

Sustainability policy



Sustainability in Consum arises from its cooperative values - values closely linked to sustainable development, i.e., the balance between economic growth, people's well-being and the preservation of the environment.

The Sustainability Policy extends the Cooperative's goals to its relationship with the rest of its stakeholders, satisfying the needs of all groups being that which thus creates long-term shared value for Consum and for the whole of society.

Principles of sustainability

Consum's Sustainability Policy ensures sustainability is integrated into its mission, vision and values, governing bodies, corporate policies, management and stakeholder relations.



Complying with the totality of applicable regulations, both external and internal, and promoting ethical culture and behaviours among its governing bodies and workers.



Ensuring compliance with standards on human rights, labour, expression and association, and ensuring the conservation of the environment, with environmental management focused on the fight against climate change.



Promoting partnerships and membership of associations, forums and collaborative projects on sustainability. Likewise, the Sustainability Policy will integrate any new future global framework, thus contributing to sustainable development.



Having **mechanisms for participation** for each of the consumer interest groups, based on dialogue and transparency, eliminating any possible barrier.



Integrating the **needs and expectations of stakeholders** into the Cooperative's own strategy, thus creating long-term shared value, both for the organisation and for society as a whole.

- **For employees and employee partners:**

Consum will make long-term economic decisions, maintaining sustained growth and distributing the corresponding share of the results among the employee partners, creating stable jobs, with appropriate working conditions, promoting the balance between work, personal and family life.

- **For customer-partners and customers:** The Cooperative will prioritise a customer experience based on attention and respect for people, with points of sale and services which are accessible to all. It will ensure responsible marketing, as well as the protection of partners' and customers' personal data.

The safety and quality of the products will be guaranteed, with the produce on offer progressively focusing more and more on healthier and more sustainable food and consumption.

- **For suppliers and creditors:**

Relations with suppliers and creditors shall be based on transparency, stability and innovation, ensuring appropriate payment terms and margins for all links in the chain.

We will work for a more responsible and sustainable supply chain, especially in terms of respect for human rights and protection of the environment.

- **For franchisees:**

Consum will offer training, assistance and advice; prioritising transparency, stability and respect for the commercial agreements established with the franchises.

- **For entities and society in general:**

Compliance with the applicable regulations will be ensured, as well as loyalty regarding the market and competition.

Transparent relations will be built with the different entities of society, especially in terms of mutual cooperation with other entities of the social economy. Via its commitment to society, Consum will promote the development of local communities through social food donation programs and other forms of social collaboration.

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