



**Taste the SUN**

# **Communication on Progress 2019 - 2020**

## **Imprint.**

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## **Additional information**

Further information about SanLucar and our Corporate Responsibility can be found at:

[www.sanlucar.com](http://www.sanlucar.com)

And on Facebook:

[www.facebook.com/sanlucarfruit](http://www.facebook.com/sanlucarfruit)

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## 1. Renewal of commitment letter.



Dear friends of SanLucar,

As I am writing this letter, the world is experiencing an emergency health situation due to the COVID-19 pandemic. In recent months we have all learnt that we must be prepared for any unexpected change and emergency. We have been shown the importance of the agricultural sector to keep feeding the people, the value of the health workers, whom I wish to acknowledge, and the fact that we must be prepared for the digital world. The pandemic makes us reflect, restructure and innovate both on a business and personal level.

Thanks to our team of over 3,200 people all over the world, we are able to publish again our Sustainability Report this year, in which we confirm our commitment to the 10 Principles of the United Nations Global Compact and the Sustainable Development Goals.

More than ever, we have seen the importance that lies in co-operation among all of us and the alliance between companies, centres of education, universities and NGOs in order to face the challenges the future and the pandemic will put in our path. Our commitment to the Sustainable Development Goals has become stronger and we are working on new alliances. We are focusing on promoting and supporting education, from the youngest children to adults.

Our international DREAMS programme is an essential pillar in the development of initiatives directed towards our employees, their families and the whole local community. Our solidarity kitchen, El Puchero, in Valencia, continues to help families most in need with a daily hot meal and other essential products. We continue to keep a strong social commitment in El Hamma, in the south of Tunisia, as well as to education in different countries. You'll find further information about our DREAMS programme in the DREAMS magazine and on the following website: [www.sanlucar.com](http://www.sanlucar.com).

We believe in good governance and transparency, and so we continue to promote, on our farms as well as with our partners, the implementation of social and environmental certifications. Furthermore, in this period, we have begun to study the risks to Human Rights, in order to prepare ourselves for the future, looking at international trends. With a multi-departmental team, we are adapting our process of monitoring suppliers to the demands of a transparent value chain.

Guided by our philosophy »Taste in harmony with people and nature«, the packaging team is working to come up with new more sustainable packaging, which in turn protects our fruit and vegetables as safely as possible during transport and at the supermarket.

As in previous reports, for more than 10 years we've been reporting the GRI (Global Reporting Initiative) indicators. This year, we're proud to be able to publish our externally audited GRI indicators, which demonstrate their quality and a higher transparency. We continue to work towards our objectives, so that, together, we can achieve a responsible world, one in which everyone can make their dreams come true.

We hope you enjoy reading this report.

Yours sincerely,

Stephan Rötzer

Founder and CEO of the SanLucar Group

A handwritten signature in blue ink, consisting of several loops and a final flourish, representing Stephan Rötzer.



**Taste the SUN**

## **2. About SanLucar.**



## 2.1. Vision, mission, values.

At SanLucar, we believe all our actions count and, therefore, both we and our employees know what our values and commitments are, and we apply them daily in our work and our decisions.

For SanLucar, the balance of nature is as important as a responsible treatment of it and towards the people who work with us. Our corporate philosophy is »Taste in harmony with people and nature«.

**Our vision:** Bringing joy and well-being to the world.

**Our mission:** To provide everybody with our natural, fresh and deliciously tasty fruit and vegetables. And to do so in a way we can be proud of.

### Our values:

1. We act in a co-operative way: We work as a team to achieve healthy and sustainable growth.



2. We learn every day: Only those who are willing to learn and improve every day are mature enough for SanLucar.



3. We get results: Like our fruit trees, every day we give the best of ourselves to be able to provide a good harvest.



4. We are innovative: We enrich each other with fresh ideas, because without freshness neither we nor our fruit are going anywhere.



5. We give our best: We pursue our goals passionately and responsibly. This is the impulse which allows us to flourish.



## The Code of Ethics demonstrates our commitment to values.

SanLucar was founded in 1993 with extremely deep-rooted values, which are contained in our Code of Ethics in its latest revision published in 2016. The SanLucar Code of Ethics is based on the principles of International Standard SA8000, as well as on the United Nations Global Compact and the guidelines of the ILO (International Labour Organisation).



We, along with all our farmers and suppliers, undertake to comply with the code, which includes matters such as child protection, equality, fair working conditions, health and safety at work, anti-corruption, as well as environmental protection. Taking into account worldwide trends in the field of sustainability and corporate responsibility, the next revision was planned for 2020, but due to the change in priorities with the COVID-19 pandemic, this has been postponed to 2022.



GRI 102-16



## 2.2. Business model.

The Group operates worldwide in the agricultural sector, producing, exporting and marketing high quality fruit and vegetables.

What makes our business model different is the marketing of our products through our own trademarks, which are SanLucar, SanLucar Taste the Sun and Amoria.

GRI 102-2



SanLucar operates in various countries throughout the world, both growing and marketing fruit and vegetables. In order to offer top quality products, we work with the best farmers worldwide, and have our own production areas in countries such as Spain, Tunisia, South Africa and Ecuador.

Some of the areas in which we operate are developing countries where, together with local colleagues, we carry out social projects related to the DREAMS programme («Developing Responsible Environments And Multicultural Societies»). The aim of these projects is to develop initiatives that will have an impact on improving the quality of life for the employees, their families and local communities: as it is often small actions that succeed in improving the quality of life in a noticeable and long-lasting way. In chapter 7, all projects that are carried out in the various countries will be explained.



## 2.3. Goals and strategy.

Being part of the food market involves a great responsibility: Providing millions of people all over the world with the means to get basic food. A population that continues to grow and whose expectations on matters of taste, formulation and experience as consumers change and vary, needs the maximum guarantee of food quality and safety.

The increasing concern by our clients about healthy food makes fruits and vegetables a key food item in our final clients' shopping list. This tendency means an opportunity for us, but it also poses a challenge, because new businesses may come on to the market. Here product differentiation will be essential.

To do this, we are working on different goals and strategies:

1. To provide top quality fresh fruit and vegetables all the year round. To achieve this goal, the following strategies are implemented:
  - To grow own fruit and vegetables in different regions of the world.
  - To expand the range of suppliers throughout the supply chain according to SanLucar standards.
  - To work closely together with farmers and colleagues.
  - To invest in protected and exclusive plant varieties.
  - To have a wide range of fruit and vegetables under the SanLucar trademarks.

2. To provide fresh fruit and vegetables in a more sustainable way. To achieve this goal, the following strategies are implemented:

- Investment in R+D+I for sustainable packaging.
- Investment in the search for more environmentally-friendly growing methods.
- To extend the commercial life of the products, by enhancing the quality of the fruit by using the most sustainable packaging possible, thus minimising food waste throughout the supply chain.





3. Continuous sustainable growth, both on the markets where traditionally we operate and on new markets. To achieve this goal, the following strategies are implemented:

- To provide new ways of presenting the products which will make them more attractive on the markets where we already operate.
- Making the SanLucar trademark known on new markets where it is going to operate, by means of different communication strategies.
- Offering slices of fresh fruit to taste at point of sale.
- Training supermarket fruit and vegetable section managers.
- Constantly searching for new suppliers that will comply with SanLucar criteria.
- Visiting new customers in countries where SanLucar wants to increase its market share.

4. To develop an international programme that will get all our interest groups involved. To achieve this goal, the following strategies are implemented:

- To invest in our own projects that will have a positive effect on the quality of life of the employees, their families and local communities.
- To create a strong network with the interest groups means to support different social projects in the countries where SanLucar operates.
- To exchange information between SanLucar's suppliers and customers in order to understand the difficulties faced and find solutions.
- To attend international sector trade fairs to create closer ties and find and find new opportunities with customers and suppliers.

GRI 102-15





## 2.4. SanLucar worldwide: markets in which the Group operates.

The fruit and vegetable market is global. Customers are spread throughout 40 countries all over the world. Supplying high quality fruit and vegetables all the year round is a differentiating factor that has a positive effect on the customers' decision to buy.

In order to improve SanLucar's response capacity, we have production areas and suppliers distributed all over the world.

GRI 102-6

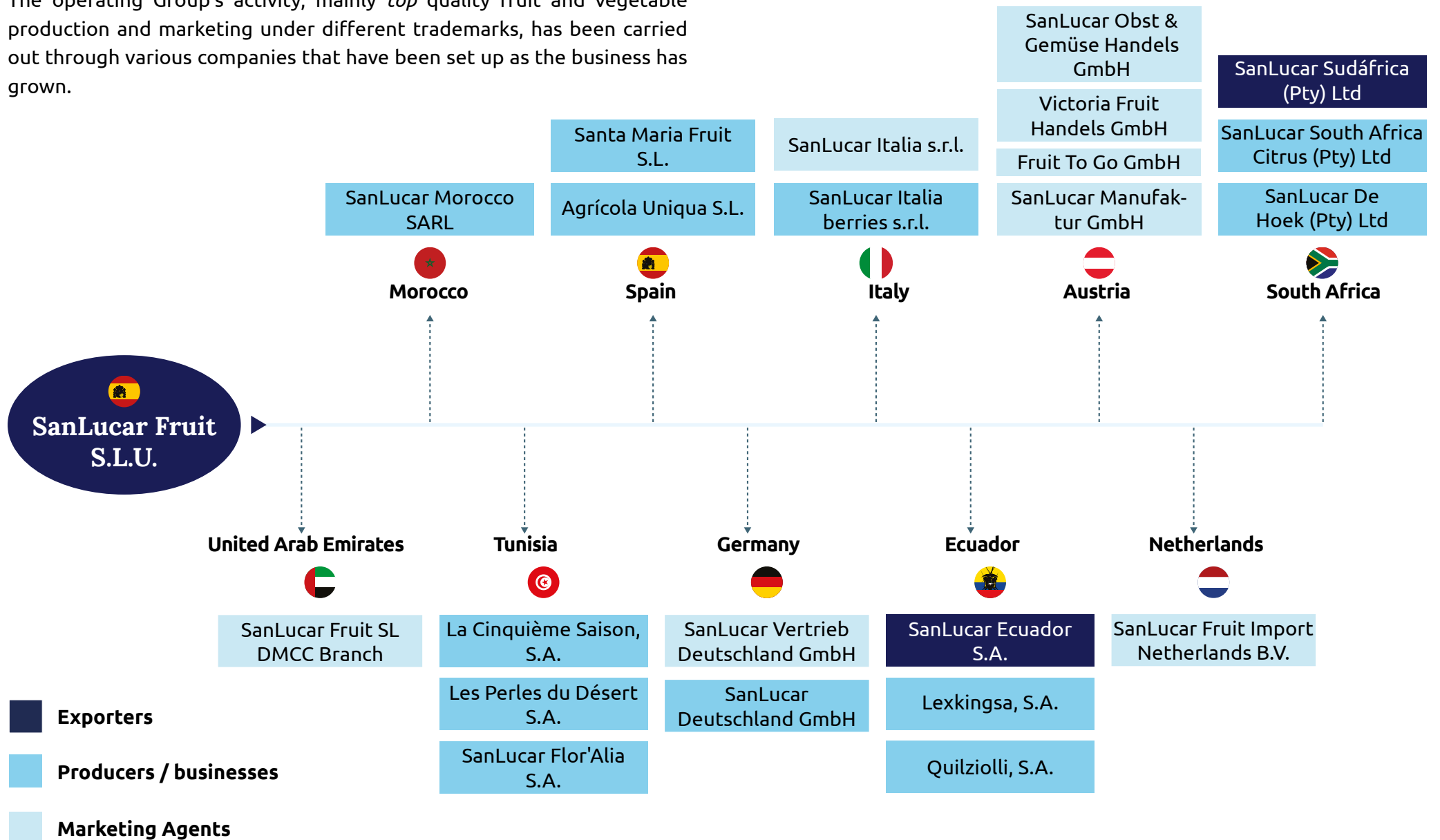
The graph below shows the countries where we produce and sell our goods, as well as the Group's various production and marketing subsidiaries.



## 2.5. Operating Group structure.

The Operating Group's companies are listed below:

The operating Group's activity, mainly *top* quality fruit and vegetable production and marketing under different trademarks, has been carried out through various companies that have been set up as the business has grown.







In 1993, Stephan Rötzer first set up the company SanLucar Fruit S.L., which today has become the international group. The Group has production subsidiaries distributed throughout the world with its own farms in Spain, Ecuador, South Africa and Tunisia. SanLucar also has marketing subsidiaries on the main markets in the countries where it operates, such as Germany, Austria and Holland. The Group currently provides fresh fruit and vegetables all the year round from over 35 countries, under the slogan »Taste the Sun«.

The philosophy »Taste in harmony with people and nature« forms the basis of all the Group's actions. The head office is located in Valencia, Spain, and from there the subsidiaries are managed and controlled. The head office also presides over the production and marketing departments, among others, as well as managing trademarks and intellectual property development.

GRI 102-3

The Group is managed by a board of directors, on which all the operating and strategic areas of the business activities carried out by the Group are represented. This board is chaired by Mr. Stephan Rötzer, Group founder, and by Mr. Jorge Peris.

In this respect, the Corporate Responsibility Department reports directly to the Boards of Directors, which guarantees that management takes an active part in decision-making and the corporate responsibility strategy and the international goals and commitments are included in the Group's actions.





**Taste the SUN**

**3. Good government and transparency.**



### 3.1. Our corporate policies.

The corporate policies could be likened to a legislative framework of SanLucar itself, on which we base our day-to-day actions, our relations both with the suppliers and with our customers or our own employees. They are a guide that helps us not to lose sight of how we want to take the route that will lead us to success, so that we can be proud of how far we have come. As our mission states: »to provide everybody with our natural, fresh and deliciously tasty fruit and vegetables. And to do so in such a way that we can be proud of it«.



GRI 102-16



During the course of the 2019-2020 period, approval was given to the eighth revision of our Integrated Policy, which includes all aspects relating to crop-growing, quality, environmental protection, corporate responsibility (CR) and human resources management in the SanLucar Group. At the same time, we have the integrated management system manual, which has also been updated during this period, and includes all the processes taking place within SanLucar, as well as a specific section on the social responsibility requirements at SanLucar. We supplement this last section with our own Code of Ethics, a document which clearly defines our commitments and requirements relating to CR, ranging from child labour or voluntary work protection to environmental protection or good corporate government in our fight against corruption. In chapter 3 of this report, more extensive information on this document can be found. In recent years, we've been working hard to publicise our Code of Ethics both in-house and with all our suppliers, in order to ensure that it is adhered to throughout our value chain.

### 3.2. Certifying our commitment.

Our mission is to provide everybody with our natural, fresh and deliciously tasty fruit and vegetables, and to do so in a way we can be proud of.




In order to comply with our mission, we've set the goal that all the farms producing our fruit and vegetables must be committed to the welfare of their workers, comply with applicable legislation and take care of the environment. 8 years ago this led us to implement an ambitious project with our suppliers, whereby 100% of our suppliers and farms had to be certified by Global G.A.P. and assessed for their adherence to GRASP social criteria. In this way, we can maintain transparency with our customers and consumers, as we are assessed by independent companies.






In view of the international trends on Human Rights and Corporate Responsibility, we promote among our supplies implementation of social standards recognised all over the world, such as Rainforest Alliance, SMETA, SIZA or BSCI, among others. The standards help companies to comply with Human Rights, the agreements of the International Labour Organisation (ILO), Health and Safety criteria, and to improve their in-house management on a continuous basis.

The certificates of the marketing and production subsidiaries of the SanLucar Group are adapted to their activity and needs, in order to be able to achieve good management and transparency at every stage of the value chain.

We have the following certificates at all our subsidiaries:

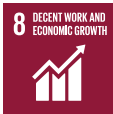
Subsidiaries	Spain 			Germany 		Austria 	
	SanLucar Fruit S.L.U.	Agrícola Uniqua S.L.	Santa María S.L.	SanLucar Vertrieb Deutschland GmbH	SanLucar Deutschland GmbH	SanLucar Obst & Gemüse Handels GmbH	Fruit To Go GmbH
IFS Broker	•						•
IFS Wholesale/ Cash&Carry	•			•	•		
QS				•	•		
FSSC 22000						•	
ISO22000						•	
Authorized distributor for organic products	•						
Bio-Handel						•	
SA8000	•						
Global GAP Chain of custody	•						
Global GAP	•	•	•				
GRASP	•	•	•				
Rainforest Alliance							
SMETA							
SIZA							



	 Ecuador		 South Africa		 Tunisia	
Subsidiaries	Lexkingsa S.A.	Quilziolli S.A.	SanLucar South Africa Citrus (Pty) Ltd	SanLucar De Hoek (Pty) Ltd	La Cinquième Saison S.A.	Sanlucar Flor'Alia S.A.
IFS Broker						
IFS Wholesale/ Cash&Carry						
QS						
FSSC 22000						
ISO22000						
Authorized distributor for organic products						
Bio-Handel						
SA8000						
Global GAP Chain of custody						
Global GAP	•	•	•	•	•	•
GRASP		•			•	•
Rainforest Alliance	•					
SMETA					•	•
SIZA			•	•		

### 3.3. Risk management.

In 2019 we began a review of our corporate risk system which has led us to implement two risk management systems. One of them is focused on corporate risks, taking into account all the risks that have an impact on the Group's activity. The other risk system is aimed at the scope of Human Rights and takes into account the impact on third parties. We describe below where we are at present.



GRI 407-1/ 408-1/ 409-1/ 412-1



#### Corporate risk control and management.

Risk control and management is a key activity for the Group. Preventing these risks from jeopardising the company's normal operation is a priority for everyone. Therefore, in order to manage them effectively, we base management firstly on prevention and subsequently on detection and control. This allows us to find out the level of control that is maintained with regard to each one of the risks, so we can take the right decisions and devise the correct strategies.

We are currently working to improve our system and, therefore, we are carrying out a detailed study of all internal and external risks our business runs, throughout the value chain.



We've classified the risks into five categories and twenty-four areas so subsequently, in each one of the categories and areas, we can rate these risks in a way that specific control and action plans, depending on the

case, can be drawn up. In this report, we present the categories and areas identified with their respective Good Practices which the Group is currently implementing as preventive measures:

**Identification of potential risks according to their respective category and area.**

CATEGORY	POTENTIAL RISKS AREA	GOOD PRACTICE
<b>Strategic:</b> Everything related to the mission of the Group	Innovation management	Chapters 8.1, 9
	Company's reputation and value of the brand	Chapter 3
	Compliance with our social and environmental standards	Chapters 4.1, 4.2, 5, 8
	Varietal adaptation to the growing area	Chapter 9
	News on the agri-food sector	Chapter 4
	Change management, corporative culture and development of talent	Chapters 3, 6.1, 6.2, 6.3
	Social development mangement	Chapter 7
<b>Operational:</b> Everything related to the day-to-day operations of the Group	Food security management	*
	Information technology systems, and cybersecurity	Chapter 6.5
	Compliancea Pricing and sourcing of raw materials, packing and wrapping with our social and environmental standards	
	Problems concerning shortage or excess of final product	
	Well-being, health and safety	Chapter 4.5, 6.4, 6.5
	Trade barriers	
	Implementation, follow-up and control of certifications	Chapter 4.2, 4.4

CATEGORY	POTENTIAL RISKS AREA	GOOD PRACTICE
<b>Environment:</b> Everything related to the natural environment	Environmental incidents	
	Climate change	
	Pest control and diseases management	*
	Pollution of the natural environment by waste	
	Use of natural resources	Chapter 8.3
<b>Normative:</b> Everything related to regulations	Compliance with the general regulations	
	Compliance with agricultural sector regulations	
	Compliance with contractual agreements	*
	Good Corporate Governance	Chapter 4
<b>Financial</b>	Financial risks are found in the consolidated annual accounts section	Chapter 11

\*For more information, please see 2018-2019 Progress Report



## Human Rights: our risk analysis.

Our commitment on Human Rights began in 2009 with the decision to implement the internationally recognised social standard SA8000 at our head office in Valencia, Spain. In 2011, we decided to take a further step by signing the 10 Principles of the Global Compact and publication of our Code of Ethics in 2012.

It is increasingly important to know the value chain, the suppliers and the risks that can arise regarding Human Rights, and it is a task that is compulsory nowadays for companies like SanLucar. We cannot ignore what happens in the countries of origin of our suppliers if we want to have a product that complies with our philosophy »Taste in harmony with people and nature«.

So, in 2020, at SanLucar we began an ambitious project with the process of introducing due diligence on Human Rights. The goal is to contribute to the transparency of our value chain and, at the same time, to identify current and potential risks with regard to Human Rights. The guidelines of the Guiding Principles of the United Nations on Business and Human Rights was the reference document when it came to designing our analysis process.

In this first study, we've concentrated on the fifteen most widely sold products (in kg) in the last few years and in the main countries of origin for these products. We've identified the current and potential long-term risks of our value chain with the help of »CSR Risk Check«, prepared by the organisation MVO Netherland, the Agency for Economy and Development of the Federal Government of Germany and UPJ e.V., and also on the basis of our own experiences, internal audits and sector observations.

The risks identified have been classified into the following categories: fair commercial practices, human rights and ethics, labour rights and environment. In order to be able to calculate the risk value of each one of the risks identified, we've defined a series of parameters to assess them. We are currently defining the interest groups which are directly and/or indirectly affected and/or involved. When this process has been completed, the risks identified will be assessed by means of consultation with different interest groups.

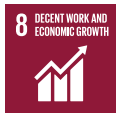
Identification is the basis for being able to draw up the action plans which will, in the future, forecast and minimise the risks, in order to be able to comply with due diligence.



### 3.4. Committees at SanLucar.

The Group supports freedom of association and collective bargaining, and has a representative of the employees and different committees at its work centres: Inter Area Committee (CIA) of employees of SanLucar Fruit, S.L.U., Equality Committee, and Health and Safety Committee, among others. The committees are self-governing through their members.

All committee members are at the disposal of the employees to send their suggestions, complaints and claims, and in this way the employees may exercise the right to collective bargaining.



GRI 102-41 / 403-1 / 407-1



The periodic meetings and negotiations with the employees' representative or the committees will take into account the legitimate interests of the business group and its employees. The Group has various committees intended for these purposes, among which the most important are the following:

*Good government and transparency*

### Spain.

- **Inter Area Committee (CIA):** the aim of the CIA is to improve the conditions of the employees of SanLucar in all possible aspects, promoting dialogue between the company management and the employees. At present, there are 5 members who meet twice a month with the Human Resources Department and, when necessary but at least once a month, among the members of the CIA.

Its basic mission is to be a means of expressing the needs and concerns of the employees, in order to obtain changes in all those aspects that can improve conditions of work and use of the SanLucar facilities, to talk to the Management through the Management Representative for the SA8000 and directly through the Workers' Representative, and to find alternatives of consensus for improvement.

- **Health and Safety Committee (CSS):** the aim of the CSS is to guarantee the involvement of the workers in all matters of health and safety, as set out in the Occupational Risk Prevention Act and in Standard SA8000:2014. It consists of 6 members, with equal representation (3 members representing the company and 3 representing the workers).
- **Social Performance Team (SPT):** in February, 2019, the above-mentioned committees were joined by the Social Performance Team, in order to guarantee fulfilment of the requirements stipulated by Standard SA8000 at SanLucar. This team has 11 members who meet twice a month.



- **Equality Committee:** the main aim of this committee is to ensure fulfilment and implementation of all the company’s equality policies. It has 4 members, who are the equality agent, the management representative, the workers’ representative and the CR manager.
  
- **Data Protection Committee:** this committee is made up of 5 members and its main duties are as follows:
  - Processing record maintenance management
  - Checking and validation of data processors
  - Risk assessment
  - Dealing with related internal or external inquiries or queries (including dealing with rights of parties concerned)
  - Monitoring fulfilment or making periodic reviews/audits
  - Assessment of security incidents which may affect the data
  
- **Coronavirus Co-ordinating Committee:** since March, 2020, this committee has been studying and implementing the recommendations that are being put forward by the public authorities, and also clarifying any doubt that may arise regarding the COVID-19 pandemic. The following departments are represented on this committee: Management, Quality, Prevention of Risks at Work, Human Resources, Legal, Commercial, Computer, CIA and Communication, and it has a total of 11 members.
  
- **Crisis Committee:** the aim of this committee is to deal with crises when they arise. Because of the difficult task of managing crises, since they can be very different in nature, this committee includes the departments of Quality, Communication&CR, Legal and Management. This committee meets, when necessary, to deal with a crisis.



### **Ecuador.**

- **Health and Safety Committee:** there is a Health and Safety Committee at each one of the farms, and there are 12 members on each one of them. There is an equal number of members (6 members from the management side and 6 field members). The meetings are held monthly.
  
- Besides this committee, there are also **workers’ representatives**, 2 at the Magdalena farm (one for the packing workers and another for the field workers) and one representative at the Santa Elena-Lourdes farm.

## Germany.

- **Coronavirus Committee:** this is a team made up of 3 people who meet once a month (or more often, if necessary) to evaluate the developments in the pandemic.
- **Safety at Work Committee:** this is a committee, consisting of 5 people, that deals with all matters related to safety at work at the companies in Germany. They meet 4 times a year.
- **HCCPA Committee:** the aim of this committee is to monitor and implement the Hazards and Critical Control Points Analysis throughout the value chain on all matters relating to Germany. It has 6 members, one of whom is an outside expert. They meet 4 times a year.
- **Crisis Committee:** the aim of this committee is to deal with crises when they arise. Because of the difficult task of managing crises, since they can be very different in nature, this committee consists of 9 members and they meet, when necessary, to deal with a crisis.

## Tunisia.

- **Health and Safety Committee:** there is a Health and Safety Committee at the two main farms that SanLucar has in Tunisia. Each committee has 5 members, who would be: 2 workers' representatives, 1 management representative, the health and safety officer and the personnel doctor.
- **Employees Committee:** like the Health and Safety committee, there is one at both main farms. Its aim is to improve the conditions of the employees of SanLucar in all possible aspects, promoting dialogue between the company managers and the employees. There are 10 members in total on the committee, which is located at the La Cinquième Saison farm.



## South Africa.

- **Health and Safety Committee:** in South Africa this committee has 8 to 10 members, and there is always an equal number between administration and field workers. Meetings are held twice a month.
- **Workers' Committee:** for this committee, the meetings are held twice a month and chaired by the workers' representative.
- **Community Committee:** this committee is in charge of improving all the aspects of life on the farm, since on our Rooihogte farm, the workers also live there. Therefore, it is a committee that has no limit of members, and currently there are 10 people on it. Its meetings are held monthly.

## Interview with Griet de Bruin.



- **Full name:**  
Griet de Bruin
- **Country and town/city:**  
Rooihogte, South Africa
- **Place of work:**  
Rooihogte Farm
- **Position:**  
Team Leader, member of Community Committee and Craft Women's Representative

### 1. The Community Committee (C.C.) is not a common committee. Why was the C.C. set up?

The C.C. was set up in 2015, when the community development project began at Rooihogte.

### 2. How does the C.C. work? How many people usually attend the meetings and how often? Can everyone belong to and be involved in the C.C.?

There are 8 of us, who meet once a week. Those who have the opportunity to become members of the committee are people involved in different community development initiatives. I'm the representative of the women's craft project on the committee and I'm also the link with the committee for reporting on the needs the women on the farm have.

### 3. What kind of topics are usually on the meeting agenda and how do you know what needs the community has?

People come to me to talk about their problems or their ideas because they know that I will take them to the C.C. Each week we talk about the different community projects, to tell each other about any new development, and also support each other and form new ideas or solve problems.

Normally we talk about:

- Playschool
- Healthcare
- Permaculture
- Craft project
- Community taxi
- Community shop
- Conflicts or problems between members of the community



**4. In recent years you have carried out various projects and activities. What are the projects you consider have had a notable impact on the community?**

For women, the craft project. This project began six years ago and is still going strong. It is a social network area for women and also allows us to make our dreams come true.

**5. The farm has a large community and not everyone has the same aims and needs. Has there ever been any conflict in the past over any project?**

Of course. We often have to overcome some obstacles in order to develop projects that work, and to continue improving them. But we don't give up. If something doesn't work, we take a different approach.



**6. Why is it important for the farm community to have a C.C.?**

In my opinion, it's a very important way to grow and build a sense of community. We learn how to be a community and how to improve relations with each other. I believe when good relations are built as a result of community projects, this also has a positive effect on how we work together on the farm and with the other co-workers.

**7. What was your reason for joining the C.C.?**

I was invited to become a member of the C.C. because of my position as project head and my role as leader in the craft project. I took the opportunity, because it allowed me to get more involved with my community, whilst learning new skills.

### 3.5. Bases and studies for preparing the report.

The Progress Report is based on the recommendations and requirements of the Global Compact and is a demonstration of the commitment gained when its 10 Principles were signed.

For this report, we've identified the potential corporate risks of SanLucar Group and, according to their category, we've presented them with their respective Good Practices as preventive measures in chapter 3.

We've also revised the existing operations in the value chain and those of the company's own activity to be able to prioritise the Sustainable Development Goals (SDGs). From this analysis we have identified eight key SDGs. The projects, activities and preventive measures, as well as which interest group they are aimed at, are listed in the different chapters of the report. Similarly, a study has been made of the influence of the interest groups on the SDGs, which have been taken into account in the action plans, as have the possible events and their impact on them.



SanLucar Group uses the GRI (Global Reporting Initiative) Standards as a monitoring tool. This standard came into effect for preparing reports or other material published on or after 1st July, 2018.

The GRI indicators of this report are audited by Luis Caruana & Asociados, S.L.

The choice of the GRI Standards that have been assessed and the results of which have been stated in this report are based on a study of the activity of SanLucar Group in the various countries where it operates, as well as on its social and environmental impact. Consideration has also been given to the contribution of each one of the indicators to the decisions to be taken, as well as the corporate strategy and implementation of preventive and corrective measures. The indicators presented must have a direct relationship with the activity and be of concern to the interest groups defined by the mentioned activity. To give a more graphic display of the GRI indicators throughout the report, we've decided to include them in a box, which highlights their importance and refers to the nearest text.

GRI 102-40



In this report, the following SanLucar Group companies have been taken into consideration for collecting and studying GRI indicators:

- **Spain:** Santa María Fruit S.L., Agrícola Uniqua S.L.
- **Germany:** SanLucar Vertrieb Deutschland GmbH, SanLucar Deutschland GmbH
- **Austria:** SanLucar Obst & Gemüse Handels GmbH, Fruit To Go GmbH, Victoria Fruit Handels GmbH, SanLucar Manufaktur GmbH
- **Holland:** SanLucar Fruit Import Netherlands B.V
- **Ecuador:** SanLucar Ecuador S.A., Lexkingsa, S.A., Quilziolli S.A.



- **South Africa:** SanLucar South Africa (Pty) Ltd., SanLucar South Africa Citrus (Pty) Ltd., SanLucar De Hoek (Pty) Ltd
- **Tunisia:** La Cinquième Saison S.A., SanLucar Flor'Alia S.A., Les Perles du Désert S.A.
- **Morocco:** SanLucar Morocco S.A.R.L.
- **United Arab Emirates:** SanLucar Fruit S.L. DMCC Branch
- **Italy:** SanLucar Italia s.r.l.

GRI 102-1 / 103-2





**Taste the SUN**

**4. Our commitment to sustainable development.**

## 4.1. SanLucar and its commitment to the SDGs.

### Prioritising the SDGs throughout our supply chain.

Because of our firm commitment to sustainable development, we have taken a further step in our actions that contribute towards achieving the Sustainable Development Goals (SDGs). In order to be able to prioritise the SDGs for the Group, we've revised the company's existing operations in its value chain and the company's activity itself.

From this study we've identified eight key SDGs for SanLucar, although we know we cannot ignore the others. The group has worked hard with various actions and good practices that help us to support them.

#### Actions we carry out:




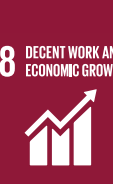



- We provide food for people and families with poor resources who are at risk of exclusion.
- We improve the opportunities of local suppliers, providing them with production and packaging materials (fertilisers, implements, etc.).



- We offer plans for physical exercise and regular medical check-ups for the employees. We encourage them to lead a healthy lifestyle, and to put into practice the health and safety recommendations that help reduce disability at work.
- We perform risk studies, identify the risks, their cause, the likelihood of an incident occurring and the severity of the injuries or diseases caused.
- We promote health in the community: health and well-being courses for the users of »El Puchero«.



- We offer financial assistance and scholarships for people in vulnerable communities.
- We train employees on matters related to their specialised fields/departments.
- We work together with educational establishments to develop projects relating to education in the community (AHK, FIS...).

 <p>6 CLEAN WATER AND SANITATION</p>	<ul style="list-style-type: none"> <li>• We use watering programmers and irrigation systems that ensure greater efficiency in the use of water and avoid water loss.</li> </ul>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none"> <li>• We promote and provide fair wages within normal working hours.</li> <li>• The certificates the suppliers are asked to provide are in line with this.</li> <li>• We create employment with fair working conditions.</li> </ul>
 <p>10 REDUCED INEQUALITIES</p>	<ul style="list-style-type: none"> <li>• We generate opportunities for workers with low wages to be able to develop their skills and gain access to better job opportunities, both inside and outside the food industry.</li> </ul>
 <p>15 LIFE ON LAND</p>	<ul style="list-style-type: none"> <li>• We undertake to implement sustainable agricultural practices, using fewer fertilisers, chemical products, fuels and other raw material byproducts, and implementing more sustainable alternatives.</li> </ul>
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<ul style="list-style-type: none"> <li>• We carry out actions in co-operation with other sectors, in order to gather resources and gain know-how from the various people involved, all of which helps us to promote our sustainable actions and corporate responsibility projects.</li> </ul>



## Studying the influence of the interest groups on the SDGs.

As well as the actions and good practices we are carrying out, we wanted to find out which interest groups have influence over external incidents that may occur in relation to the SDGs. We see it as important to know the

influence of our interest groups on each one of the SDGs, in order to take this aspect into account in defining the action plans.

Interest Groups	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS	
Governance	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Health Care System	•	•	•										•					•
Educational Institutions				•	•	•	•		•	•	•	•	•				•	•
Financial Institutions	•	•				•	•	•	•									•
Trade Unions					•			•		•			•				•	•
The Local Community	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

Interest Groups	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
NGO's/ Foundations	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•	•
Farmers	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Suppliers	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Clients			•		•			•				•	•	•	•		•
Consumers			•					•				•	•	•	•		
Employees	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•	•
Investors	•	•				•	•	•	•		•	•	•			•	•
Volunteering		•	•	•	•							•	•	•	•		•
Press	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

## Studying possible events and their impact on the SDGs.

We have, therefore, made a study of possible events with positive impact (light blue) and/or negative (dark blue) on each one of the SDGs.

They are general events on an international scale that may have some impact on the scope of the goals set, and so account must be taken of

those events in each geographical area that are more likely to be able to affect the way the action plans are defined and the goals that are marked out for the SDGs.

GRI 102-15

Likely events with a positive or negative impact on the DSGs	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Increase of the Living Wage																	
Economic Recession																	
The pandemic																	
Epidemic																	
Food Terrorism																	
Discrimination																	
Prolonged Droughts																	
Floods																	
Modern Slavery																	
Reputational Risk																	

Negative impact
  Positive impact
  No direct impact



The Global Compact is encouraging its members to take part in the SDG Ambition programme that will start in October, 2020. In order to study all this in more depth and how the SDGs affect society and companies, we will

attend the programme to train managers in implementing and monitoring them in the company.


Likely events with a positive or negative impact on the DSGs	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Tax Variability																	
Water Use Restrictions by the Government																	
Water Pollution																	
Waste Pollution																	
Limited Access to Information																	
Corruption																	
Civil War																	
Natural Disasters																	
Difficult Regulatory Compliance																	
Political Instability																	

Negative impact
  Positive impact
  No direct impact

## 4.2. Commitment to the Global Compact.

When SanLucar signed the Global Compact in 2011, it undertook to carry out actions on the 10 principles of the Global Compact and its 4 blocks. In 2018 it joined the Food and Agriculture working group to work in more depth on these matters, focusing on the sector we are in.

During the 2019/2020 period, we worked on a human rights risk study, and on the basis of this, we've prepared the following summary table with the risks and opportunities in the 4 blocks:

 DERECHOS HUMANOS	Risk and opportunity	Action carried out
	Possibility that the company may have a positive impact on the local communities where we operate, as a result of our business activity.	Continuous dialogue with the local community to find areas of improvement and carry out social projects to improve life in the communities.
	Risk of co-operating with suppliers who do not respect human rights, applicable national and international legislation, as well as the SanLucar Code of Ethics.	The supplier management process is being optimised in order to minimise this risk. To this end, they should complete a Self-Assessment which will be checked with on-the-spot visits.
	Opportunity by the company to promote human rights internationally through its value chain.	Training all those involved in the value chain on human rights. We are starting this in-house with the employees. Currently, the suppliers are being asked to sign the SanLucar Code of Ethics, which states the importance of human rights.
	Risk that any one of the subsidiaries or the group leader itself does not respect human rights, applicable national and international legislation, as well as the SanLucar Code of Ethics.	The very important decisions for the group have to go through the legal department. Besides this, an attempt is made on in-house training courses to get over the importance of respect for human rights, how to apply them in day-to-day work and how to report lack of respect if it is found.



## Risk and opportunity

There are sanctions in place in cases where employees have been forced to become members of trade unions through intimidation, or have been subject to arbitrary dismissal or forced relocation.

Since the company is a multinational one, there is the risk of personnel selection not being in accordance with the company's values (if the person making the personnel selection is not objective and favours candidates with regard to certain characteristics, such as sex, skin colour, ethnic or social origin, age, etc.).

Preventing employees from declaring their needs and opinions.

Lack of medical care for employees who are the victims of emergencies in the workplace.

## Action carried out

Neither employees nor trade unions are asked by Human Resources if any of their workers have joined a trade union. Besides all this, there is an employees' committee at the group's head office and at least one Workers' Representative at each one of the production subsidiary companies, where the risk is presumed to be higher.

Human Resources works hard on a continuous basis to improve the working environment, and also both the group's head office and its subsidiaries have various certificates to ensure that there are no discriminatory selection processes and that this type of conflict does not exist in-house or, if a conflict is discovered, it is settled.

The Workers' Representatives and the various committees aim to ensure that the employees' needs are heard. There are also physical and online mail boxes where any employee can, either anonymously or openly, express his or her needs and opinions.

There is active co-operation with the Mutual Insurance Company at each one of the subsidiaries or a doctor hired by the company is available to deal with emergencies in the workplace.





## Risk and opportunity

## Action carried out

Withholding documents, withholding wages.

There are policies within the Human Resources department that prevent documents and wages from being withheld. This is also confirmed in the various certificates which the group holds.

Breach of wage obligations stipulated by law.

There are policies within the Human Resources department on the fulfilment of legal obligations at each one of the subsidiaries. This is also confirmed in the various certificates which the group holds.

Risk of having a non-transparent wage system and one that promotes additional overtime work.

There are policies within the Human Resources department on wages and overtime work. This is also confirmed in the various certificates which the group holds. Besides all this, the company committees have the capacity to negotiate with Human Resources on payments of overtime, duty work, weekend work, etc.

Poor management system for prevention of risks at work.

There are Safety Officers in charge of Health and Safety at each one of the subsidiaries. Furthermore, each one of them works with external companies to improve the processes of prevention of risks at work.

Hiring children below the age set by current legislation in force in the country.

Before a worker is hired, a check is made of the date of birth on his or her identification document.



## Risk and opportunity

## Action carried out

Reduction in biodiversity by using unsuitable pesticides.

Varietal tests are performed to minimise the use of plant health products, and tests are also performed on organic products or the use of integrated pest control methods.

Deforestation in order to have a larger growing surface area.

The group only grows where previously there was a plot of agricultural land.

Air pollution caused by emissions from agricultural vehicles and machinery.

The machinery is suitably overhauled and repaired, and is replaced, when necessary, when required by emission criteria.

Scarcity of water created or worsened by the company's operations.

Efficient watering systems have been implemented, such as probes that measure the specific needs of the crop, in order to ensure more efficient use of water, drip irrigation and reuse of crop water for subsequent treatment and reuse for watering plants, thus maximising its efficient use.

Poor management or treatment of hazardous waste, organic residue, plastics or any other type of waste product.

We work with authorised managers at all the subsidiary companies, performing tasks of raising awareness among the employees on correct waste separation and classification, and we've set up the necessary infrastructures for safe storage of waste products until they are collected by the managers.



### Risk or opportunity

### Action carried out

Negotiations with third parties are carried out by offering or accepting unlawful payments.

Management's ignorance of the following:  
bribes  
political contributions  
charity contributions and sponsorships  
gifts to officials

All the company's operations are carried out by means of bank transfers. For a payment to be approved, everything is managed by means of computer applications which require certain protocols to be able to perform it.

The company is raising awareness among its employees on the matter of anticorruption. Work is also being carried out according to a code of conduct which takes this risk into consideration.



### 4.3. Spanish Network Partners, activities through them.

Ever since SanLucar joined the Global Compact, we've made an effort to improve on a daily basis, and to continue learning. An example of this is that, in the last two years, we've taken part in 15 training courses, with different topics such as integrating the SDGs into the company, Progress Report, Human Rights, etc. We also attended the event of the World Sustainable Urban Food Centre in Valencia, as well as the forum on Business and Human Rights in Geneva and the Ordinary General Assemblies of Global Compact partners. During the period of our membership of the Global Compact, we've joined numerous communication and publicising campaigns, such as #aliadosdelosODS (allies of SDGs) and we've published on its website 5 Good Practices and 3 COVID initiatives that took place during the first six months of 2020. Lastly, in order to work more vigorously in our sector, which is food and agriculture, we're members of the Global Compact Food and Agriculture Working Group.



We're very proud to belong to this international business initiative, where we work together to promote sustainable development.



To learn a little more about the Global Compact, we present below an interview we had with Cristina Sánchez, executive director of the United National Global Compact in Spain:

## Interview with Cristina Sánchez.



*»We're the UN initiative  
at the forefront of  
business sustainability in  
the world«*

**Full name:**

Cristina Sánchez

**Position:**

Executive Director of the  
United Nations Global  
Compact in Spain.

### 1. What challenges does the United Nations Global Compact face?

We could say that the greatest challenge the initiative faces is that of getting the business sector to step up its ambition and accelerate action in favour of the Sustainable Development Goals. We're at a time when almost all Spanish companies, 80%, know them, according to our [Comprehensive consultation on the contribution of companies to the Sustainable Development Strategy 2030](#). However, there are still many that have not gone into action, either through lack of resources, know-how or for other reasons.

In the middle of 2021 we cannot allow companies to remain alone in their commitments, we must help them to take a further step towards defining and implementing specific measures and plans that will direct our course towards achieving the SDGs.

It's for this reason that, in the last two years, we've launched the Global Compact Initiatives, acceleration programmes which act as a guide for companies to set out goals and ambitious actions. Specifically, we already have three programmes of this kind:

[Target Gender Equality](#), on sexual equality aimed at increasing representation and leadership for women in the business field; [SDG Ambition](#), a programme aimed at integrating SDGs into business strategies; and the one recently presented [Climate Ambition Accelerator](#), which has the goal of mobilising companies towards a carbon-neutral economy by setting out science-based goals.

From the United Nations Global Compact, we hope that these programmes, together with our tools and actions of awareness and training, will help companies to release this lever, accelerate and increase ambition which the United Nations say is decisive for achieving the Agenda for Humanity.



## 2. When was the Global Compact Spanish Network formed? Could you summarise for us in a few words what your purpose and goal are?

The initiative on an international scale has over 20 years' experience and more than 70 local networks throughout the world, one of which is the Spanish network which, since it was set up in 2004, is one of the prime national platforms of the Global Compact and the local network with the largest number of corporate members, 1,800.

We're the UN initiative which is at the forefront of business sustainability in the world. It's a call to companies and organisations to bring their strategies and operations into line with Ten Universal Principles on human rights, work standards, environment and fight against corruption, and to include Agenda 2030 in the framework of action within their business strategies. To do this, we promote networking areas, management tools and all types of training formats on the subject. We want to convert companies to sustainable development so that they can, through a business that flourishes, help make the world we want.

**OBJETIVOS  
DE DESARROLLO  
SOSTENIBLE**

## 3. How do you support companies?

The way we do business has changed considerably in recent times. Sustainability is no longer an option, but a competitive necessity. This is one of the keys to achieving efficiency in operating terms. In fact, organisations operating in a sustainable way are more profitable and resilient, they generate a better trademark value, they have greater access to capital and they have better relations with employees, customers, suppliers and society in general.

At the United Nations Global Compact in Spain we work with companies on three key aspects: Learning, Visibility and Networking.

In the field of Learning, we offer our partners an annual training plan which promotes continuous learning and progress on the subject of business sustainability. We also generate a variety of resources and materials that help to expand knowledge about strategic matters linked to the Ten Principles and the SDGs.

In the field of Visibility, we support our partner companies, giving visibility to the achievements and advances related to sustainability. Sharing the advances helps us to understand each other.

In the field of Networking, given the large number of committed companies, we work together and in a co-operative way among our partners so as to achieve in this way a greater advance in our commitment to the Global Compact Ten Principles and to Agenda 2030.

In short, we support, accompany and guide companies in their commitment towards sustainability.



#### 4. Since SanLucar is a fruit and vegetable multinational company, how do you support the food and agriculture sector?

In 2017, the United Nations Global Compact Spanish Network launched the food and agriculture working group with the dual aim: on one hand, to ensure that the leading organisations in the sector know first hand the United Nations framework and boost their work in SDGs, and on the other hand, to develop a [sector guide](#) that could help all the Spanish organisations in the sector to begin to outline actions to contribute to the SDGs.

The working group was officially set up in May, 2017 with the involvement of large companies, SMEs and sector associations.

Since then, the working group has continued its activity and has added new organisations from the food and agriculture sector; it currently involves 43 sector companies that are members of the United Nations Global Compact Spain and business organisations representing the sector.



In order to help companies in the food and agriculture sector to take the step towards carrying out initiatives that contribute to these SDGs, the Global Compact Spanish Network has drawn up a set of ten principles for action, added to which are examples of actions that have an impact on each one of the aims of this goal and that apply to the whole sector.

The ten principles are also supported in real actions that have been carried out by organisations of the Food and Agriculture Working Group of the Spanish Network and that represent the three links of the food and agriculture sector: primary, industrial and distribution.

This year, we'll continue to study in-depth the challenges and demands the food and agriculture sector has on the Agenda 2030 and, therefore, we're working on a sector route sheet which we'll present within the framework of the anniversary of the SDGs next September.



Elena Vega  
Agricultora de SanLucar



Taste the SUN

**5. Employees.**



Our values, culture and leadership models put people at the heart of our activity and it is for this reason that our employees form the interest group of special importance to us. At SanLucar, we care for the welfare of our workers, encouraging their occupational and interpersonal development and promoting reconciliation between private life and work. Working in a multicultural environment and operating in various countries encourages the exchange of know-how in a continuous way, as well as the development of communication skills in several languages.



This chapter presents the GRI indicators related to the employees of SanLucar, working conditions, the importance of their welfare, as well as the means of monitoring our advances. Among the innovations, emphasis is placed on the calculation of the living wage by means of the Anker method, implemented in Spain, which we want to extend progressively to the whole SanLucar Group.

GRI: 103-2



## 5.1. Decent wage by means of the Anker method.

At SanLucar we are committed to the welfare of our whole team. Apart from obtaining social certificates at our different centres, this is shown in our commitment to SDG 8 Decent work and economic growth. In this field, we have continued with a project which has the aim of calculating and setting up a living wage that allows the workforce of SanLucar Fruit S.L.U., at each one of our centres in Spain, to have an economic situation as comfortable as possible.

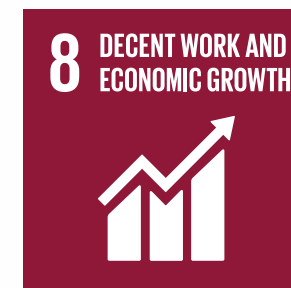
We understand for living wage the remuneration received by a worker for a period of time and in a particular place that is sufficient to cover, at least, the basic necessities of both the worker and his or her family, ensuring a decent standard of living. Included among the items defining a decent standard of living are food, housing and supplies, education, medical care, transport, clothing and other essential necessities.



This wage will be calculated by applying the ANKER method, which is acknowledged worldwide for calculating the living wage and has the support of the Global Living Wage Coalition and other organisations, such as Fair Trade and Rainforest Alliance. This method is based on the realistic estimate of the cost of living in each place, since this figure differs according to where the person lives or works. To do this, we've carried out a rigorous study and a detailed analysis which will guarantee that the estimated data are real and firm.

Developing this project in full is a goal which we have estimated medium-term. During the 2018/2019 period, the order was given and the procedure to be followed was set out. The official sources from where we will take the cost figures were identified and a calculation was also made of the SanLucar census at its centres in Spain. Throughout the 2019/2020 period we proceeded with the calculation of the living wage in itself, following the above-mentioned method. In this way, we obtain a figure of the real cost of living which is different for each one of our centres in Spain.

The purpose of making this calculation in an individualised way for each one of the company's work centres is to adapt the calculation of this figure as far as possible to SanLucar's situation on the ground and to try not to fall into errors of bulk estimation such as, for example, considering that the average size of the home in Spain relates to the real situation of our workforce.



We decided to take the figures of proportionate costs set out by the Spanish National Statistics Institute in the survey of family budgets, to have realistic data of the costs, since they vary from province to province and from year to year, as well as the rent figures for the province where the work centre is located.

The costs we will include in the calculation of the living wage are as follows:



For the centres located in Puzol (Valencia) and Vall d'Uixò (Castellón), the data of Valencia were taken, since most of the employees who work at Vall d'Uixò live in the province of Valencia, where the rent price is higher.

The result obtained after the census and the calculation (net minimum pay received by the workers) according to the Anker method, was as follows:

- **Valencia:** € 1,138.36
- **Huelva:** € 941.58

In both geographical areas where we operate in Spain, 100% of the employees receive, at least, the calculated living wage. In the coming years, we hope to go on expanding the project to make the calculation and prepare the necessary action plans in the different countries where SanLucar is present.



## 5.2. Reconciling work with family life and flexible working hours.

At SanLucar Group, we think our employees must achieve a good balance between their working life and their private life. At the head office in Spain, the necessary mechanisms for providing this balance have been set up, such as, for example, being able to have one afternoon off a week, flexibility in signing in and out of the company or adjusting holidays in length and format to personal needs.

In order to guarantee that the reconciliation is genuine, a primary goal has been set up at head office, that offering all employees the possibility and new technology tools to work from home, and in this way reconcile work and family life.

At the other companies, local labour regulations are followed, while attempting, wherever possible, to improve on them.



GRI: 401-3





### 5.3. Training as a means to improve the employees' occupational skills.

SanLucar Group's success depends essentially on the training and occupational skills of its employees, and, therefore, it develops the skills of all the employees in order to achieve high levels of motivation and performance, as well as allow them to deploy their whole potential.

At each one of the subsidiaries, annual employee training plans are implemented, adapted to the needs of each employee, because we believe in personal and occupational development, as well as continuous learning.



GRI: 404-1



In order to calculate the total training hours, the total number of those taking part in the same session has been added up and multiplied by the number of hours to obtain the overall hours calculated for each one of the training courses. The percentage shows the percentage of hours that represents each training area compared to the total number of training hours of SanLucar Group.

As can be seen in the tables below, the training hours in the fields of health and hygiene have increased in the 2019/2020 period, compared to the previous period. The reasons that have given rise to this are related to the arrival of the pandemic and the preventive measures put into effect by the company. These include both the training offered to the workers to reduce their risk factors in teleworking, and the preventive measures to reduce the spread of COVID19.

With regard to health and safety at work, the company has always been committed to a safe environment and continues to work to increase the employees' awareness through continuous training courses.

## Training hours 2019/2020

	Occupational category							Total %
	Executive management	Directors	Managers	Commercial and technical personnel	Administrative staff	Production	Total	
Training on machinery and hazardous substances	0	0	1	34	0	643	678	3.36%
Job-related training	0	45	485.5	700	254	561	2045.5	10.14%
Personal and professional skills	52	59	733	244	35	0	1123	5.57%
Computer tools and applications	0	24	24	259	57	0	364	1.81%
Languages	60	113.5	408	3098	2873	20	6572.5	32.59%
Policies, protocols and certificates (CR)	1	1	106.25	13.5	6	1122.5	1250.25	6.20%
Human health, illnesses and hygiene	5.625	46.625	72.2	126.6	119.625	1768.25	2138.925	10.61%
Health and safety at work	24.625	47.125	173.75	526.5	422.125	2887.5	4081.625	20.24%
Environmental issues	0	30	90	16.75	30	1744.7	1911.45	9.48%
<b>Total</b>	143.25	366.25	2093.7	5018.35	3796.75	8746.95	20165.25	100.00%

## Training hours 2018/2019

	Occupational category							Total	Total %
	Executive management	Directors	Managers	Commercial and technical personnel	Administrative staff	Production			
Training on machinery and hazardous substances			8	18		238	<b>264</b>	<b>1,14 %</b>	
Job-related training	62	179	326	857	293	129	<b>1.846</b>	<b>8,00 %</b>	
Policies, protocols and certificates (CR)	1		61	268	91	379	<b>800</b>	<b>3,47 %</b>	
Human health, illnesses and hygiene	9	24	56	76	44	931	<b>1.139</b>	<b>4,94 %</b>	
Occupation health and safety	6	46	78	234	409	1.466	<b>2.238</b>	<b>9,70 %</b>	
Personal and professional skills	118	427	479	4.267	99		<b>5.389</b>	<b>23,36 %</b>	
Computer tools and applications		33	54	173	114		<b>374</b>	<b>1,62 %</b>	
Environmental issues		8	2	2	2	600	<b>614</b>	<b>2,66 %</b>	
Languages	152	773	1.241	4.367	3.874		<b>10.406</b>	<b>45,11 %</b>	
<b>Total</b>	<b>348</b>	<b>1.489</b>	<b>2.305</b>	<b>10.260</b>	<b>4.925</b>	<b>3.743</b>	<b>23.069</b>	<b>100,00 %</b>	



### 5.3.1. Training in the SA8000 standard on Equality and Diversity, and Human Rights.

SanLucar Group is aware of the need to publicise the information in such a way that not only makes it easy to understand, but also helps the employees remember the information. We therefore found it necessary to improve training for the SA8000 standard, on equality and diversity, and Human Rights, which was previously being implemented in a traditional way (a person explains and those attending listen and ask questions) in a much more dynamic way.

For this training course, based on the principles of the SA8000 standard on equality and diversity, and Human Rights, a field game (a team competition) was set up, with 10 tests that those taking part had to solve. For this, the groups were reduced to a maximum of 16 players (4 groups of 4 people), plus two instructors. The training course began with a short 20-minute explanation on the key subjects dealt with on the training course and then they had to go on to solve the tests set. These tests included finding the



information both physically in the office and on our in-house servers, such as, for example, taking a photograph of themselves with the workers' representative or the equality officer (in this way we ensure that they know how to identify whom they must speak to if they need to do so).

When the COVID pandemic forced us to stay at home and do teleworking, we had to reinvent the training course again, so as to be able to carry it out digitally. The short explanation + field game has been kept and the players are separated into four virtual rooms, where the instructors alternatively connect with each group to answer questions. At the end of the training course, all those taking part connect again at the same time, share the learning aspects and difficulties they have faced, and questions that may have arisen in various groups are answered. Some tests have had to be adapted (such as sending the photograph by e-mail) and also an online satisfaction questionnaire was carried out in order to assess how it was received.

In this period, we've succeeded in training 60% of the SanLucar Fruit workforce, and the satisfaction survey has produced very interesting results that will be used in the future, such as, placing more emphasis on matters relating to Human Rights. In general, those taking part liked the method very much, because it has a more proactive focus and encourages participation.



## 5.4. Health and Safety at work.

The employees' Health and Safety take top priority. The Health and Safety at Work committees at the work centres help to improve the preventive measures and their management, as well as to reduce risks. Therefore, we have an effective Health and Safety at Work management system at all the companies. In order to guarantee that the preventive measures for the various groups of workers are put into effect correctly, the following measures continue to be implemented:

- All our Group companies have a Health and Safety policy adapted to the activity carried out at each one of them. Also, during this period, individual training for workers at Vall d'Uixò and maintenance workers began to be provided.
- We keep statistics of accidents and their causes, which allows us to update and improve our preventive measures.
- The production subsidiaries also have a company doctor and nurse.
- The marketing subsidiaries, where the main activity is performed in offices and logistic centres, are linked to outside companies specialised in prevention of risks at work .



Employees



The Health and Safety at Work committees at the work centres help to improve the preventive measures and their management, as well as to reduce risks. Medical check-ups play an essential part in ensuring the health of the employees and are performed according to the jobs and the risks involved in each one.

The preventive measures, continuous assessments of risks at work for each job, the provision of personal protective devices, furniture for ergonomic posture, appropriate lighting, and periodic training courses for all the employees, have a common goal: to keep the accident rate as low as possible. To do this, it is essential to have an effective Health and Safety management system in all the companies.

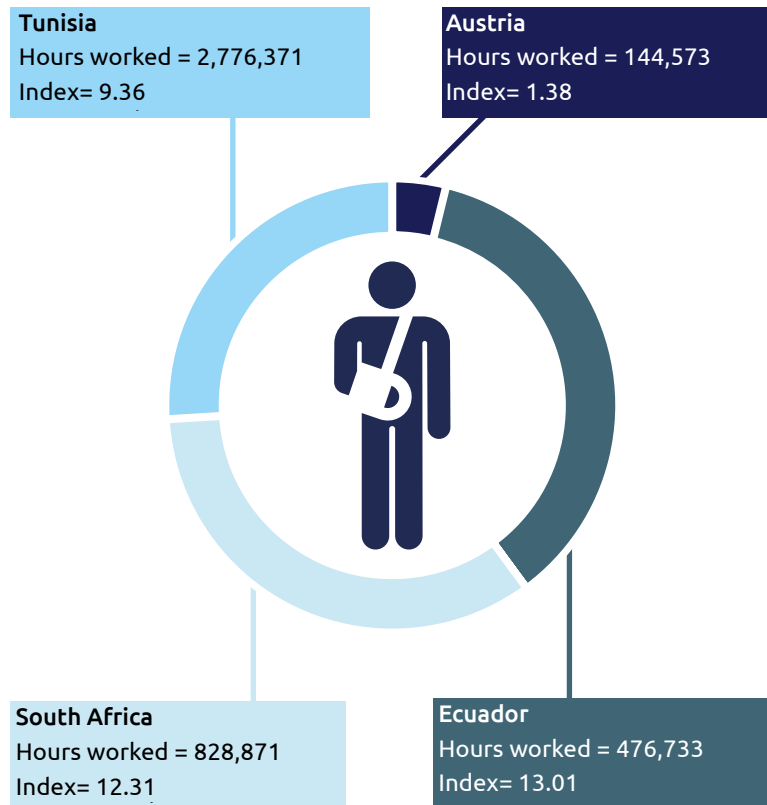


GRI:403-2

Thanks to the fact that we have an officer in charge of prevention of risks at work at each one of our subsidiaries, we've been able to adapt in the best possible way to the local situation in each one of the countries where we operate.

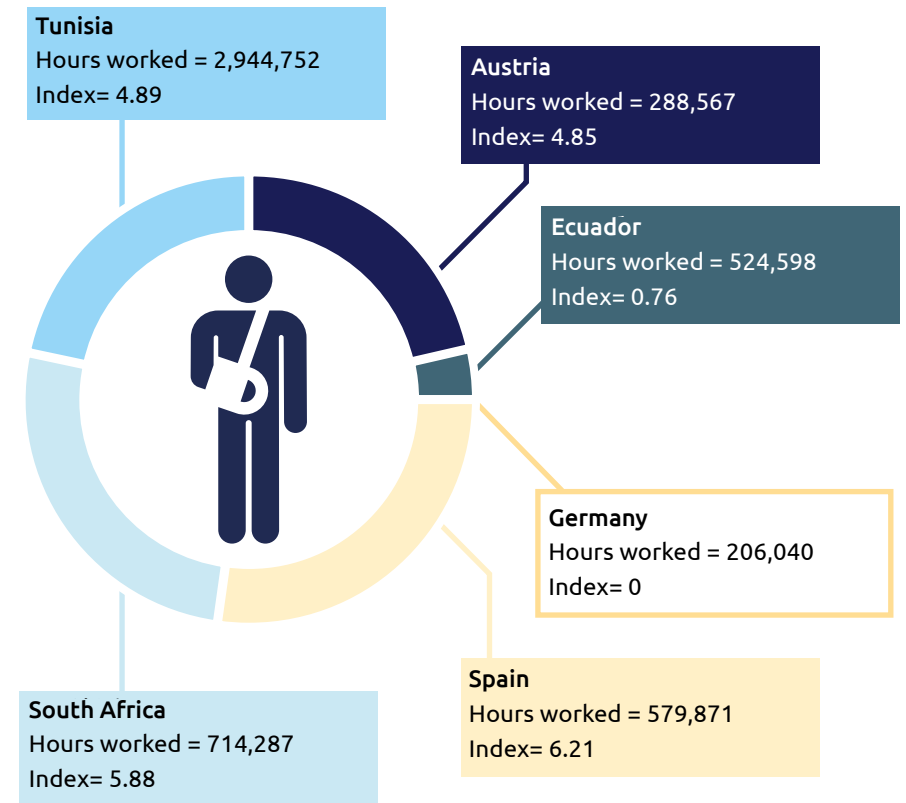
The graphs below show the accident index in the countries where we operate.

### Accident index 2018/2019



*Note: The accident index is not shown due to incomplete data from Spain and Germany*

### Accident index 2019/2020



*Note: The increase in the accident rate in Austria in comparison to the previous period is due to the inclusion of a new company in the report.*



### 5.4.1. COVID Measures.

Since the beginning of the COVID-19 crisis, the Coronavirus Committee was set up and has been assigned to take decisions relating to management of the crisis; the Workers' Representative is on this Committee. All the measures are reported to the workers by e-mail and on a noticeboard in areas at greater risk inside the plants. Apart from this, all the employees have taken a 1-hour online course on the General Aspects of SARS-CoV-19.

A specific COVID19 assessment is made of each centre, and the measures taken on Coronavirus include the restriction on company trips and external/internal meetings where delegates attend in person, restriction on attendance at congresses, conferences and/or language training courses, or adaptation online in this respect. The capacity of the various areas and rooms inside the plants has been reduced, and action protocols in the face of possible cases of COVID19 have been set up.



Infrared thermometers have also been installed at the entrance to the offices in Puzol and the warehouse at Vall d'Uixò, which are there for everyone entering the facilities. Frequent ventilation of the rooms is carried out, the use of KN95 masks is compulsory and reminders on the most important preventive measure are often sent out.

Finally, it must be stressed that the workers have flexible hours for starting and ending the working day, thus avoiding crowds building up in the morning or afternoon.

## 5.4.2. Implementing teleworking.

When the pandemic reached Europe, it brought with it a change in the way of working for the employees of the offices at SanLucar, namely teleworking. And, despite the challenges this presented for performing the company's operations at one of its most decisive moments of the period, SanLucar was able to keep its activities going, as it had done so up to that time.

Remote working was already fairly extensive within the company, mainly in the duty teams within the Commercial Department, who needed to ensure the continuity of the operations. However, never before had it been implemented on a large scale, which for most people meant a great change in their modus operandi. Only 5 days before the State of Alert was approved throughout Spain, the director of Human Resources requested implementation of an emergency plan that included the possibility of distance working on a vast scale.



Employees



Firstly, a survey was sent to all the workers to identify in an individualised way the necessary training and technical means that would guarantee the success of teleworking for the whole team at SanLucar. Communications were also extended so that they could support a larger number of connections to the SanLucar systems. Improvements were also made to all the applications accessed by the work teams, and the IT Department was prepared to solve any eventuality that might arise. Despite this involving a great effort for the employees of the IT department, it was not something completely new. Some years before, an in-house project had been put into effect with a view to ensuring business continuity and taking into account how much SanLucar depends on the Internet for the management of all its operations.



Four months after beginning teleworking, the employees were given the chance to describe their experience with distance working through a survey, the results of which show a general satisfactory experience.

Approximately 60% of the employees at the Puzol office took part in this survey, in which several departments were involved, including both managers and employees with less responsibility. As a whole, the workers were of the opinion that teleworking has improved their quality of life, since it allows them to balance work and personal life. With regard to the efficiency of the operations, the survey shows that the work activities have continued to be run efficiently. In fact, other positive aspects have been emphasized from home working in comparison with office work, such as greater concentration to carry out those tasks that require more attention.

More than a year after distance working began, we can confirm that teleworking at SanLucar has been a complete success. Today, all the users who need to perform teleworking can have access to the system. It has also been shown that teleworking is as efficient as being in the office physically, and benefits both workers and the environment.



Employees



Once the Coronavirus pandemic is over, or security measures are eased, SanLucar will consider the possibility of continuing working from home in a flexible way, taking into account the new legislation on home working and its constraints.



GRI:403-2



## 5.5. Pay.

The total average pay per employee in this period has increased slightly in comparison with the previous period. In the financial year 2018-2019,

the total average pay per employee was € 34,386.12, and in the 2019-2020 period it increased to € 39,984.52.

### Result of calculation of the mean pay factors of the Group (2019/2020)

	Occupational category								
♂	Top Executive	Director	Manager	Commercial and technical personnel	Administrative staff	Production	Total	Total %	
≤30				0.33	0.28	0.06	<b>0.68</b>	<b>5%</b>	
31-50	2.41	1.43	1.27	0.52	0.4	0.11	<b>6.14</b>	<b>44%</b>	
>50	2.25	2.35	1.19	0.81	0.48	0.08	<b>7.17</b>	<b>51%</b>	
Total	<b>2.33</b>	<b>1.89</b>	<b>1.23</b>	<b>0.56</b>	<b>0.39</b>	<b>0.08</b>	<b>13.99</b>	<b>100%</b>	

	Top Executive	Director	Manager	Commercial and technical personnel	Administrative staff	Production	Total	Total %
♀								
≤30				0.28	0.28	0.05	<b>0.61</b>	<b>6%</b>
31-50	2.81	1.65	0.84	0.61	0.41	0.09	<b>6.41</b>	<b>65%</b>
>50			1.45	0.76	0.51	0.05	<b>2.78</b>	<b>28%</b>
Total	<b>2.81</b>	<b>1.65</b>	<b>1.15</b>	<b>0.55</b>	<b>0.4</b>	<b>0.06</b>	<b>9.79</b>	<b>100%</b>

### Wage gap

	Top Executive	Directors	Managers	Commercial and technical personnel	Administrative staff	Production	Total	Total %
♀/♂								
≤30				0.85	0.97	0.76	<b>2.58</b>	<b>17%</b>
31-50	1.17	1.15	0.66	1.17	1.04	0.81	<b>5.99</b>	<b>39%</b>
>50	2.74		1.22	0.94	1.06	0.66	<b>6.61</b>	<b>44%</b>
Total	<b>1.3</b>	<b>0.38</b>	<b>0.63</b>	<b>0.99</b>	<b>1.02</b>	<b>0.74</b>	<b>15.18</b>	<b>100%</b>

### Result of calculation of the mean pay factors of the Group (2018/2019)

♂	Top Executive	Director	Manager	Commercial and technical personnel	Administrative staff	Production	Total	Total
≤30				0.43	0.39	0.12	<b>0.31</b>	<b>0.31</b>
31-50	3.60	2.21	1.33	0.59	0.34	0.12	<b>1.36</b>	<b>1.36</b>
>50	2.26	3.10	1.91	0.62	0.40	0.10	<b>1.40</b>	<b>1.40</b>
<b>Total</b>	<b>2.93</b>	<b>2.65</b>	<b>1.62</b>	<b>0.54</b>	<b>0.37</b>	<b>0.11</b>	<b>1.02</b>	<b>1.02</b>

♀	Top Executive	Director	Manager	Commercial and technical personnel	Administrative staff	Production	Total	Total
≤30				0.42	0.44	0.06	<b>0.31</b>	<b>0.31</b>
31-50	2.78	1.95	0.99	0.57	0.38	0.11	<b>1.13</b>	<b>1.13</b>
>50			1.59	0.83	0.33	0.07	<b>0.70</b>	<b>0.70</b>
<b>Total</b>	<b>2.78</b>	<b>1.95</b>	<b>1.29</b>	<b>0.61</b>	<b>0.38</b>	<b>0.08</b>	<b>0.71</b>	<b>0.71</b>

### Wage gap

♀/♂	Top Executive	Directors	Managers	Commercial and technical personnel	Administrative staff	Production	Total	Total
≤30				0.98	1.13	0.52	<b>0.88</b>	<b>0.88</b>
31-50	0.77	0.88	0.74	0.94	1.11	0.90	<b>0.99</b>	<b>0.99</b>
>50			0.83	1.34	0.82	0.74	<b>0.97</b>	<b>0.97</b>
<b>Total</b>	<b>0.77</b>	<b>0.88</b>	<b>0.79</b>	<b>1.10</b>	<b>1.02</b>	<b>0.72</b>	<b>0.95</b>	<b>0.95</b>

## 5.6. Information on employees.

The staff turnover rate is determined by the number of employees who are hired, new recruitments and lay-offs (dismissals and voluntary redundancies). It is the result of the sum of lay-offs and recruitments divided by the number of employees.

We use this division, multiplied by 100, to express the turnover rate in percentage terms (%).

The tables below show the number of employees at the end of the 2018/2019 period, itemised by sex, at each one of the subsidiaries, as well as a comparative table of the turnover rate of the periods 2017-2018 and 2018-2019.

The data shown in the table are the number of employees at the end of the period for each type of contract and according to sex. On the basis of these, as well as the recruitments and lay-offs, a calculation is made of the turnover rate, which is shown below in comparison with the previous period and itemised according to sex.

GRI 102-8 / 401-1

*\*Note: for the 2018/2019 period, in the case of Tunisia, the difference in the turnover rate is as large as it is because of a difference in collecting the data for calculating it*

### Details for 2019/2020

#### Germany

No. of employees	Type of contract	No. of employees
Male		Female
64	Permanent	27
0	Seasonal	0
9	Temporary	1

Turnover rate					
2017-2018		2018 - 2019		2019 - 2020	
Male	Female	Male	Female	Male	Female
19%	22%	3%	7%	4%	8%

#### Austria

No. of employees	Type of contract	No. of employees
Male		Female
20	Permanent	34
0	Seasonal	3
1	Temporary	3

Turnover rate					
2017-2018		2018 - 2019		2019 - 2020	
Male	Female	Male	Female	Male	Female
7%	5%	8%	12%	8%	13%



## Details 2019/2020

### Ecuador

No. of employees		Type of contract	No. of employees	
Male	Female			
107		Permanent	1	
3		Seasonal	0	
92		Temporary	2	

### South Africa

No. of employees		Type of contract	No. of employees	
Male	Female			
185		Permanent	141	
0		Seasonal	1	
185		Temporary	0	

### Turnover rate

2017-2018		2018 - 2019		2019 - 2020	
Male	Female	Male	Female	Male	Female
3%	14%	3%	12%	1%	5%

### Turnover rate

2017-2018		2018 - 2019		2019 - 2020	
Male	Female	Male	Female	Male	Female
2%	0%	4%	8%	21%	53%

### Spain

No. of employees		Type of contract	No. of employees	
Male	Female			
133		Permanent	145	
0		Seasonal	3	
123		Temporary	10	

### Tunisia

No. of employees		Type of contract	No. of employees	
Male	Female			
132		Permanent	154	
0		Seasonal	0	
123		Temporary	1431	

### Turnover rate

2017-2018		2018 - 2019		2019 - 2020	
Male	Female	Male	Female	Male	Female
5%	3%	5%	4%	11%	11%

### Turnover rate

2017-2018		2018 - 2019		2019 - 2020	
Male	Female	Male	Female	Male	Female
18%	20%	4%	3%	34%	20%

*\*Note: in the case of Tunisia, the difference in the turnover rate is as large as it is because of a difference in collecting the data for calculating it.*

## 5.7. Declaration of non-recruitment of child labour.

Non-recruitment of child labour forms part of the company's policy and its Code of Ethics. Also, since 2009, the head office has had the certificate of the SA8000 international standard, and the SanLucar Group production companies and their fruit and vegetable suppliers have various social certificates, such as Rainforest Alliance, SMETA and Global G.A.P. + G.R.A.S.P and SIZA. All our suppliers have to sign the Code of Ethics and by signing it they undertake to fulfil it throughout their activity. Therefore, the goal for SanLucar Group is not to have incidents either at its own plants or at those of the suppliers.



In order to ensure that it is fulfilled, if any technical expert detects any breach in this respect on their visits to the suppliers or to farms themselves, we have an in-house suggestion box for reporting the situation and implementing an action plan.

In the period covered by the report, no incident has been detected.

GRI: 408-1

## 5.8. Equality and diversity.

SanLucar Group is particularly noted for having a diverse and egalitarian workforce. The company encourages diversity and multiculturalism, with over 20 nationalities worldwide. This diversity is kept alive through in-house communication directed towards multilingualism (Spanish, German and English), and multinational departments.

For the company, diversity is an opportunity to attract human talent, get a competitive advantage and enrich the corporate culture.

Therefore, among the measures the Group adopts to maintain respect for and uphold the policies of equality and diversity, it has taken the following actions:

**Code of Ethics of the SanLucar Group:** by virtue of this document, the Group undertakes to prohibit discrimination.

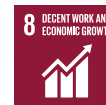
**SA8000 Certificate at the head office in Spain:** our system of management of the SA8000 standard has protocols for preventing and detecting discrimination, as well as protocols for action in the case of harassment.



**Periodic training courses:** at least twice a year, the Corporate Responsibility department holds a training course for all newly-recruited employees, and for the employees every three years at the head office. As preventive action to raise awareness among the employees, the training courses are one of the most important pillars for upholding a culture of equality and diversity, and without discrimination or harassment of any kind.

**Equality Plan:** the head office developed an Equality Plan, and its fulfilment is assessed every year by the Human Resources department. The results of this study are shared with the Equality Committee in order to determine improvements to it.

**Suggestion channel:** at its subsidiaries, the organisation has a suggestion box for the employees to use, which is reviewed exclusively by the workers' representative.



GRI: 405-1 / 406-1



## 5.9. Respect for Human Rights.

Ensuring respect for Human Rights throughout our whole value chain is one of the Group's priorities on the subject of Corporate Responsibility. For this purpose, we take as a reference, among others, the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights.

This commitment is contained in our Code of Ethics, which it is compulsory to know and apply worldwide not only for its employees and professionals, but also for its customers, suppliers, partners and other interest groups. This Code of Ethics contains the Group's commitment to Human Rights and,



Employees



as a result, makes it possible to define the policies related to removal of discrimination in employment and jobs, removal of forced or compulsory labour, effective abolition of child labour and exercise of the rights of association, trade unionism and collective bargaining, in accordance with the legislation in force in each country where it operates.

As well as all this, in 2019, training courses started to be held at the head office in Spain on the subject of Human Rights, with a total number of 15 half-hour sessions. Since the last period, it has already become part of the annual training plan for all employees at the head office in Spain. In this period, we have succeeded in training around 60% of the total workforce of SanLucar Fruit, S.L.U.



GRI: 412-2

## 5.10. Suggestion box.

The complaints and suggestion box arises from the need to establish an anonymous in-house channel of communication whereby both suggestions and complaints on any matter or concern at SanLucar could be expressed. Any communication made via this channel is received directly and solely by the Workers' Representative and must be treated confidentially, impartially and without reprisals, regardless of the topic and whether it has been made anonymously or contains identification.

The physical suggestion box is checked every week by the Workers' Representative, in order to deal with complaints as soon as possible, according to the established procedure.



As the head office of SanLucar in Spain has grown, it has become clear that this service needs to be accessible online. In order to make it more accessible, we've set up an online mailbox with direct access from the home page of the SanLucar browser.

The online mailbox is located on a non-SanLucar website, which guarantees anonymity, and a QR code has also been generated which allows direct access to the online mailbox with any smartphone, in order to be able to send the desired notice to the mailbox with the utmost anonymity or containing identification, as the sender wishes.



GRI: 102-17





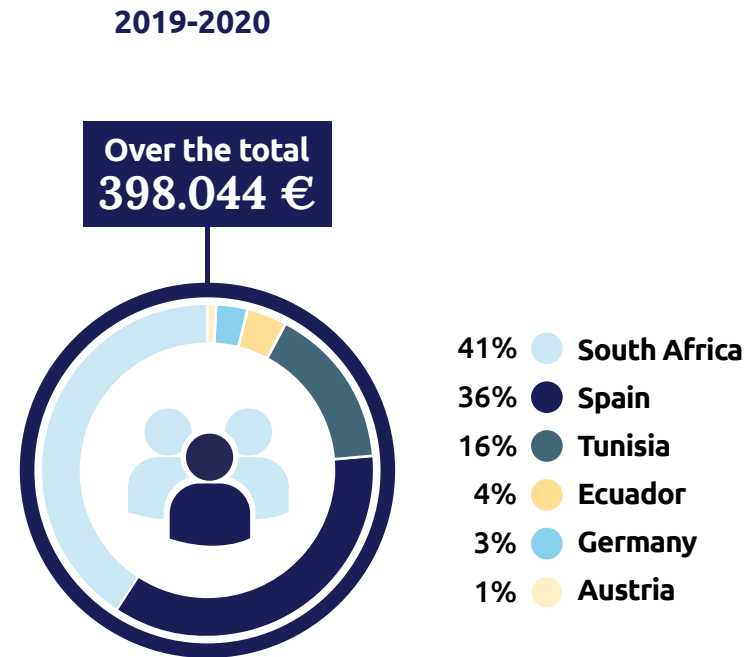
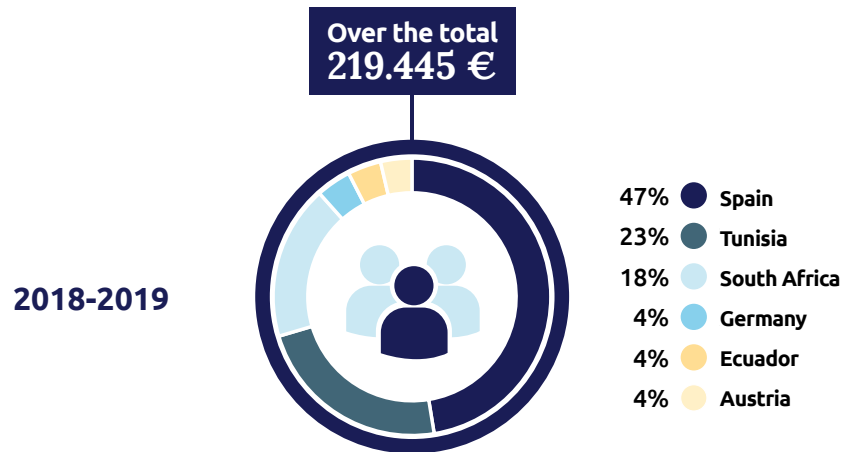
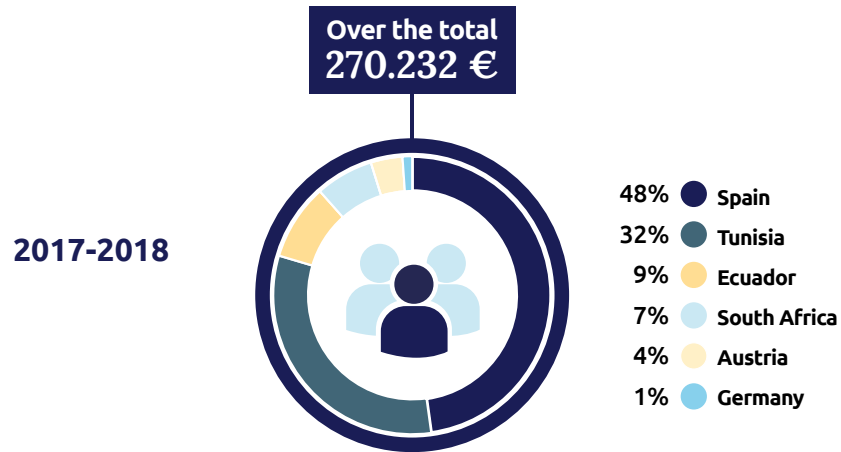
Taste the SUN

## **6. Community and interest groups.**



## 6.1. Investment in the community.

The chart below shows the investment in social development of the Group's community.



## 6.2. Dialogue with the interest groups.

Strengthening relations with our interest groups is essential for our company. Through continuous and open dialogue, we encourage the interest groups to become involved in our projects so both employees and the local community can benefit from them as much as possible, and thus everyone can derive sustainable value. In this way, we can discover and identify their needs better, as well as strengthen relations long-term.

One of the results of our co-operative actions and exchanges is the School Support Programme in Ecuador. In 2019, together with the Primary Schools in Pueblo Viejo (Ecuador), we found the need to reinforce the children's education. This project took place during the holidays at the beginning of 2020, before the pandemic reached the South American continent, thanks to the co-operation of the Miguel Suarez Seminario School, whose head teacher is Francisco Barros.



We are already planning to re-launch this project in 2021, if the health restrictions permit, in order to alleviate the effects the pandemic is having on children with limited resources in their need to access the Internet and online education. Below, we give Gary Francisco Barros Nicola, teacher at the school co-operating in the project, the opportunity to tell us about the challenges and goals they want to achieve.

## Interview with Gary Francisco Barros Nicola.

**Full name:**

Gary Francisco Barros Nicola

**Country and town/city:**

Puebloviejo -Los Ríos,  
Ecuador

**Position:**

Teacher

**Where he works and since when:**

Miguel Juárez Seminario Pri-  
mary School

### 1. How was the School Tutoring project born in Ecuador?

The School Reinforcement project in Ecuador was born mainly as a result of the learning difficulties experienced by the students in our sector, who in their school year don't perform as well as they might. They fail to acquire good work habits and lack motivation to succeed. For this reason, we must take into account: a balance between knowledge and motivation to achieve fairness in the classroom, and this we'll achieve by means of school reinforcement.

### 2. How was the project received by the parents?

The School Reinforcement project in our area was really well received by the parents. They all saw the support that each one of their children was being given by means of this project as a positive step, and a way of improving their school performance.

### 3. How have the reinforcement classes for the children been carried out?

Since the project started, the classes have been carried out as a dynamic educational tool. Firstly, each student was given the respective diagnostic test to find out their level of knowledge, then the subjects to be taught were planned, depending on the groups that were being educated.





**4. As head teacher of a school, what do you believe are the children's greatest educational needs (where they have problems)?**

As the director of an educational institution, I've been able to bring to light the problems some students have, especially in the fields of language and literature (reading, writing, reading comprehension) and in mathematics (mathematical logic, basic operations). The problem, in particular in these areas, does not allow the student to develop skills to interact with others, or to reason logically and have a mind prepared for thought, criticism and abstraction.



**5. At first, this project was proposed as an educational support during the school holidays. With the change to the 100% online method, due to the COVID19 pandemic, do you think that School Reinforcement should be carried out all year round? How have families with poor economic resources adapted?**

I think that, due to the health situation we're experiencing in the world, the School Reinforcement project should be carried out throughout the school year, because some families have suffered an adverse impact on their finances and cannot pay the costs of a support teacher, so the families with a lack of economic resources are grateful for this initiative, which allows their children's school performance to improve.



### 6.3. Dual Training in Spain: Technical Manager in Foreign and Wholesale Trade.

Since September 2019, the company has provided a Dual Training programme, imported from Germany. With this educational programme, SanLucar is one of the first companies in Spain to offer a Dual Training programme of Technical Manager in Foreign and Wholesale Trade. In cooperation with FEDA Madrid German Business School, the aim is to train the future generation of specialists in international trade.

The Dual Training programme makes it possible to have access to the employment market in two years through a system that combines theory with practical training in companies. Those taking part receive 35% theory classes (800 class hours) given by FEDA Madrid and various professionals attached to SanLucar Academy. When the theory modules have been completed, the students complete their educational programme with 65% practical training sessions, which take up over 2,300 hours and are carried out at SanLucar or at the other five companies that joined the initiative: EDEKA Fruchtkontor, Landgard, Primafrio, TEDI and Transfesa. The training programme allows the student to become immersed in the business world from the outset, while the companies can train the future generation of professionals according to their needs.

Since it started, the training course has been very successful. At present, there are 22 students in all on the course and 12 of them do their practical training sessions with SanLucar. The training is completely free of charge for the student and while they are on the course the young professionals get a monthly wage. When the training has been completed, the diploma is validated with a certificate from the German Chamber of Commerce for Spain, AHK, and the programme theory has the seal of the German dual training school, FEDA Madrid. Thus, this training is recognised both in Germany and in Spain.

Furthermore, the prospects of being hired by the company at the end of the Dual Training are around 80%.

Because of the restrictions imposed by the health crisis, the Dual Training classes are given on the basis of 80% by attendance in the classroom and 20% by distance learning. In this way, SanLucar has taken a decisive step in the process of digitalisation, helping to get a successful foothold in the new situation of teleworking. As a result, the pupils have been able to adapt to a new form of teleworking which has become a fixture in the modern employment world.





## 6.4. Commitment to social and economic development in the south of Tunisia.

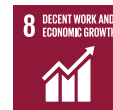
SanLucar began to operate in Tunisia in 2008 in order to continue to boost its own tomato production. In the region of Gabès, in the south of the country, is the farm La Cinquième Saison (LCS). Nowadays, the company is one of the main local employers.

From the start, we've been concerned about the working and safety conditions in the work place, and so we've put into effect an ambitious plan to achieve the goal. The first thing we did was adapt the toilets and staff rooms for the employees. During the last few years, we've succeeded in providing job opportunities in El Hamma, an area that has suffered a high rate of unemployment. Currently, we've also been able to pay 30% more than the average legal wage, as well as offering the employees transport by bus to get to work.



Good health and safety at work management, and providing a safe working environment is of paramount importance for a production company. Our farm has two doctors and two nurses, who look after the health of our employees and assess the risks at work together with our health and safety officer; they perform medical examinations on the workers to be hired and after that they are given an annual medical check-up, as well as first aid in the event of an accident or sickness. In order to encourage occupational development, we offer training opportunities and career plans, such as English classes.

SanLucar also promotes sexual equality in the area, offering the same job opportunities to both men and women. 30% of the employees in managerial positions at the office in Tunis are women, and at the tomato farm 40% of the managers are also women. As a result, in 2018, we were presented with an award by the government of Tunisia, in acknowledgement of the excellent working conditions we provide at our tomato farm.





## Commitment to the community.

Since the start, we have had a commitment to the El Hamma community. Ten years ago, we started co-operating with the association UTAIM, which employs disabled people. We've reached an agreement with them for their laundry service to be in charge of washing our employees' work clothes. The association AGIM manufactures the hooks and threads that support our tomatoes, and ATAS sews the SanLucar logo on our employees' work clothes. As a result of these co-operative agreements, we've hired two disabled people on our farm, one in the production department and the other in the packing department. We also give support with financial donations and sewing machines, and with donations of tomatoes from our farm.

Finally, we'd like to make special mention of the fact that in 2020 SanLucar made a donation of 3,000 Euros to the local hospital in El Hamma, so they could purchase a respirator for treating Covid patients.



*Community and interest groups*



## Commitment to education.

In co-operation with the Ministry of Education, between 2016 and 2019 we renovated seven schools in El Hamma. 40% of the children who go to these schools are sons and daughters of our employees, and so far 50,000 Euros have been invested in the school renovation project. Moreover, every year, to coincide with the Festival of Knowledge »Fête du savoir«, SanLucar distributes school material to primary and secondary school children, as well as financial aid for university students. We currently grant scholarships to 170 children of our employees.

Also, on "the day of the child", we organise cultural excursions together with the children of the employees. So far, they have visited a circus in Gabès, spent a day in a historic city and visited Djerba island.



## Certificates, awards and acknowledgements.

We work with independent certification bodies and comply with the requirements of internationally recognised standards. Currently, La Cinqième Saison farm is certified by SMETA, Global G.A.P. + GRASP.

Our continuous efforts in the south of Tunisia have been acknowledged in the past. In 2012, we were presented with the International Co-operation award of »FIPA« and its Foreign Investments Agency. In 2018, the President of Tunisia presented SanLucar with the award »For Social Progress«

and the commitment to continuous improvement of the working and living conditions of our employees. A year later, in 2019, in Paris we received the »Hannon« award for Responsible Investment in Tunisia.

As a result of our commitment in the region of El Hamma we have gained a reputation and are considered a socially committed company by the regional politicians in Gabès.

### Progress of our social commitment in the south of Tunisia



## 6.5. Activities during the COVID 19 pandemic.

### Home delivery at »El Puchero«.

In 2013, the solidarity kitchen project, which supports people with low incomes and at risk of exclusion, was set up in Valencia. In co-operation with the Port of Valencia Stevedores' Solidarity Co-ordinating association, in 2018 a second solidarity kitchen »El Puchero Portuario« was opened. Every day, approximately 400 portions are served in the solidarity kitchens, which are collected by a family member.

In March 2020, when the COVID 19 pandemic was officially declared in Spain, the government imposed serious restrictions on people's movements. Because of these restrictions, the normal operation of the kitchens had to be changed to home delivery of non-perishable products, as well as fruit and vegetables, so the users could cook them in their own homes and eat healthy balanced food. The solidarity kitchen distributed weekly food packages, thanks to the co-operation of volunteers who helped with delivery to around 200 people. Home delivery was carried out for several weeks until we could adapt the premises to the measures necessary to comply with biosafety and reorganise the collection shifts.



Hygiene products that were urgently needed, such as soap, nappies and powdered milk, were also distributed to 53 families with babies, thanks to the support of SanLucar workers. Furthermore, and as a result of the support from Aportem and the workers of the Solidarity Co-ordinating association, Consum supermarket vouchers were also given out so that weekly shopping visits could be planned to buy food and hygiene products.

The aim of this initiative was to alleviate the suffering of those living in an extremely precarious situation until the solidarity kitchens of »El Puchero« could resume their activities, on 25th May, 2020.





## Fruit donation in Ecuador, Spain and South Africa.

In the countries where we operate, as SanLucar we donated a total of over 35 tons of fruit during the pandemic. Countries like Ecuador and South Africa were especially affected by the COVID19 crisis, and therefore a large part of the donation went to these countries.

Over 29 tons of fruit were donated by SanLucar to Ecuadorian communities to help the elderly and families in need. In all, 1,138 crates of bananas and 8,610 kilos of grapes from our own farms went to two communities and four institutions close to the banana farm, in the Puebloviejo, in Ecuador. SanLucar also co-operated in the sanitary fumigation of six communities close to our dessert grape farm.



*Community and interest groups*



Also, people of low economic resources in South Africa received 3.5 tons of mandarins from our citrus fruit farm at Rooihogte; 1.7 tons of fruit were taken to 600 vulnerable families in the nearby mountain region; and the remaining 1.8 tons were delivered to the South African Red Cross, with the result that aid packages were prepared with fruit, school material and hygiene products, which were distributed to families in the Townships of Western Cape Province.

In Spain we donated 2,000 kilos of mandarins to ten retirement homes in the cities of Valencia and Castellón.



## School reinforcement in Ecuador.

Education is a fundamental pillar of our DREAMS programme, and as a result of that and our dialogue with the interest groups, the school support project came into being in Ecuador.

At the »Miguel Suárez Seminario« primary school in Puebloviejo, Ecuador, 30 children aged between 8 and 12 were given classes twice a week for two hours in small groups. The reinforcement courses took place from the end of January until the middle of March, 2020, during the school holidays. Those who benefitted from the project were children of our employees at the banana farm and children of the community. We also gave the pupils pencils and exercise books as school material. In this way, we were able to support many boys and girls at the school, until Ecuador went into lockdown because of Covid.

We started the project again for a second time in 2021 in order to continue supporting the children and their education. Because of the lockdown, many classes were suspended in 2020, and therefore it is even more important to make up for the lost classes through the school reinforcement project.



## Virtual training in Ecuador.

The pandemic has also forced us to stop doing exercise. In order to continue promoting sport despite lockdown, SanLucar, along with its partners, the Puebloviejo District Sports League, the Puebloviejo Athletic Club and the town council of Puebloviejo, decided to launch a virtual training programme via social networks.

For three months now, every Tuesday and Thursday the trainers uploaded a new video with exercises for children and young people on the League's Facebook page. On Saturdays, they offered an online training session for everyone who was interested in doing exercises. With the support of a nutritionist, the importance of health food, with lots of fruit and vegetables, was also promoted.

The aim of this SanLucar initiative was to help everyone in the community to lead a healthy life during the pandemic and to keep active.







Taste the SUN

## 7. Environment.



## 7.1. Our sustainable packaging.

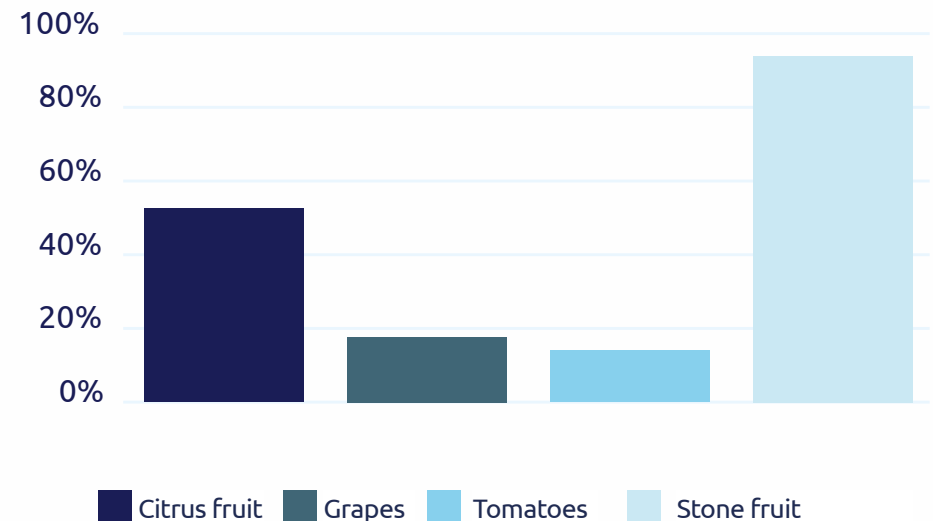
In line with our mission »to do things in such a way as to be proud of it«, we have developed a sustainable packaging strategy. Its aim is to protect the natural environment and at the same time continue to provide our customers with top quality fresh fruit and vegetables. On one hand, we promote the reduction in packaging of our products, and so we sell most of them in bulk. On the other hand, we contribute towards reducing food waste by protecting our most delicate products in order to increase their shelf life, keeping good quality for longer.

We are very conscious of the environmental impact that plastic has, and for this reason we use it only when necessary to protect our fruit and vegetables. Finding the balance between reducing packaging and increasing product shelf life is not always an easy task.



The chart shows figures of the last period with regard to total volume of some products which were sold in bulk.

**Percentage of products sold in bulk with regard to total volume**



This means that, when it comes to designing our packaging, we use as a basis the fundamental criteria of organising waste into hierarchical levels, using reusable and recyclable packaging, and those with biomaterials, such as compostable plastic. By way of example, for optimising recyclability, all our plastics are mono-materials, which helps the recycling process, nor do we use black trays, as they are non-recyclable.

## 7.2. Sustainable packaging that we now use.

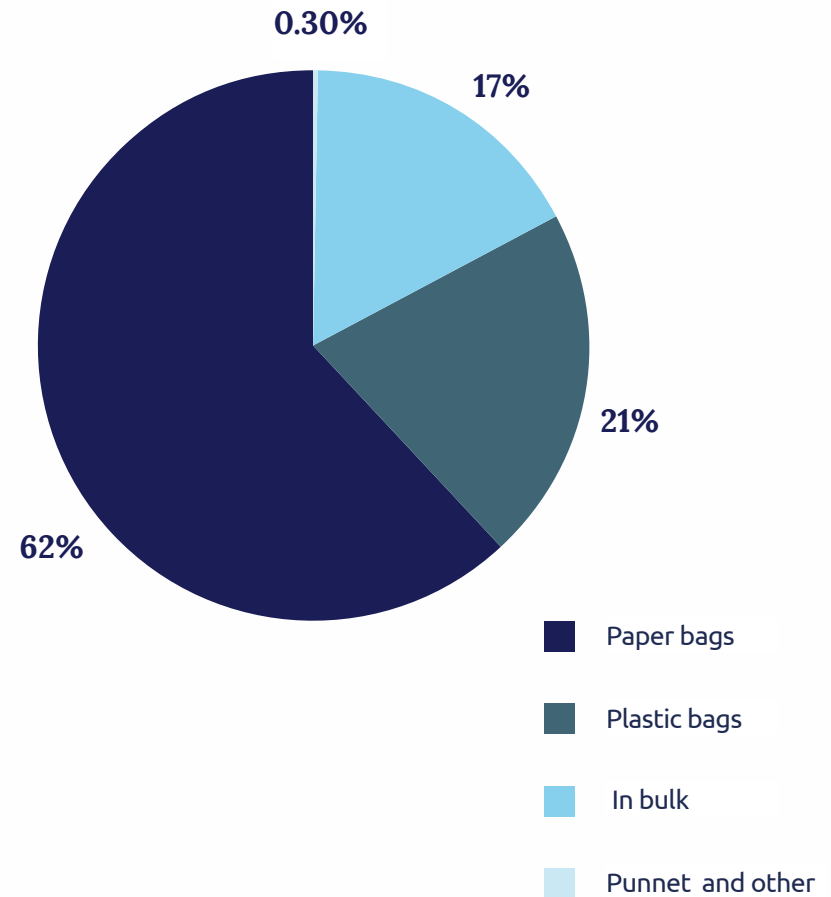
At SanLucar, for over 10 years we've been investing in technology and innovations, replacing less sustainable packaging with others that are more environmentally friendly. For example, we have the paper bag and the cardboard punnet with heat-seal, which replace or supplement other less sustainable packaging types.

### Paper bag.

The paper bag began to be used in 2011 to pack grapes. This bag is made of 100% paper with FSC certified stamp, and supplements plastic bags. This bag is also 100% recyclable. The chart below shows the percentages of total volume of grapes sold in the 2020 period per packaging type. Here it can be seen that 62% of grapes were sold in paper bags. However, if we consider that an additional 17% was sold in bulk, we can confirm that the majority of the total volume of the period was sold in a sustainable form.



Type of packaging for grapes

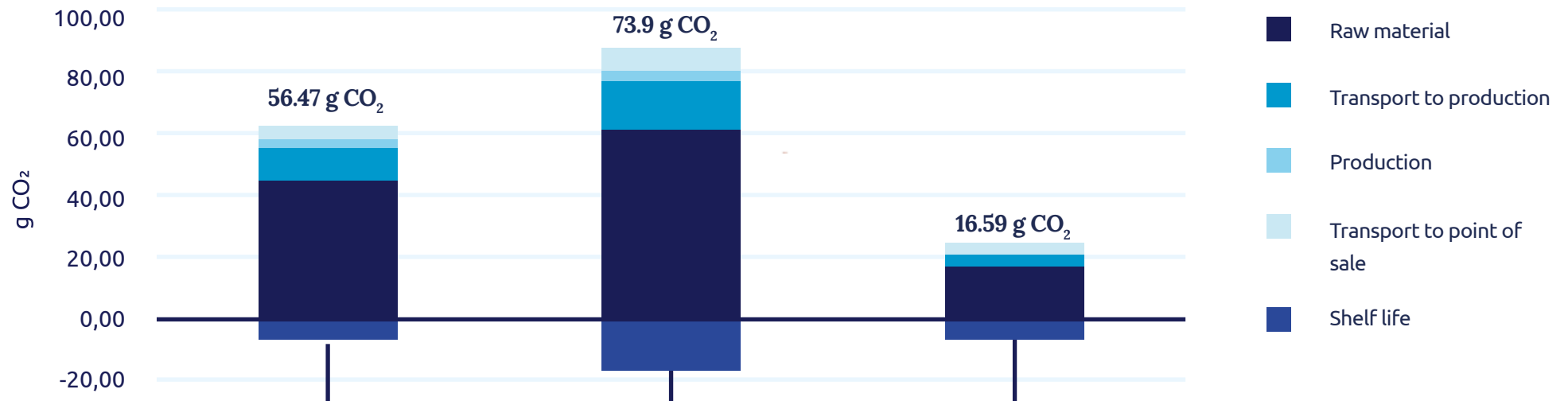


Furthermore, this type of packaging is fairly versatile, as it can be manufactured in different sizes and could serve as packaging for many of our products, and so we've also used it with cherries and tomatoes, and we plan to extend its use to other products.

In order to understand the carbon footprint of this product, last year we co-operated with ITENE (Technological Institute of Packaging, Transport and Logistics) to make a study of the product life cycle and compare various types of packaging which could be used for tomatoes: Flowpack cardboard punnet, cardboard punnet and paper bags. The results showed that the paper bag has a much smaller carbon footprint than that of the other two

types of packaging with which it was compared to. As can be seen in the chart below, the carbon footprint of the paper bag is equivalent to 16.59 grams of CO<sub>2</sub>, which is 70% and 77.5% fewer grams of equivalent CO<sub>2</sub> (plastic punnet and plastic punnet with Flowpack, respectively) compared to the other two punnets with which it was compared to.

**Comparison of the carbon footprint of three types of tomato packaging**





## Cardboard punnet with heat-seal.

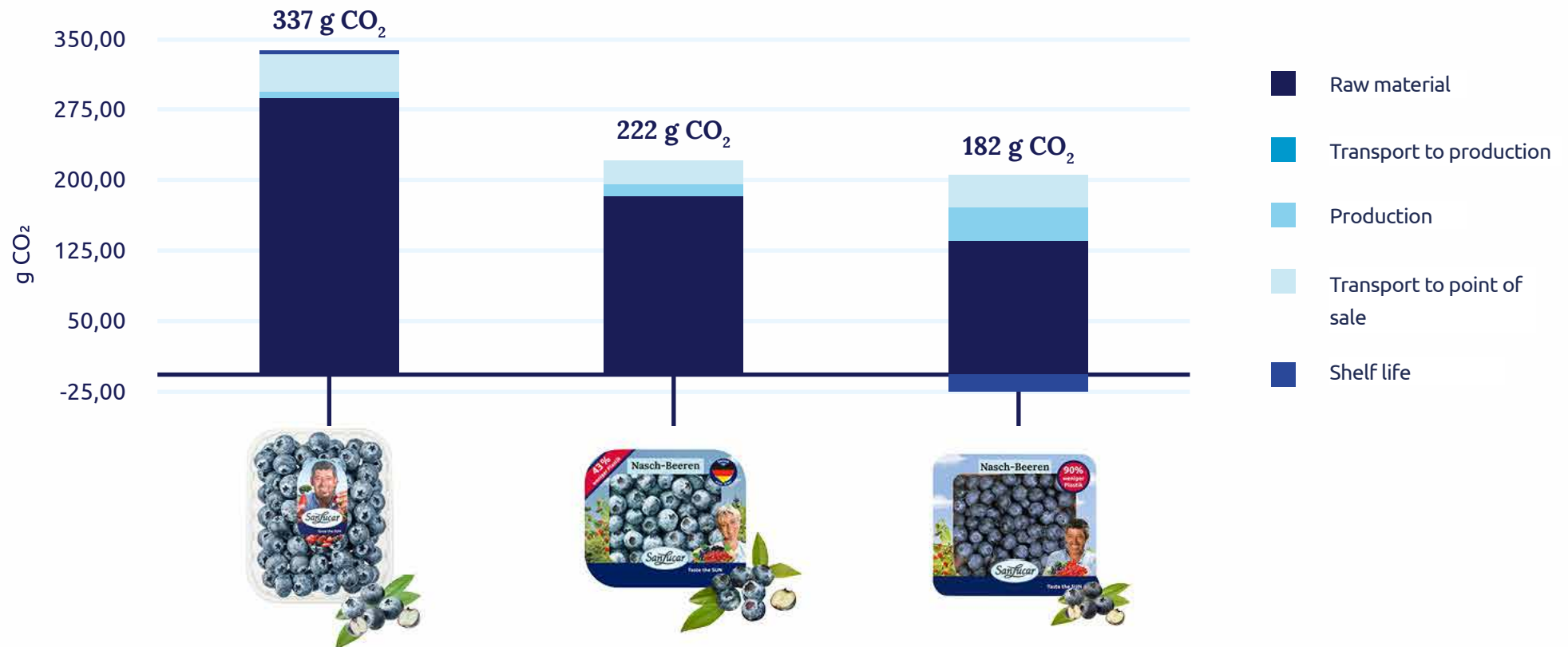
Berries are one of the products associated with greater plastic production when it comes to packaging. Therefore, SanLucar wanted to invest resources and technology in designing packaging that would be more environmentally friendly. This is the cardboard punnet with heat-seal.

This punnet contains 90% less plastic than the previous punnet and does away with the two paper labels that it previously contained and that contaminated the recycling process. This new cardboard punnet is recyclable and its 100% PET film, which is mono-material, helps this recycling process.

It's also made of paper which comes from forests with FSC certification stamp.

As with the study of the life cycle of the paper bag, an extensive life study was carried out comparing the cardboard punnet with heat-seal and the plastic punnet. This concluded that the life cycle of the new punnet with heat-seal is equivalent to 182 grams of CO<sub>2</sub>, and therefore has 46% fewer grams of CO<sub>2</sub> than the plastic punnet, which is equivalent to 337 grams of CO<sub>2</sub>, as can be seen in the chart below.

Comparison of the carbon footprint of three types of blueberry packaging



### 7.3. Co-operation with the external institute ITENE.

The sustainable packaging strategy has been developed as a result of studies carried out by external specialised packaging institutes, like ITENE, and this offers guarantees of practicality and transparency.

We've co-operated with ITENE on various occasions during the different stages of the process of development and evaluation of our packaging strategy. Firstly, we helped diagnose and define packaging strategy, studying the state of packaging at the time and defining an evolution or Roadmap about where the strategy was headed.

To do this, a definition was made of the new sustainability goals we aspired to, and a study was carried out on both the product's necessary technical specifications and the requirements for it to be suitable for the packagings' food contact.



It's important to stress that SanLucar faced the challenge in relation with finding packaging that would fit in with and adapt to the new sustainability goals, without sacrificing product quality, presentation and shelf life. ITENE provided us with a support and technical assistance service for the packaging used by SanLucar for distribution and sale of our fruit and vegetable products.

Once the sustainable packaging strategy was completed, they also gave us support to compare the environmental impact, in terms of carbon footprint, of different packaging solutions for tomatoes and berries, in order to choose the most favourable alternative in relation to their greenhouse gas emissions (GGE).

ITENE is a packaging institute, and therefore their advice this year has been continuous, since we rely on their support regularly to continue improving the recyclability and sustainability of our packaging. For example, we're carrying out the study for different types of packaging of strawberries, and we're confident that this will continue to apply to other products. But there are also other instances of co-operation such as that with Ainia and with other technical consultancy organisations, like Intertek.

## 7.4. Interview.

### Interview with Kathrin Ampferl.



*»We're working on improving recyclability, and the reduction or removal of plastic in our packaging«*

**Full name:**

Kathrin Ampferl

**Position:**

Packaging Director at SanLucar - Valencia

### 1. What is the packaging department's main goal?

We have two main goals in our department. On one hand, we make sure that each one of our fruit produced all over the world has the right packaging at the right time, as there are many packaging parties involved: fruit producers, material manufacturers, etc. On the other hand, our goal is to launch innovative packaging on the market. Our demands are high: food safety, sustainability, fruit visibility: the fruit itself must be at the forefront: the packaging protects and ensures product shelf life on the market. In addition, our packaging is our trademark communication platform.

### 2. What types of maximum sustainable packaging have been implemented in the last year?

At SanLucar, the top-quality and most innovative packaging that protects our top-quality fruit has always been important. In October, 2019, in the packaging department, we set up a team dealing with Packaging Innovations, headed by María Plasencia. In this way, we've been able to work on many sustainable packaging projects: our cardboard punnet with heat-seal for berries and strawberries, which are heat-sealed with a film, 100% paper punnets for berries, tomatoes and mandarins, and now we also sell tomatoes with the SanLucar trademark in our paper bag. From all the experiences on the market, we learn and check to see whether or not it's the strategy we want to adopt. We have sales and quality teams that help us measure the impact of the packaging, taking into account the protection of our fruit and the satisfaction of our customers and consumers.

### 3. What projects are you working on at the moment?

Right now, we're working on development of over 20 new products and items, always looking for a top-quality, innovative and sustainable presentation: we're working on different compostable items, on new materials for improving recyclability, reduction or removal of plastic, always prioritising the need to protect the fruit so as to extend its shelf-life on the market.



#### 4. What sustainable materials are you working with at the moment?

We're working with many alternatives, different types of paper, wood, plastics and compostable plastics. We carry out studies to give ourselves an idea of how sustainable a type of packaging or a material is, and we're also making a life cycle study, measuring the carbon footprint of different packaging ideas.



#### 5. Are there co-operative actions or joint projects with research centres or universities to develop new products?

Yes, we work in co-operation with different technological institutes, for example ITENE, so as to keep up to date at all times. Besides this, our Packaging Innovation Manager, María Plasencia, is also in contact with international laboratories, clusters, technological institutes, universities, leading packaging companies, laboratories, etc.

#### 6. What do you think is the global trend for designs and use of packaging?

The key factor is sustainability and innovation. The demands on the matter of sustainability come from everywhere: on one hand, from the European Union Commission, that has set ambitious goals, as we're going towards the circular economy, and, on the other hand, we also want to make our mark in a small way, to launch on the market packaging that is recyclable and more sustainable. Our mission is to provide the most natural, fresh and tasty fruit and vegetables. And to be proud of the way we do it. We work with natural products, and so it's clear that protecting the environment and the climate is our first and foremost concern and we want to comply with our responsibility as a company.

## 7.5. Cost of water and light per country.



GRI 302 -1 / 303-1 / 306-1

	<i>m<sup>3</sup>/year</i>	<i>kW/year</i>	<i>m<sup>3</sup>/year</i>		<i>m<sup>3</sup>/year</i>	<i>kW/year</i>	<i>m<sup>3</sup>/year</i>		<i>m<sup>3</sup>/year</i>	<i>kW/year</i>	<i>m<sup>3</sup>/year</i>
<b>2017 2018</b>				<b>2018 2019</b>				<b>2019 2020</b>			
<b>Spain</b>	3.585 (0,4%)	519.189 (12%)	3.585 (5,6%)	<b>Spain</b>	5.923 (0,8%)	875.748 (16%)	9.347 (8,7%)	<b>Spain</b>	887.065 (9,96%)	1.106.532 (17%)	887.065 (11,6%)
<b>Germany</b>	14.406 (1,7%)	1.246.628 (29%)	1.890 (3%)	<b>Germany</b>	2.310 (0,3%)	1.399.393 (26%)	2.310 (2,1%)	<b>Germany</b>	2.027 (0,02%)	1.510.583 (24%)	2.027 (0,03%)
<b>Austria</b>	1.215 (0,1%)	1.531.000 (36%)	1.215 (1,9%)	<b>Austria</b>	1.650 (0,2%)	1.546.201 (28%)	1.650 (1,5%)	<b>Austria</b>	1.500 (0,01%)	1.636.000 (26%)	2.230 (0,04%)
<b>Ecuador</b>	313.608 (37,4%)	44.559 (1%)	56.955 (89,5%)	<b>Ecuador</b>	393.888 (52,5%)	151.104 (3%)	5.696 (5,3%)	<b>Ecuador</b>	466.249 (5,2%)	286.144 (4%)	0 (0%)
<b>Tunisia</b>	506.118 (60,3%)	907.545 (21%)	data not available	<b>Tunisia</b>	346.693 (46,2%)	1.498.099 (27%)	88.900 (82,4%)	<b>Tunisia</b>	826.849 (9,4%)	1.425.871 (22%)	117.953 (1,6%)
<b>Total</b>	<b>838.932</b>	<b>4.248.921</b>	<b>63.645</b>	<b>Total</b>	<b>750.464</b>	<b>5.470.545</b>	<b>107.902</b>	<b>South Africa</b>	6.715.585 (75,5%)	412.327 (6%)	6.716.685 (87%)
								<b>Total</b>	<b>8.899.276</b>	<b>6.377.457</b>	<b>7.725.960</b>

Note: (%) indicates the percentage in relation to total consumption in all countries

Extraction of water  
per source



Energy consumption  
within the organisation



Water  
spillage



## 7.6. Waste management.

Tunisia



Waste generated per type and method of disposal in kilos

		Reuse		Recycling		Storage		Others	
		2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
HAZARDOUS WASTE	Empty chemical containers	-		-		1,117 kg		-	
	Empty paint tins	19 kg		-		-		-	
	Fluorescent tubes	-		-		-		108 kg	
	Used oil	-		520 kg	635 kg	20 kg		-	
	Power cells and batteries	-		75 kg	368 kg	4 kg		-	
NON-HAZARDOUS WASTE	Plastic	-		25,042 kg	10,000 kg	600 kg		-	
	Paper and cardboard	-	90,520 kg	-		83,801 kg		-	
	Organic residue	-	480,650 kg	-		-		-	
	Wood	4,126 kg	39,000 kg	-		-		-	
	Metal	-		-		-		3,000 kg	



GRI 306-2





## Waste generated per type and method of disposal in kilos

		Reuse		Recycling		Recovery		Others	
		2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
<b>HAZARDOUS WASTE</b>	Empty chemical containers	-	-	4,749 kg	1,085 kg	70 kg	52.01 kg	-	-
	Plastics with chemicals	-	-	5,883 kg	4,444 kg	-	-	-	-
	Fluorescent tubes	-	-	3.67 kg	-	-	-	-	-
	Low energy bulbs	-	-	-	-	-	-	7 kg	4.50 kg
	Medical waste	-	-	-	-	-	-	5 kg	3.20 kg
	Power cells and batteries	-	-	16 kg	-	-	-	-	-
	Used oils	-	-	-	175 kg	-	-	-	-
<b>NON-HAZARDOUS WASTE</b>	Plastic	-	23.06 kg	44 kg	-	-	-	-	-
	Paper and cardboard	15 kg	13.20 kg	2,065 kg	2,442 kg	-	-	-	-
	Organic residue	-	-	-	-	-	-	19,411 kg	10,684 kg
	Glass	-	-	-	-	-	-	65 kg	-

## Waste generated per type and method of disposal in kilos

		Recycling		Composting		Incineration		Others		Storage	
		2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
HAZARDOUS WASTE	Empty chemical containers	-	-	-	-	5 kg	-	-	-	-	-
	Plastics with chemicals	100 kg	-	-	-	-	-	-	-	-	-
	Fluorescent tubes	-	3 kg	-	-	-	-	2 kg	-	-	-
	Power cells and batteries	-	5 kg	-	-	-	-	1 kg	-	-	-
NON- HAZARDOUS WASTE	Paper and cardboard	185,450 kg	262,000 kg	-	-	-	-	-	-	-	-
	Organic residue	-	-	188,000 kg	-	-	-	-	-	-	442,000 kg
	Glass	100 kg	200 kg	-	-	-	-	-	-	-	-
	Metal	49,000 kg	-	-	-	-	-	-	-	-	-
	Wood	-	100,000 kg	-	-	-	-	-	-	-	-

## Germany



## Spain



### Waste generated per type and method of disposal in kilos

		Recycling	
		2018/19	2019/20
NON-HAZARDOUS WASTE	Plastic	194,845 kg	1,528,429 kg
	Paper and cardboard	49,112 kg	336,013 kg
	Organic residue	207,450 kg	81,000 kg
	Glass	34,262 kg	24,170 kg
	Wood	6,260 kg	584,637 kg

		Recycling	
		2018/19	2019/20
HAZARDOUS WASTE	Empty chemical containers	-	800 kg
	Plastic with chemicals	-	-

NON-HAZARDOUS WASTE	Plastic	8,580 kg	9,570 kg
	Paper and cardboard	16,020 kg	20,350 kg
	Glass	-	100 kg
	Wood	33,600 kg	45,800 kg





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## **8. Relations with our partners.**



## 8.1. Great co-operative relations.

At SanLucar, long-term co-operative relations with our partners are of paramount importance. These co-operative relations are nurtured on the basis of knowledge, and so we travel regularly with our customers to our farms, where they learn about our crop growing methods and our social actions. In this way, we can show them what lies behind our philosophy at SanLucar, »in harmony with people and nature«.

Learning at first hand about the way the products are grown gives added value to the knowledge about the world of fruit and vegetables. Because here it is not only the experience of a trip to the production companies. We also invite our partners to get to know and take part in our DREAMS (Developing Responsible Environments and Multicultural Societies) projects. And it is from this experience that various projects of co-operation have already arisen.



*Relations with our partners*



Our goal is to make the largest possible number of our partners aware of the DREAMS programme and our commitment to corporate responsibility. The channels of communication we use to publicise this are the specialist press, such as food sector magazines, our website, trade fairs and social networks, like Facebook and LinkedIn, and our annual DREAMS magazine.



## 8.2. Joining forces to make dreams come true.

We have various DREAMS projects all over the world. We focus on local projects that will have direct benefits for our employees, their families and the neighbouring communities. In order to find out about the dreams of people in the countries where the products grow, we talk to the community and determine together what they need to take part and to feel involved and identified with the projects.

In 2018, we went with a group of customers to South Africa to show them where the crop is grown and the social projects we carry out together with those living on the farm. They were so struck with our idea that they wanted to contribute in a more active and direct way, and so they set up an association »Träume werden wahr« (make dreams come true). Since then, we've carried out many projects together. However, one of the most striking things was the »taxibus« for the people on our farms at »Rooihoogte« and »De Hoek«. Going to the doctor in the town, buying food at the supermarket, taking the children to the playschool...



For us, they are day-to-day things. For those living on the farms, it can be problematic, as the nearest town is 30 minutes away. This means that every time they have to travel to run errands, visit the doctor or simply go shopping it involves a great expense to call a taxi. Nor is it easy for the children of our employees at De Hoek, to get to our »Speelskool« playschool in Rooihoogte, where the 40 to 50 children are given free professional care.





In order to make the community's great dream of having a bus come true, we showed our DREAMS video in South Africa at one of the most important events for retailers in May, 2019. The video shows how much we've achieved at our farm since 2012, and how much more we can achieve if we all combine our efforts. Our retail partners thus became aware of the great dream of the taxibus and together we raised the incredible amount of 40,000€. With the fantastic support of the »Träume werden wahr« association, we made a huge dream come true. Just in time for Christmas, we surprised the residents of the farm with a new 14-seater minibus.

*Relations with our partners*

Publicising our social and environmental projects within the strategy of corporate responsibility is currently focused on the B2B partners. We consider that publicising corporate responsibility with the end customer is an opportunity to get across SanLucar's commitment to sustainability and corporate responsibility, and so a special link has been set up on the website to deal with the DREAMS projects. Furthermore, since 2018, we've presented our social environmental initiatives in the DREAMS magazine, which is published every year to coincide with the Fruit Logistica trade fair held in Berlin. Because of the Covid-19 restrictions, this trade fair was not held in 2021, and so we sent the magazine by mail and online to our partners and other organisations taking part in our projects. The DREAMS magazine is in digital format on the website at [www.sanlucar.com](http://www.sanlucar.com) and is available for consultation.







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## **9. Accounting and tax information.**



## 9.1. Accounting aspects.

The Group's accounting and tax information relating to the financial year closed at 30th June, 2020 can be consulted in the Consolidated Report which forms part of the consolidated annual accounts.

The main items of importance as far as the group's results and tax aspects are concerned are as follows:

Mamaritz is the controlling company of the Mamaritz Group, and its consolidated accounts include the financial statements of the companies directly or indirectly controlled thereby, at 30th June of each financial year.

The contribution of consolidated profits of the companies forming the Group, divided between the result attributable to the Controlling Company and the result attributable to the external partners, during the financial year closed at 30th June, 2020, is as follows:

Controlled companies	Controlling company	External partners	Total
Mamaritz, S.L.U.	-45,416.82	-	-45,416.82
The Roetzer Family, S.L.U.	285,691.32	-	285,691.32
SanLucar Fruit, S.L.U.	3,072,211.58	-	3,072,211.58
SanLucar Fruit France, S.A.R.L.	-4,573.08	-	-4,573.08
SanLucar Vertrieb Deutschland, GmbH.	-12,193.80	-	-12,193.80
SanLucar Fruit Import Netherlands, B.V.	2,946,408.88	-	2,946,408.88
Consorcio SanLucar Group, S.L.	135.3	135.3	270.6
SanLucar Deutschland GmbH.	428,937.37	142,217.58	571,154.95
SanLucar Obst & Gemüse Handels, GmbH.	-48,440.77	-46,541.14	-94,981.91
SanLucar Fruit To Go, GmbH	-20,858.85	-20,858.85	-41,717.70
SanLucar Manufaktur, GmbH	-388,593.41	-388,593.41	-777,186.81
Victoria Fruit Handels, GmbH.	913,714.66	113,714.66	1,027,429.33
SanLucar Italia, S.R.L.	-56,194.33	-	-56,194.33



Controlled companies	Controlling company	External partners	Total
SanLucar Italia Berries, S.R.L.	44,900.86	22,115.35	67,016.21
La Cinquième Saison, S.A.	1,410,054.50	1,354,758.25	2,764,812.75
Santa María Fruit, S.L.	-303,355.64	-291,459.35	-594,814.99
SanLucar Tunisia, S.A.R.L.	-87,991.69	-	-87,991.69
SanLucar Services, S.A.R.L.	-199,169.29	-	-199,169.29
SanLucar Flor'alia, S.A.	-1,070,098.35	-	-1,070,098.35
SanLucar South Africa, (Pty), Ltd.	8,745.20	-	8,745.20
SanLucar South Africa Citrus Pty, Ltd.	269,932.18	259,346.60	529,278.78
SanLucar Ecuador, S.A.	270,847.43	-	270,847.43
Lexkingsa, S.A	130,991.01	-	130,991.01
Quilziolli, S.A.	-1,161,312.91	-	-1,161,312.91
Les Perles du Desert, S.A.	-210,736.35	-	-210,736.35
SanLucar De Hoek (Pty), Ltd	-549,268.53	-67,305.78	-616,574.31
Berry Selections, S.L.	-	-	-
Agrícola Uniqua, S.L.U.	-729,025.83	-	-729,025.83
Shares Co. RH & SLServices, S.A.R.L.	-546,248.60	-	-546,248.60
SanLucar Morocco, S.A.R.L., Associe Unique	-9,771.09	-	-9,771.09
Looking4fruit, GmbH.	-7,302.57	-	-7,302.57
SL Fruit & Juice, GmbH	-	-	-
Total	4,332,018.38	1,077,529.21	5,409,547.61

## 9.2. Tax aspects.

The tax burden imposed on each one of the Group companies per country, in relation to its tax base, is as follows:

Controlled companies	BAI + Adjustments	GIS	%
Mamaritz	-70,710.15	25,293.33	35.77%
The Roetzer Family	380,921.76	-95,230.44	25.00%
SanLucar Fruit	3,724,227.90	-652,016.32	17.51%
SanLucar Factory	0	0	-
SanLucar Fruit France	-120,700.08	116,127.00	96.21%
SanLucar Obst&Gemüse	-112,852.81	17,870.90	15.84%
Fruit to Go	-39,229.70	-2,488.00	-6.34%
SanLucar Manufaktur	-777,186.81	0	0.00%
Victoria Fruit Handels	1,104,680.65	-77,251.32	6.99%
SL Italia	-56,194.33	0	0.00%
SL Italia Berries	67,028.10	-11.89	0.02%
Consorcio SanLucar Group	270.59	0	0.00%
Berry Selections	0	0	0.00%
La Cinquième Saison	2,845,385.63	-80,572.88	2.83%
Santa María Fruit	-594,814.99	0	0.00%
SL Ecuador	425,497.02	-154,649.58	36.35%
Lexkingsa	170,273.73	-39,282.72	23.07%

Controlled companies	BAI + Adjustments	GIS	%
Quilziolli	-1,161,312.91	0	0.00%
Uniqua	-968,767.78	239,741.95	24.75%
Shares & Co	-546,248.60	0	0.00%
SL Morocco	-9,771.09	0	0.00%
Les Perles du Desert	-210,736.35	0	0.00%
SanLucar Fruit Import	-120,288.22	108,094.42	89.86%
Looking for Fruit	-7,302.57	0	0.00%
SanLucar Vertrieb Deutschland	0	0	-
SanLucar Deutschland	923,298.73	-352,143.78	38.14%
SanLucar Fruit Import Netherlands	4,016,399.88	-1,069,991.00	26.64%
SanLucar South Africa	8,745.20	0	0.00%
SanLucar South Africa Citrus	529,278.78	0	0.00%
SanLucar DeHoek	-616,574.31	0	0.00%
SanLucar Tunisie	-87,771.03	-220.66	-0.25%
SanLucar Tunisie Services	-198,948.63	-220.66	-0.11%
SanLucar Flor'alia	-1,066,807.36	-3,290.99	-0.31%
Total	7,429,790.25	-2,020,242.64	
Mamartiz CAC Figures	7,429,790.25	-2,020,242.64	

\* This includes the corporation tax accrued during the financial year closed at 30th June, 2020



### 9.3. Public subsidies received.

According to the information provided in the consolidated report, the movement that took place under the subsidies heading of the consolidated statement of financial position during the financial year closed at 30th

June, 2020 and 2019, as well as the results attributed to the consolidated statement of the overall result, are listed below (in Euros):

Organisation	Initial balance	Final balance	Net additions of the financial year	Transfers to results	Final balance
Tunisian organisations	1,550,924.64	990,367.47	(103,110.31)	(157,071.42)	730,185.73
<b>Total</b>	<b>1,550,924.64</b>	<b>990,367.47</b>	<b>(103,110.31)</b>	<b>(157,071.42)</b>	<b>730,185.73</b>

Organisation	Initial balance	Final balance	Net additions of the financial year	Transfers to results	Final balance
Tunisian organisations	1,652,942.05	1,122,095.20	12,277.12	(144,004.86)	990,367.47
<b>Total</b>	<b>1,652,942.05</b>	<b>1,122,095.20</b>	<b>12,277.12</b>	<b>(144,004.86)</b>	<b>990,367.47</b>

The sum recorded under the heading "Assignment of subsidies of non-financial fixed assets and others" of the consolidated profit and loss account of the financial years closed at 30th June, 2020 and 2019, amounts to 157,071.42 and 144,004.86 Euros, respectively.

In the financial years shown, the most significant capital subsidies received by the Group come from those granted by Tunisian organisations to controlled companies located in Tunisia. At the date of closure of the financial years, on 30th June, 2020 and 2019, the Group had complied with all the requirements necessary to receive and have use of the above-mentioned subsidies.



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**10. Next steps.**

## Status of Commitments Progress Report 2019/2020

Action	Objectives to achieve	Due date	Status
Equality Plan	A new assessment of the current plan has been carried out.	June 2021	In progress
Calculation of the living wage according to the Anker methodology	The Anker methodology has been used to estimate the living wage for workers in Spain.	June 2020	<b>See chapter 5</b>
Management of human rights risks	Human rights risks throughout the value chain at a Group level have been identified.	June 2020	<b>See chapter 4</b>
Stakeholder mapping and dialogue	Priority stakeholders and evaluation parameters have been identified.	June 2021	In progress
Materiality assessment	Materiality analysis' surveys have been created and meetings have been scheduled.	June 2021	In progress
Revision of the Code of Ethics	The Group's Code of Ethics has been reviewed and updated.	January 2021	Currently in pause, because it has been identified the need to create a Code of Conducts that complements the Code of Ethics. In addition to that, the company's values are being reviewed by the Management Team, which will also have a direct impact on both, the Code of Ethics and the Code of Conduct. The Code of Ethics is expected to be ready by June 2022.
Collaboration with ITENE	Progressed to stage 2 of the collaboration (working towards a more sustainable packaging).	December 2020	<b>See chapter 7</b>
Evaluation and monitoring of fruit and vegetable suppliers	Procedure analysis with an interdepartmental working group. Improvements defined. Pilot project implemented.	June 2021	In progress
Information technology systems, and cybersecurity	Improvement of the company's technology and cybersecurity systems.	June 2022	In progress
Code of Conduct	Update of the Code of Ethics by including a review of the corporate values.	December 2023	Waiting for new values to be defined.
Internal communication improvement	Implementation of a new system that makes internal communication easier and more accessible for all employees.	June 2022	Currently searching for a new ERP system



## Annex - Indicator ratio tables.

GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
102-1			Name of the organisation	SanLucar Group is the name of the company group, whose parent company is Mamarits S.L.U. The report is created by SanLucar Fruit S.L.U. <b>See chapter 2.5</b>
102-2			Activities, brands, products and services	In SanLucar we import, export and commercialise with different fruits and vegetables, from various origins to multiple destinations. <b>See chapter 2.2</b>
102-3			Location of headquarter	Headquarter: Serra Llarga 24, 46530 Puzol (Valencia, España) <b>See chapter 2.5</b>
102-4			Location of the operations	<b>See chapter 2.4</b>
102-5			Ownership and legal form	<b>See chapter 2.5</b>
102-6			Markets served	<b>See chapter 2.4</b>
102-8	8 10	1,2,3,4,5,6 10	Information about employees and other workers	<b>See chapter 5.7</b>

GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
102-10			Significant changes in the organisation and its supply chain	There haven't been any changes in the last campaign
102-12		1,2	External initiatives	<b>See chapter 6</b>
102-13			Membership in associations	Red Española del Pacto Mundial, UPJ e.V. Netzwerk für Corporate Citizenship und CSR, AEBE (Asociación de Exportadores de Banano del Ecuador), respAct Österreich.
102-14			Declaration of senior executives responsible for taking decisions.	<b>See Commitment letter (chapter 1)</b>
102-15			A description of the main impacts, risks and opportunities.	<b>See chapters 2.3 and 4.1</b>
102-16	16		A description of the values, principles, standards and norms of conduct of the organisation.	<b>See Mission, Values and Code of Ethics Chapters 2.1 and 3.1</b>
102-17			Advisory mechanisms and ethical concerns	<b>See chapter 5.11</b>
102-18			Governance structure	There haven't been any changes in the last campaign
102-23	16		President of the highest governing body	<b>See chapter 2.5</b>
102-32			Highest governance body's role in the elaboration of this report	<b>See chapter 2.5</b>

GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
102-40			List of stakeholder groups	There haven't been any changes in the last campaign
102-41	8	1,2,3,4,5,6	Collective bargaining agreements	<b>See chapter 3.4</b>
102-44			Key topics and concerns raised	The CIA (workers committee) has received the following topics and concern: employees' turnover, availability of cutlery in the kitchen during lunch time, a sense of insecurity regarding COVID19 by employees working in the office, definition of salary bands.
102-45			Entities included in the consolidated financial statements	<b>See chapters 2.5 and 3.5</b>
102-50			Reporting period	1 July 2019 - 30 June 2020
102-51			Date of the most recent report	1 July 2018 - 30 June 2019
102-52			Reporting cycle	Annual
102-53			Contact point for questions regarding the report	communicationcr@sanlucar.com
103-2		1,2,4,5,6,7 9	The management approach and its components	<b>See chapter 5</b>



GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
201-1	2 5 7 8 9	1,2,3,4,5, 6,7,8,9	Direct economic value generated and distributed	<b>See chapter 9</b>
203-1	11 2 5 7 9	1,2,3,4,5, 6,7,8,9	Infrastructure investments and services supported	<b>See chapter 6.1</b>
204-1	1 8	1,2,3,4,5,6,	Proportion of spending on local suppliers	<b>Austria: 18.1%, South Africa: 100%, Ecuador: 100% Spain, Germany and Tunisia: data incomplete</b>
205-2	16	1,2,3,4,5,6, 10	Communication and training about anti-corruption policies and procedures	No society that belongs to SanLucar has reported a case of anti-corruption.
302-1	13 12 7 8	1,2,3,4,5,6 7,8,9	Energy consumption within the organisation	<b>See chapter 7.5</b>
303-1	6	1,2,7,8,9	Interactions with water as a shared resource	<b>See chapter 7.5</b>

GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
304-1	15 14 6	1,2,7,8,9	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	None of our production sites is found in or adjacent to a protected area.
306-1	12 14 6	1,2,7,8,9	Water discharge by quality and destination	<b>See chapter 7.3</b> Note: the volume of water discharge by quality and destination isn't shown in this report.
306-2	12 3 6	1,2,3,4,5,6, 7,8,9,10	Waste by type and disposal method	<b>See chapter 7.2</b>
308-1		7,8,9	New suppliers that were screened using environmental criteria	100%
401-1	10 5 8	1,2,3,4,5,6, 10	New employee hires and employee turnover	<b>See chapter 5.7</b>
401-2	3 5 8	1,2,3,4,5,6, 10	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits are provided equally to all employees regardless of the country they are located in, and type of contract (full/part-time).

GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
401-3	5 8	1,2,3,4,5,6	Parental leave	<b>See chapter 5.2</b>
403-1	8	1,2,3,4,5,6	Occupational health and safety management system	<b>See chapters 3.4 and 5.4</b>
403-2	3 8	1,2,3,4,5,6 ,10	Hazard identification, risk assessment, and incident investigation	<b>See chapters 5.4 and 5.5</b>
404-1	4 5 8	1,2,3,4,5,6	Average hours of training per year per employee	<b>See chapter 5.3</b>
405-1	5 8	1,2,3,4,5,6	Diversity of governance bodies and employees	<b>See chapter 5.9</b>
406-1	16 5 8	1,2,3,4,5,6 ,10	Incidents of discrimination and corrective actions taken	There hasn't been any case in any of the subsidiaries. <b>See chapter 5.9</b>
407-1	8	1,2,3,4,5,6	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<b>See chapter 3.3</b>



GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
408-1	16 8	1,2,3,4,5,6, 10	Operations and suppliers at significant risk for incidents of child labour	<b>See chapters 3.3 and 5.8</b>
409-1	81	1,2,3,4,5,6	Operations and suppliers at significant risk for incidents of forced labour	<b>See chapter 3.3</b>
410-1	16	1,2,3,4,5,6, 10	Security personnel trained in human rights policies or procedures	No training has been delivered in countries where there is security personnel.
411-1	21	1,2,7,8,9	Incidents of violations involving rights of indigenous peoples	The organisation doesn't operate in regions where there are indigenous peoples.
412-1		1,2,4	Operations that have been subject to human rights review or impact assessments.	<b>See chapter 3.3</b>

GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
412-2		Employee training in policies or procedures on human rights	<p>Employee training on human rights policies or procedures.</p> <ul style="list-style-type: none"> <li>- The total number of hours in the reporting period devoted to training non human rights policies or procedures condning aspects of human rights that are relevant to operations.</li> <li>- Percentage of employees trained during the reporting period in human rights policies or procedures concerning aspects of human rights that are relevant to operations.</li> </ul>	<p style="text-align: center;"><b>See chapter 5.10</b></p>

GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
413-1		8,9	Operations with local community engagement, impact assessments, and development programs	<p><b>Spain:</b> Solidarity Kitchen El Puchero and home delivery of food products and hygiene items in Valencia during the pandemic.</p> <p><b>Ecuador:</b> Academic support in the primary school Miguel Suárez Seminario in Pueblo Viejo, and virtual workout during the pandemic.</p> <p><b>Germany:</b> Dual training in Spain: Foreign Trade and Wholesale technician.</p> <p><b>Tunisia:</b> Adaptation of the sanitary facilities and common spaces for the employees. Health provision for employees.</p> <p><b>See chapters 6.3, 6.4 and 6.5</b></p>
414-1	16 8 5	1,2,3,4,5,6, 10	New suppliers that were screened using social criteria	<b>See chapter 3.2</b>
416-2		1	Cases of non-compliance relating to the health and safety impacts of product and service categories	There hasn't been any non-compliance.



GRI Standards	ODS	Global Compact Principles	GRI Standards Definition	Results 2019 - 2020
417-1	12	7,8,9	Requirements for product and service information and labeling	100% of the products are subject to the required information. Regulated, among others, by the EU 543/ 2011 or UNECE 2011 and EU 1169 / 2011 labelling standard and specifications. In addition to the IFS, QS, ISO, 9001 and current legislation.
417-3	16	1,2,3,4,5,6, 10	Incidents of non-compliance concerning marketing communications	There hasn't been any non-compliance.
419-1	16	1,2,3,4,5,6, 10	Non-compliance with laws and regulations in the social and economic area	There hasn't been any non-compliance.

**OBJETIVOS  
DE DESARROLLO  
SOSTENIBLE**



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.





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