



# SanLucar Progress Report 2015

United Nations Global Compact



Dear Readers,

When I started in the fruit and vegetables business about 30 years ago, I had no idea to where all this would lead. If someone had said that I would invest millions in environmental protection and social projects to me, I certainly would have shaken my head in disbelief.

Today, this makes me extremely happy. Projects such as El Puchero, a soup kitchen for families facing difficult social circumstances, projects such as d.r.e.a.m.s., a workshop of dreams for African women or simply establishing social working conditions in our growing countries – which is unfortunately not a matter of course everywhere there – are reasons I love going to work every day. Just like with fruit and vegetables, I am just as enthused about projects growing like solar systems for sustainable energy or LightweightBox® that leads to lower emissions.

You have now had a quick rundown on what moves me the most about Corporate Responsibility. For more information please visit our website and have a close look at our Sustainability Report. A revised Sustainability Report will come out in February of 2016.

All the best,

A handwritten signature in black ink, appearing to read 'Stephan Rötzer', written in a cursive style.

**Stephan Rötzer**



# **Progress Report (CoP) and Corresponding GRI Indicators**



Global Compact Principle		Progress	
No.	Principle	Projects and Corresponding Initiatives	Corresponding Indicators
<b>Human Rights</b>			
1	Businesses should support and respect the protection of internationally proclaimed human rights.	SanLucar stands for equal opportunities and is committed to equal rights for all. Our Code of Ethics is available in eight languages. We stand behind development of specific programs for education (right to education) in many countries in which we operate.	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 be certain that they are not complicit in human rights abuses.	With its Code of Ethics, SanLucar assures an integrated management system, which is based, among other things, on the international standard SA8000, and a global network of CR ambassadors. The use of the growers auditing system takes place on three levels (quality, ethics, environment), last updated version – June 2014.	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
<b>Labour</b>			
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<b>Means for ethical management (see Principle 2)</b> To avoid sexism or any other form of discrimination, SanLucar has an equality plan. SanLucar has established an Equality Committee and has appointed a representative (Stefanie Müller). There are regular meetings with senior management and the employee representatives. All of our employees have employment contracts that comply with national laws. The children of the employees are supported with grants and in-house training centres and encouraged to achieve. Local staff is preferred for employment.	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 espouse the elimination of all forms of forced 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 espouse 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 espouse 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
<b>Environment</b>			
7	Businesses should espouse a precautionary approach in dealing with environmental problems.	The risk of environmental problems and a number of preventive measures (evaluation of environmental aspects and impacts) have been identified in Risk Management. All legal requirements are complied with, environmental licenses attest to this.	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 sense of responsibility for the environment.	The spread of the environmental policy of SanLucar and better environmental practice is the best way to promote environmental responsibility of employees, customers, growers and suppliers. Continuous awareness is promoted through internal communication and training of key personnel.	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 technologies.	Knowledge of the best technologies and disseminating it is one of the obligations of SanLucar and its growing partners – to share knowledge and help with implementation, whenever it is necessary.	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
<b>Anti-Corruption</b>			
10	Businesses should work against all forms of corruption, including extortion and bribery.	<b>Means for ethical management (see Principle 2)</b> Before working with new partners, a detailed assessment is carried out; we always act according to 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



# **GRI Indicators**

Indicators				Business year 2013/2014			
Code		Definition		Results		Status	
<b>General indicators</b>							
1.1	Statement from the most senior decision-maker		Foreword by Stephan Rötzer, founder and owner of SanLucar				++
1.2	Key impacts, risks, and opportunities		SanLucar has a risk management system and is aware of direct and indirect impacts, which the company reduces using instruments of sustainable management.				++
2.1	Name of the organization		SanLucar Fruit S.L., part of Grupo Consolidado SanLucar Fruit S.L. (SanLucar Group)				++
2.2	Primary brands, products and/or services		Brand SanLucar. Others: Sunnyboy, Clemenred, ClemenSweet				++
2.3	Operational structure		See CR-Report 2012/2013, page 66/67				++
2.4	Location of organization's headquarters		Serra Llarga 24. 46530 Puzol				++
2.5	Countries where the organization operates		Spain, France, Portugal, Germany, Austria, Netherlands, Tunisia, South Africa, Ecuador				++
2.6	Nature of ownership and legal form		SanLucar Fruit S.L.				++
2.7	Markets served		Germany, Austria, Spain, France, Poland, Great Britain, Rest Europe, Tunisia & Median East & Libya, South Africa, Ecuador				++
2.8	Scale of the reporting organization		Number of employees: 1833 Net sales: €336.759.324 Quantity of products: 90 types of fruits and vegetables				++
2.9	Significant changes regarding size, structure or ownership		No significant changes				++
2.10	Awards		No applications for prizes were submitted				++
3.1	Reporting period		Campaign 2013/2014 (tax year from July 2013 to June 2014)				++
3.2	Date of most recent previous report		February 2014				++
3.3	Reporting cycle		Annually per campaign				++
3.4	Contact point for questions regarding the report or its contents		See CR-Report 2012/2013, form and Contact				++
3.5	Process for defining report content		See CR-Report 2012/2013, page 3				++
3.6	Boundary of the report		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 South Africa Citrus (PTY) LTD., SanLucar Factory S.L., SanLucar Tunisia SARL and Lexkingsa S.A. (Hacienda Magdalena)				++
3.7	Specific limitations on the scope or boundary of the report		The report covers the companies of the SanLucar Group listed in Indicator 3.6. All data was provided by the Controlling staff.				++
3.8	Joint ventures, subsidiaries, leased facilities, outsourced operations and other entities		The key figures for Ecuador (Lexkingsa S.A.) were added to the report; all data is marked so that comparability is not affected				++
3.9	Data measurement techniques and the bases of calculations		The calculation of the indicators is based on our internal management system and the Global Reporting Initiative protocol				++
3.10	Re-statements of information provided in earlier reports		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						
3.12	GRI Index		GRI table 3.1				++
3.13	External assurance of the report		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				++

4.1	Governance structure of the organization	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	++
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Stephan Rötzer is CEO, founder and owner of SanLucar	++
4.3	Composition of the highest governance body	Indicator 4.1	++
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Internal system in the headquarters regulated by SA 8000 (suggestion boxes and employee representatives); CIA (committee of employees); biannual employees survey on the working climate	++
4.5	Compensation policy for members of the highest governance body, senior managers and executives	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 and individual objectives, which are reviewed annually	++
4.6	Mechanisms to avoid conflict of interest	This indicator is currently not being reported	n.d.
4.7	Process for determining the qualifications and expertise of the members of the highest governance body	It is the CEO's responsibility to determine the composition, currently 6 members	++
4.8	Internally developed statements of mission or values, codes of conduct and principles	Since 2011, SanLucar has had an integrated policy which comprises aspects from HR, quality, the environment and sustainability.	-/+
4.9	Procedures of the Executive Board for overseeing and controlling the organization's sustainability performance	Annual CR report with approval by Executive Board GRI indicators Integrated management system Corporate policy and SanLucar Code of Ethics	++
4.10	Processes for evaluating the performance of the members of the Executive Board	This indicator is currently not being reported	n.d.
4.11	Explanation of how the precautionary approach is addressed	Integrated management system based on: or Quality and Food Safety (ISO 9001, IFS, QS), Production (Global G.A.P.) Labor Standards (SA8000, Global G.A.P. Modul GRASP)	++
4.12	Externally developed charters, principles or initiatives	No development of charters, principles or initiatives took place in the business year	++
4.13	Memberships in associations and advocacy organizations	Member of UPJ e.V. Germany, respACT Austria	++
4.14	Stakeholder groups engaged by the organization	Realization of a materiality analysis in March 2014 with following stakeholders: Employees, trade partners, suppliers, consumers, organizations	++
4.15	Basis for selection of stakeholders		
4.16	Approaches to stakeholder engagement		
4.17	Topics and concerns of stakeholders		

Economic indicators			
EC1	Direct economic value generated and distributed	<b>Total:</b> €336.759.324	++
EC2	Financial implications for the organization's activities due to climate change	Direct and indirect financial effects are considered in the risk management	-/+
EC3	Coverage of the organization's defined benefit plan obligations	<b>Spain:</b> €1.692 <b>Germany:</b> €23.514 <b>Austria:</b> €22.490 <b>Tunisia:</b> No data <b>South Africa:</b> No data <b>Ecuador:</b> €34.189	++
EC4	Financial assistance received from government	<b>Austria:</b> Trainee support (€3.670) <b>Tunisia:</b> 2013-2014 LCS received a subvention of 230.049 DT (€99.811), according investment <b>Spain, Germany, Ecuador, South Africa:</b> Financial assistance have not been received	++
EC5	Ratio of standard entry level salary compared to local minimum salary	<b>Spain:</b> Surcharge to the base salary according to the contract and voluntary surcharge in a function of position and function in the company. Average salaries higher than the wages agreed in the wage agreement <b>Germany:</b> There are no collective agreements in the industry. SanLucar bases salaries on average job-specific salaries <b>Austria:</b> 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 <b>Tunisia:</b> The average salary is 151% higher than the national minimum salary <b>South Africa:</b> Nationwide minimum salary: 12,41 ZAR/h; minimum salary in the company: 12,95 ZAR/h (4% higher than nationwide); average salary in the company: 14,2 ZAR/h (14% higher) <b>Ecuador:</b> At least the local minimum wage is paid, divergences depending on experiences and knowledge	++
EC6	Locally based selection of suppliers	Percentage of local suppliers: <b>Spain:</b> 100% <b>Germany:</b> 95% <b>Austria:</b> 98% <b>Tunisia:</b> 66% <b>South Africa:</b> 95% <b>Ecuador:</b> 100%	++
EC7	Local hiring and proportion of senior management at significant locations of operation	100% local managers	++



EC8	Infrastructure investments and services provided for public purposes	<p><b>Spain:</b> Diverse Donations (€1.000), Social Actions like the voluntary week (€5.027), Investments in public benefits like El Puchero (€68.558)</p> <p><b>Germany:</b> Donating fruit to schools and “Die Tafel e.V.”, Ettlingen (€5.384), donation to “Freundeskreis deutscher Auslandsschulen” (€1.000)</p> <p><b>Austria:</b> SanLucar Charity Golf Tournament; the proceeds will support different institutions, charitable associations and private families (€101.600), donations in kind to different organizations (€10.000)</p> <p><b>Tunisia:</b> Donation of tomatoes to various facilities near business location and to employees, donation of backpacks for the children of the school of El Kebaiet (€1.462), development of packaging activities for the association UTAIM (€940), development of packaging activities for the association AGIM (€859), development of packaging activities for a family without resources (€20), reconstruction of a mosque (€2.500)</p> <p><b>South Africa:</b> Donation for social development (€20.859), Investments in public infrastructure like a creche/day-nursery (€51.497)</p> <p><b>Ecuador:</b> Donation of bananas to rural school (€215)</p>	++
EC9	Indirect economic impacts	Economic effects are taken into account in the business plan, which contains creation of jobs, export promotion, enterprise taxes	++
<b>Environmental indicators</b>			
EN1	Materials used by weight or volume	<b>Total:</b> 8.038 t	-/+
EN2	Percentage of materials used that are recycled input materials	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.	++
EN3	Direct energy consumption by primary energy source	<p><b>Spain:</b> 307.782 kWh (office), 243.697 kWh (storage area)</p> <p><b>Germany:</b> 1.127.680 kWh, 30.151 m<sup>3</sup> (gas)</p> <p><b>Austria:</b> 432.000 kWh</p>	++
EN4	Indirect energy consumption by primary source	<p><b>Tunisia:</b> 12.266 kWh (office), 1.037.449 kWh (production); 13.680 l fuel (office), 74.000 l fuel (production)</p> <p><b>South Africa:</b> 1.100.000 kWh, 247.000 l fuel (diesel 230.000 l; petrol 17.000 l)</p> <p><b>Ecuador:</b> 53.602 kWh, 93.988 l fuel (production)</p>	
EN16	Direct and indirect greenhouse gas emissions	This indicator is currently not being reported	n.d.
EN17	Other relevant greenhouse gas emissions		
EN5	Energy savings and energy efficiency		
EN6	Reduction of the energy consumption of products and services		
EN7	Initiatives to reduce indirect energy consumption	Preference of transportation by sea and land than air transport. Transport company use vehicles with lower emissions of CO <sub>2</sub>	-/+
EN8	Total withdrawal of water	<p><b>Spain:</b> 1.116 m<sup>3</sup> (office), 4.464 m<sup>3</sup> (warehouse)</p> <p><b>Germany:</b> 1.566 m<sup>3</sup> (fresh water), 12.516 m<sup>3</sup> (rainwater)</p> <p><b>Austria:</b> no data</p> <p><b>Tunisia:</b> 235 m<sup>3</sup> (office), 268.112 m<sup>3</sup> (irrigation)</p> <p><b>South Africa:</b> ca. 100.000 m<sup>3</sup> (housing estate), 562.259 m<sup>3</sup> (irrigation)</p> <p><b>Ecuador:</b> 474,3 m<sup>3</sup> (warehouse), 284.349 m<sup>3</sup> (irrigation), 271,57m<sup>3</sup> (office, canteen, sanitary facilities)</p>	-/+
EN9	Water sources significantly affected by the collection of water	No water sources affected	++

EN10	Percentage and total volume of water recycled and reused	<p><b>Tunisia:</b> The processing and reuse of irrigation water has been implemented on 100% of the cropland</p> <p><b>Ecuador:</b> 0% in field because of soil culture; 100% within 1 week in packhouse than renovation</p> <p><b>South Africa:</b> System is not applied, as cultivation takes place in outdoor crops planted in soil.</p>	-/+
EN11	Land in protected areas and areas of high biodiversity value	None of our land is located in protected areas	++
EN12	Impacts of products and services on 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	++
EN13	Habitats protected or restored	No specific activity during this campaign	n.d.
EN14	Strategies, current actions and future plans for managing impacts on biodiversity	This indicator is currently not being reported	n.d.
EN15	Endangered plant and animal species	None	++
EN18	Reduction of greenhouse gas emissions	This indicator is currently not being reported	n.d.
EN19	Emissions of ozone-depleting substances	SanLucar only uses cooling systems which conform to the latest standards	++
EN20	NO <sub>x</sub> , SO <sub>x</sub> and other significant air emissions	This indicator is not relevant for the SanLucar Group	n.r.
EN21	Total water discharge	<p><b>Spain:</b> 5.580m<sup>3</sup></p> <p><b>Germany:</b> 1.566m<sup>3</sup></p> <p><b>Austria:</b> No data</p> <p><b>Tunisia:</b> No data</p> <p><b>South Africa:</b> No data</p> <p><b>Ecuador:</b> 745,87m<sup>3</sup></p>	-/+
EN22	Total weight of waste	<p><b>Spain:</b> 18.630 kg (paper 12,27t, plastic 0,58t, wood 5,4t, Electronic Waste (WEEE) 0,38t)</p> <p><b>Germany:</b> 169.420 kg (paper/cardboard 106t, plastic 4,16t, organic waste 59,26t)</p> <p><b>Austria:</b> 158.000 kg (carton, paper, plastic, organic waste, not recyclable waste)</p> <p><b>Tunisia:</b> 24.210 kg (carton, plastic of the green houses, packaging of pesticides, other dangerous waste)</p> <p><b>South Africa:</b> No data</p> <p><b>Ecuador:</b> No data</p>	-/+
EN23	Total number and volume of significant spills	No spills occurred	++
EN24	Hazardous waste	At every branch of SanLucar hazardous waste is disposed of according the legal environmental guidelines	++
EN25	Impacts of discharges of water and runoff to biodiversity and waterbodies	EN12 and EN13	++
EN26	Initiatives to mitigate environmental impacts of products and services	Use of pulp for packaging, which is completely recyclable. The goal is the reduction of the use of plastic; Culture method to reduce water use in citrus fruits (Spain)	-/+
EN27	Reclaim and recycling of product packaging	9% of the transport packaging is reusable packaging	++
EN28	Fines and sanctions for non-compliance with environmental laws and regulations	None	++

EN29	Environmental impacts of transportation	Assignment of carriers, preference of local suppliers; group transport of employees in Tunisia, South Africa and Ecuador	-/+
EN30	Total environmental protection expenditures and investments	Expenditures <b>Spain:</b> No data <b>Germany:</b> €143.221 <b>Austria:</b> €324.329 <b>Tunisia:</b> No data <b>South Africa:</b> €32.360 <b>Ecuador:</b> €332.825	-/+
<b>Labour practices and decent work indicators</b>			
LA1	Total workforce by employment type, employment contract and region, broken down by gender	<b>Spain:</b> 210 Persons (98% permanent), (Men: 93; Women: 113) <b>Germany:</b> 75 Persons (88% permanent), (Men: 53,5; Women: 21,5) <b>Austria:</b> 43 Persons (100% permanent), (Men: 31 ; Women: 12) <b>Tunisia:</b> 1.242 Persons (15% permanent), (Men: 219; Women: 1.023) <b>South Africa:</b> 263 Persons (100% permanent), (Men: 147; Women: 116) <b>Ecuador:</b> 105 Persons (100% permanent), (Men: 100; Women: 5)	++
LA2	Rate of employee turnover	<b>Spain:</b> 15% <b>Germany:</b> 10% <b>Austria:</b> 7% <b>Tunisia:</b> No data <b>South Africa:</b> 6% <b>Ecuador:</b> 31%	++
LA3	Benefits provided	<b>Spain:</b> Flexible working hours, possibility for home office, flexible summer working hours, health insurance, bonus for child care, Food vouchers, discount in mobile phone contracts, operational accident insurance and life insurance <b>Germany:</b> Personnel sales, presents for special occasions, summer party, Christmas party, start money and tricots for the participation in public sports events, free coffee for employees <b>Austria:</b> Accident and health insurance starting at 50% time <b>Tunisia:</b> Premium for time in company, school bonus, performance bonus (monthly), transportation allowance <b>South Africa:</b> Accommodation, pension plans, kindergarten, mobility possibilities, education, programs of personal and social development, music, theatre and sports lessons <b>Ecuador:</b> free transport and catering	++
LA15	Return to work after parental leave	<b>Spain:</b> 100% <b>Germany:</b> Currently no employees on parental leave <b>Austria:</b> 100% <b>Tunisia:</b> 100% <b>South Africa:</b> 100% <b>Ecuador:</b> Currently no employees on parental leave	++
LA4	Employees covered by collective bargaining agreements	<b>Spain:</b> 100% <b>Austria:</b> 100% <b>Tunisia:</b> 100% <b>Germany, South Africa, Ecuador:</b> No collective agreements exist  If there is no collective agreement, the Works Council Constitution Act or local labor legislation is applied	++
LA5	Minimum notice periods regarding significant operational changes	<b>Spain:</b> Management: 60 days, Technicians: 30 days, Administrative staff/workers: 15 days <b>Germany:</b> In accordance with the employment contract (compliance with the law) <b>Austria:</b> In accordance with collective agreement (compliance with the law) <b>Tunisia:</b> 30 days <b>South Africa:</b> since 2012/13: manager/middle management: 30 days; technicians: 30 days; administrative staff/workers: 5 days <b>Ecuador:</b> 15 days	++

LA6	Workforce represented in health and safety committees	<p><b>Spain:</b> 4%  <b>Germany:</b> 0%  <b>Austria:</b> 0%  <b>Tunisia:</b> 0%  <b>South Africa:</b> 4%  <b>Ecuador:</b> 5,5%</p>	++
LA7	Injuries, occupational diseases, lost days, days of absence and work-related deaths (in days)	<p><b>Spain:</b> Absence: women: 72, men: 34 with notification of sickness: women: 137, men: 33  <b>Germany:</b> Absence: women: 16, men: 17 with notification of sickness: women: 300, men: 394  <b>Austria:</b> with notification of sickness: women 62, men: 95  <b>Tunisia:</b> With notification of sickness: women: 1000, men: 298  <b>South Africa:</b> Absence with notification of sickness: (62 days)  <b>Ecuador:</b> Accidents with notification of sickness: 1 (30 days), Absence: Woman 23; Men: 382</p>	++
LA8	Health care and counselling	<p><b>Spain:</b> Back training (31 persons, 16h), risk and crisis management (11 persons, 2h), procedural instruction (7 persons, 1h) , SA 8000 (7 persons, 1h), safety in the warehouse (6 persons, 1h), driving tuition for safe and economic driving (8 persons, 5h), health training for food (3 persons, 5h)  <b>Germany:</b> Occupational medical examination on voluntary basis  <b>Austria:</b> No formation  <b>Tunisia:</b> Training for safety and risk avoidance at the application of pesticides (29 persons, 4h); Training to risks and accidents at work (400 persons, 1h); Training to first aid and fire deletion (15 persons, 1h), training in norms of hygiene and illnesses tied to the hygiene (209 persons, 22h); regular visits with the company doctor (637 persons, 0,5h)  <b>South Africa:</b> Prevention programs to avoid aids and tuberculosis; Educational campaign and early recognition programs; Sensitization for the use of alcohol and drugs  <b>Ecuador:</b> First-Aid-Course (10 persons), medical trainings through the company doctor and local health center</p>	++
LA9	Health and safety topics covered in formal agreements with trade unions	<p><b>Spain, Germany, Austria, South Africa, Ecuador:</b> n.r.  (because there are a company doctor and agreements with local health centers)  <b>Tunisia:</b> UGT Union General of Tunisian workers</p>	++
LA10	Annual further training by gender	<p><b>Educational programs for horizontal career planning:</b>  <b>Spain:</b> 20h development plans - Functional/Performance Growth (44% women, 56% men), 648h individual formation in different areas (68% women, 32% men), 60h open formation: time management (68% women, 32% men), 28h formation of the trainers (54% women, 46% men), 250h SL Language Academy (64% women, 36% men), 27h SL Sales Academy (65% women, 35% men)  <b>Germany:</b> 990h of language classes (55% women, 45% men); 18 h concept, philosophy and product SanLucar (66% women, 34% men); 8h sustainability reporting (100% women), 16h HACCP in practice (100% men), 24h taxes in the human resources department (66% women, 34% men), 18h Excel VBA (100% men); 16h tax law on travel expenses (50% women, 50% men)  <b>Austria:</b> 6h customs (100% men), 7h data processing (100% men), 8h HACCP (100% men)  <b>Tunisia:</b> none  <b>South Africa:</b> 712h intern further education by AgriSETA (Agricultural Sector Education Training Authority)  <b>Ecuador:</b> none</p> <p><b>Educational programs for vertical career planning:</b>  <b>Spain:</b> 95h Developing mi leadership (50% women, 50% men), 20h development plans - Talent Growth (100% women), 30h individual coachings (66% women, 34% men), 2100h academic formation (34% women, 66% men)  <b>Germany:</b> 16h staff supervision (100% men); 40 h tradesman for fruits (100% men)  <b>Austria:</b> 12h leadership (100% women)  <b>Tunisia:</b> n.d.  <b>South Africa:</b> 30h on career development  <b>Ecuador:</b> 9 h work safety and health (100% men)</p>	++
LA11	Programs for skills management and lifelong learning	<p><b>Educational programs for horizontal career planning:</b>  <b>Spain:</b> 20h development plans - Functional/Performance Growth (44% women, 56% men), 648h individual formation in different areas (68% women, 32% men), 60h open formation: time management (68% women, 32% men), 28h formation of the trainers (54% women, 46% men), 250h SL Language Academy (64% women, 36% men), 27h SL Sales Academy (65% women, 35% men)  <b>Germany:</b> 990h of language classes (55% women, 45% men); 18 h concept, philosophy and product SanLucar (66% women, 34% men); 8h sustainability reporting (100% women), 16h HACCP in practice (100% men), 24h taxes in the human resources department (66% women, 34% men), 18h Excel VBA (100% men); 16h tax law on travel expenses (50% women, 50% men)  <b>Austria:</b> 6h customs (100% men), 7h data processing (100% men), 8h HACCP (100% men)  <b>Tunisia:</b> none  <b>South Africa:</b> 712h intern further education by AgriSETA (Agricultural Sector Education Training Authority)  <b>Ecuador:</b> none</p> <p><b>Educational programs for vertical career planning:</b>  <b>Spain:</b> 95h Developing mi leadership (50% women, 50% men), 20h development plans - Talent Growth (100% women), 30h individual coachings (66% women, 34% men), 2100h academic formation (34% women, 66% men)  <b>Germany:</b> 16h staff supervision (100% men); 40 h tradesman for fruits (100% men)  <b>Austria:</b> 12h leadership (100% women)  <b>Tunisia:</b> n.d.  <b>South Africa:</b> 30h on career development  <b>Ecuador:</b> 9 h work safety and health (100% men)</p>	++

LA12	Employee performance and career development reviews	Performance evaluation <b>Spain:</b> Due to system changes no performance evaluation took place. The next will take place in 2014/2015 <b>Germany, Austria, Tunisia, South Africa:</b> 100% of permanent employees, regardless of gender <b>Ecuador:</b> 67%, regardless of gender	++
LA13	Composition of governance bodies and breakdown of employees by diversity criteria	This indicator is currently not being reported	n.d.
LA14	Basic salary and remuneration by gender and employee category	Payment is determined by function and level of responsibility. Men and women in the same position receive equal pay.	-/+
<b>Human rights indicators</b>			
HR1	Investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	Observance of the SanLucar Code of Ethics is verified for all agreements	-/+
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening	100% Our supplier audits include ethical, environmental and quality aspects	++
HR3	Employee training on human rights	<b>Spain:</b> 52,5 hours <b>South Africa:</b> 340 hours <b>Germany, Austria, Tunisia and Ecuador:</b> No specific training courses	-/+
HR4	Incidents of discrimination and corrective actions taken	No known incidents. Principles are regulated according to the norm SA8000 and are controlled by supplier audits	++
HR5	Freedom of association and collective bargaining		
HR6	Principles and measures to avoid child labor		
HR7	Principles and measures to avoid forced or compulsory labor		
HR8	Security personnel trained in aspects of human rights	No specific training courses	--
HR9	Incidents of violations involving rights of indigenous people	No incidents exist	++
HR10	Operations that have been subject to human rights reviews and/or impact assessments	None	++
HR11	Number of grievances related to human rights filed	None	++

Social indicators			
SO1	Programs for the integration of local communities (employees included)	<p><b>Spain:</b> Soup kitchen El Puchero (Valencia), Social garden with town hall El Puig (Valencia)</p> <p><b>Tunisia:</b> Support of local growers; cooperation with and financial support of the organization UTAIM for disabled persons</p> <p><b>South Africa:</b> The social development plan is still being introduced</p> <p><b>Ecuador:</b> Participative staff appraisals regarding the employee needs</p>	-/+
SO9	Negative impacts on local communities	None	++
SO10	Prevention and mitigation measures to relieve negative impacts on local communities	Continuous evaluation of the SanLucar standards on the basis of international norms	-/+
SO2	Business units analyzed for risks related to corruption	Through the risk management system	++
SO3	Training in anti-corruption	Internal communication of the SanLucar Code of Ethics (Item 10: anti-corruption measures)	-/+
SO4	Incidents of corruption and actions taken	No incidents of corruption exist	++
SO5	Public policy positions and participation in public policy development and lobbying	Participation in conferences: CSR in the food sector (Global Compact of the UN, Valencia), Corporations and Human Rights (Universities Complutense and Alcalá de Henares). Business breakfasts with the CSR-Journal 21 Gramos and CoRresponsables.	++
SO6	Contributions to political parties and politicians	Not applicable	n.r.
SO7	Legal actions for anticompetitive behavior and monopoly practices	No anti-competitive behavior or monopoly practices surrounded	++
SO8	Fines and sanctions for non-compliance with laws and regulations	There were no penalties or fines of this kind	++
Product responsibility indicators			
PR1	Analysis of the health and safety impact of products and services	1. Production: 100% of the products, food safety 2. Packaging: 100% of the products, material adequate for food 3. Logistic: 100% of the suppliers, evaluation. Management systems: ISO 9001, IFS, QS, Global Gap and HACCP	++
PR2	Incidents of non-compliance with regulations on health protection and safety	No incidents occurred. This is ensured by the precautionary system used for the selection and approval of plots according to our specifications	++
PR3	Labelling of products and services	100% of our products are labelled with the statutory information. Regulation EU 543/2011 and EU 1169/2011	++
PR4	Non-compliance with regulations concerning labelling of products and services	Non-compliance with regulations concerning labelling of products and services	++
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Surveys to customer satisfaction (half-yearly) 94% January 2014, yearly reunions with the suppliers and regular visits, daily quality controls	++
PR6	Standards related to marketing communications	SanLucar uses responsible marketing based on its own standards as well as those which have been internationally set	++
PR7	Non-compliance with regulations on marketing	There were no known incidents	++



PR8	Total number of substantiated complaints by customers regarding breaches of data protection	No complaints were filed within the reporting period	++
PR9	Fines and sanctions for non-compliance with laws and regulations concerning the provision and use of products and services	No violations occurred	++

**SanLucar indicators**

SL1	Suppliers and their sub-suppliers which have been audited according to SanLucar's quality, social and environmental standards	100% of the growers have been audited in accordance with the ethical standards. 42% of all growers and 64% 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	Evolution of the consumption of Paper	14 kg/employee	++
SL3	Number of countries in which SanLucar has developed social projects	6 (Spain, Austria, Tunisia, Costa Rica, South Africa, Ecuador)	++