

Turning dreams into reality!

Corporate Responsibility 2012 / 2013



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To facilitate the reading of this report, the masculine form of the pronoun has been used. We note that all statements apply equally to women and men.

For the compilation of this report, from April to September 2012 the CR (Corporate Responsibility) department evaluated the progress made since the first CR analysis in 2010 and reviewed both the stakeholders and the communication and feedback channels. This analysis constitutes the basis for the classification of the principle areas for action of CR at SanLucar and strategic stakeholders. After several meetings with the management, the current CR concept underlying the new corporate responsibility strategic plan 2013-2016, which will replace the strategic plan 2010-2013, was defined.

The content of this report has been defined and its feasibility has been ensured based on the exchange of information with various internal and external stakeholders.

The report is similarly structured to previous years; however, this year's report emphasises fundamental aspects of the d.r.e.a.m.s. social development concept.

This report was reviewed by the company itself in accordance with the GRI standard, version 3.1. The report's Application Level A is self-declared.

This report covers the period from 1 July 2012 to 30 June 2013.



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Karl-Heinz Enzenmüller, our cherry grower at Lake Constance.



Foreword by Stephan Rötzer, founder and owner of SanLucar

»We all decide for ourselves how much responsibility we want to assume. We respect the earth and have patience in order to discover special varieties in the best farming regions. We have a desire to learn from our expert growers. For us, honest and good fruit and vegetables are – ›our daily bread‹. In summary: SanLucar. With a passion for taste.«

Stephan Rötzer

Dear reader,

Taste in harmony with people and nature from the outset – this is what responsibility means to SanLucar. What was a vision then has, to some degree, become a reality. SanLucar is an internationally active brand company. In addition to its headquarters in Valencia, there are branches in Germany and Austria as well as further locations in Tunisia, South Africa and Ecuador. The area under production will grow to 4,000 hectares in Tunisia and to 3,000 hectares in South Africa by 2020. In Chile, Ecuador and Peru, an additional 1,500 hectares are planned.

Together with more than 150 employees at our headquarters in Valencia, thousands of people worldwide work every day to ensure that the consumer can take the best taste home. The commitment and cooperation of this unique community – consisting of employees all around the world and their families, our growers, distributors, customers and consumers make that possible.

I am convinced that business success rests upon a value-based corporate culture promoting partnership, transparency, dialogue and performance. With numerous projects in the various producer countries, we want to actively contribute to assuming our role as a people-oriented company in society.

Whether climate change, demographic development, education or integration – the great challenges of our time can only be overcome within a strong community. It is therefore of vital importance, and our wish, to involve companies like ours in social and political participatory processes. We want to learn within the community and play an active part in society. As Antoine de Saint-Exupéry said:

»If we want to create futures, we will need to find new forms of community!«

In the course of the two decades since SanLucar was founded, much has changed, naturally, and I continue to question even now whether everything we do is meaningful. Is SanLucar still on the right track? The world is changing very fast – we must remain awake and change ourselves, preferably in time. In farming practices, this means that we constantly observe new trends and our agricultural engineers time and again develop innovative farming methods so that we can also stay true to ourselves in the future.

We have been expanding farming internationally since 2008. Tunisia, South Africa and Ecuador are important pillars of our growth. This growth also means responsibility. It means that we want to talk with and learn from each other across international borders. For instance, by means of our international volunteer programme and cultural exchange, which conveys our values to all employees. In addition, we initiate measures that combine entrepreneurial activity with social commitment. In the future, these will be continued and expanded within the framework of the d.r.e.a.m.s. programme (Developing Responsible Engagement And Multicultural Societies).

I hope you enjoy browsing through our corporate report.

Stephan Rötzer

1 SanLucar introduces itself

SanLucar is passion for taste, quality and an international vision.

We tell you why.

1 SanLucar introduces itself

1.1 With a passion for taste – in harmony with people and nature

Imagine you go to your garden whenever you are in the mood for fresh fruit and vegetables. In the morning, you pick a crunchy apple for breakfast, a few fresh peppers for your favourite recipe at lunchtime, some sweet cherries in between, and a fruity pineapple in the evening as a bedtime treat. That is exactly what we at SanLucar do for you. We harvest ripe and tasty fruit and vegetables all over the world. At SanLucar, you get what you deserve: taste you can trust. This is possible because both a natural balance and a responsible attitude towards nature and the people working with us are priorities at SanLucar.

We are never satisfied. Time and again, there are new varieties with a unique taste to be discovered – or old ones to be rediscovered – and the perfect regions with the right soil and climate to be found. This is where we enter into long-term partnerships for production with the best and most passionate growers – which is why we call them expert growers. To make carefree enjoyment possible for you, our quality experts work together with expert growers, logistics experts and our trade partners to ensure product quality and safety. Traditional farming methods and the latest techniques are used for this. The growing number of expert growers and employees is committed to taste in harmony with people and nature. Therefore, our passion is not only for the taste of the fruit you can enjoy today but also for our responsibility for the future.

1.2 The nine dimensions of the SanLucar »quality chain«

SanLucar has its own quality philosophy comprising nine dimensions. We look for the most delicious varieties. We grow them socially and environmentally sustainably in the regions most suited for their production. For this, we use traditional knowledge and the latest methods – but no genetic engineering! We work together with our expert growers over the long term, since only cooperation based on partnership can bring in the best harvest. Farming and freshness-preserving logistics are constantly being improved. We constantly monitor our own actions and undergo reviews by neutral third parties. Thanks to a consistent involvement of trade partners, consumers learn to appreciate the value of taste and sustainable quality.



Our grower Karl Ilzer from Styria in Austria.

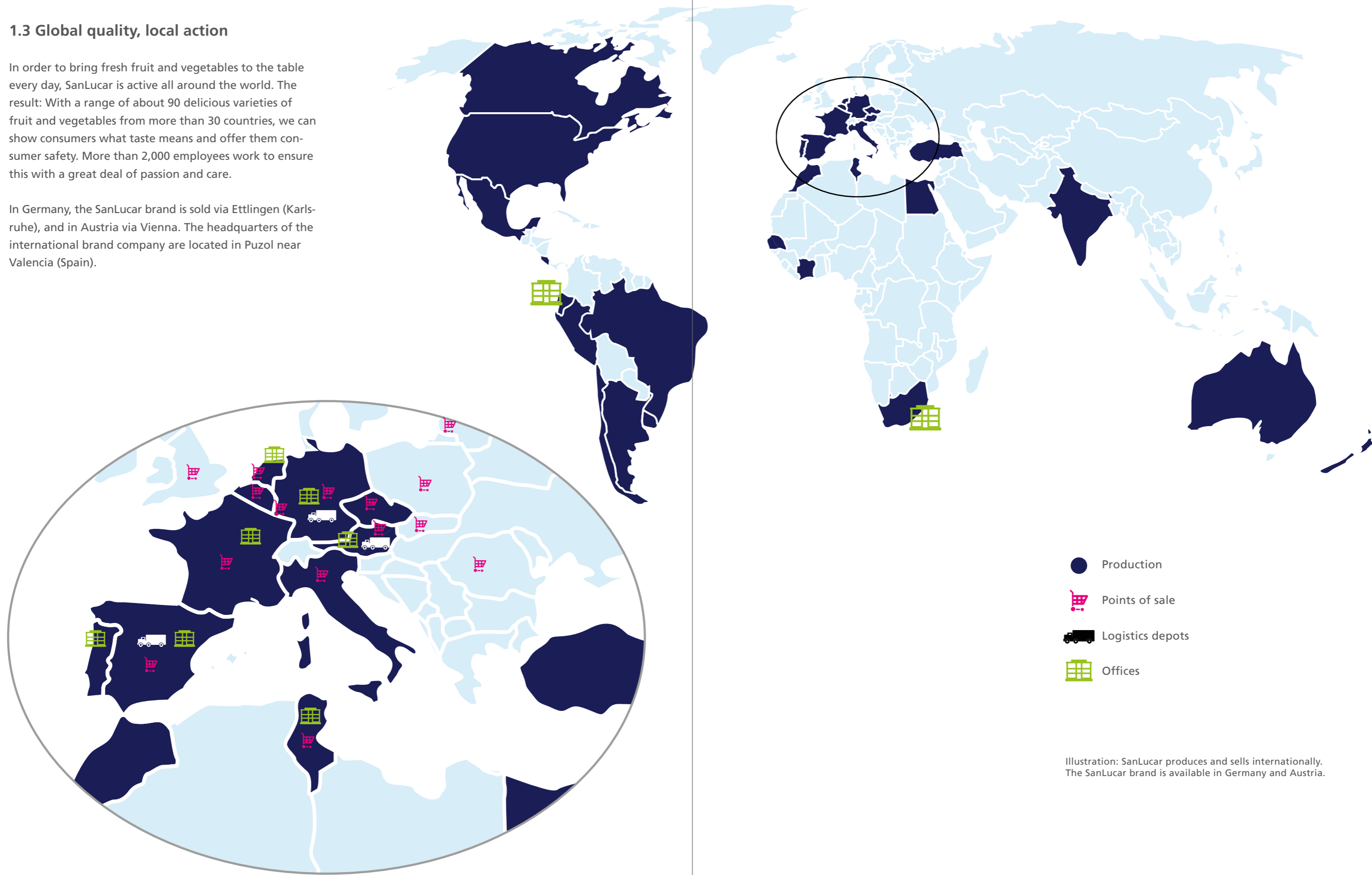
With a passion for taste. Nine dimensions of true quality philosophy



1.3 Global quality, local action

In order to bring fresh fruit and vegetables to the table every day, SanLucar is active all around the world. The result: With a range of about 90 delicious varieties of fruit and vegetables from more than 30 countries, we can show consumers what taste means and offer them consumer safety. More than 2,000 employees work to ensure this with a great deal of passion and care.

In Germany, the SanLucar brand is sold via Ettlingen (Karlsruhe), and in Austria via Vienna. The headquarters of the international brand company are located in Puzol near Valencia (Spain).



- Production
- 🛒 Points of sale
- 🚚 Logistics depots
- 🏢 Offices

Illustration: SanLucar produces and sells internationally. The SanLucar brand is available in Germany and Austria.



Our agricultural engineer Ahmed Kamel in Tunisia.



2020 Future vision for new crop areas				
Region	Hectares	Tonnes	Employees	Products
Tunisia	4,000	100,000	20,000	Tomatoes, stone fruit, citrus fruit, berries, melons, lettuce, peppers, aubergines, courgettes
South Africa	3,000	65,000	3,500	Stone fruit, citrus fruit, berries, grapes
Latin America	2,200	52,000	6,000	Pineapples, bananas, grapes, mangoes, citrus fruit, berries, stone fruit
Spain	1,200	35,000	1,100	Citrus fruit, stone fruit, pears
Germany	1,000	25,000	2,000	Tomatoes, berries, apples
Austria	350	5,000	1,000	Berries, apples

SanLucar relies on the strategic development of international farming. Growing the areas of production allows us to offer better fruit and follow our SanLucar taste and quality philosophy even more consistently.

Take the example of the planning for Tunisia: In 2017, we want to cultivate a total of 3,000 ha of land. As a result, approximately 13,500 people will find work. Overall, cultivation projects by SanLucar or co-financed by partners are planned in more than ten countries on four continents. People from more than 30 countries will then work for SanLucar. Thanks to what we already are today, we can rise to this exciting and thrilling challenge.

2

The principles of responsible management

Social responsibility and sustainability are firmly anchored in our corporate philosophy. They are reflected in our corporate policy, in our manner of communicating and our daily interactions.

2 The principles of responsible management

SanLucar was established in 1993, with firmly anchored values that are part of our Code of Ethics. This Code is based on the international SA8000 standards, in accordance to which SanLucar has been certified since 2010, and on the principles of the United Nations Global Compact, which we signed in 2011. It is currently available in six languages (Spanish, German, English, French, Italian and Portuguese). Afrikaans and Arabic will soon be added. Our corporate policy and our Code of Ethics are applied in the same manner in all SanLucar producer countries. One of SanLucar's main tasks is to understand the local socio-economic circumstances, identify the historical reasons for conflicts and detect potential opportunities.

About the current situation:

The fight against hunger and malnutrition on a global level still counts as one of humanity's most important tasks. The global population growth rate of approximately 80 million people per year – in conjunction with higher incomes in countries with high economic growth – leads to a strong increase in quantitative demand for food for people and animals. The Food and Agriculture Organisation (FAO) expects a global annual increase in the demand for agricultural products by 1.6 per cent until 2015, and by 1.4 per cent from then until 2030. In addition, billions of people have to be supplied with power. In the foreseeable future, the agricultural economy will thus have to achieve high returns both in qualitative and quantitative terms. (Source: German Federal Ministry of Food, Agriculture and Consumer Protection).

We at SanLucar are aware of the impacts of agriculture and the food industry on soil, water, air, climate, biodiversity and society. This is why nature is our most important partner. Only if we carefully and responsibly handle resources can we harvest our fruit in the future. Therefore, we are constantly searching for innovative and environmentally friendly processes. For example, we save water and fertiliser by digitally monitoring the use of these resources. Beneficial organisms protect our plants from harmful insects, and SanLucar's patented LightweightBox® saves more than 10,000 tonnes of CO₂ per year during transport.



SanLucar LightweightBox®.

In order to take on the challenges of a global market, we have analysed our supply chain in detail and, in this way, can anticipate negative developments. For this purpose, we use our quality management systems (ISO 9001, IFS, QS), production management systems (Global G.A.P.), ethical and social management systems (SA8000, Global G.A.P GRASP Module) as well as a risk management system based on international standards (e.g. ISO 31000).

In order to guarantee top quality, we at SanLucar have developed grower profiles since 2011; these are divided into three aspects: taste (quality management), people (ethical management) and nature (environmental management). The growers are classified into three categories Bronze, Silver or Gold. In this way, we can work together to develop processes which generate healthy cooperation and sustainable growth. During the 2012/2013 campaign, we began to fully introduce the grower profiles. So far,



our quality and CR experts have created 28 complete profiles (approximately 15 per cent of all growers) and drawn up a plan with correction and improvement measures for each profile.

The basis for an operation that is responsible towards our customers and consumers is transparency, as their trust is highly valued by us. This is why SanLucar has been a member of SEDEX, a database for exchanging ethical data in the value chain, for more than four years. The annual preparation of this report on corporate responsibility within the predefined framework of the Global Reporting Initiative and its indicator system helps us share our progress regarding social responsibility and our sustainability strategy with all of our stakeholders.

Our corporate governance is just as transparent as our day-to-day work. For this purpose, we use, among other things, the 'web portal. It allows our growers and suppliers to transmit all product information (quantity/number, traceability, treatment in the field pre and post harvest, analyses etc.). These documents are made available to our customers. In this way, they are given a comprehensive overview of the production and quality processes of all products delivered to their depots.

To ensure traceability, we monitor the entire production and distribution chain: from the seed to the supermarket. By means of an electronic product identification and

management system, the entire history of the product can be viewed at any point in the supply chain. Additionally, as of September 2013, all our Spanish growers will indicate the GGN number (Global G.A.P. Number) on each box. This is to be extended to all growers worldwide as of 2014.

We show responsibility in production and towards our customers, also in our pricing policy. In our view, sustainable relations with our partners are only possible if we offer them a solid economic basis. It must enable them to grow their fruit in harmony with people and nature in accordance with our philosophy. For SanLucar, a fair pricing policy includes an adequate assessment of the product as well as the performance of contractually agreed obligations. In addition, the policy is to create a sustainable relationship based on a common purpose and mutual obligations. Only in this way can cooperation be achieved on an equal footing and both parties be fairly rewarded for their commitment. We listen to our partners' needs, offer appropriate means and periods of payment and are open to a dialogue regarding remuneration for products or services. In addition, we study the production costs in detail in order to establish a minimum price and enter into an agreement for the season, which can then be renewed or negotiated based on the present situation. These are only some of the principles which our purchase and sales department pursue day after day.

¹ Accessing the web portal merely requires a browser with internet access, a user name and a password. The portal is accessed via the URL: <http://extranet.sanlucar.com>



Quality control of our pineapples.

Implementing these projects and improving our processes requires an increased use of information technology. Our IT team, which, in comparison to the previous campaign, has grown by more than 100 per cent, is developing technical solutions to that end. The result is a more efficient and sustainable operation. Objectives from previous campaigns such as the training of employees, customers and partners (SanLucar Academy) or online meetings with high-resolution audio and video (Office 365) have also become a reality thanks to new IT developments. Furthermore, instruments and applications were created to improve internal processes. Among other things, these include MyEvaluation for employee talent development and BOARD, a balanced scorecard to assess, forecast and create the budgets of the sales department.

In 2013/2014, ...

- we will translate our Code of Ethics into Afrikaans and Arabic.
- we will continue the introduction of the grower profile so as to have recorded 100 per cent of the growers with whom we have collaborated for more than three years by June 2014.
- we will provide the transport units of all SanLucar growers with the GGN number and continue the introduction of Global G.A.P. GRASP.
- our team for Business Excellence will be active. Its goal is to identify potential for optimisation in the entire value chain and propose corresponding solutions.

What are SanLucar stakeholders saying?

»The introduction of grower profiles worldwide requires constantly monitoring the progress made by each individual grower and understanding his or her everyday work. The basis for this is a trusting relationship. It grants insight into every single detail of the production process, so that its strengths and weaknesses can be identified. We accompany our growers throughout the entire process and are in contact with one another in order to keep up with news and developments in the industry. Our goal is to prove to our consumers that our pineapple is something very special, since it not only tastes sweet but is also grown responsibly.«

Fernando Piza, Pineapple Product Manager and Quality Coordinator in Costa Rica.



3

The SanLucar community – taste unites us

Behind the excellent taste of SanLucar lies only one secret: the commitment and team work of a community formed by thousands of people. With constant dialogue and mutual understanding, we get better every day.

3 The SanLucar community – taste unites us

Overview of the main dialogue and communication tools for the SanLucar community (consisting of the most important stakeholders):

The SanLucar community is made up of our most important stakeholders	For SanLucar, they are ...	How do we learn about their opinions?	How do we keep them in the know?
Employees	the basis for everything	Surveys on workplace climate and other topics, meetings, focus groups, working groups, cross-departmental committees (CIA), (online) suggestion boxes, employee representatives for SA8000, Human Resources, feedback talks with the respective department heads	Intranet, LucaNova, e-mail, bulletin board, meetings, CR report, SanLucar website, Apolo (Certification document management system)
Growers	long-term partners	Web portal, supplier portal project, survey platform on supplier satisfaction, via our quality experts all over the world and the product managers, seasonal meetings with the management, Facebook page	Notifications, e-mail, CR report, SanLucar website
Product suppliers and service providers (carriers, intermediate platforms, material suppliers)	strategic business partners	Supplier portal project, via our logistics and packaging departments, via the survey platform, Facebook page	
Trading partners (clients)	allies in providing the best taste to consumers, and critics	Customer satisfaction survey via the survey platform, via our key account managers (KAMs), on training trips, via day-to-day contact with the sales team, Facebook page	Weekly SanLucar newsletter, sales brochure, brochures with technical product information, trade press, social media

Consumers	recipients of our fruit, allies who appreciate quality, and critics	E-mail address as a consumer service: fruchtig@sanlucar.com, presence in social networks (Facebook, Twitter, Youtube), via the fruit and vegetable vendors trained by our expert advisers, surveys and market studies, Genuss-Akademie (engl.: Academy of taste)	Labels, signs at the PoS, radio campaigns, advertising in magazines, events, sponsorship, sales promotions, competitions, online campaigns, quarterly SanLucar magazine at the PoS, social media
Local communities, society	socio-economic engine and our environment	Via our social experts, associations, partner foundations and NGOs, via our employees (volunteers, employees' families), Facebook page	Various project-specific methods (direct communication, signs, press, cooperation with governments and universities etc.)



Working group at our location in Ettlingen.



A refreshing break during the tomato harvest in Almería (Spain).

3.1 On-going exchange with all stakeholders

We measure employee, customer and grower satisfaction by means of our survey platform and feedback provided by consumers in conversations or when they contact us via e-mail or social media. Without our stakeholders, SanLucar would not be SanLucar. Only together can we be better!

The Working Climate Survey has been carried out annually at our headquarters (Spain) since 2006 and is the main instrument for determining the level of satisfaction inside SanLucar. In 2012, the results generally indicated a very positive evaluation of SanLucar and a clear trend towards improvement since the beginning of the survey in 2006. Our employees give teamwork the highest score and the system for overtime compensation (on-call duty) the lowest. Over the years, we can see that nine of the ten polled aspects have greatly improved since 2006. Only the evaluation of the offices has considerably deteriorated since 2010, as the workforce has grown significantly in the last few years and the premises at our headquarters have reached their capacity limit.

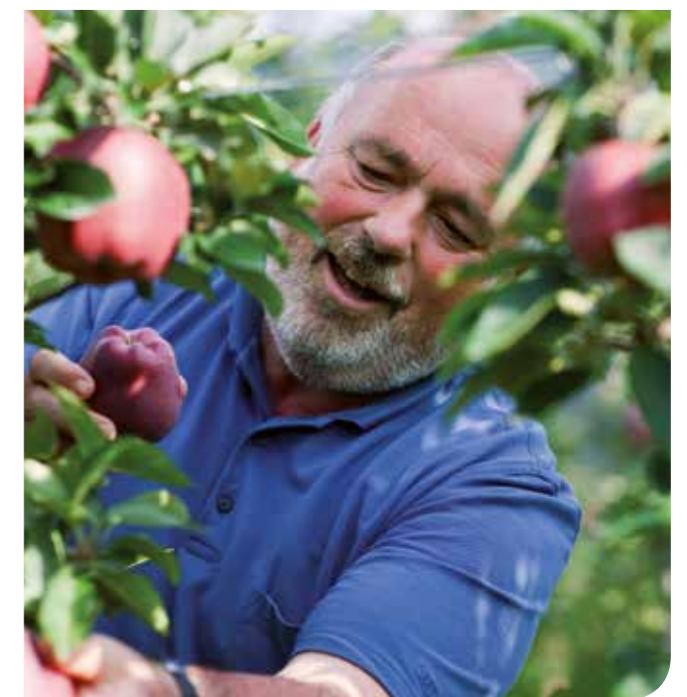
The interdepartmental committee and the employee representatives made a proposal for improving the alternating on-call duty in sales. The proposal was adopted as of January 2013 and has since provided for a more even distribution of overtime and a fairer compensation for it.

As regards to the workplace at the headquarters, an expansion and renovation project for the offices was initiated as early as 2012. The alteration is now planned for 2014. To ensure a smooth execution, a committee composed of representatives of the various areas and departments of the headquarters has been created.

The Survey on Customer Satisfaction in Commerce consists of five aspects and a total of 27 items. In 2012, the aspect with the best rating was product quality and presentation with a satisfaction rate of 92.3 per cent. By contrast, the worst-rated aspect, at 79.2 per cent, was the administrative work. However, in comparison to the previous fiscal year, the latter has improved, as previously a rate of only 70.8 per cent was achieved. The items »Telephone Customer Support«, »Labels«,

»Palletising« and »Confidence in Food Safety« received a 100-per-cent satisfaction. There is still room for improvement with respect to the registration of orders and customer needs. For training purposes we established the SanLucar Sales Academy in 2013 to achieve excellent performance in the sales department (Chapter 4).

In the Grower Satisfaction Survey, five aspects and 22 items were analysed. The best rated aspect in 2012 was the personalised support with a satisfaction rate of 95.3 per cent. The worst-rated aspect, at 72.9 per cent, was the complaint management. The items »Information and Planning to Meet the Product Specifications and the SanLucar Maximum Residue Limits« as well as the invoicing periods obtained a satisfaction of 100 per cent. There is need for improvement with regard to the complaint procedure and the sending of advance information on the vehicles used for the transport of goods. In order to improve our logistics information system, our IT department is working on a new instrument, the QualityReport, which we will address in more detail in the next report.



Our apple grower Ulrich Göbl.

We measure the degree of consumer satisfaction via direct contact with the consumer. We regularly receive praise and criticism via e-mail, our website and our presence on Facebook. For this purpose, SanLucar additionally carries out group discussions and regional surveys on awareness, popularity, intention to purchase etc. In this way, we regularly receive enquiries and information which can be grouped into three categories: complaints and suggestions, specific product enquiries and praise. All messages are answered within a maximum of 48 hours and evaluated in the context of a monthly report that is sent to the management. We at SanLucar take the consumers' opinion very seriously when developing our products.



SanLucar Facebook site.

SanLucar participates in various committees, networks and working groups in which experts, scientists, politicians and entrepreneurs address future challenges and discuss how best to handle them. For example, we are a member of UPJ in Germany and RespAct in Austria and are involved in the Master of Corporate Social Responsibility at the Polytechnic University of Valencia. We also participate in working breakfasts organised by the publisher CoRResponsables for Valencian entrepreneurs.



SanLucar website.

3.2 SanLucar face to face: exchange of knowledge and experience

Together with its expert growers, SanLucar has managed to set new quality standards in the fruit and vegetable market, in terms of taste, but also appearance, safety and sustainability. This is why our 18 quality experts take care of our growers. These experts are our five senses wherever our products grow. Thanks to this teamwork, we can closely follow each individual grower's activities and coordinate joint projects.

In a similar way, our teams consisting of key account managers (KAMs) and technical advisers (PoS Consultant) enable us to have constant contact with our customers in order to act at the right time and grow together. We at SanLucar consider a close cooperation with all those who sell our products to the final consumers a priority.

We inform them about news, regularly train supermarket staff and continuously impart our philosophy and values to them.

This is also demonstrated by our training trips to our growers. Thanks to our trading partners' direct contact with our expert growers, the representatives of the SanLucar brand at the point of sale we understand what is special about the products and what passion, work and responsibility are behind them. In this way information also reaches the consumer. This allows the expert grower to directly exchange information about the trading partners' needs and experience. During the last season, we organised three training trips to Bari (Italy) to our grape grower Giuliano in July and September. During the winter

months, we receive many visitors in Valencia, where we familiarise our partners with the growing of citrus fruit and show them what commitment and expert knowledge are behind the quality and packaging. In March and April, three further trips led us to Huelva (Spain) to our partner Fresaflores to provide insight into the production of SanLucar strawberries and into the work in the pack house.

In addition, SanLucar places particular emphasis on developing young talent in the trade sector. SanLucar supports »Grips & Co.«, a competition for trainees, with educational materials and funding.
<http://www.gripsundco.de/>

We seek personal contact with the consumers of our SanLucar products and conduct market surveys with focus groups. In 2012/2013, there were discussions on the fruit categories of apples, oranges and stone fruit. During these open discussions, we learnt much more about what our consumers appreciate, what varieties they particularly like and how we can improve the presentation of our products so that they meet the current requirements.

A novelty in 2012 was the »SanLucar Genuss-Akademie« (engl.: Academy of taste). This is a proactive cooking class where the participants prepare a menu with SanLucar products. In the process, they learn a lot from

our experts about fruit and vegetables and, at the end, enjoy a delicious dinner together. At the »Genuss-Akademie«, consumers can assure themselves of the high quality of our products and personally get to know the SanLucar brand. At the end of each class, we conduct a survey. The participants have already confirmed that the »Genuss-Akademie« is an informative and enriching experience for them.

Upon an invitation by SAAL ZWEI, SanLucar presented the company's sustainability strategy at »grips gewinnt«, a scholarship programme from the foundations Joachim-Herz-Stiftung and Robert-Bosch-Stiftung for high-achieving adolescents from disadvantaged families. 15 scholarship pupils have spent a week discussing the topic of sustainability.

The creators of the online magazine SAAL ZWEI, Stefanie Bilen and Nicole Mai, took over the responsibility for directing the attention to the economy and corresponding company strategies for a day. This is where SanLucar came into play: Nancy Daiss and Ilka Hein presented the company's development as well as the successes and challenges in the producer country of South Africa. The »grips gewinnt« scholarship holders were asked to discuss solutions for the local problems in groups and present them in the plenary session. The results ranged from



Grips & Co competition for trainees.



Training trip in Valencia.

»building schools«, »organising volunteer work« and »offering leisure activities« to »building more sound roads«. »The day was a great enrichment for the scholarship holders. All participants learned a lot about sustainable corporate governance.« Olivia Beryt, Project Manager of »grips gewinnt«. »Through the case study, the adolescents learned that it is easy to call for sustainable action in the interests of nature and humankind – but that it can be difficult to enforce this with reasonable means.« Stefanie Bilen of SAAL ZWEI.

www.grips-gewinnt.de
www.saalzwei.de

Lastly, we also want to mention an event that brings all members of the SanLucar community together: the Fruit Logistica. Every year, SanLucar has a presence at this international trade fair in Berlin and uses this opportunity to exchange views with experts from all industries and disciplines in the world of fruit and vegetables. On the occasion of the Fruit Logistica 2013, we demonstrated solidarity with our community by means of fundraising: SanLucar donated 10,000 euros for a charity project for AIDS orphans in South Africa. The guests of the SanLucar Party were able to directly participate in the project by making a voluntary donation for a DO Ubuntu bracelet.

Donations came to a total of 2,000 euros. Additionally, SanLucar donated 2,000 euros to improve the circumstances of SanLucans in South Africa. For example, a roof protecting the children from sun and rain was installed at a school bus stop. In addition, we were able to award four scholarships for school supplies and organise collective transport to the festivities on »Women's Day«.

In 2013/2014, ...

- the supplier portal will be fully introduced.
- we will introduce a new tool, the QualityReport, allowing for an even better traceability of our products. The database grants our quality experts mobile access to the results of different quality inspections of the products at any time.



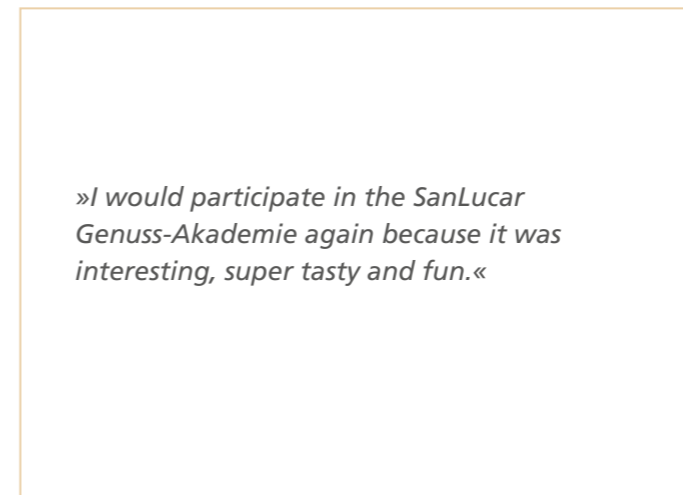
SanLucar booth at the Fruit Logistica.

What are SanLucar stakeholders saying?



Nina Roppert,
participant at the Genuss-Akademie.

»I would participate in the SanLucar Genuss-Akademie again because it is designed to be interesting, and you not only learn facts but also contribute yourself. It's like being among friends.«



»I would participate in the SanLucar Genuss-Akademie again because it was interesting, super tasty and fun.«



Hanna Roggenkamp,
participant at the Genuss-Akademie.

4 People first

We, from SanLucar, produce in harmony with people because we respect their needs and wishes. We work for the development of all our workers, their families and communities.

4 People first

4.1 Encouraging employees and developing talents

Our HR programmes usually originate at our headquarters in Puzol and are gradually extended to the remaining locations. This requires an assessment of the development potential and needs in all our sales and production facilities. We firmly believe in the development of our people, which both comprises their professional growth at SanLucar as well as their personal growth in society. We are talking about a consolidation of their values and social responsibility, which, for us, are inextricably linked to each other.

At SanLucar, personal development takes priority, and we rely on internal promotions. In 2013, Human Resources introduced a talent management system for this purpose. This system is aimed at assessing the potential, performance and motivation of SanLucar employees in order to enable them to have a successful career at SanLucar. A distinction is made between two possible development paths: *Leadership Career Path* and *Expert Career Path*. For every potential talent, his or her suitability to be a leader (vertical development) or an expert (horizontal development) is evaluated, and a corresponding career plan with SanLucar is developed. To that end professional competences, which is implemented in the context of the development plans, were defined.

The development plans have four focus areas: *Performance Growth* to promote professional development; *Functional Growth* for obtaining excellent technical expertise; *Talent Growth* for developing talents; and the *HiPo (High Potential) Impulse Plan* for succession arrangements.

Training sessions are fundamental for these development plans. In 2013, SanLucar assessed the training needs of its employees in detail and planned them together with the management in view of short- to medium-term challenges and changes. According to the analyses, we created a two-year training plan with a very clear idea of what a SanLucar employee is. A basic tool for training and talent management is the project SanLucar Sales Academy. The objective of this innovative, practical in-house training instrument is excellent training in the area of fruit and vegetables. It stands for horizontal competence development in this area. The value chain, risk management in sales, customer service, characteristics of SanLucar quality, knowledge regarding all SanLucar products and corporate culture are some of the aspects SanLucar vendors must be aware of in order to become excellent professionals.

For these training programmes and many other measures, we count on our e-learning platform, the SanLucar Academy. It is how we react to our own training needs and those of our customers, growers and suppliers – all over the world and at any time of the day. The only requirements are an internet connection and fun learning.

Additionally, the programme »Developing my leadership« was launched in 2013. It consists of several training modules intended to enable the managers to lead high-performance teams. This year, the module focuses on empathy, assertiveness and recognition.

To provide our employees with a better insight into our supply chain, they, of course, also take part in training trips to our farming regions. There, they learn first hand where the products we sell come from, how they are produced and what professionals work with us day after day.

SanLucar also relies on the development of young talents and offers comprehensive four-to-six-month internship programmes. These internships are very highly regarded at universities and other institutions that coordinate mobility programmes such as Leonardo da Vinci and Erasmus. Often, they form the beginning of a solid career in our company. The internships are connected with a training programme that comprises language courses, field trips and the opportunity to manage specific projects or initiatives.

In February 2013, we carried out an analysis of the social situation in South Africa. On this basis, a social development plan, which has been applied since June 2013, was drafted. The people on the Rooihogte farm participate in workshops taught by local experts in order to learn about self-responsibility, teamwork, self-respect and hygiene in addition to obtaining information about health risks in connection with drug and alcohol abuse etc. Our volunteers also participate in the workshops in August, September and October and supported our colleagues in South Africa in the planning and organisation of activities with children, youth and families of the farm.

We choose the activities based on the location and the results of the analysis. At SanLucar, we not only care for the development and well-being of our employees but also provide for their families and the local community.

A few examples are:

- Benefits such as health insurance for relatives
- Support for the children and young people living on the South African farm for their development
- Families in El Hamma/Tunisia are offered premiums for school enrolment, among other things



Our workers in Tunisia.



4.2 Promoting sports at SanLucar

Fresh fruit is the basis for a balanced and healthy diet. It is an important natural vitamin source for both competitive as well as for amateur athletes. It is only logical that SanLucar has been active in the promotion of sports for many years, especially in Austria. The provisional climax is the support of the Olympic Team Austria as the official vitamin partner. Until the end of March 2014 – and therefore also during the Olympic Winter Games in Sochi –, SanLucar will be the official fruit and vegetable supplier for Austrian Olympians.

To whet Austria's appetite for our »medal-worthy« fruit, SanLucar Austria launched the initiative »Passion for Fruit« in connection with its Olympic partnership. A recent study shows that poor dietary habits can only

be changed effectively by motivation and example. For this reason, world-class athletes can make a significant contribution. »In the framework of our Olympia cooperation, we were able to win true top athletes over to our initiative. Their valuable experience and tips will help us to turn reluctant fruit eaters into fruit fans«, says Alexander Thaller, Managing Director of SanLucar Austria. Peter Mennel, Secretary General of the Austrian Olympic Committee (ÖOC), adds: »Healthy nutrition is everything for any competitive athlete. Fresh fruit and vegetables not only provide the athletes with essential vitamins but are also an important part of a balanced diet. That is why the Austrian Olympic Committee relies on SanLucar for the best quality in fruit and vegetables.«

What are SanLucar stakeholders saying?



Alexander Thaller,
CEO of SanLucar Austria.

»Whether someone becomes a reluctant fruit eater is decided very early. The attitude towards fruit is a matter of socialisation. Children who associate ›healthy‹ with ›dreadful‹ will rarely or never make a run for the fruit bowl as adults. That is why we have to associate eating fruit with pleasure. Anybody familiar with high-quality and properly matured fruit knows that the taste is also far superior to many other fast snacks.

In Austria, we traditionally have a great interest in winter sports. Athletes only achieve their best results when they ambitiously train, and they have an important role model function for young people. For this reason, we are pleased to announce, within the framework of our cooperation, we were able to win over top athletes to our initiative. Their experiences and tips help to turn reluctant fruit eaters into fruit fans. In addition: If anyone knows about eating a balanced diet without sacrificing pleasure, it is our Olympians.«



In April 2013, SanLucar participated in the Vienna City Marathon (VCM) as a supporter for the second time. To fill up the power reserves, SanLucar supplied participants with a fruity energy boost along the route: the SanLucar bananas from Ecuador. A total of 16 tonnes of bananas, 6.5 tonnes of apples and 32,000 finisher bags were provided for the more than 32,000 runners. Before the run, the Sports World Fair takes place over the course of two days. Just as with the marathon, we were present there with our own stand. In 2013, we additionally provided the Rheinstetten Triathlon near our logistics centre in Ettlingen as well as the Lake Constance Marathon, the Ötztal Bike Marathon and the Salzkammergut Trophy with fresh fruit for free. This commitment seamlessly integrates into our long-standing partnership with the charitable organisation Österreichische Sporthilfe. Together, we help young sporting talents and athletes with physical impairments on their way to the top.

One annual highlight is the annual SanLucar Austria charity golf cup. In 2013, more than 80,000 euros were collected for charity. In the last five years, we have collected a total of 386,000 euros in the course of this event. With the proceeds, we support:

- The association »Pferde Stärken« (engl.: Horse Power), whose objective is to strengthen, support and accompany people with and without special needs with the help of therapeutic horses (www.therapie-am-pferd.at/)
- The non-profit association »Rettet das Kind« (engl.: Save the Child) (www.rettet-das-kind.at/index.html)
- People with Down's Syndrome
- Flood victims in Austria

SanLucar is also the main sponsor of the Austrian GTM Trophy (Golf-Tennis-Mannschaftstrophy). The donations also serve to promote young athletes and the Franz Beckenbauer Foundation.

Even though our Austrian colleagues are ahead by a nose when it comes to promoting sports, physical activity is also actively promoted at many other SanLucar locations. In South Africa, for example, sports activities are expressly part of our social development plan.



Picker in the herb fields in Swisttal, Germany.

4.3 Equal opportunities and diversity management

SanLucar applies the principle of equal opportunities in each individual area of its business operations: from the selection of candidates, remuneration policy and reconciliation of family and work life to promotions.

We take a public stand for equal opportunities policy and support mutual respect among everyone. This is why we signed the Diversity Charter in 2010, the United Nations Global Compact in 2011 and the Valencian Business Pact against Violence against Women in 2012.

Being an international brand company, we naturally train all employees in equal opportunities and diversity. Since 2010, there has been a Plan and a Committee for Equality and Diversity. The committee and our equal opportunities representative Stefanie Müller coordinates various diverse activities and their implementation.

Flexible working hours, home offices and reconciliation of work and personal life are also an integral part of our corporate policy. For instance, in 2013, suggestions were once again made to better reconcile work and personal life, including flexible working hours during the summer months and the new overtime compensation system for on-call duty in sales.

In addition, the programme »Developing my leadership« was organised for 44 employees, among them 22 women.

Recruiting staff at the local level and filling management and leadership positions with women is also promoted in the context of our personnel policy – including, of course, in non-European countries such as Tunisia. This is not always easy, as agricultural work is traditionally performed by men. Yet, this is exactly what distinguishes us in the market.

The new talent management plan described in the previous chapter also serves to make internal promotions transparent. In this sense, it is based on objective criteria and discounts factors that are not related to personal performance and the acquisition of skills.

In a company that purchases fruit and vegetables from over 30 countries and employs staff of 21 different nationalities, diversity is a reality. Therefore, we would like to continue to rely on diversity with respect to all positions that cannot be filled internally. For this purpose, we concluded an agreement with the Spanish Directorate General for Families and Women in 2012. With this agreement, we have committed ourselves to consider women at risk of social exclusion in our selection process.

Diversity and tolerance benefit everyone – we know this from many activities where colleagues from all over the world work together. We bundle our knowledge and



Tania García, SanLucar quality technician in southern Spain.



Education starts at a young age at our farm Rooihogte in South Africa.

develop joint strategies for action. Close cooperation brings us to our goal faster and is more fun. In order for us to learn from each other and change our perspective every once in a while, colleagues from different countries and cultures write articles for the internal employee magazine »LucaNova«, which will be available worldwide as of 2014. LucaNova Global will then be published internationally, at all SanLucar locations and in three languages.

Another instrument for promoting diversity is our volunteer programme at our headquarters and internationally. With this programme, we promote insight and mutual under-

standing for people and their actions in all producer countries. Each year, three to six colleagues have the opportunity to contribute within the SanLucar countries. After returning from the producer countries, our volunteers are our best ambassadors for diversity and cultural exchange.

4.4 d.r.e.a.m.s.: Developing Responsible Engagement And Multicultural Societies



»A dream you dream alone is only a dream. A dream you dream together is reality.«
John Lennon

We at SanLucar love dreaming together and thereby gradually changing the world for the better. Sometimes, it is the little things that make big things happen and motivate our colleagues worldwide to turn their dreams into reality. If we have the opportunity to help them in the process, we take it. To find out what dreams the people in producer countries have, we have many discussions. This allows us, first of all, to find out what obstacles have hindered them and whether we can develop solutions together. Throughout, we always bear in mind that each individual has an active role in society as well as an awareness of his/her responsibility towards nature and humankind.

We named this concept for social development »d.r.e.a.m.s.«. This acronym stands for Developing Responsible Engagement And Multicultural Societies. d.r.e.a.m.s. reflects our corporate philosophy of »taste in harmony with people and nature«. It originates in our values and rests upon the solid basis of responsible corporate governance. d.r.e.a.m.s. includes four dimensions:



Company kindergarten in South Africa.

- **Education:** Access to suitable education is the basis for development opportunities. What appears to be normal to a luxury society and is often not questioned is an exception in other regions of the world. Even today, not all people have equal opportunities. Although we at SanLucar cannot change this, we must work to provide young people in our communities with good and future-oriented education from an early age. We also believe in lifelong learning, which is why we also invest in adult education.

- **Social responsibility:** Social responsibility starts with every single one of us. Each member of the SanLucar community understands that he or she belongs to a larger group of people that is to be respected and supported. To this end, it is important to have self-respect and self-esteem. Aspects such as the equal treatment of colleagues, regardless of their origin or their status, and teamwork are part of that responsibility. These values are not always self learnt. SanLucar analyses the causes of certain behaviours to motivate individuals and to understand the value of their work. To do so, we rely on the help of local social development experts.

- **Environmental responsibility:** Every person at SanLucar should be aware of his/her responsibility towards people and nature. We work on this every day because once you understand your function in the ecosystem, you can live your professional and private life accordingly and use every action to respect and protect the environment.

- **Economic development:** For the social development of a community, economic development is an important basis. For that reason, wherever we work, we create economic security in the form of jobs for the local population. In addition, we analyse the potential of each region (traditional arts and crafts, industries, local markets) and integrate activities and projects in the social development plans to advance the regional economy. Examples include the production of basket ware in Tunisia to be sold in Europe, production of craft from natural materials in South Africa, and selling at markets.

We don't just do this out of charity. Motivated, responsible, proactive and performance-oriented people also become excellent employees and great managers and make a company more economically profitable. Our first responsibility is to grow and to be economically sustainable; this allows us to create more jobs and continue investing in quality, social responsibility and development!



Women in the craft workshop on our farm Rooihogte.

4.4.1 d.r.e.a.m.s. in South Africa

The Rainbow Nation of South Africa is a country of cultures and colours encompassing 11 official languages and many more dialects, a long-standing agricultural tradition and excellent production areas. However, South Africa also has its drawbacks. Inequality and poverty are deeply entrenched in the country's history. This is the situation we experienced when we acquired the Rooihogte farm. 50 families live on our farm in the Western Cape, and hundreds of workers go there every day. This is why, with the help of a social worker, we have been implementing a social development plan at Rooihogte since 2013, which is based on our d.r.e.a.m.s. concept.

- **Education:** Providing education and an upbringing to the 30 children under the age of 15 living on the farm from a young age is one of our priorities. To do this, the facilities of the nursery school and the library were renovated and a well-rounded activities programme was created for every age group. The people responsible for teaching and taking care of the kids receive special training. In addition, we found out through personal discussions that there are

young people on our farm who would like to get an education. We are looking for suitable possibilities for them.

- **Social responsibility:**

- In the course of the next fiscal year, a bonus system will be introduced on the farm. The best-maintained houses and the employees who work the most for the community will receive a personal household bonus tailored to their respective needs and dreams for the future.
- Athletic, creative and musical activities are promoted to prevent drug and alcohol consumption. People must have the feeling they can achieve things with their own drive so that they truly appreciate them. For this reason, they take over the responsibilities of organising sport and music workshops after being provided with the necessary start-up help (gospel and children's choir concerts; whose proceeds go towards purchasing new instruments, construction of a football field etc.).
- An employee/company charity fund promotes a culture of future provision. Every employee can

come up with a »small dream« and a »big dream«. A special account is set up for this purpose. The saved amount is proportionally multiplied by SanLucar. The employee can withdraw money at any time, the funding from SanLucar is, however, only to be paid once enough money has been saved to fulfil a dream. The interest accrued by this account goes to the social development plan.

- **Environmental responsibility:** Every family has a small garden to take care of. The nursery school is also furnished with a fruit and vegetable garden, which is maintained by the staff. In addition, training sessions and competitions about environmental protection also take place.
- **Economic development:** Starting August 2013, a craft workshop using typical South African materials will be offered in Rooihooqte. The families receive support so

that they can earn additional money by selling their own handmade crafts and through selling achieve their dreams and those of their community (project: craftsmanship of dreams). Furthermore, young people living on the farm who help with renovating community facilities are paid an extra money. The aim of incentives like this is to fight alcohol and drug abuse resulting from boredom among young people.

- **Measures to promote the social development plan:**
 - Mounting of bulletin boards around the entire farm
 - Regular meetings with Rooihooqte management and social workers
 - Social workers assisted by international volunteers to complete various projects



Eugenie Grobler, social worker and facilitator in Rooihooqte.

»Hi, I'm Eugenie and have belonged to the team for social development on the Rooihooqte farm in South Africa since June 2013. I am a new member of the SanLucar community. It is not difficult to find companies and organisations worldwide that commit inspiring visions, values and strategies for corporate responsibility to paper. However, communities like SanLucar's, where everyone I have met so far thinks and acts with passion and commitment, actively work to implement his or her vision and, for the benefit of others, always goes one step further, are much rarer. In Africa, there is a saying that »it takes a village to raise a child«. I also believe that a committed person can make a great contribution: in an organisation, in a sector, in a country, in the world. There are many examples of people who have done exactly that. But if people come together to make a very valuable common vision come true, the project becomes much more effective; you don't feel alone and have a lot more fun! For me, it is a privilege to contribute my energy to making the SanLucar vision of social responsibility come true.«

4.4.2 »El Puchero« – more than a soup kitchen

The economic crisis in Spain, which is accompanied by high unemployment, has resulted in more and more people falling into need – including the city of Valencia, home to the SanLucar headquarters. We cannot ignore this need. For this reason, we decided to open the »El Puchero« (engl.: The Hotpot) soup kitchen at the end of the 2012/2013 fiscal year. Every day, we bring needy families quick and uncomplicated relief in the form of a warm, nutritious meal in the Valencian urban districts of Orriols and Torrefiel.

La Casa Grande (*lacasagrande.org*), a non-governmental organisation with 25 years of experience in Valencia, coordinates the planning and execution of the project together with SanLucar. Three cooks take care of the preparation and distribution of up to 200 meals in El Puchero every day. A social worker provides visitors with information and is responsible for coordinating with other social institutions in the area. These institutions refer needy people and families to El Puchero. The project is supported by SanLucar volunteers who participate in our company volunteer programme and volunteers from La Casa Grande.

The intermediate and long-term objectives of El Puchero:

- We would like to make El Puchero a place of interchange which gives people perspectives for the future through projects and programmes. It should offer people the opportunity to improve their situation.

What are SanLucar stakeholders saying?

»The current economic situation is difficult, but it is also a challenge for us. The implementation of a social project like »El Puchero« in the city of Valencia is a cause for celebration for us. When we initially told people who we were and what we wanted to do, people didn't believe us. They asked us lots of questions because initiatives such as ours are very unusual here. Providing people in need in Valencia with a hot meal and fresh fruit is only the beginning. We would like to get to know people and their personal situation and help them dream again and look forward to the future.«

- We would like to make El Puchero a meeting place where people can meet for activities and where we can better learn about their needs.
- We would like to help people gain access to the job market and win back their motivation and self-esteem.
- We want to contribute to a positive outlook for the children of families who have been affected by poverty.



Donations for this project can be made to the following account (please include reference »El Puchero«):

Account holder: Asociación La Casa Grande
 Bank: Banco Mare Nostrum, S.A.
 BIC: GBMNESMMXXX
 IBAN: ES46 0487 0370 37 9007000183



Daniel Seguí, coordinator of »El Puchero«.

4.4.3 The Social Garden

The Social Garden in El Puig in Valencia is an initiative to revitalise traditional agricultural methods and to promote social and occupational integration. The idea for the Social Garden was conceived in collaboration with the El Puig de Santa Maria city government and the organisation Consorci Pactem Nord, which specialises in the creation and promotion of jobs.

The project is aimed at the unemployed and pensioners who enjoy gardening and would like to cultivate vegetables for their own use, as well as those who may discover their passion for a profession in agriculture.

On a surface area of 2,800 m², 40 families grow their own vegetables on plots ranging from 40 to 60 m². Among them are 34 unemployed and six pensioners. They were drawn from a lot of 55 interested parties. There are currently nine interested parties on the waiting list. Our agricultural engineers Isabel Truque, José Saorín, Antonio Soría and Nancy Daiss assisted the project participants in various workshops to ensure each plot was optimally used. Each new gardener is given a seed and plant set



The smallest are also enthusiastic.

with varieties suited to the local climate of the region L'Horta Nord: tomatoes, peppers, spinach, lettuce and more – vegetables which can be used to make delicious dishes every day.

SanLucar also has a plot which serves as a model for the new gardeners. Activities at the Social Garden included, for example, SanLucar volunteers and their families building scarecrows and a compost enclosure. One of the plots is used for educational purposes and will be used for different activities with children – it's good to get a head start if you want have green fingers! The social garden has already become a meeting point and a place of interchange, which means we are already forging new plans for the next planting season.



The Social Garden in El Puig.

What are SanLucar stakeholders saying?

»For me, the Social Garden has been a highly enriching experience. On the one hand, I have earned basic production techniques – all thanks to SanLucar's agricultural engineers and the colleagues who I exchanged experiences and little »secrets« with. On the other hand, I appreciate the relationship with the other allotment gardeners and the experts. It has helped me a lot personally, since I was going through difficult times because of health problems. The garden has distracted me from the doctors.«

Juan Antonio Muñoz, allotment gardener in the Social Garden in El Puig.



Nancy Daiss, CR Project Developer International at SanLucar and SanLucar volunteer in Valencia.



»I really enjoyed organising the Social Garden in El Puig and also participating in the project as a volunteer. I spent many hours in the Social Garden after work and at the weekend, tended to the vegetables as a balance to my office work and exchanged views with the other »gardeners«. The project showed me how motivated and inventive people become if you give them a piece of land, seeds and seedlings. I especially enjoyed the training sessions which my colleagues from the Quality Assurance department and I organised for the people in the Social Garden.«

»I decided for several reasons to participate in the garden with my family. On the one hand, it allows us to have our own little piece of garden we can cultivate and enjoy. We live in Valencia and miss not having a little bit of green. On the other hand, gardening also gives us the possibility of spending time in nature during the week and showing the children the importance of field and manual work, since it is not particularly appreciated in today's society.«

Laura Mutto, purchasing agent at SanLucar and SanLucar volunteer in the Social Garden.



4.4.4 Three years of our corporate volunteer programme

In the last three years, the international volunteer programme has become an indispensable part of the corporate culture at SanLucar. It inspires knowledge exchange and interest in colleagues and their work worldwide. SanLucar's fundamental values are lived out in the programme and thus better understood. At the same time, the programme also contributes to personal development. The participants leave their familiar surroundings and must adjust to new situations. It helps our diversity management in every respect and is, therefore, an instrument with a sustainable impact and thus an investment that pays off.



Motivated SanLucar volunteers.



In the last three years, we have not only grown fruit and vegetables responsibly but also...

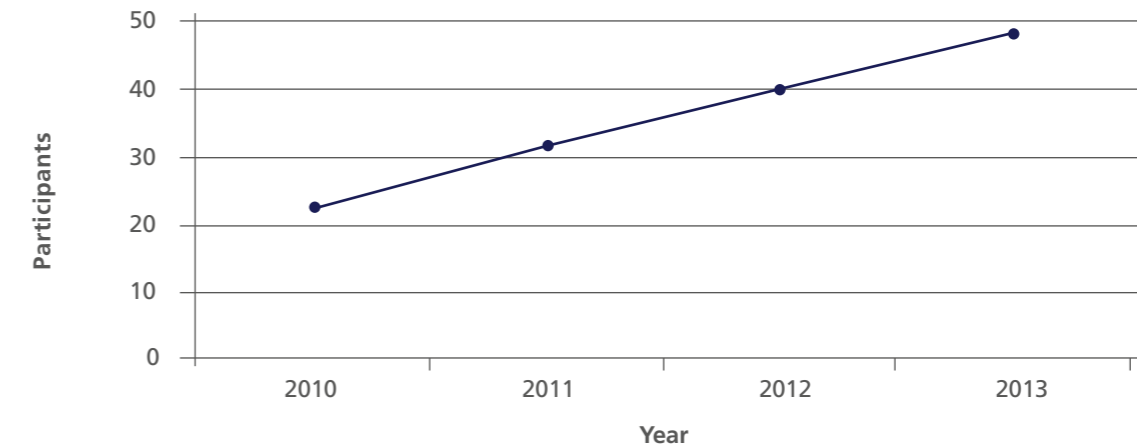
- made children and young people with disabilities laugh;
- shown young unemployed people work in the agriculture sector;
- motivated young people who have absenteeism problems at school;
- prepared people for re-integration into society;
- helped young farmers in the Andes;
- shown women who are prone to exclusion an ecological technique for producing artisan craftwork;
- trained unemployed women in the selection and packing of citrus fruit together with our citrus farmer LLusar;
- helped Chilean retailers with our knowledge;
- mentored street children in the townships of Cape Town;
- assisted South African artisans with marketing activities;
- provided disadvantaged families in Valencia with a warm meal every day.

These are just a few examples. We have done all these things with a big smile. However, the smiles we have received back from everyone are bigger and even more beautiful.

More than 40 people have taken part in the initiatives here at home and abroad. Nine volunteers have travelled to Chile, Ecuador, and South Africa. Some partners such as LLusar, our families and our friends have shared these experiences. Our volunteers work approx. 2,000 hours per year in those activities.

School children from Ettlingen are excited about fresh fruit and vegetables from SanLucar.

Participants in the volunteer programme



Year after year, our international volunteer programme is evaluated by participating organisations and the volunteers themselves. This is how we obtain feedback so that we can keep improving. In addition to this annual evaluation, three focus groups including 21 SanLucar employees came together on 26 and 27 February 2013. Among them were both employees who had already worked as volunteers as well as colleagues who had not. The aim was to assess various possibilities for volunteer programmes, evaluate the experience of volunteers, and identify barriers and opportunities. The results were very encouraging: 100 per cent of the respondents rated their experiences and the programme as very positive. Most people are more interested in long-term projects than in sporadic activities and decide on projects related to business activities (such as the Social Garden) where each person can contribute his or her knowledge. The employees prefer activities they can do together with their families and appreciate the flexible working hours offered to them by SanLucar for this purpose as well as the commitment of the management. Based on these results, SanLucar has planned a number of activities for a SanLucar action week, which will take place in September 2013.

In 2012, volunteers Manuel Bickle (Controller) and Patrick Rühlemann (Seller) collaborated with the FAO (Food and Agriculture Organisation of the United Nations) in Chile. There, they supported the local farmers' markets (»ferias libres«) in order to strengthen the surrounding communities. At the other end of the world, in Cape Town, Marie Schaper (Brand Designer)

and Matthias Lozano (Finance Specialist) helped The Homestead, a South African NGO, to improve the living conditions of children, young people and families in townships. During educational and leisure activities, our volunteers devoted their time to children of The Homestead. They also helped many families improve their income by setting up a Facebook page for the sale of arts and crafts (www.youtube.com/watch?v=Vt-7JqXtHaZ4).

Both Marie and Matthias also had the opportunity to get to know our farm in Rooihogte, where citrus fruit, grapes and stone fruit are grown. The volunteers



Volunteer programme activity for Andean women in Ecuador.

participated in Donnagene's social activities, the social worker responsible for the nursery schools and the library.

In 2013, SanLucar started a new banana farming project in Ecuador. In addition to the challenges related to production in Ecuador and in South Africa, social problems are also a consideration. The local society suffers from social abuse, which SanLucar wants to fight against right from the beginning. To this end, we have embarked on the path of social development and would like for the entire SanLucar community to be able to participate in this challenge. Volunteers should get to know the reality on the ground, work side by side with our teams, experts and local organisations and, in doing so, have an enriching experience. For this reason, 100 per cent of our 2013 volunteer projects are geared towards our own areas under cultivation. Three volunteers will each spend a month at the farm in Rooihoogte in South Africa, while three other volunteers will stay at the Hacienda Magdalena in Ecuador to help commence analyses and social development plans on the ground.

Our four-week volunteer programme enables interested employees to gain experience in one of our produc-

er countries and to pitch in on-site. The programme promotes understanding and the exchange of ideas within the corporate group and is thus a great instrument with a sustainable impact.

Usually, the volunteer programme is a win-win situation for all parties involved: The volunteers learn about other countries and cultures, develop their personality and come home with a suitcase filled with valuable experiences. We are convinced that voluntary work is an important instrument for employee development and an official study – in which we have participated as a partner – confirms our belief. The study conducted by Fundar (Valencian Foundation for Solidarity and Volunteering) and the University of Valencia proves that volunteers improve their qualifications in many areas such as teamwork, flexibility and self-confidence.

What is the future of our volunteer programme? We want to extend it to the entire SanLucar community. In future, everyone at SanLucar will have the opportunity to help people develop positively at our farms and in the surrounding ideas.



The library on our farm in South Africa.

What are SanLucar stakeholders saying?



Manuel Blickle, Controller at SanLucar and SanLucar volunteer in Chile.

»SanLucar's volunteer programme is a wonderful combination of everyone's willingness to make special efforts, and the possibilities offered by a large, dedicated company like SanLucar. It was a great experience for me to see what we can achieve with a diverse team. I was able to contribute all my skills to a good cause and learned a lot personally and professionally!«

»For me, the volunteer project in South Africa was a truly unforgettable experience. SanLucar gave me the opportunity to gain insight into the Rainbow Nation and, as a result, better understand the cultural background of this country. I was particularly impressed by the cordiality given to me despite all the social problems. During my stay, among other things, I supported the NGO The Homestead in its marketing activities. I am very pleased to see that my help has borne fruit and the projects now run independently of the organisation.«



Marie Schaper, Brand Designer at SanLucar and SanLucar volunteer in South Africa.

4.5 Showing solidarity with fruit

To show solidarity and send a message against food waste, we donated fruit and vegetables at all SanLucar locations together with local institutions during the last fiscal year.

In 2012 and 2013, regular donations were made to the institution Segarra in Vall d'Uixó (Castellón) for severely handicapped people, to Die Tafel e.V. in Ettlingen, social markets in Vienna and the organisation DASYC in Valencia for families in need.

In the Tunisian region of El Hamma, we daily donate tomatoes to various local social facilities such as the regional hospital, the training and work centre, the Muhammad Ali secondary school, the Sombat secondary school, the association Amal (non-profit-making association to support people in need) and the Tunisian Union for Assisting the Mentally Disabled (UTAIM).

We are also continuing to sponsor the school fruit project of the Pestalozzi and Carl Orff Schools in Ettlingen. After the trial period of three months at the beginning of the last school year, we extended our commitment to cover the entire school year. Starting September, SanLucar will once again be participating in the school's fruit campaign and delivering morning vitamins to the pupils directly to the classroom. We are particularly pleased to see that other companies have also joined the school project thanks to our initiative.



Fruit donation for the school in Ettlingen.

For a healthy diet from an early age, we supported the Valencian Heart Institute (INSVACOR) with fresh fruit skewers on the »Día del Corazón« (Day of the Heart, 13 May 2013).

In addition to fruit and vegetable donations, SanLucar is also involved in many events and initiatives covering nutrition, health and sustainability.

- In vocational colleges all across Austria, SanLucar is regularly invited to symposia so that trainees can learn first hand how our company works.
- We have supported the charitable KinderBURGfestival at the Liechtenstein Castle/Austria for 10 years as the main sponsor. In addition to donations in money and kind, SanLucar also raises nutritional awareness among parents and children.
- Nursery school project in Austria: Nursery school kids playfully learn about a healthy diet. A (blindfolded) game of »Guess the Fruit« and a jointly prepared fruit salad (group dynamics) give us the possibility of savouring our products. Of course, there is also a competition where children can win fruit to take home.
- Nibble Yourself Slim – Cookbook and Guide: SanLucar supported well-known nutritionist Ursula Vybiral's book project, and was present at the book presentation with fresh fruit.
- School gardens in Alzenau near Frankfurt. In order to particularly show children what it means to grow, cultivate and harvest fresh fruit and vegetables yourself, SanLucar has supported the newly created school gardens of the Karl Amberg School in Alzenau since April 2013. In addition to plants and initial tooling, SanLucar provides the participating teachers with product knowledge and ideas for recipes for children.

In 2013/2014...

- we will analyse social and environmental aspects on our farm in Ecuador.
- we will introduce the social development plan based on the d.r.e.a.m.s. concept in South Africa.
- the introduction of our talent management system and of new training programmes will be completed.
- we will support sports and healthy food in all of our headquarters.
- we will be audited as a FairCompany. This seal is awarded to companies that advocate a fair personnel policy and support the development of young talents by means of excellent internship programmes.
- we will be hosting the SanLucar Engagement Week, in which both our employees and their families, as well as our partners can participate in various voluntary and educational activities.
- we will continue to work with pensioners and the unemployed in our Social Garden in El Puig.
- we will not only offer a hot meal to more than 200 people living in Valencia in poverty in the soup kitchen »El Puchero« but also develop projects intended to improve their economic situations.



SanLucar is present at sport events in Austria.

5

In harmony with nature

Nature is our most important partner. We act carefully and responsibly because we always work looking towards SanLucar's future and that of our communities.

5 In harmony with nature

5.1 Eco-innovations for sustainable farming

Fruit and vegetables must always be grown with fewer resources in order to become more sustainable: less area and soil, less water, less energy, fewer pesticides, less fertiliser. Eco-innovations enable us to improve day by day and achieve more environmental efficiency. For instance, using renewable energies, we are reducing the consumption of natural resources. An eco-innovative company relies on natural rather than artificial means and is always looking for the best possible solution without compromising product quality. At SanLucar, environmental compatibility is based on seven principles:

1. Minimisation of water consumption.
2. Preservation of soil structure and soil life.
3. Minimisation of greenhouse gas emissions.
4. Minimisation of power and fuel consumption and preferred use of renewable energy sources.
5. Sustainable farming to protect the crop.
6. Recycling, waste minimisation and professional waste management.
7. Protection of biodiversity.

Since the early days of SanLucar, we have worked to comply with these principles together with our expert growers. In 2012, we created a new research and development plan 2013-2018 for all of SanLucar's products. This plan, among other things, focuses on eco-innovation. One of the three main tasks for research, development and innovation staff at SanLucar is to ensure that things are kept in harmony with nature. This line of research, which focuses on sustainability, develops new methods for optimally using resources. The aim is to obtain the same production volume and quality with fewer resources and, at the same time, preserve the biological diversity of ecosystems. More suitable varieties, sophisticated farming systems and alternative methods for post-harvest treatment define some of SanLucar's research priorities.

Several research programmes focus on reducing or doing away with the use of pesticides. In our Zero-Residue Programme, we grow lemons with zero pesticide residues on a test field in Murcia. The lemons have the same optical quality as lemons from conventional farming. Because of the positive test results, we extended production in accordance with the Zero-Residue Protocol from five to 24 hectares in 2012/2013.

Production in accordance with Zero-Residue Protocol	Plot 1	Plot 2	Improvement Plot 1	Improvement Plot 2
Fruit which does not meet the SanLucar standards of quality (2012)	9,2 %	31,5 %	70 %	46 %
Fruit which does not meet the SanLucar standards of quality (2013)	2,8 %	17 %		
Area (2012)	3,5 ha	1,5 ha		
Area (2013)	21 ha	3 ha		



Another one of our priorities is to minimise the use of water for irrigation. In using state-of-the-art irrigation systems, applying controlled water shortages to the crops, using moisture sensors, low-drift irrigation nozzles and anti-weed sheets, we have already been able to achieve considerable water savings – over 40 per cent since 2011, and we continue to make progress.

Other initiatives promoted by us:

- Ploughing techniques which do not damage the soil structure and reduce erosion.
- Chopping up plant debris produced while pruning to increase organic material in the soil and improve soil structure.
- Establishment and protection of biological corridors and green belts in favour of mobility and preservation of local fauna and flora.
- Calculation of carbon footprint of SanLucar products, reduction and compensation projects.
- Continuous reduction of pesticide use by minimising treatment frequency and doing without particularly environmentally harmful products.
- Use of biotechnological methods and beneficial organisms for integrated pest control.



Careful treatment of SanLucar grapes at the Point of Sale.

5.2 Sustainability in our value chain

Our carbon footprint

In 2012, we received the final results of our carbon footprint for SanLucar lemons from Murcia (standard PAS2050). The analysis showed an amount of 67.97 g CO₂-eq per kg lemons, with all packaging types having been considered. 49 per cent of the CO₂ emissions can be ascribed to the packaging process. Therefore, many of the improvements which we are currently working on concentrate on this part of the value chain.

Studies from the University of Murcia and the Spanish Higher Scientific Research Council (CEBAS-CSIC) indicate that citrus fruit has a higher growth rate and a higher CO₂ fixation rate than many other tree species. A comparison between the estimated CO₂ absorption capacity and the calculated emissions shows that a citrus plantation can compensate for half of the generated emissions itself because of its absorption capacity.

The calculation of the carbon footprint of our lemons is one of many steps on the path to more environmental efficiency. It provides us with an objective measuring tool which assesses efficiency in the value chain. It motivates us to continue to improve our growers and suppliers, and ourselves.

SanLucar is replacing plastic packaging with 100% compostable recycled cardboard and is pressing ahead with the market launch of the LightweightBox®.

The LightweightBox® is 5 to 15 per cent lighter than conventional packaging. Its production requires fewer raw materials and chemicals, and its transport produces fewer emissions. In 2012/2013, we exceeded our own forecasts and achieved a 54-per-cent introduction, which corresponds to approximately six million units (boxes) on the European market.

As regards to the plastic reduction programme for our primary packaging, in the fiscal year 2012/2013 we accomplished a reduction of approximately 183.6 tonnes of plastic in comparison to the previous year – almost 19 per cent more than planned. If we maintain

the planned reduction of 20 per cent for the fiscal year 2013/2014, we could reduce consumption by up to 220 tonnes of plastic.



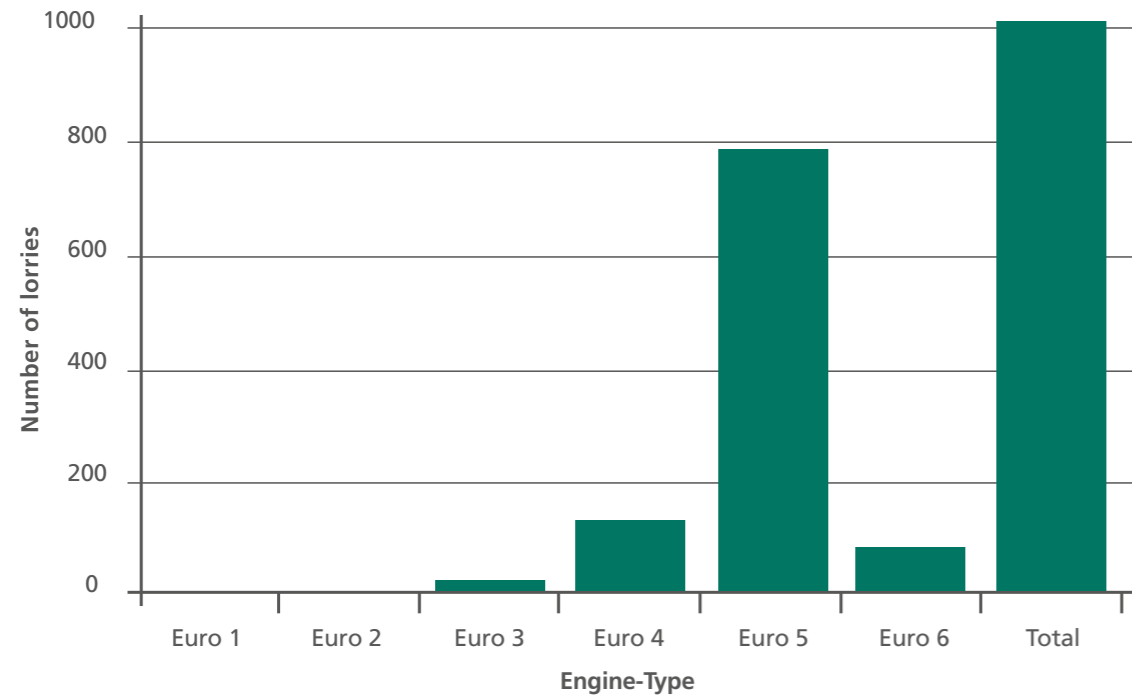
Particularly noteworthy is our new environmentally friendly paper bags for table grapes:

- At an annual average consumption of around 4.5 million bags, we reduced plastic consumption by 15 tonnes per year.
- Filling and padding material for grape boxes was replaced by the paper bags, resulting in a 160-tonne saving of polyurethane foam. Food losses have also decreased by 20 per cent, as no fruit remains in the box during the sales process.



With regards to transport-related emissions, our logistics team is working to improve our information systems in order to control them more precisely and

optimise routes. More than 80 per cent of our forwarding partners' fleet is made up of high-efficiency lorries (Euro 5 and Euro 6 engines).



Our logistic platform in Ettlingen.

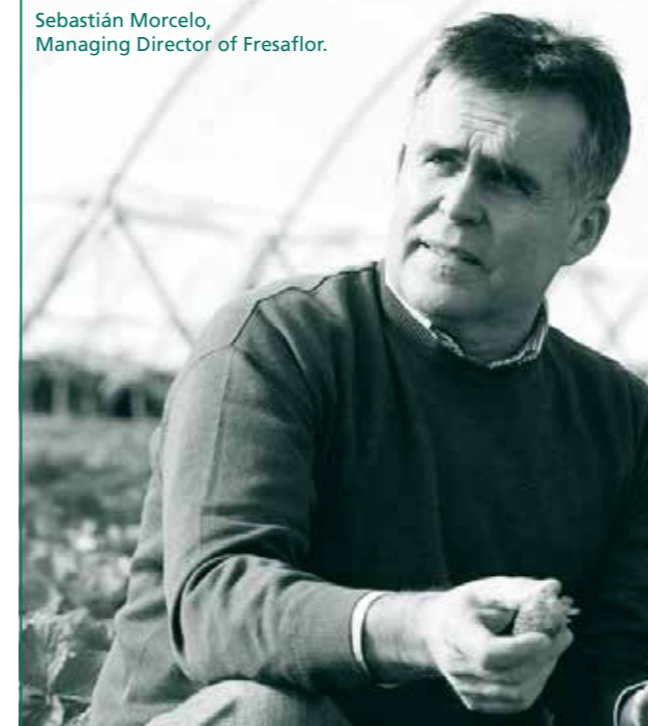
What are SanLucar stakeholders saying?

»Resource-conserving production of very tasty fruit while simultaneously preserving natural ecosystems is a global challenge. There are hardly any new regions with good soil, water and climatic conditions left. Additionally, pressure to reduce agrochemicals limits farming possibilities further. SanLucar's research is aimed at finding creative solutions to these challenges and actively seeks new, tastier varieties that are compatible with more efficient production methods and enable us to develop our taste in harmony with nature.«

Manuel Madrid, head of the R&D department of SanLucar.



Sebastián Morcelo, Managing Director of Fresaflo.



»We at Fresaflo and our partners rely on innovative methods for more sustainable farming. For example, we grow 50 per cent of our raspberries hydroponically and, in this way, achieve a water saving of 30 per cent. Hydroponics additionally ensure higher fruit quality and healthier plants, reducing crop treatment on the plantations to a minimum. With strawberry farming, since the fiscal year 2012/2013 we have tested how a greater plant distance affects the risk of fungal infestation. We know the climate, the soil and the plants and explore new innovations and tests every day in order to farm in an environmentally friendly manner and harvest fruit with excellent quality and great taste.«

5.3 Green Office: raising awareness is the key!

We are gradually reaching the objectives of the Green Office Project launched during the last fiscal year. In the process, we are relying on raising awareness amongst our employees by means of small but sustainable actions that have a lasting effect. For example, the introduction of a security code function on all printers resulted in a 50-percent reduction in the number of documents printed. We use different awareness-raising campaigns throughout the year, with contributions in our internal employee magazine LucaNova, and notices to communicate the various actions and the obtained results to our colleagues.

To properly dispose of and recycle the materials produced by our activity, we work with specialised companies and organisations. Together with the IT department, we are currently looking for a suitable solution regarding the disposal and proper recycling of raw materials of all decommissioned electronic devices such as cell phones and computers.

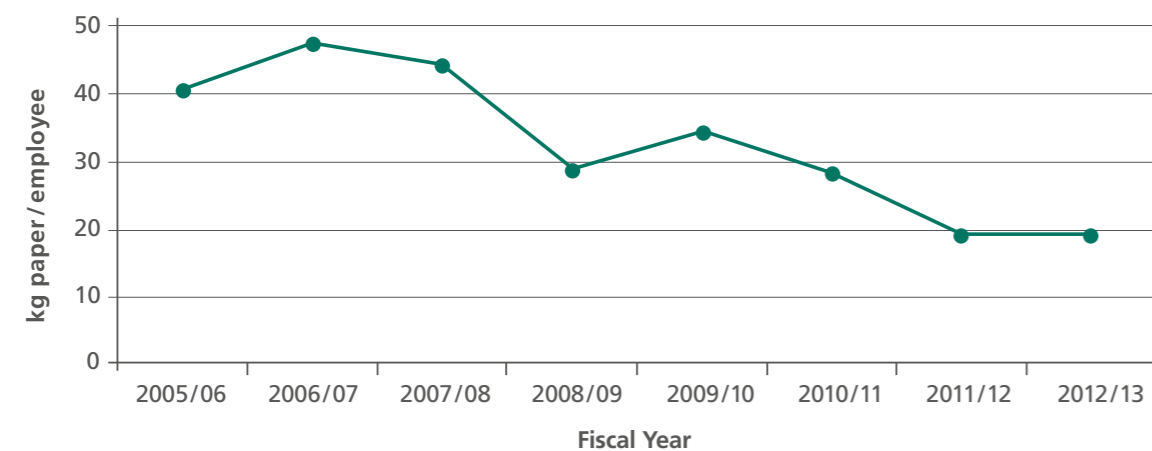
Our IT department not only supports us in disposing of electronic devices but also when it comes to saving energy during their use. It organises information sessions on the energy-saving use of mobile phones and stresses the need to turn off computers and screens at the end of the day.

The new Office 365 enables us to have access to all information relevant for our work regardless of our location. In this way, our servers in our data centre may be turned off for a certain period of time, which means energy can be saved.

In 2013/2014, we will ...

- work to implement the research and development plan 2013-2018 for all our products and crops. One of the three research priorities is »In harmony with nature« so as to make farming even more sustainable.
- continue to work towards achieving the objectives of our Green Office project.
- continue to work in multidisciplinary teams with our farming partners and customers to promote good practice from the field to the PoS and reduce our consumption of raw materials and the impacts on our value chain.
- work hard to further optimise our carbon footprint with innovative and ecological packaging projects, more sustainable logistics and CO₂ compensation in our producer countries.

Development of paper consumption at the Puzol headquarters



What are SanLucar stakeholders saying?

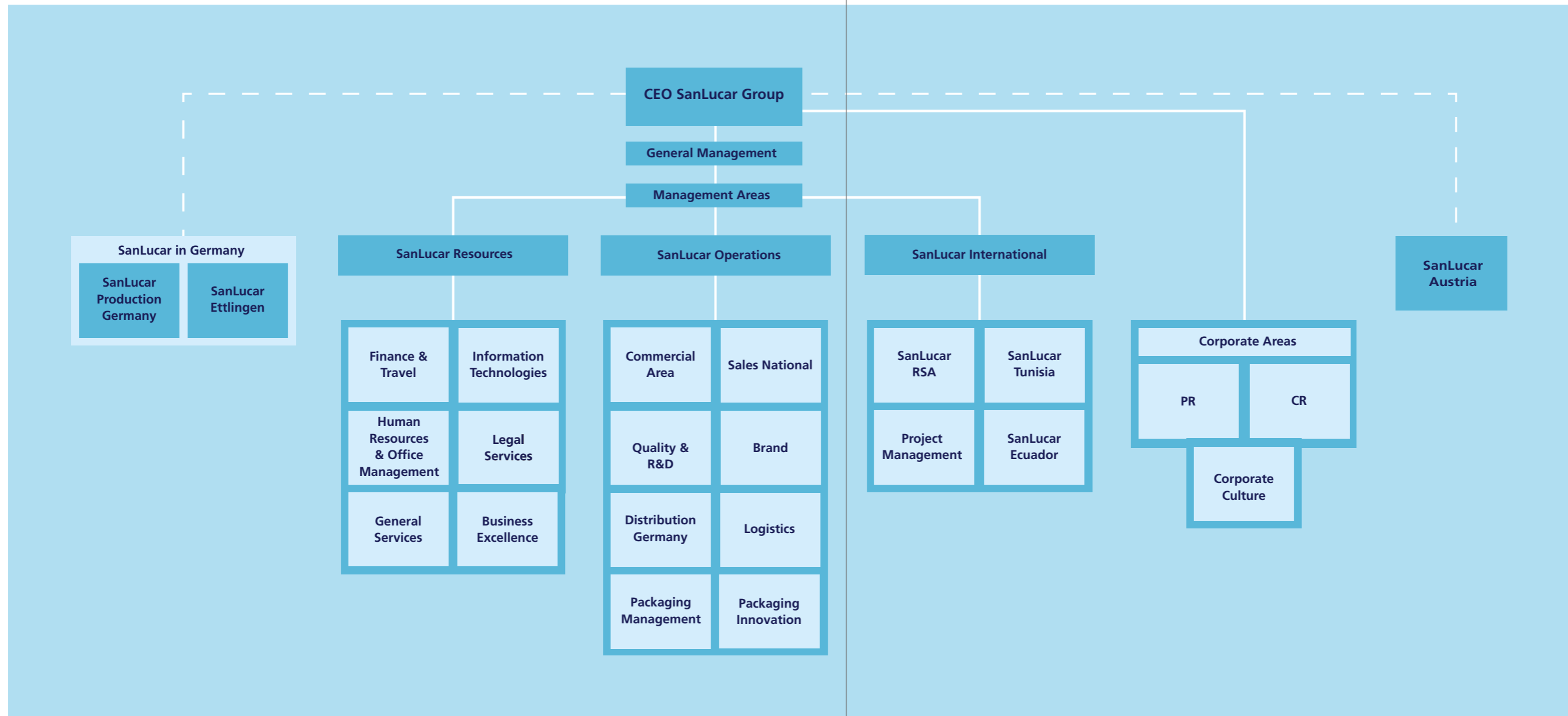
Anna Geiger,
GLOBAL 2000.



»Since 2009, the sustainability team of GLOBAL 2000, Austria's leading environmental organisation, has supervised the awarding of the PRO PLANET label for fruit, vegetables and eggs on behalf of REWE International AG in Austria. PRO PLANET stands for resource-conserving farming and controlled social standards. Since 2012, GLOBAL 2000 has been in regular contact with SanLucar Spain in order to jointly optimise the cultivation of citrus fruit (oranges, clementines and lemons) from Spain from an environmental point of view so that they meet the criteria for the PRO PLANET label. The main emphasis of citrus cultivation is sustainable water use. SanLucar is working closely with GLOBAL 2000 to achieve this goal together with its producers. Workshops are held up to twice a year in order to help the producers choose and successfully find and implement the right measures to save water, a scarce resource. SanLucar is thus taking a step in the right direction.«

Appendix 1. Corporate data

Organigram



Employees

Number of employees (consolidated data)			
Professional status	Men	Women	Total
Executive	9	1	10
Directors	14	4	18
Managers	33	16	49
Technicians	129	56	185
Commercial/ Sales staff	15	19	34
Admin. staff	27	66	93
Warehouse staff	293	823	1.116
Apprentices	4	1	5
Trainees	11	15	26
Total	535	1.001	1.536

Spain			
Professional status	Average number of employees		
	Men	Women	Total
Executive	4	0	4
Directors	4	2	6
Managers	13	14	27
Technicians	40	36	76
Commercial/ Sales staff	6	14	20
Admin. staff	5	31	36
Warehouse staff	3	2	5
Trainees	11	14	25
Total	86	113	199

Austria			
Professional status	Average number of employees		
	Men	Women	Total
Executive	1	0	1
Directors	4	1	5
Managers	0	0	0
Technicians	1	0	1
Commercial/ Sales staff	3	3	6
Admin. staff	0	4	4
Warehouse staff	19	4	23
Apprentices	1	0	1
Trainees	0	0	0
Total	29	12	41

Germany			
Professional status	Men	Women	Total
Executive	3	0	3
Directors	5	0	5
Managers	7	0	7
Technicians	5	3	8
Commercial/ Sales staff	5	2	7
Admin. staff	14	30	44
Warehouse staff	19	1	20
Apprentices	3	1	4
Trainees	0	1	1
Total	61	38	99

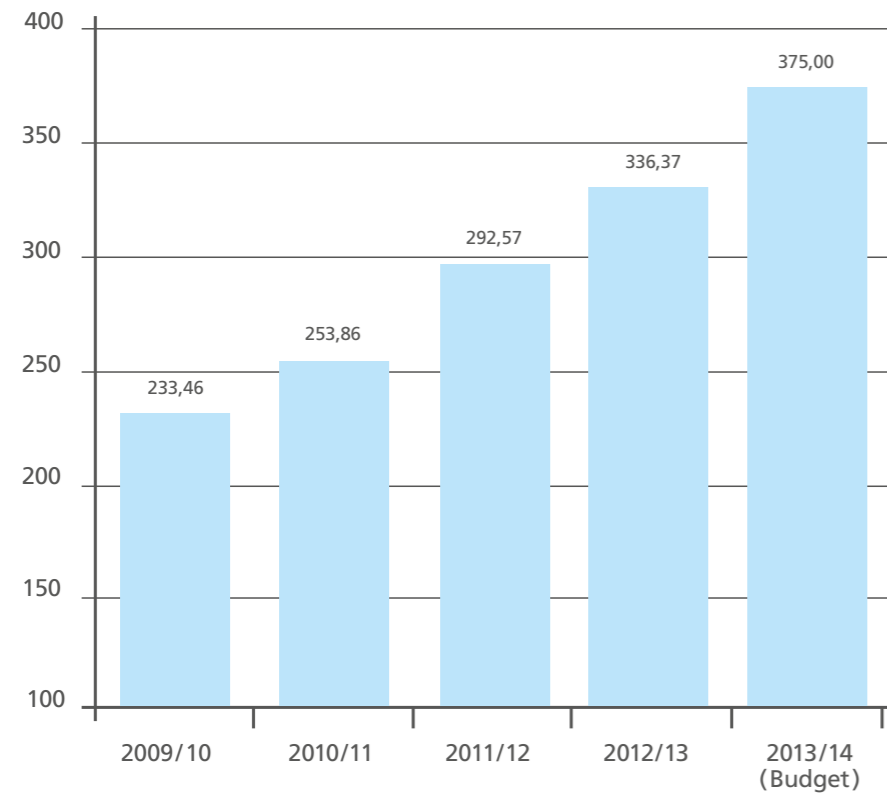
Tunisia			
Professional status	Average number of employees		
	Men	Women	Total
Executive	1*	0	1
Directors	1	0	1
Managers	7	1	8
Technicians	74	17	91
Commercial/ Sales staff	1	0	1
Admin. staff	8	8	16
Warehouse staff	76	611	687
Total	168	637	805

South Africa			
Professional status	Average number of employees		
	Men	Women	Total
Executive	1*	1	2
Directors	1	1	2
Managers	5	1	6
Technicians	9	0	9
Commercial/ Sales staff	0	2	2
Admin. staff	0	2	2
Warehouse staff	176	205	381
Total	192	212	404

* Same person in charge of Tunisia and South Africa

Financial profile

Turnover in Million Euro



Corporate Responsibility Investment, costs and donations (Society and Environment) in Euro

Country	Since campaign 2008/2009	2011/12	2012/13
Spain		177.057	397.115,81
Tunisia			175.297,53
Austria		50.000	330.061,48
Germany	2.180.000	780.000	71.941,99
South Africa		40.000*	1.882.519,78
Total	2.180.000	1.007.057	2.856.936,59

* Corporate activities since April 2012.

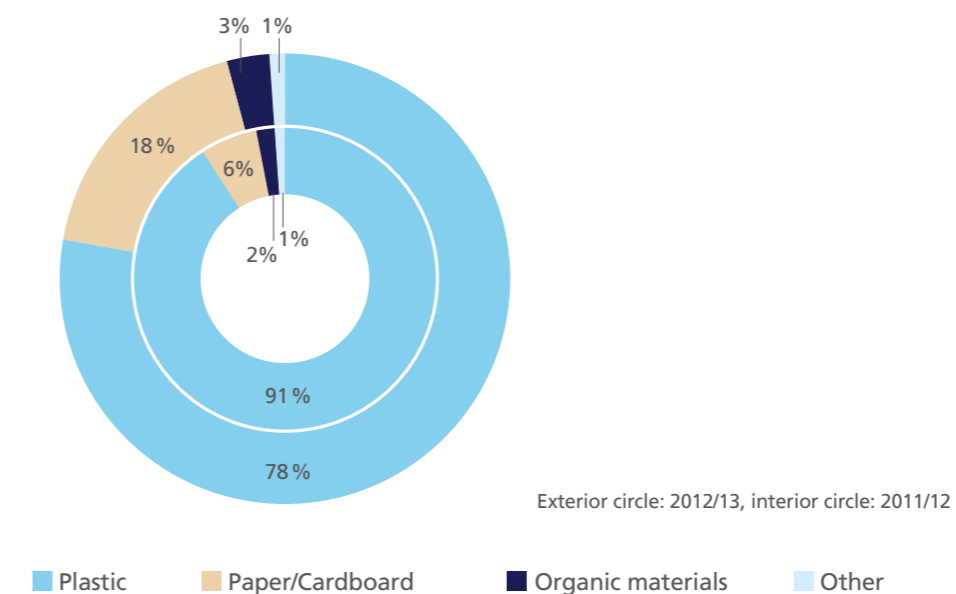
Materials

Packaging material used²

Material	weight (t)	
	2011/12	2012/13
Transport Packaging	4,095	4,752
Wood	1,877	1,263
Plastic	1,110	1,101
Cardboard	751	875
Paper	270	326
Jute	17	40
Glass	7	9
Straw	0.5	0.5
Wicker	0.5	0.4
Cork	0.04	0.05
Textile	0.03	0.03
Total	8,128	8,367

Destination of the materials	Prepack (packaging which goes to the end consumer)	Carton (box)	Total
Supermarket	308	6,311	6,619
Consumer	1,352	397	1,749
Total	1,660	6,708	8,386

Packaging material at the end consumer (distribution according to weight):²



² Data refers to products sold in Germany with SanLucar brand.

Appendix 2. GRI Table

Area of responsibility	Indicators		Results of the 2011/2012 campaign or section in the CR Report	Results of the 2012/2013 campaign or section in the CR Report
	Code	Definition		
General indicators				
Executive Board	1.1	Statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and its strategy.	Foreword by Stephan Rötzer, founder and owner of SanLucar.	
Executive Board	1.2	Description of key impacts, risks, and opportunities.	SanLucar has a risk management system. Risks exist in connection with marketing, the corporate image and legal and country-specific aspects (such as political conflicts). Each risk is also an opportunity for constant improvement in management. Chapter 2.5	SanLucar has a risk management system and is aware of direct and indirect impacts, which the company reduces using instruments of sustainable management. Foreword Stephan Rötzer and Chapter 2
Executive Board	2.1	Name of the organisation.	SanLucar Fruit S.L., part of Grupo Consolidado SanLucar Fruit S.L. (SanLucar Group)	
Brand	2.2	Primary brands, products and/or services.	Brand SanLucar Others: Sunnyboy, Sunnyberries, ClemenRed Chapter 1	
HR	2.3	Operational structure of the organisation.	Chapter 1.3	Chapter 1 and Appendix 1
HR	2.4	Location of organisation's headquarters.	Serra Llarga 24, 46530 Puzol	
Resources, Quality and Commercial Management	2.5	Countries where the organisation operates and countries with major operations.	Chapter 1.2	Chapter 1
Legal Department	2.6	Nature of ownership and legal form.	SanLucar Fruit S.L.	
Commercial Management	2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	Chapters 1 and 6	Germany, Austria, France, Spain, England, Italy, Poland, the Netherlands, the Czech Republic, Slovakia, Luxemburg, Tunisia, Romania, Lithuania, Belgium
HR and Finance	2.8	Nature of ownership and legal form.	Chapters 1 and 3 and Appendix 3	Chapter 1 Appendix Sales, Employees
Executive Board	2.9	Significant changes during the reporting period regarding size, structure or ownership.	Restructuring of SanLucar's departments and business areas, purchase of the production facilities in South Africa in March 2012 and move from our warehouse in Puzol to Vall d'Uixó (Castellón) in May 2012.	Purchase of the production facilities in Ecuador in January 2013; production and trial plots relocated from Portugal to Spain and Tunisia.

All departments	2.10	Awards received in the reporting period.	FIPA Award 2012 Tunisia Recognition by ENGAGE and third place in the Codespa Award	No applications for prizes were submitted.
CR	3.1	Reporting period (e.g. fiscal/calendar year) for information provided.	Campaign 2011/2012 (tax year from July 2011 to June 2012)	Campaign 2012/2013 (tax year from July 2012 to June 2013)
	3.2	Date of most recent previous report (if any).	Publication in September 2011	February 2013
	3.3	Reporting cycle (annual, biennial etc.).	Annually per campaign	
	3.4	Contact point for questions regarding the report or its contents.	Appendix 4 Contact	Form and Contact
	3.5	Process for defining report content.	Diversity: our basis for long-term stability (Introduction)	Page 3
	3.6	Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	SanLucar Fruit S.L., SanLucar Deutschland GmbH, SanLucar Import GmbH, SanLucar Vertrieb, SanLucar Obst und Gemüse Handels GmbH, SanLucar Portugal Sociedade Unipessoal LDA and Cinquième Saison SA.	SanLucar Fruit S.L., SanLucar Deutschland GmbH, SanLucar Import GmbH, SanLucar Vertrieb, SanLucar Obst und Gemüse Handels GmbH, La Cinquième Saison SA., SanLucar South Africa (PTY) LTD., SanLucar Factory S.L. and SanLucar Tunisia SARL.
	3.7	State any specific limitations on the scope or boundary of the report.	There are operations executed only at SanLucar Fruit S.L. Indicator not applicable	The report covers the companies of the SanLucar Group listed in Indicator 3.6. All data was provided by the Controlling staff.
	3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organisations.	The information included in this report mainly refers to SanLucar Fruit S.L., SanLucar Deutschland GmbH, SanLucar Import GmbH, SanLucar Vertrieb, SanLucar Obst und Gemüse Handels GmbH, SanLucar Portugal Sociedade Unipessoal LDA and Cinquième Saison SA.	The key figures for South Africa were added to and Portugal taken out of the report; all data is marked so that comparability is not affected.
	3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	The calculation of the indicators is based on our internal management system and the Global Reporting Initiative protocol.	

CR	3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g. mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Not applicable, as this is the first year in which we apply the GRI method to the CR report.	The same fundamental basis was used for all information. Where deviations occur, this is indicated in the respective section.
	3.11	Significant changes from previous reporting periods in the scope, parameters or measurement methods applied in the report.		
	3.12	Table identifying the location of the Standard Disclosures in the report.	Content of CR report and table in the appendix	GRI table and table of contents
	3.13	Policy and current practice with regard to seeking external assurance for the report. Also explain the relationship between the reporting organisation and the assurance provider(s).	This report was reviewed by the company itself in accordance with the GRI standard, version 3.1. The report's Application Level A is self-declared.	This report was reviewed by the company itself in accordance with the GRI standard, version 3.1. The report's Application Level A is self-declared. The next report will be compiled in accordance with the GRI standard, version 4.0.
Resources Area	4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	SanLucar has created a strategic plan defining its business goals. The highest governing body consists of Stephan Rötzer, Carlos Seguí, Jorge Peris, Santiago Galán and Jaime Olleros (external consultant). The Executive Board is advised and supported by a management team composed of all departments of the company. The area teams confer every three months. The committees' rules of operation are laid down in the committee guidelines. Appendix 1	The Executive Board consists of Stephan Rötzer, Jorge Peris, Carlos Seguí, Michael Brinkmann, Santiago Galán and Jaime Olleros (external consultant). The Executive Board is advised and supported by a management team composed of all departments of the company. The area teams confer every three months. The committees' rules of operation are laid down in the committee guidelines. Appendix 1
	4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organisation's management and the reasons for this arrangement.)	Stephan Rötzer is CEO, founder and owner of SanLucar.	

Resources Area	4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	See Indicator 4.1. See Appendix 3 of the CR report – employee data – composition of the committees of the Executive Board and the management	Indicator 4.1 Appendix 1
CR	4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	There are a variety of mechanisms for our employees at the headquarters: database for proposals in the context of SA8000, HR, CIA, employee representation. In the remaining companies, we are still in the introductory phase.	The employee participation mechanisms at the headquarters in Puzol (Valencia): 1. internal system regulated by the SA8000 certification (suggestion boxes and employee representatives) 2. CIA: committee composed of employees from different departments 3. annual employee survey on the working climate
Resources Area	4.5	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	This aspect is considered in the strategic plan (which is currently being drawn up).	The salaries of all SanLucar Group employees are divided into a non-performance-based basic salary and a target-based bonus. The system takes into account business goals, departmental and individual objectives, which are reviewed annually.
	4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	This item will be taken into account in the corporate governance strategic plan, which is currently being drawn up.	
	4.7	Process for determining the qualifications and expertise of the members of the highest governance body, including any consideration of gender and other indicators of diversity.	It is the CEO's responsibility to determine the composition of the highest governance body and its committees. The highest governance body currently consists of six people (five internal people and one external consultant).	
CR	4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation.	Chapter 2.2 Since 2011, SanLucar has had an integrated policy which comprises aspects from HR, quality, the environment and sustainability.	Chapter 2

Resources Area	4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.	Annual preparation and approval of the CR report. Corporate policy must be approved and the integrated management system constantly monitored at the executive level.	Annual CR report with approval by Executive Board GRI indicators Integrated management system Corporate policy and SanLucar's Code of Ethics
	4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	This aspect is considered in the strategic plan (which is currently being drawn up).	All members of the highest governance body, directors and executives, participate in a management bonus scheme with which their performance in the company is evaluated in relation to the achievement of the annual business indicators. This target system is reflected in internal workflows.
Risk Committee	4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Chapter 2.5 Risk Management. SanLucar's integrated management system establishes mechanisms for excellent management in relation to the prediction of risks and continuous improvement.	Chapter 2
CR	4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	Signing of the Global Compact; signing of the Charter of Diversity Chapter 2.4 and 5	United Nations Global Compact, 2011 The Charter of Diversity in Spain, 2011 Pact against Food Waste, 2012 Pact against Violence against Women, 2012
CR and Resources	4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations.	Chapter 2.4 Chapter 5.1	Member of UPJ e.V. Germany, respACT Austria Collaboration: Die Tafeln e.V. Ettlingen (Germany), City Government of El Puig (Valencia), Consorci Pactem Nord (Valencia), Asociación La Casa Grande (Valencia), The Homestead, Cape Town (South Africa) Chapter 4.5

CR	4.14	List of stakeholder groups engaged by the organisation.	In July 2010, SanLucar performed a stakeholder analysis, which was reviewed and improved in a workshop with UPJ in April 2012. For instance, we plan and archive all protocols of stakeholder dialogues and integrate them into our management system, SA8000.	The stakeholders are selected according to the »from inside to outside« model and according to company locations; Chapter 3
	4.15	Basis for identification and selection of stakeholders with whom to engage.	See foreword and Chapter 2.3	
	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Chapter 2.3 Chapter 3 Chapter 4 Chapter 5 Chapter 6	
	4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Chapter 7	
Economic indicators				
Finance	EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments (taxes).	See Appendix 3	Appendix 1
CR	EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Measurement of our products' carbon footprint, starting with our lemons. Climate or meteorological changes including the following risks: thunderstorms, ambient temperature, water availability as well as health and production-related issues which affect employees. All these risks are included in the SanLucar risk management system.	The risks of climate change are an integral part of our risk management system, as climate change can result in direct and indirect potential economic consequences for us. Chapter 5.2

HR	EC3	Coverage of the organisation's defined benefit plan obligations.	Pension plan, wage premium for academic continuing education, medical insurance and other social benefits for employees. See Chapters 3 and 5.3	Chapters 4.1 and 4.3
Finance and Legal Department	EC4	Significant financial assistance received from government.	Subsidies received from public institutions. Subsidy from Ministry of Health, Ministry of Social Affairs and Secretary of State for Equality to introduce an equality plan --> 7.740 euros Subsidy from VEX (Valencian Institute for Export) and from the Ministry of Agriculture, Fishery and Food to support the export and the introduction of an international brand --> 90.430.72 euros.	Tunisia: The Tunisian state subsidises 12% of the invested amount. So, the total of the subsidy amounts to 993,000 DT (450,000 euros)
HR	EC5	Range of ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation.	SanLucar bases its salaries on salary scales from collective employment agreements. If these are not available, we base pay on average job-specific salaries of the respective country. In order to get qualified personnel, SanLucar often offers higher salaries.	Tunisia: The average salary is 151% higher than the national minimum salary, applied to 100% of the employees. South Africa: The average salary is 15% higher than the national minimum salary, applied to 100% of the employees. Spain: The SanLucar salaries are based on collective agreements and depend on the knowledge and the experience of each person. Average salaries are higher than those laid down in the collective agreements. Germany: There are no collective agreements in the industry; so, SanLucar bases salaries on average job-specific salaries. Austria: There is no standard entry-level salary. Salaries are calculated individually according to the assessment by the general manager. They are well above collective minimum wages.

Resources Area and SanLucar International	EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	The company uses fixed quality specifications for fruit and vegetables. Our products are purchased in 34 different countries and only from suppliers who have been approved according to our criteria. Suppliers are only engaged under contract if they can fulfil our criteria and guarantee our standard of quality. Materials necessary for business operations and production are purchased in the respective country with consideration to the price/performance ratio. Whenever availability is guaranteed and the price is right, local suppliers are preferred. This is anchored in our corporate policy.	SanLucar is a transnational company which buys its products internationally. Our business activities are internationally accompanied by social programmes which contribute to the development of society, the improvement of working conditions and education. Percentage of local suppliers (volume): Tunisia: 66%, South Africa: 95%, Spain: 95%, Germany: 95%; Chapter 4.4
HR	EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	SanLucar always gives priority to local contracts and promotes cultural exchange. All managers are employed locally. Chapter 3	SanLucar always gives priority to local contracts and promotes cultural exchange. All managers are employed locally.
Resources Area und SanLucar International	EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.	See Appendix 3 and Chapter 5; More than 4% of our investments in Tunisia were investments in corporate social responsibility. Investments in infrastructure improvement, employee social security benefits, and the local community are carried out within the framework of SanLucar's social policies.	Spain: Opening and operation of »El Puchero«, a soup kitchen in Valencia (donation: 21,891.71 euros). Tunisia: Donation of tomatoes to various facilities near business location (100,000 DT; 45,000 euros). South Africa: Donating fruit to employees (19,500 euros, 2% of total investment), renovation of employees' homes and drinking water purification for the company (150,000 euros, 7.5% of total investment). Germany: Donating fruit to schools and »Die Tafel e.V.«, Ettlingen (3,500 euros), donation to Oncological Children's Clinic and »Freundeskreis für Suchtkranke« in Karlsruhe (1,500 euros). Austria: SanLucar Charity Golf Tournament; the proceeds will be donated to local non-profit organisations, victims of the 2013 flood disaster and people with Down's syndrome (80,300 euros). Chapter 4.1, 4.2, 4.3, 4.4

Resources Area	EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	SanLucar develops a business plan which takes economic impacts into account for all production projects. By measuring economic consequences with the help of our risk management system, we make an initial assessment with regards to the indirect economic impacts. Positive: Job creation in the region Export (entry of foreign currency) Corporate tax Negative: If we discover negative effects, we employ measures to convert the effects into indirect positive effects.	For all production projects, SanLucar develops a business plan which takes economic effects into account. This plan evaluates the positive effects such as the creation of jobs or the development of local economic sectors (plan for social development) and attempts to reduce any adverse effects. Chapter 4.4
	Environmental indicators			
Packaging und Controlling	EN1	Materials used by weight or volume.	See Appendix 3	See Appendix 1
	EN2	Percentage of materials used that are recycled input materials.	See Appendix 3 Materials which go to supermarkets are recycled by them in accordance with applicable local systems. Material which goes directly to the consumer (approximately 20%) is, for the most part, recycled. This was the result of a study on consumption in Germany and Austria (our main markets).	We do not use recycled material for our packaging materials; however, we do make sure that the material – if it is cardboard and paper – comes from renewable and certified stocks.
Finance and those responsible for the facilities at the headquarters and branches	EN3	Direct energy consumption by primary energy source.	SanLucar Fruit --> 427,159 kWh SanLucar Austria --> 430,003.76 kWh Germany: electric energy 427,440 kWh and gas 25,543 m ³ (1 January 2012 to 30 June 2012) Tunisia: 768 OE (oil equivalent)/year in gas power (tonnes/year or Nm ³ /year) 700 kg/year (only for canteen).	Spain: 307,782 kWh (electricity) for office, 195,377 kWh (electricity) for storage area Tunisia: 13,064 kWh (electricity) for office, 1,032,996 kWh (electricity) for production; 15,930 l (fuel) for office, 104,183 l (fuel) for production South Africa: 78,827 l (fuel) for agricultural vehicle fleet, 1,596,000 kWh (electricity) Germany: 1,065,980 kWh (electricity), 45,516 m ³ (gas) Austria: 430,000 kWh (electricity)
	EN4	Indirect energy consumption by primary source.	Gas, CO ₂ (used for farming): 2,353 tonnes/year	1,001,260 m ³ (CO ₂) for production
	EN16	Total direct and indirect greenhouse gas emissions by weight.	This indicator is currently not being reported due to not having the necessary information.	
	EN17	Other relevant indirect greenhouse gas emissions by weight.		

All departments	EN5	Energy saved due to conservation and efficiency improvements.	In 2011, an audit concerning energy savings was carried out in Tunisia.	Germany: Motion detectors for the lights in the toilets and in the corridors.
	EN6	Initiatives to provide energy-efficient or renewable-energy-based products and services and reductions in energy requirements as a result of these initiatives.	See Chapter 7	This indicator is currently not being reported.
Resources Area and Logistics	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	SanLucar prefers the use of telephone and video conferencing to save costs and avoid travelling. In this way, we also reduce our global carbon footprint. SanLucar's business travel policies specify that colleagues make arrangements so that they travel together when going to collective meetings or going on business trips. Regarding this issue, we will launch the internet database »Car-pooling« this year. Our employees are informed about the possibilities of public transport; when considering transport, travelling by train is preferred to flying. When flying, flights with the least stops are selected. When booking accommodation, we make sure that the hotel and the restaurants are located near respective event venues. The travellers are informed in advance of the local conditions in order to avoid unnecessary trips. The use of our carpooling system will reduce our emissions when commuting to work. When transporting goods, we also make sure the transport service provider has initiatives concerning energy consumption.	Procurement logistics (local purchasing of materials --> Indicator EC6) Transport (lorry transport, sea freight, cargo) Use of CO ₂ -efficient vehicles for distribution Business travel policies Calculation of carbon footprint of lemons from Spain
Finance and those responsible for the facilities at the headquarters and branches	EN8	Total water withdrawal by source.	Water consumption at SanLucar Fruit S.L. -->2,618 m ³ Water consumption in Ettlingen from 1 Jan. to 30 June 2012 -->559 m ³ Water consumption in Tunisia -->101,185 m ³ /year, mainly for irrigation; see Chapter 7	Spain: 1,503 m ³ (office), 5,240 m ³ (warehouse) Tunisia: 251 m ³ (office), 925,517 m ³ (irrigation) South Africa: 770,000 m ³ Germany: 1,194 m ³ (fresh water), 10,652 m ³ (rainwater) Austria: This indicator is currently not being reported (will be reported in the next campaign).

Quality and SanLucar International	EN9	Water sources significantly affected by the collection of water.	In Tunisia, a study on environmental impacts was carried out. The study specifies appropriate conditions to ensure sustainability, such as the use of groundwater.	South Africa: With the purchase of the productive land, we have acquired water rights for 7,000 m ³ /ha/year. These concern river water used for the irrigation of crops, the pack house and employees' homes. The water is purified for use as drinking water. Tunisia: The water is obtained from wells controlled and managed by the government.
	EN10	Percentage and total volume of water recycled and reused.	30% of the water used in our irrigation systems in Tunisia consists of recycled water (drainage water). The area of application covers over 21 hectares (almost 50% of the total area). Many of our growers also use the rainwater, which is routed through a special drainage system on the roofs of the greenhouses to the irrigation systems.	Tunisia: The processing and reuse of irrigation water has been implemented on 100% of the cropland. South Africa: System is not applied, as cultivation takes place in outdoor crops planted in soil.
	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Our farm in Portugal, which is mostly dedicated to the trialing of new varieties, is located within the Nature Park Parque Natural do Sudoeste Alentejano e Costa Vicentina in the southwest with an extension of 110 km ² and a total area of 74,414.89 ha, of which 56,952.79 ha are land. The farm covers over 22 ha and is located in Herdade da Bica, 7630-736 Zambujeira do Mar, Portugal. The area has traditionally been used for agriculture.	With the closure of this site in Portugal in June 2013, none of our land is located in or adjacent to protected areas.
CR	EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	SanLucar is neither a threat to any of the species on the IUCN (International Union for Conservation of Nature) Red List nor to any on the national lists. Our activity is performed in accordance with the standard of Global G.A.P. Furthermore, we employ additional measures to ensure minimal impact, focusing on protected habitats. See Indicators EN12 and EN13 See Chapter 7.1	SanLucar is neither a threat to any of the species on the IUCN (International Union for Conservation of Nature) Red List nor to any on the national lists. Our activity is performed in accordance with the standard of Global G.A.P.

CR	EN13	Habitats protected or restored.	See chapter 7.1 and interview with Giuliano	No specific activity during this campaign.
	EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	Currently, there are no specific measures being considered. SanLucar's controlled farming comprises the preservation of biodiversity.	
	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	None	
Quality, CR, IT, Controlling and Logistics	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	SanLucar has measured the carbon footprint of its lemons from Murcia and will review the relevant quantity of CO ₂ in grams during the next campaign. In 2011, the implementation of a monitoring system for logistics which analyses the number of kilometres travelled began. SanLucar analyses the numbers of kilometres travelled by plane. Since March 2012, our travel agents have registered the total distance travelled in kilometres. See Chapters 3.4 and 7	Chapter 5.2
Quality, CR, and those responsible for the facilities at the headquarters and branches	EN19	Emissions of ozone-depleting substances by weight.	During this campaign, SanLucar has replaced the old cooling chambers, which use R22, with new cooling chambers operated with NH ₃ (liquid ammonia). This coolant requires enhanced risk management with regards to employee safety. However, the environmental impact on the ozone layer and the greenhouse effect is lower.	SanLucar only uses cooling systems which conform to the latest standards. Indicator EN20
	EN20	NO _x , SO _x and other significant air emissions by type and weight.	Our activities are, of course, primarily natural and not industrial; therefore, our share of NO _x and SO _x is relatively low. Our cooling systems in the logistics centre in Ettlingen are operated with water and salt. Our carriers signed our environmental commitment (included in the Code of Ethics).	

Resources Area (administrative data), Quality and SanLucar International (production data)	EN21	Total water discharge by quality and destination.	<p>The waste water of our office buildings is fed into the urban sewage network.</p> <p>The dose and concentration of the fertiliser is adjusted in accordance with the needs of the plant, the soil and the climate to avoid an overdose. There are also measures to reduce the leachate (Global G.A.P.).</p> <p>The floors of the warehouses are always sealed and isolated to prevent harmful substances from flowing into the natural soil. There is no data on the volume of waste water produced.</p>	<p>Spain: The waste water is drained into the municipal sewage network.</p> <p>South Africa: The waste water from the office buildings and the employees' homes is cleaned by a company-operated waste water treatment plant and then fed into the river. In the packaging hall, no wasted water contaminated by chemical substances is produced.</p> <p>Tunisia: 8 l/second of drainage water from the greenhouses is collected and processed for reuse. The waste water is then routed to a designated canal.</p> <p>Germany: The waste water is drained into the municipal sewage network (1,194 m³).</p> <p>Austria: The waste water is drained into the municipal sewage network.</p>
	EN22	Total weight of waste by type and disposal method.	<p>SanLucar separates waste in all branch offices.</p> <p>With the relocation of our warehouse from Puzol to La Vall d'Uixó in May 2012, a recycling service was commissioned to separate cardboard, wood, film, tapes and edge protection. Information on the weight of the residues in La Vall d'Uixó will be listed in the next report. In Tunisia, storage areas have been created for cardboard, plastic and wood, which is sold to an authorised recycling company. Plastic from the greenhouses is passed on to a recycling company once the storage area designated for it is full. The wooden pallets are reused. See Chapter 7</p>	<p>Waste is separated at all branch offices. Waste will be disposed of either by authorised companies or by the municipal waste service. Containers with contaminating substances are collected and disposed of by the supplier.</p>
Quality	EN23	Total number and volume of significant spills.	No spills occurred.	

CR	EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	<p>At our headquarters, empty printer cartridges and waste electrical and electronic equipment are disposed of according to valid environmental guidelines.</p> <p>The Fundación para la Gestión Medioambiental de Pilas (Foundation for Environmental Management for Batteries) collects used batteries and disposes of them in accordance with the law.</p> <p>Waste from pesticide packaging is always managed by an authorised waste manager; to this end, we contract authorised companies.</p> <p>SanLucar does not perform any maintenance or repairs on the vehicle fleet which could result in hazardous waste.</p> <p>SanLucar olive oil is the only product which requires processing. SanLucar oil residue is converted into energy (biomass).</p>	
	EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	See EN12 and EN13	
Quality, CR, Packaging and Logistics	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Chapter 7	Chapter 5.2
Packaging and Controlling	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	<p>See EN2 and Appendix 3.</p> <p>We cannot know whether the consumer will recycle our packaging. However, we know that the markets we serve have an integrated recycling system.</p> <p>We recycle waste in our warehouse in Vall d'Uixó and in our logistics centre in Ettlingen. See Chapter 7.3</p>	In the majority of markets served, 100% of the transport material is recycled; in Germany, 9% is recycled by means of reusable packaging.
Legal Department	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	There was no failure to comply with legislation or regulations. The company has not been subjected to any penalties.	

Logistics and HR (headquarters and branches)	EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	SanLucar does not have its own vehicle fleet but rather relies on carriers. SanLucar currently transports its products as follows: plane 0.25%; ship 19.41%; trucks 80.34%. The Logistics, Controlling and IT departments are working on automatically calculating emissions of the routes so that they can optimise them. In Tunisia, a bus service is available to employees. We have calculated the carbon footprint of the lemon, including the transport to Ettlingen.	SanLucar does not have its own vehicle fleet but rather relies on carriers. SanLucar currently transports its products as follows: plane 0.07%; ship 17.87%; trucks 82.06%. In Tunisia and South Africa, collective transport is available to employees.
Finance	EN30	Total environmental protection expenditures and investments by type.	Appendix 3	Expenditures: Germany: 170,297.53 euros Austria: 330,061.48 euros (2012) Spain: 375,224.10 euros Investments: Tunisia: 27,000 euros South Africa: 1,713,019.78 euros
Labour practices and decent work indicators				
HR (headquarters and branches)	LA1	Total workforce by employment type, employment contract and region, broken down by gender.	See Appendix 3	See Appendix 1
	LA2	Total number and rate of employee turnover by age group, gender and region.	The average turnover rate for the headquarters in Spain is 30% (calculation: ((new hiring-departures)/number of employees)*100) Office in Austria: 3 hiring (1 woman and 2 men) / 2 departures Office in Germany: 8 hiring (7 men and one woman) and 12 departures (7 men and 5 women)	Calculation: ((new hiring-employee turnover)/number of employees)*100 Spain: 12% Tunisia: 51% South Africa: 5% Germany: 12.3% Austria: 19%

HR (headquarters and branches)	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Germany and Spain: Benefits are the same for all employees. 80% of the employees (SanLucar Group) have a fixed contract. South Africa (starting 2012/13): permanent employee: apartments, pension plan, protective clothing, work clothing, nursery school, transport, training, personal and social development programme. Seasonal workers: nursery school, transport, training, programme for social development. Tunisia: Benefits are the same for all employees. 15% are permanent staff. With every campaign, seasonal workers accumulate entitlements for benefits. Benefits: premium for time in company, school bonus, performance bonus (monthly), transportation allowance. Austria: accident and health insurance starting at 50% time.	
	LA15	Return to work and retention rates after parental leave, by gender.	Complete reemployment, in some cases also part-time and home office; thus 100%; Chapter 3	Spain, South Africa, Austria: 100%. Germany: currently no employees on parental leave. Tunisia: offered to all employees.
	LA4	Percentage of employees covered by collective bargaining agreements.	100% If there is no collective agreement, the Works Council Constitution Act or local labour legislation is applied.	Spain, Tunisia, South Africa, Austria: 100% Germany: No collective agreements exist. If there is no collective agreement, the Works Council Constitution Act or local labour legislation is applied.
	LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	We adhere to collective agreements, local legislation and employment contracts. Spain: Is set out in the collective agreement or in local labour legislation. Minimum notice period(s) in accordance with Spanish collective agreement – Manager/middle management: 60 days, Technicians: 30 days, Administrative staff/workers: 15 days South Africa (from 2012/13): manager/middle management: 30 days; technicians: 30 days; administrative staff/workers: 5 days Tunisia: 30 days, regardless of occupational category Germany: in accordance with the employment contract (compliance with the law) Austria: in accordance with collective agreement (compliance with the law)	

HR (headquarters and branches)	LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	Establishment of the SanLucar Fruit Safety and Health Committee in February 2010. The committee consists of eight people; of these, four are employees (non-management positions) and four represent upper and middle management. The committee is responsible for the headquarters in Puzol and the warehouse in Vall d'Uixó. There were four meetings in the last year. The establishment of a Safety and Health Committee in Tunisia is planned for the end of the year. In Austria, there is a responsible person for safety and health as well as a plan for occupational health and safety measures; three people have first aid knowledge. The establishment of a Health and Safety Committee in Germany is planned for 2013. Currently, there is one responsible person for health and safety.	<p>Spain: The Health and Safety Committee consists of eight representatives.</p> <p>Tunisia: There is no Health and Safety Committee but a doctor and a nurse.</p> <p>South Africa: There is no Health and Safety Committee but a nurse.</p> <p>Germany: 11 people (including first aiders, person responsible for fire safety, person responsible for HACCP).</p> <p>Austria: There is a responsible person as well as a plan for occupational health and safety measures and three first aiders.</p>
	LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender.	Absence rate (total number of days on which no work was performed/ number of work days*employees) – has not been measured so far. Data will be provided in the next report. Austria: No accidents or incidents occurred. Germany: Days not worked men: 40 and women: 45. Spain: Accidents/incidents without notification of sickness: 7; Accidents with notification of sickness: 2 Tunisia: 993 days not worked because of notification of sickness	<p>Spain: Accidents/incidents without notification of sickness: 7 Accidents with notification of sickness: 2</p> <p>Tunisia: Women: 64 days, men: 28 days</p> <p>South Africa: Women: 89 days, men: 123 days</p> <p>Germany: Men: 25 days</p> <p>Austria: None</p>
Health and Safety Committee and CR	LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families or community members regarding serious diseases.	Anti-smoking campaign in Austria Blood donation campaigns and medical examinations in Spain (Puzol) Company doctor and nurse in Tunisia Training programmes in Spain: safety at the office (71 people), working with risk of explosion (4 people), correct use of protective clothing (6 people)	<p>Spain: Training programmes: risks at the workplace (all new employees), risks related to the warehouse keeper position (2); awareness-raising campaign and training: »Your Back Needs You«</p> <p>Tunisia: First Aid course (1 person), 25 formed employees at the moment. Hygiene courses for clothing (270 people, 1 h), good agricultural practice and hygiene (500 people, 1.5 h), precautionary measures when handling chemical products (30 people, 1 h).</p> <p>South Africa: 7 formed employees in First Aid at the moment. Courses: how to act against drugs and alcohol, informative programmes about AIDS.</p>

HR and Health and Safety Committee	LA9	Health and safety topics covered in formal agreements with trade unions.	See LA6	<p>South Africa: No specific agreements with labour unions exist, but they have the right to visit the premises. Employees belong to the labour union. Employees are paid a premium in addition to the salary to cover potential costs.</p> <p>Tunisia: UGT Union General of Tunisian workers.</p>
HR	LA10	Average hours of training per year per employee, by gender and by employee category.	35 annual training hours per employee, regardless of gender; During the 2011/2012 campaign, two women participated in training courses with a total number of 638 hours. Chapters 3 and 5.2 Training programmes Austria: 29 English lessons Training programmes Spain: • 638 h: Manager Coaching, Master of Agroecology (in both cases, training was received by women) • 3,493 hours of language classes	<p>Educational programmes for horizontal career planning</p> <p>Spain: 480-hour programme: Developing my Leadership Skills South Africa: 350 hours of language classes (5 women) Tunisia: 24 h: forklift driving classes (16 men); 16 h: computer science course for the administrative software (5 women, 3 men); one-month traineeship in different packing houses (1 woman) Germany: 24 h: MS Dynamics AX Financial Data/Basics (2 women, 2 men); 16 h: Time and Self-management (1 man); 3 h: Quality Assurance (entire workforce); 234 h: language classes (11 women, 9 men)</p> <p>Educational programmes for vertical career planning</p> <p>Germany: 590 h: HR specialist (1 woman); 80 h: instructor training (1 woman); 48 h: Leadership and Organisation (2 men); Spain: 40 hours of training per year per employee, regardless of gender South Africa: advanced training courses: educational training for Kindergarten teachers; handling of tractors; citrus cultivation methods.</p>
	LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career paths.		<p>Performance evaluation</p> <p>100% of permanent employees, regardless of gender (Spain, Tunisia, South Africa, Germany) 44% of employees, regardless of gender (Austria) Chapter 4.1</p>
	LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	100 %, regardless of gender; SanLucar's performance system is managed online, using a new computer programme.	

	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.	See Indicator 4.3 and Chapter 3.3 as well as Appendix 3	Appendix 1
	LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Men and women with the same responsibilities receive the same salary in the different employee categories. This is laid down by the collective agreements and employment legislation and is enshrined in the SanLucar Code of Ethics. This is reflected in company policies. See Chapter 3.3	Payment is determined by function and level of responsibility. Men and women in the same position receive equal pay. Our equality policy is laid down in the Code of Ethics. Chapter 4.3
Human Rights indicators				
Legal Department	HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	0% of the supplier contracts for goods and services. Since 2010, the SanLucar Code of Ethics has been an integral part of the supplier agreements. In this way, with their signature, the suppliers agree to comply with all principles of the Code of Ethics. See Chapters 4.2 and 6.6 Investment agreements (21 December 2011): In the agreement for the acquisition of a farm in South Africa, the »Black Economic Empowerment« (BEE) policy is taken into account. The policy is designed to improve the conditions of the underprivileged population during the time of apartheid.	Observance of the SanLucar Code of Ethics is verified for all agreements.
Quality	HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	100% The audits for approval of our growers, carriers and intermediate platforms include ethical, environmental and quality aspects. The agreements signed by them also include a clause regarding compliance with our Code of Ethics. This code is based on the SA8000 standard and the principles of the Global Compact. See Chapter 4.1	100% Our supplier audits include ethical, environmental and quality aspects. Chapter 2

HR	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	90% are trained – 26 hours of training during the last campaign. Training regarding SA8000 aspects completed by 100% of SanLucar Fruit employees. We are currently in the introductory phase of SA8000 in SanLucar Deutschland GmbH, SanLucar Import GmbH, SanLucar Vertrieb, SanLucar Obst und Gemüse Handels GmbH.	At the time of the report, no specific training courses had been conducted at the locations in Tunisia, South Africa, Austria and Germany.
Quality	HR4	Total number of incidents of discrimination and corrective actions taken.	No incidents of discrimination, child labour, or forced or compulsory labour were reported. These are all SA8000 monitoring indicators. See HR2. Our risk management system takes account of »ethical risk«.	No known incidents. Our global Code of Ethics includes, as minimum requirements, the ILO conventions as well as the criteria of the SA8000 standard. Our regular audits, both regarding our internal management system and our growers, prevent such incidents. The contracts with our suppliers comprise our Code of Ethics. Chapter 2
	HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.		
	HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.		
	HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of all forms of forced or compulsory labour.		
SanLucar International	HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Tunisia: 16 South Africa: 12 Security personnel are provided by an external company which also receives training on our Code of Ethics.	At the time of the report, SanLucar had not conducted any specific training for the personnel of the external security companies.
Legal Department	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	SanLucar International only carries out administrative tasks in cities and develops agricultural projects in areas chosen for agricultural production. No incidents regarding this issue exist.	
Risk Committee	HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Our risk management system takes account of »ethical risk«. Indicator HR1	
Legal Department	HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	No grievances or complaints relating to human rights were presented.	

Social indicators				
SanLucar International and CR	SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes.	Chapter 5 Local hiring policy; community activities	South Africa: As of the 2013/2014 campaign, we will introduce our social development plan. Tunisia: 90% of employees come from the three neighbouring municipalities. Chapter 4.4.1
SanLucar International and Risk Committee	SO9	Operations with significant potential or actual negative impacts on local communities.	No negative impacts on local communities due to our operations were registered. On the contrary, a positive effect can be observed. See EC9	
	SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.		
Risk Committee	SO2	Percentage and total number of business units analysed for risks related to corruption.	Signing of the Global Compact and the Code of Ethics. In applying the risk management system, the risk of corruption is analysed. See Chapter 2.5	In applying the risk management system, the risk of corruption is analysed.
SA8000 Committee	SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	The entire staff are familiar with the SanLucar Code of Ethics (Item 10 concerns anti-corruption measures). During the next campaign, a training session highlighting the main risks will be conducted with respect to the risk management system. Only 13% of SanLucar Fruit and 1.5% of the SanLucar Fruit Group are trained in this type of risks (Crisis Committee and those potentially affected by risks).	100% of the workforce is familiar with the SanLucar Code of Ethics (Item 10 concerns anti-corruption measures). From June to December 2013, training sessions take place on the risk and crisis management system. At the time of the drawing up of this report, the entire Crisis Committee and its teams had been trained in this respect.
Legal Department	SO4	Actions taken in response to incidents of corruption.	No incidents of corruption.	There were no known incidents of corruption. A contingency plan exists in case of suspicion of corruption.
CR	SO5	Public policy positions and participation in public policy development and lobbying.	This year, SanLucar has participated in: • International CSR Conference in Berlin • Presentation of the programme: Youth Participation against Climate Change, organised by EARTH University and the government of Costa Rica. SanLucar signed the Global Compact and the Diversity Charter.	Signing of the Pact against Food Waste and the Valencian Business Pact against Violence against Women. Participation in two business breakfasts with the publisher CoRResponsables of the Polytechnic University of Valencia regarding the challenges of corporate responsibility.

Finance (headquarters and branches)	SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Not applicable	
Legal Department	SO7	Total number of legal actions for anticompetitive behaviour and monopoly practices and their outcomes.	No anticompetitive behaviour or monopoly practices occurred.	
	SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	There were no penalties or fines of this kind.	
Product responsibility indicators				
Quality	PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	100% ISO9001, QS, IFS, APPCC, Global G.A.P. Programme for pesticide reduction: The reduction in the number and concentration of pesticide residues is a constant and primary objective. We analysed the residues of the previous campaign, are searching for better alternatives with our technicians and only select the best growers. These are just a few actions taken to achieve the goal of making zero-residue products. Reducing impact: use of products of biological origin, sustainable cultivation, resistant varieties; fields are chosen for low presence of pests. For health and environmental reasons, we rely on integrated and sustainable pest control.	100% of our products are examined at all stages of their lifecycle. To this end, the following systems are available to us: ISO9001, IFS, QS, Global G.A.P. and APPCC. We constantly work on pesticide residue programmes with the aim of guaranteeing: no residues on our products. Sustainable farming practices, resistant varieties and integrated pest control.
	PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	No incidents occurred. This is ensured by the precautionary system used for the selection and approval of plots according to our specifications.	

Quality	PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	We observe the SanLucar labelling specifications, which are based on the following legislation: Implementing Regulation (EU) 543/2011 of the Commission of 7 June 2011 for the marketing of fruit and vegetables, Regulation (EU) 1169/2011 of the European Parliament and of the Council of 25 October 2011 on the provision of food information to consumers, and the various standards of the United Nations Economic Commission for Europe (UNECE). We ensure specific information by means of our traceability system. It is applied to 100% of our products.	
	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	There were no known incidents. Prevention system and intermediate checkpoints. See Chapter 6.2	There were no known incidents.
	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	See Chapter 6.3	See Chapter 3
Corporate Communication and Marketing	PR6	Programmes for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	SanLucar sells fruit and vegetables. These are healthy products which are not prohibited. SanLucar uses responsible marketing based on its own standards as well as those which have been internationally set. Our marketing encourages consumers to eat healthily and develops creative ideas to do this (with recipes, for example).	
	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcome.	In the 2011/2012 campaign, there was an official notification regarding confusing advertising for the product Vitamin-C bombs. In the next campaign, the measures to be followed will be determined.	There were no known incidents.
IT	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Privacy Statement (LOPD-Ley de Protección de Datos) Mechanisms for the web portal were established. SanLucar Technographics is audited externally.	No complaints were filed within the reporting period.
Legal Department	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	No violations occurred.	

SanLucar indicators				
Quality	SL1	Percentage of suppliers and their sub-suppliers which have been audited according to SanLucar's ethical and environmental standards in compliance with the process.	100% of the growers have been audited in accordance with the ethical standards. 100% of the carriers, intermediaries and other service providers have been audited in accordance with ethical and environmental standards. < 1% of the growers have been audited according to the grower profile (ethics, environment, quality) which was developed in the 2011/2012 campaign. The audits have already begun. Our objective is to have audited 100% of the growers with whom we have collaborated for more than three years in accordance with the grower profile by the end of the 2012/2013 campaign.	100% of the growers have been audited in accordance with the ethical standards. 100% of the carriers, intermediaries and other service providers have been audited in accordance with ethical and environmental standards. 14% of all growers and 37% of the growers who have worked with us for more than three years have been audited according to the grower profile (ethics, environment, quality).
	SL2	Percentage of activities which meet the international best practice standards. Share of SanLucar operations fulfilling the international excellence standards for the operations described in the report (ensured by the Integrated Management System).	100% During the 2011/2012 campaign, the corporate certification project started with the following aims: <ul style="list-style-type: none"> Improving the certification of SanLucar's current management systems Owing to the expansion of our structures in producer areas, all processes of the newly founded companies have been undergoing certification since the 2011/2012 campaign. In March 2012, SanLucar joins the IFS certification system and thus initiates the corporate certification process. In September 2012, ISO 9001 certification is carried out at SanLucar Fruit, SanLucar Vertrieb Deutschland, SanLucar Deutschland and SanLucar Fruit Import. The latter three obtained certification for this standard for the first time as a result of the corporate certification process. In April 2013, certification for the IFS standard was carried out at SanLucar Fruit, SanLucar Vertrieb Deutschland, SanLucar Vertrieb Deutschland and SanLucar Fruit Import. The latter two obtained certification for this standard for the first time as a result of the corporate certification process. 	100% During the 2012/13 campaign, the corporate certification process was successfully continued: <ul style="list-style-type: none"> In October 2012, SanLucar Vertrieb Deutschland, SanLucar Deutschland and SanLucar Fruit were ISO 9001 certified. In May 2013, SanLucar Fruit, SanLucar Vertrieb Deutschland, SanLucar Deutschland and SanLucar Fruit Import were IFS certified. In order to increase efficiency for the certification processes, ISO 9001 and IFS will be certified together in future. In addition, ISO 9001 and IFS certifications are to be prepared for our branch in Tunisia. Our objective is to gradually obtain ISO 9001 and IFS certification for all branches worldwide.
CR	SL3	Number of countries in which SanLucar has developed social projects.	4 (Spain, Austria, Tunisia, Costa Rica)	5 (Spain, Austria, Tunisia, Costa Rica, South Africa)

Appendix 3. Communication on Progress (CoP) and corresponding GRI indicators

Global Compact Principle		Progress	
No.	Principle	Projects and corresponding initiatives	Corresponding indicators
Human Rights			
1	Businesses should support and respect the protection of internationally proclaimed human rights.	Progress, in this case, consists on the assumption that everyone has the same rights. For this purpose, our Code of Ethics was translated into six languages, and specific programmes were developed for some countries in which we operate. See Chapter 4	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, LA4, LA6, LA7, LA8, LA9, LA13, LA14, EC5, HR1, HR2, HR3, HR4, HR5, HR6, HR7, HR8, HR9, SO5, PR1, PR2
2	Businesses should make sure that they are not complicit in human rights abuses.	For this purpose, SanLucar has a Code of Ethics that is applied at all levels, an integrated management system that is based, among other things, on the international SA8000 standard and a worldwide network of CR ambassadors. In addition, SanLucar makes all suppliers go through an ethical approval process and creates a three-level grower profile (quality, ethics, environment).	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, HR1, HR2, HR3, HR4, HR5, HR6, HR7, HR8, HR9, SO5
Labour			
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Means for ethical management (see principle 2) In order to avoid sexual discrimination or any other form of discrimination, SanLucar has created an equality plan. SanLucar has an Equality Committee and a representative (Stefanie Müller). There are regular meetings with the management and the employee representative. In Tunisia, we pay a school bonus so that our employees' children can go to school. Salaries are above the national average. Moreover, we also work on the economic development of the communities with specific projects, such as the promotion of traditional craftsmanship and personal development at early ages. The social programme in the communities is based on the d.r.e.a.m.s. concept. (see chapter 4.4)	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, LA4, LA5, HR1, HR2, HR3, HR5, SO5
4	Businesses should uphold the elimination of all forms of forced and compulsory labour.		4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, HR1, HR2, HR3, HR7, SO5
5	Businesses should uphold the effective abolition of child labour.		4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, HR1, HR2, HR3, HR6, SO5
6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.		4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, EC7, LA2, LA13, LA14, HR1, HR2, HR3, HR4, SO5
Environment			
7	Businesses should support a precautionary approach to environmental challenges.	The risk of environmental problems and a range of preventive measures (evaluation of environmental aspects and impact) were identified by means of risk management.	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.11, 4.12, 4.13, EN18, EN26, EN30, EC2, LA4, E26, E30, SO5
8	Businesses should undertake initiatives to promote greater environmental responsibility.	The best way to promote environmental responsibility among employees, customers, growers and suppliers is to spread SanLucar's environmental policy and better environmental practices. Continuous raising of awareness by means of internal communication and training for key people.	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, EN1, EN2, EN3, EN4, EN5, EN6, EN7, EN8, EN9, EN10, EN11, EN12, EN13, EN14, EN15, EN16, EN17, EN18, EN19, E20, E21, E22, E23, E24, E25, E26, E27, E28, E29, E30, SO5, PR3, PR4
9	Businesses should encourage the development and diffusion of environmentally friendly technology.	Knowing and diffusing the best technology is one of SanLucar's commitments with its growers – sharing knowledge and assisting in the implementation process.	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, EN2, EN5, EN6, EN7, EN10, EN18, EN26, E27, E30, SO5
Anti-corruption			
10	Businesses should work against corruption in all its forms, including extortion and bribery.	Means for ethical management (see principle 2) Before any collaboration with new partners, we carry out a detailed assessment. At all stages of this process, we act in accordance with the values and principles of our Code of Ethics.	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, SO2, SO3, SO4, SO5, SO6

Appendix 4. CR Contacs in SanLucar

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Appendix 5. Certificates

CERTIFICATE 

Management system as per
EN ISO 9001 : 2008

In accordance with TÜV NORD CERT procedures, it is hereby certified that

SAN LUCAR FRUIT, S.L.
Poligono la Mezquita, 201
12600 La vall d'Uixó (Castellón)
Spain



applies a management system in line with the above standard for the following scope

Commercialization and storage of fruit and vegetables

Certificate Registration No. 44 100 117569-001 Valid until 2016-01-10
Audit Report No. 3511 0211

G. Bröntigam
Certification Body
at TÜV NORD CERT GmbH Essen, 2013-02-22

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits. This certificate is valid in conjunction with the main certificate.

TÜV NORD CERT GmbH Langemarckstrasse 20 45141 Essen www.tuev-nord-cert.com



TGA-ZM-67-09-00

ZERTIFIKAT 

nach QS
Ausgabe 01.01.2012

Der Nachweis der regelwerkskonformen Anwendung der QS-Kriterien wurde erbracht und wird gemäß TÜV NORD CERT-Verfahren bescheinigt für

SanLucar Fruit, S.L.
Calle Serra Llarga, 24
46530 Puzol (Valencia)
Spanien
QS-ID bzw. ILN-Nr.: 4031735796520
Standort-Nr.: GH00000883



Systemkette: Obst, Gemüse, Kartoffeln
Stufe: **Großhandel**

Produktionsart

Einhaltung der Anforderungen des QS-Systems für Obst, Gemüse und Kartoffeln in der Stufe Großhandel mit der Produktionsart: Fruchthandel

Datum des Audit: 2012-03-05 und 2012-03-06 Zertifikatsgültigkeit bis 2014-07-31
Audit-Nr. 3509 8043 Zertifizierungsentscheidung 2012-06-01
Zertifikat-Registrier-Nr. 44 275 117569

H. Fere
Zertifizierungsstelle der
TÜV NORD CERT GmbH Essen, 2012-06-01

Maßgeblich für die Lieferberechtigung zugelassener Standorte sind allein die Angaben in der Software-Plattform, da Abweichungen infolge von Vertragsdatum, Sperrung, o.ä. vorliegen können.
Dieses Zertifikat ist Eigentum der Zertifizierungsstelle und muss nach Aufforderung zurückgegeben werden.
Prüfgrundlage ist das QS-Systemhandbuch in der jeweils zum Zeitpunkt des Audits gültigen Fassung.

TÜV NORD CERT GmbH Langemarckstraße 20 45141 Essen www.tuev-nord-cert.de



DAP-ZE-2016 99



CERTIFICATE

Management system as per
SA 8000 : 2008

In accordance with TÜV NORD CERT procedures, it is hereby certified that

SANLUCAR FRUIT, S.L.
C/Serra Llarga, 24
46530 Puzol-Valencia
Spain



applies a management system in line with the above standard for the following scope

Commercialization and storage of fruits and vegetables

Certificate Registration No. 44 114 117569 Valid until 2016-03-09
Audit Report No. 3511 6947

D. As
Certification Body
at TÜV NORD CERT GmbH

Essen, 2013-05-20

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstrasse 20 45141 Essen www.tuev-nord-cert.com



Social Accountability International and other stakeholders in the SA8000 process only recognize SA8000 certificates issued by qualified CBs granted accreditation by SAAS and do not recognize the validity of SA8000 certificates issued by unaccredited organizations or organizations accredited by any entity other than SAAS
www.saasaccreditation.org/certification

CERTIFICATE

IFS Broker
Version 1

In accordance with TÜV NORD CERT procedures, it is hereby certified that

SanLucar Vertrieb Deutschland GmbH
Zeppelinstr. 6
76275 Ettlingen
Spain
COID: 35710



for the range of application

Trade of fruit and vegetable

fulfills the demands on the

Higher Level

Date of audit: 2013-05-03
Audit Report No. 3512 2078
Certificate Registration No. 44 773 117569-002

Validity date: 2014-07-28
Date of next audit: until 2014-05-02

H. Fiere
Certification Body
at TÜV NORD CERT GmbH

Essen, 2013-07-29

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstrasse 20 45141 Essen www.tuev-nord-cert.com



CERTIFICATE

according IFS Cash & Carry/Wholesale
Issue 1, February 2010

In accordance with TÜV NORD CERT procedures, it is hereby certified that

SanLucar Fruits S.L.
Calle Serra Llarga, 24
46530 Puzol - Valencia
Spain
COID: 8961



product-category

1. Cash & Carry
1.5. Fruit and vegetables

for the range of application

Purchasing, sales and warehousing of fruits and vegetables

fulfills the demands on the

Higher Level

Date of audit: 2013-04-29 to 2013-04-30
Audit Report No. 3512 1924
Certificate Registration No. 44 288 117569

Validity date: 2014-07-28
Date of next audit: until 2014-04-29

G. Fiere

Certification Body
at TÜV NORD CERT GmbH

Essen, 2013-07-29

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstrasse 20 45141 Essen www.tuev-nord-cert.com



CERTIFICATE



IFS Broker
Version 1

In accordance with TÜV NORD CERT procedures, it is hereby certified that

SanLucar Deutschland GmbH
Zeppelinstr. 6
76275 Ettlingen
Spain
COID: 40316



for the range of application

Trade of fruit and vegetable

fulfills the demands on the

Higher Level

Date of audit: 2013-05-16 to 2013-05-17
Audit Report No. 3512 2079
Certificate Registration No. 44 773 117569-003

Validity date: 2014-07-28
Date of next audit: until 2014-05-16

G. Fiere

Certification Body
at TÜV NORD CERT GmbH

Essen, 2013-07-29

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstrasse 20 45141 Essen www.tuev-nord-cert.com



Appendix 6. Glossary

Corporate Social Responsibility

The European Commission published a new definition of CSR as: »[...] the responsibility of enterprises for their impact on society. To fully meet their corporate social responsibility, enterprises should have in place a process to integrate social, environmental, ethical, human rights and consumer concerns into their business operations and core strategy in close collaboration with their stakeholders with the aim of:

- maximising the creation of shared value for their owners/shareholders and for their other stakeholders and society at large;
- identifying, preventing and mitigating their possible adverse impacts..«

Stakeholder

Stakeholders are various internal and external interest groups of a company which are influenced directly or indirectly by the corporate activities. The relationship is often reciprocal, so that stakeholders can also exert an influence on the company.

Stakeholders of SanLucar are employees, growers and suppliers, clients and customers as well as the local communities.

GRI Indicators (Global Reporting Initiative)

GRI creates a reporting framework for sustainability reporting through globally applicable guidelines. The reporting framework includes a guide that sets out the principles and indicators that organizations can use to measure and communicate their economic, environmental and social performance.³

³ <https://www.globalreporting.org/Pages/default.aspx>

Global Compact

The United Nations Global Compact is a worldwide alliance between the United Nations and the private sector/industry. Companies which sign the Global Compact promise to fulfill the following principles:

Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses.

Labour

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. the elimination of all forms of forced and compulsory labour;
5. the effective abolition of child labour; and
6. the elimination of discrimination in respect to employment and occupation.

Environment

7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technology.

Anti-Corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

SA8000

The Social Accountability Standard SA8000 was launched in 1997 and is based on the International Human Right Conventions and the recommendation of the International Labour Organization (ILO). The main objective is to improve the worker conditions worldwide, especially in supplier companies in developing countries. Representatives of NGOs, workers, trade unions and companies of all sectors were involved in developing the standard.

The standard is based on a number of existing international human rights' standards including the Conventions of the International Labour Organization (ILO), the United Nations' Universal Declaration of Human Rights and the UN Convention on the Rights of the Child. The compatibility of existing management system such as ISO 9001 (quality management) and ISO 14001 series were also considered in the developing process of SA8000.

⁴ <http://www.unglobalcompact.org/>

In detail, SA8000 covers the following subject areas:

- Child labour is not permitted
- Forced labour is not permitted
- Health and safety have to be assured
- Freedom to organize and collective bargaining have to be guaranteed
- Discrimination is not permitted
- Disciplinary practices are not permitted
- Working hours shall not exceed 48 hrs a week, with a maximum of 12 hrs overtime
- Remuneration shall be sufficient
- Management systems shall guarantee that the requirements are effectively satisfied

BEE – Black Economic Empowerment

Black Economic Empowerment was introduced as a legal measure by the South African Government in January 2004 and is an instrument of policy for equality. The main objective of the program was to strengthen the opportunity for equality in the labour market through the promotion of education, the creation of property, filling management positions, socio-economic development and public procurement from organizations in previously disadvantaged communities (Black, Coloured, Indian/Asian).

UPJ

UPJ is a network of committed companies and charitable intermediary organizations in Germany. Organizations like companies, public administration and charitable organizations support each other in developing and implementing your corporate citizenship and corporate responsibility activities. <http://www.upj.de/>

respACT

respACT - Austrian business council for sustainable development is Austria's leading platform for Corporate Social Responsibility (CSR) and Sustainable Development. The association supports its members along their path to ecological and social sustainability.

KAM (Key Account Manager)

The main task of a key account manager is the management of the customer relationship which is a key success factor for every company. The KAM has to gain a thorough understanding of key customers and represents their interests in the company.

HACCP (Hazard Analysis and critical control points)

HACCP is a systematic preventive system to ensure the safety of food. The concept includes process and product specific measurements for the protection of the health of the consumers.

IFS (International Featured Standards)

IFS is a common internationally accepted audit standard for foodstuff of the German and French retail trade which was created to introduce integrated assessment criteria for all producers with own brands.

GLOBAL G.A.P.

GLOBAL G.A.P. is a private sector organization that sets voluntary standards for the certification of agricultural products around the world. The certification contains key reference standards for Good Agricultural Practice, whereby the certification is based on the consumer requirements for agricultural production.

QS (Quality and Security)

The »QS Qualität und Sicherheit GmbH« created a system for certified quality assurance from production to marketing. The QS is a cross stage system that ensures the quality and origin of the entire supply chain and involves the production, processing and marketing of foodstuff. Each firm will be controlled periodically for compliance with the specific criteria for production, transport, storage and hygiene.

Traceability

Under the regulation (EU) 178/2002 traceability means, that: »the ability to trace and follow a food, feed, food-producing animal or substance intended to be, or expected to be incorporated into a food or feed, through all stages of production, processing and distribution.«



