Effective environmental management is crucial for the proper operation of any company. We are aware that we have much to improve, but the results achieved encourage us to continue working.
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Mercadona is a Spanish capital and family company of physical supermarkets and online sales whose mission is to prescribe to the final consumer products and solutions that meet their needs for food, drinks, personal care, home care, and animal care while continually ensuring food safety, maximum quality, maximum service, lowest price, and minimum time.
MERCADONA
ENVIRONMENTAL
MANAGEMENT SYSTEM

Mercadona is immersed in a process of change at all levels, from the sales model to the relationship with the agri-food chain and is not immune to the challenges facing society to which it belongs. Following the principles of its model, Mercadona’s environmental management system is focused on reducing impact in three main areas: logistics, energy consumption, and waste management.

Taking advantage of the resource savings resulting from the application of the principles of circular economy, Mercadona works to achieve greater efficiency in all its processes. Within this firm commitment to sustainability, numerous projects and initiatives are being launched, mainly aimed at reducing and exploiting the waste it generates, energy efficiency, sustainable logistics, and collaboration to prevent food waste, among others.

Data highlights at the close of 2018:

- **1,636** stores
- **5.3** million homes
- **85,800** employees with stable quality jobs

1,400
Totaler suppliers that co-innovate with Mercadona to provide "The Boss" with the best products in terms of quality and price under the brands Hacendado, Deliplus, Bosque Verde, and Compy, among others

Investment in environmental protection:

- **40** million euros in 2018
- **34** million euros in 2017
LOGISTICS OPTIMISATION

During 2017 and 2018 Mercadona continued to develop its sustainable transport strategy to adapt to new operational and environmental challenges. In addition to finding the best way to manage the ground transport fleet, the company is conducting tests with fuels and alternative technologies to maintain logistic efficiency and improve environmental impact.

Data at the close of 2018:

54 gas-powered trucks

Load percentage of trucks:

90%

98% of the fleet is Euro VI or Euro VI C
Mercadona logistics model

One of the principles that Mercadona pursues year after year is the increasingly improved use of the logistical means at its disposal. Transporting more using fewer resources reduces the number of trips, fuel consumption, and, therefore, the environmental impact from its activities. To achieve this ambitious challenge there are three main lines of action aimed at improving the efficiency of transport means and logistics processes.

In the first place, Mercadona focuses its efforts on achieving greater and better load capacity in the means used and route planning for more efficient transport. Aware also that pollution problems are becoming increasingly prominent in cities, Mercadona is committed to reducing emissions in two ways: the renewal of its fleet and the use of new technologies and alternative fuels in transport provider vehicles, both heavy or light, and in installed refrigeration equipment. And finally, a fundamental pillar of logistics management is the constant application of criteria for best practices that help use transport fleet resources in the best possible manner.
Logistics efficiency

The general objective of Mercadona logistics is "to transport more using fewer resources". To this end, significant efforts have been made to increase vehicle payload while reducing tare weight. This, together with careful route planning, ensures that goods arrive at their destination more efficiently.

Route optimisation

A constant in Mercadona’s operating model is the work carried out by its Logistics Department to guarantee efficient transport. The challenge is to transport products to store shelves so that each kilometre travelled by the truck fleet adds value to the entire process while reducing environmental impact.

A good example is the so-called “Strategy of Eight”, which consists of managing the fleet so that each trip transports merchandise or materials that optimise truck loads while reducing fuel consumption. Taking advantage of reverse logistics, the Mercadona truck fleet transports products from the supplier to the logistics centres or to the stores, and also transports packaging materials (plastic, cardboard, polystyrene fish boxes, etc.) to be recycled and reused, as happens, for example, with the plastic film from pallets, which is returned to the logistics centres. From there it is sent to a recycler who converts it into chaff. This, in turn, will be used by the supplier to manufacture bags with 50-70% recycled material for Mercadona’s new reusable bag assortment.

Lightening of vehicles

Since 2010, the company and its transport providers work together, through innovation and continuous improvement, to reduce the weight of vehicle elements including dispensing with any that do not add value without ever compromising road safety or operability. The result of all this work is reflected in the fact that 86% of the trailer vehicles that service Mercado-
na have an average payload of approximately 25 tons, higher than the market average.

**Greater load capacity**

Increased cargo capacity is a very important factor in improving fleet efficiency to transport more using fewer resources. Currently, the highest tonnage vehicle that Spanish legislation allows is the mega-trailer, which has a load capacity of up to 52 pallets. Merca-dona, a pioneer in incorporating this type of vehicle and, as of 2018, already possessing 18 with these characteristics, plans to continue expanding the fleet with the aim of having a total of 45 units throughout 2019.
Fleet renewal

The transport sector is rapidly innovating to adapt to the new environmental requirements that society demands. Mercadona is carrying out tests with new technologies and alternative fuels. Some of which have already resulted in a gradual replacement of vehicles with others that use more environmentally friendly fuels and cooling systems.

One of the premises of the company, together with its suppliers, is to renew the transport fleet as the state of maturity of different technologies progresses. For this reason, as regards heavy vehicles, the main priority is to incorporate vehicles that meet the most stringent emission standards, a decision that makes it possible to have a fleet composed almost entirely of Euro VI and Euro VI C engines.

Use of alternative energies

Mercadona is also incorporating into its fleet trucks powered by alternative fuels. In 2017, tests were started on trucks powered by liquefied natural gas (LNG). This fuel allows significant emissions savings, to the point that the initial goal of having 40 gas powered trucks by the end of 2018 was exceeded due to good test results. Thus, at the end of 2018, Mercadona has 54 trucks powered by liquefied natural gas in circulation and it is expected that this number will increase significantly in coming years, with consequent reduction of emissions.

With regard to light vehicles, it has also opted for a progressive renewal of the fleet of vans for home delivery service incorporating electric and hybrid vehicles. These vehicles, currently in testing, will be part of the fleet in the coming months.

Refrigeration

Mercadona is committed to more environmentally friendly technologies, not only in terms of the fuels it uses, but also in the systems incorporated in its vehicles, such as refrigerant gases in truck refrigeration equipment.

Originally, these devices used R-404A, a refrigerant gas with high atmospheric heating power. This gas is being replaced by R-452A, which has significant environmental benefits, since its effect on atmospheric heating is reduced by 45% as compared with R-404A.

In this regard, 64% of the 1,270 heavy vehicles equipped with refrigeration equipment already operate with the new R-452A refrigerant gas. The remaining 36% will be replaced when the equipment is renewed.
In the case of light vehicles, the company has approximately 1,000 refrigerated vans, of which 55% already use R-452A gas. R-407H gas refrigerant has also been installed in 5% of the vans, reducing its global warming potential by 62% as compared with the original R-404A.

**Best practices**

Technological innovations cannot be developed to their full potential if they are not accompanied by best practices in daily work, which makes it possible to take full advantage of all the improvements incorporated into the fleet. Mercadona has been applying these strategies for years, which have a clearly positive effect on both the efficiency of its processes and the reduction of environmental impact.

**Loading of trucks**

The almost 200 people who work daily on route management are focused on the planning and loading of trucks with the aim of not transporting air. The result of this dedication is that the company has a 90% average load percentage of its trucks.

**Reverse logistics**

Route planning, for both directions, prevents unnecessary trips. Accordingly, 65% of trips made to supply the stores have been used to return Reusable Transport Packaging (RTP), such as pallets and boxes, to the packaging management facilities of the logistics centres, in addition to the packaging materials that Mercadona sends for recycling.

**Quiet transport during off-peak hours**

Whenever possible, the company performs last mile transport during off-peak hours, mainly at night, when there is less activity in the cities. As a consequence, the hours of greater congestion and traffic are avoided and the use of trucks with greater load capacity is favoured to supply the stores. The result is time and fuel savings and, therefore, a reduction of emissions. This supply mode is currently used in 736 supermarkets of the chain, 45% of the total.
ENERGY SAVINGS

Responsible use of energy and responsible consumption of natural resources are part of Mercadona’s commitment to more efficient processes. Therefore, it continues to make progress in transforming its stores to the new model, which incorporates more energy saving measures. For many years, new refrigeration technologies have been implemented which, together with the improvement in detection and control protocols for refrigerant gas leaks, are significantly reducing related emissions.

Energy savings:

11.6 million kWh in 2017
14.7 million kWh in 2018
1,046 efficient stores in 2018, 64% of the total
400 efficient stores corresponding to the new store model
Store energy efficiency measures

The Mercadona new efficient store model (Store 8), implemented in 400 stores at the end of 2018, expands the existing energy saving measures in the chain’s 646 eco-efficient stores. Currently, 1,046 supermarkets (64%) have energy efficiency measures such as LED lighting, doors on island freezers, floating condensation in the refrigeration system to regulate cooling depending on the outside temperature, double glazing and carpentry with breakage of thermal bridges, among others. These, together with best energy saving practices that employees carry out plus sectionalised energy management systems, allows us to continue learning and advancing in this field, which translates into greater efficiency within the company sales model.

Improvements in equipment and best savings practices enable maintenance of stable electric consumption per cubic meter.
Xabier, employee at the calle Merkatondoa supermarket in Estella, Navarra.

Consumption and number of stores

Total store consumption (MkWh/year)

Num. of stores

MkWh

Num. of stores
Control of refrigerant gas leaks

The modernization of the stores also implies the incorporation of new refrigeration equipment that uses more sustainable technologies for the environment, including the replacement of certain refrigerant gases by others with lower global warming potential, as well as the use of subcritical systems to substantially reduce the amount of HFCs consumed. These efforts are combined with a comprehensive plan to review critical points in the facility to detect and prevent leaks as soon as possible. This plan started to show results in 2018 with reduction expected to be much more significant after 2019.

Substitution of gases and adoption of new technologies continue to reduce leaks in Mercadona

Exterior of the calle Veneçuela supermarket in Barcelona.
Some of the energy saving measures in Mercadona stores

- Closed refrigerator units in the frozen foods section
- Better thermal and acoustic insulation of the building envelope
- LED lighting
- Cooling using outside air to reduce air conditioning energy consumption
- Continuous measurement of electrical consumption to detect and correct inefficiencies
- Sectionalised energy management according to lighting and air conditioning needs
Meter control system

Mercadona is equipped with a monitoring system that measures electricity and water consumption in real time. This information enables adjustment of store processes while making better use of resources.

Currently the average water consumption per store is 100 m³/month
Urban gardens

The remodelling of some stores involves the construction of green roofs as part of the company’s social responsibility. This type of roof provides aesthetic, technical, and environmental advantages both to the store and to the environment in which it is located while improving the biodiversity of the urban environment. Some of the advantages of incorporating these urban gardens are:

- **Heat absorption**: temperature reduction of up to 5°C, resulting in savings in air conditioning of the interior
- **Acoustic insulation**: mitigation of noise from the thickness of the substrate and existing vegetation, with a reduction of up to 4 dB
- **Water savings**: 70% retention of rainwater, which is used for irrigation
- **Longer useful life**: properly maintained vegetation cover has a useful life of up to 70 years in perfect conditions

Green roof of the glorieta de Quevedo supermarket in Madrid.
Green roof of the glorieta de Quevedo supermarket in Madrid.

Green roof of the calle Ayala supermarket in Madrid.
RESPONSIBLE WASTE MANAGEMENT

The presence of waste in the natural environment constitutes significant environmental impact and a topic of which society is increasingly aware. It is a problem that requires coordinated action at all levels. In addition to implementing numerous initiatives aimed primarily at the prevention of waste, Mercadona actively collaborates with suppliers, technological institutes, and other social stakeholders in the search for the best strategies to address the challenge posed by pollution caused by plastic.

3,000 tons/year
of plastic recovered from Mercadona processes are recycled to make reusable plastic bags to carry purchases.

2,000 tons/year
of plastic from agricultural frost blankets are recycled so that our supplier, Totaler SP-Berner, can develop its household cleaning product line.

Waste recycling rate:
78% in 2017
76% in 2018
Waste management system

Prevention is the fundamental strategy of Mercadona for waste management, according to the principle of “the best waste is that which is never generated”.

Waste generation remains below 1% per kg of product at the stores, but there is still improvement to be made and numerous initiatives are being carried out in all processes to lower this figure even further.

Prevention of food waste

Thanks to the work of the Stores Department, a new type of ordering has been implemented that tracks sales and stock in real time, making it easier for staff to sell products at maximum freshness to prevent any type of waste.

In addition to the existing strategies that range from utilising all supplier production to liquidating fresh products that have not been sold at the end of the day, the company maintains its program of donations to community soup kitchens to be able to release products not suitable for sale despite being in perfect condition for consumption, thus preventing it from becoming waste.
Reusable commercial packaging

A powerful waste prevention tool is the use of the reusable packaging pool. Transporting goods in reusable and recyclable plastic boxes has significant logistical and environmental advantages as well as protecting and securing products in transport. Logistic centres are used as intermediate points for washing and packaging management. From there they are returned clean to the supplier as part of Mercadona’s sustainable logistics strategy. This process avoids the use of 100,000 tons of cardboard per year.

Reverse logistics and recycling

Mercadona makes use of reverse logistics by taking advantage of return trips of trucks to transport valuable materials collected in stores, such as packaging cardboard and wrapping film. These materials are compacted at the logistics centres and sent for recycling. Among other benefits, advances in recycling technologies have enabled these materials to be utilised in other productive processes to close the circular economy cycle.
Mercadona packaging

Packaging is fundamental in the distribution process, as it facilitates food safety, enables products to be transported and stored securely, and is an indispensable vehicle for consumer information to make purchases with accurate and reliable information. But at the same time, aware of the growing concern over the presence of plastics in the natural environment, Mercadona is carrying out a global study regarding the role played by plastics in all its processes in collaboration with ITENE (Technological Institute of Packaging, Transport, and Logistics).

This study will diagnosis the sustainability of all packaging families according to the criteria of UNE EN standards. This evaluation will enable definition of the best practices currently available for packaging and circular economy. With this information, the company will establish, together with its suppliers, criteria to design and market packaging that meet all applicable legal and sustainability requirements.
Reduction and eco-design criteria to ensure that all company packaging is recyclable or compostable.

Possible improvements in shopping baskets and carts, boxes, pallets, garbage containers, etc.

Mercadona is developing a global strategy for the plastics it uses in its processes. We’ve highlighted some of the measures already implemented or under study.

Elimination of plastic microspheres in cleaning, cosmetics, and personal care products.

With the collaboration with ITENE.
TO CARRY PURCHASES:
- Reusable bags with 50%-70% recycled material + paper bags

FOR BULK SALES:
- Testing with reusable bags and compostable material

HOME DELIVERY SERVICE:

UTENSILS AND HOUSEHOLD GOODS

DISPOSABLE MATERIALS

Initiatives to adapt to legislation

IN PROCESS

NONDISPOSABLE MATERIALS

Use of recycled material to make cleaning buckets and other initiatives

IMPLEMENTED
In addition to its medium-term plans to reduce the use of plastics, Mercadona is carrying out concrete actions that move towards this goal, implementing alternatives already available and taking advantage of emerging technologies.

An example of an initiative for the reduction of packaging is the new multipurpose disinfectant tablets. Each bottle is equivalent to three 2-litre bottles of bleach, with resulting savings in transport and storage with reduction of waste generation.

Mercadona has eliminated microplastics from all its cosmetics and personal care products. The plastic from cosmetic swabs has been replaced with cellulosic material. Both initiatives contribute to the reduction of a potential source of marine pollution.
Tests are being carried out in some stores to incorporate compostable material bags and reusable bags in the Fruit and Vegetable section.

Packaging of the new prepared foods section are made with cardboard and cellulose pulp extracted from sugarcane.
New selection of bags

Mercadona began eliminating single-use plastic bags in 2018. In 2019, more than 1,600 stores in the chain only offer the “Bosses” (customers) three alternatives to carry purchase: paper bags, raffia baskets, and bags with 50%-70% recycled plastic from the packaging recovered from stores.

This last alternative is the result of the combined commitment of customers, employees, and suppliers, and their involvement in the use of resources, reduction, reuse, and recycling to extend the life of materials and prevent them from ending up in landfills. For its manufacture, the company, applying the principles of circular economy, annually reuses more than 3,000 tons of plastic from the packaging recovered from stores, which it then sends to the logistics centres through reverse logistics and from there to the authorised Saica Natur manager, that converts it into chaff so that the manufacturer Plasbel can repurpose it in the form of bags to carry purchases.
Julia, "Boss" of the calle Veneçuela supermarket in Barcelona.

Reyes and Tamara, "Boss" and employee at the calle Campos Crespo supermarket in València.

Facade of the calle Lauria supermarket in València.
COMMITMENT

Mercadona maintains constant dialogue with all its stakeholders. The results of this dialogue are commitments and initiatives aimed at improving sustainability, sharing best practices, and addressing new challenges.

This section details some of these commitments

100% of aquacultural fish come from suppliers certified in sustainability standards

100% of meat, egg, and milk suppliers have committed to certification in animal welfare by 2021
Sustainable Fishing Policy

Mercadona has been working together with its specialist suppliers for years to guarantee the sustainability of fishing products to its "Bosses" (customers). For this purpose, it has established a Policy for the Purchase of Fishery Products, the objective of which is to improve the sustainability of extractive fishery and aquaculture products offered to its customers. Through this policy, as a result of the commitment between Mercadona and all its fishery and aquaculture suppliers, we work together with the objective of guaranteeing legal compliance, current regulation measures, and traceability from origin to point of sale.

Currently, Mercadona works with 12,000 fishermen and puts 67,300 tons of national fish on the market per year. All of its aquaculture suppliers are certified in accordance with sustainable management standards. 100% of Hacendado canned tuna originates from responsibly managed fishing grounds, thanks to the work and constant collaboration of Mercadona and its supplier Totaler Escuris (Jealsa-Rianxeira) with the International Seafood Sustainability Foundation (ISSF). The ISSF is a coalition of scientists, members of the tuna industry, and the World Wide Fund for Nature (WWF) that aims to improve the sustainability of global tuna stocks with the implementation of various practices.

Animal Welfare Policy

Mercadona and its suppliers have acquired a firm commitment to compliance with current legislation and respect for Animal Welfare standards. Within this framework, we work together to promote the protection of animals in farms, transport, and slaughter, through different programs and in collaboration with different institutions, such as the Institute of Agri-Food Research and Technology (IRTA) or the Institute for Research and Technological Development (NEIKER - Tecnalia).

Additionally, all products of animal origin that are part of the assortment originate from approved suppliers, which are audited by corresponding health authorities, as well as by Mercadona, which guarantees compliance with current legislation in each and every one of its processes.

Mercadona’s Animal Welfare Policy is based on the principles of the World Organisation for Animal Health (OIE) regarding animal welfare, which reflects the efforts to guarantee the “Five Freedoms” (5F): to prevent animal thirst, hunger, discomfort, pain, and even “situations that cause fear or anguish” during their lives.

By 2021 all meat, egg, and milk suppliers must be certified in Animal Welfare, a commitment that has already been signed and acquired by 100% of them. Additionally, some of the suppliers currently have relevant certifications in this area, such as the Global Gap, Welfare Quality, or local certifications such as Red Tractor (UK), Bord Bia (Ireland), and Danish Animal Welfare (Denmark).

https://info.mercadona.es/es/actualidad/esta-es-la-politica-de-bienestar-animal-de-mercadona/news
Commitment to the reduction of antibiotics

Mercadona meat suppliers have adhered to the antibiotic reduction plans that have been put in place by the Spanish Agency of Medicines and Medical Devices and the Ministry of Health, Consumption and Social Welfare. Aware of the problem of increasing microbial resistance and also of their plans for improvement and commitment to animal welfare, Mercadona suppliers have established a plan to control and monitor the use of antibiotics in pork, broiler chicken, beef and bovine meats.

Some of the objectives of this plan are:

- To limit the use of antibiotics
- To promote animal health by preventing diseases and improving hygiene measures
- To promote oversight networks and monitoring of antibiotic resistance

Free-range laying hen raised from the supplier Totaler Huevos Guillén.
In order to attract more biodiversity to the green roof that Mercadona has in its store located at the glorieta de Quevedo (Madrid), nest boxes, drinking troughs, bird feeders, and two insect hotels have been installed in collaboration with the NGO SEO/BirdLife.

Maintenance of the roof is the responsibility of the Fundación Capacis, dedicated to the social and labour insertion of people with intellectual disabilities, who also take care of the maintenance tasks of some of the green roofs of other Mercadona stores.

Collaboration with the Fundación Capacis and SEO/BirdLife is part of the various social responsibility actions in which the company is immersed. With this alliance, Mercadona collaborates with the urban biodiversity program of SEO/BirdLife that promotes a more sustainable urban environment, which enables commercial activity to be compatible with the adaptation of some bird species to live in urban gardens.

It also contributes to the sustainable development goals number 15 “Life of Terrestrial Ecosystems” and 11 “Sustainable Cities and Communities”, promoted by the United Nations Organization.
Collaboration

Current environmental challenges require, more than ever, great coordination between administrations, companies, citizens, and civil society. Dialogue, exchange of best practices, and the global vision of environmentally relevant processes are essential to find realistic, sustainable, and efficient solutions. To this end, Mercadona actively participates in various national and international forums focused on sustainability and improving communication among all the links in the supply chain and society.

REAP

The European Retailers Environmental Action Plan (REAP) is a European platform created in 2009 with the collaboration of the European Commission. Mercadona has been a member since its foundation and actively participates in its commitments and events aimed at communicating the best environmental practices in terms of distribution while facilitating dialogue between distributors and administrations in order to jointly find the best possible strategies to face the environmental challenges of the future.

UN Global Compact and ODS

Mercadona is a signatory of the UN Global Compact for the defence of fundamental values in the field of human rights, labour standards, the environment, and the fight against corruption. The company’s work to continue supporting and reinforcing the ten principles and values that underpin this agreement is reflected in the progress report that validates compliance with these principles. Also, within this commitment, Mercadona is committed to the sustainable development goals, as reflected in the company’s communications.

ECODES

Mercadona also collaborates with the community #PorElClima of the NGO ECODES, providing examples and best practices in environmental management. In addition to the examples provided to the online community, Mercadona also collaborated in the report “Historias #PorElClima del sector privado”, which was presented by the Director of ECODES, Víctor Viñuales, at an event organized by the Ministry for Ecological Transition, in the EU Pavilion in Katowice (at the headquarters of the COP24). The document includes a sample of more than 50 actions that some companies and entities of the private sector have published in their climate profiles for the #PorElClima Community throughout 2018.

AECOC

Aware that food waste affects the entire supply chain, Mercadona joined the AECOC initiative “Food is not waste, take advantage of it” that connects all the actors in the chain to create synergies and prevent food waste at all levels. This initiative is added to its own measures that the company has been carrying out for years for all its processes.

Mercadona in the online community website #PorElClima: https://porelclima.es/mercadona
# RELEVANT DATA 2017-2018

Scope of table data: Mercadona process from the supplier’s exit to the store

<table>
<thead>
<tr>
<th>Data Category</th>
<th>2017</th>
<th>2018</th>
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<td>Millions of € invested in environmental protection</td>
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<tr>
<td>Thousands of km driven on roadways</td>
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<td>Tons transported by train</td>
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<td>Tons transported by ship</td>
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<td>Stores with quiet transport during off-peak hours</td>
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<td>Ecoefficient stores (that include the new store model)</td>
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<td>1,046</td>
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<td>Energy savings (millions of kWh)</td>
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<td>14.7</td>
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<td>Total energy consumption (electricity + gas) in GJ</td>
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<td>7,830,976</td>
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<tr>
<td>Total water consumption in hm³ (stores + logistics centres)</td>
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<tr>
<td>Tons of cardboard recovered</td>
<td>202,421</td>
<td>213,167</td>
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<td>Tons of plastic and polystyrene recovered</td>
<td>15,495</td>
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<td>Tons of wood recovered</td>
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<td>Total tonnage of materials recovered</td>
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<td>Total tons of materials recovered</td>
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<td>Recycle rate</td>
<td>78%</td>
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<td>Recycled/recovered</td>
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<td>Destruction</td>
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<td>24%</td>
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<td>Tons of batteries recovered</td>
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<tr>
<td>kg of CO₂ eq. per m² of goods from stores</td>
<td>14.13</td>
<td>13.02</td>
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<td>Direct emissions</td>
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<td>Energy consumption</td>
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<td>Transport of goods</td>
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<td>CO₂ eq. emissions per m² of goods (kg)</td>
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<tr>
<td>Total CO₂ eq. emissions (thousands of tons)</td>
<td>1,593</td>
<td>1,615</td>
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CO₂ eq emission data calculated from December to November