funds were donated in full to AECC to support cancer research and to fund services for patients and their families. As part of this collaboration, Consum also donates products to local AECC branches, as well as shopping vouchers distributed to people affected by cancer who are also in financially vulnerable situations. Since 2019, the Cooperative has also supported the "Nit Solidària Barcelona Contra el Càncer" (Barcelona Cancer Charity Night), an annual gala that raises funds for oncology research projects. In 2025, Consum also collaborated for the first time with AECC Tarragona, supporting both research projects and emotional, social and physical support programmes for patients and their families. Consum also provides the organisation with shopping vouchers that can be redeemed in its supermarkets, aimed at families experiencing financial hardship.

AWARDS AND RECOGNITIONS

FEBRUARY

- Food Bank of Valencia Award presented to Consum.

MARCH

- Tuawards prize recognising Consum as a sustainable company, awarded by Tuawa and Global Omnium to organisations demonstrating strong environmental commitment across the Valencian Community and Spain.
- Award from the “Valencia, sí a la Vida” hub in the Institution category at the second edition of its awards, held at the Palacio de Colomina CEU in Valencia.
- Recognition at the 6th CIRIEC-Spain Awards for the “Best Studies in Social Economy”.

MAY

- AECOC Shopper Marketing and Innovation Award in the category of “Best Category Development Initiative” for the project “The new era of fish”.
- First prize in the “Cooking Ingredients” category at the PLMA International Salute to Excellence Awards 2025 for the Consum own-brand product: Natural cocido stock.

JUNE

- 25th anniversary of the Chair of Business Culture at the Universitat de València.
- Consum was awarded at the 2025 SIL Awards in recognition of SDG 5 (Logistics), for its equality plan, work-life balance policies, internal promotion initiatives, and training programmes for its female employees in this area.
- “MIA Marketing B2C Award” for the campaign “Mira cómo compro online” (Look How I Buy Online), recognising a distinctive strategy to drive its online store in a highly competitive market.
- Thader Award, together with Onda Cero in Murcia, for the Profit Programme against food waste.

SEPTEMBER

- CHEP “Global Positive Partner 2025” award, recognising Consum’s leadership in sustainability and supply chain efficiency.

OCTOBER

- Levante-EMV Prensa Ibérica 2025 Award for Cooperativism, awarded to Consum.

NOVEMBER

- Recognition at the 60th anniversary of COPE Valencia, highlighting Consum as a benchmark in its field and an example of commitment, talent and values in the Valencian Community.
- FESBAL Food Bank “Espiga de Oro 2025” Award for logistical support.

DECEMBER

- Award at the Spanish Logistics Centre (CEL) Awards 2025 for the project “Logistics synchronisation: collaborative excellence for an efficient and sustainable supply chain”.





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Consum's Corporate Report is the result of the joint work of its Sustainability Committee and sets out all the actions carried out by the Cooperative to contribute to a more sustainable development model. It serves as a key tool for transparency with stakeholders and for the continuous improvement of sustainability management.



