



Taste the SUN

SanLucar Progress Report 2016

United Nations Global Compact



*Dear SanLucar friends,
dear Readers!*

During the last two years, we made great efforts to reach our self-defined goals and to consequently shape our core activities more sustainably. Those defined goals are presented in our fourth company report titled 'Commitment makes the difference'.

You can also find information about our new CR strategy. In 2014 and 2015, SanLucar repositioned fundamentally towards CR. After having been laying foundations within the company for several years, the task was now to prepare CR for the future. Starting point was an elaborate questioning of the stakeholders in 2014.

Some of the most important topics were for example foot safety, traceability and transparency, health protection and labor safety, education and professional development as well as social engagement in our growing countries. About the development of those and other fields, it is also informed by means of the GRI-Indicators in our Progress Report.

In the new strategy, we bundled the topics into fields of action suitable for SanLucar. Furthermore, we developed goals we want to reach until 2020. As a member of the Global Compact our corporate policy follows its ten principles and report about the ongoing commitment in the defined areas.

Our philosophy is taste in harmony with man and nature. Thus, Corporate Responsibility is essential for our work because we do not only want to be proud of our results but also of our path.

So, enjoy reading!

Stephan Rötzer

Progress Report (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	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
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). 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.	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	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 centers 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, 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

ENVIRONMENT

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 being obeyed, environmental licenses attest 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.	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 cultivation 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

ANTI-CORRUPTION

10	Businesses should work against all forms of corruption, including extortion and bribery	Means for ethical management (see Principle 2). 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
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GRI Indicators

Legend

n. d. no data
- - not satisfied
-/+ parcial satisfied
+ + satisfied

Indicators		Business year 2013–2014	
Code	Definition	Results	Status
GENERAL INDICATORS			
1.1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy	Foreword by Stephan Rötzer, founder and owner of SanLucar.	++
1.2	Description of 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 the consolidated group SanLucar Fruit S. L. (SanLucar Group).	++
2.2	Primary brands, products and/or services	Brand SanLucar. Others: Sunnyboy, Clemenred, ClemenSweet.	++
2.3	Operational structure of the organization	The Executive Board consists of Stephan Rötzer, Jorge Peris, Carlos Seguí, Michael Brinkmann and Jaime Olleros (external consultant). The Management Board is composed of all department directors of the company.	++
2.4	Location of organization's headquarters	Serra Llarga 24, 46530 Puzol	++
2.5	Countries where the organization operates and countries with major operations	Austria, Ecuador, Germany, Netherlands, South Africa, Spain, Tunisia	++
2.6	Nature of ownership and legal form	SanLucar Fruit S. L.	++
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	Austria, Belgium, Czech Republic, Dubai, Ecuador, France, Germany, Italy, Libya, Luxembourg, Poland, Portugal, Russia, Saudi Arabia, Singapore, Slovakia, South Africa, Spain, The Netherlands, Tunisia, United Kingdom.	++

2.8	Size of the reporting organisation	Number of employees: 2,394 Quantity of products: 73 types of fruits and vegetables	++
2.9	Significant changes during the reporting period regarding size, structure or ownership	Floralia farm is included in the sustainability report as well as the creation of a department for new markets.	++
2.10	Awards received in the reporting period	No applications for prizes were submitted.	++
3.1	Reporting period (eg fiscal/calendar year) for information provided	Campaign 2013–2015 (tax year from July 2013 to June 2015).	++
3.2	Date of most recent previous report (if any)	February 2016.	++
3.3	Reporting cycle (annual, biannual etc.)	From 2015 on biennial.	++
3.4	Contact point for questions regarding the report or its contents	See CR report, page 2.	++
3.5	Process for defining report content	Starting point was a comprehensive stakeholder survey in 2014. 1,200 internal and external stakeholders like employees, clients, NGOs and consumers were asked which topics they considered relevant in relation to SanLucar. The outcome was a materiality matrix, which provided the basis for the strategy process. Within the new strategy, these topics were summarized into fields of action, which suit SanLucar. Based on the materiality matrix, five branches were developed, as well as some further aspects of particular importance – including for instance the volunteer program and the stakeholder discussion.	++
3.6	Boundary of the report (eg countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers)	SanLucar Fruit S. L., SL Deutschland GmbH, SanLucar Fruit Import GmbH, SanLucar Vertrieb, SanLucar Obst und Gemüse Handels GmbH, La Cinquième Saison S. A., SanLucar South Africa (PTY) LTD., SanLucar South Africa Citrus (PTY) LTD., SanLucar Factory, S. L., SanLucar Tunisia SARL, Lexkingsa S. A. (Hacienda Magdalena), SanLucar Flora'Alia S. A.	++

3.7	State any 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	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 organizations	The key figures for Flor'Alia (Tunisia) were added to the report.	++
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 calculations are carried out in accordance with the procedures of our internal management system and the Protocol Global Reporting Initiative.	++
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (eg mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	The same 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	The same basis was used for all information. Where deviations occur, this is indicated in the respective section.	++

3.12	Table identifying the location of the Standard Disclosures in the report	GRI table 3.1	++
3.13	Policy and current practice with regard to seeking external assurance for the report. Also explain the relationship between the reporting organization 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.	++
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	The Executive Board consists of Stephan Rötzer, Carlos Seguí, Jorge Peris, Michael Brinkmann and Jaime Olleros (external Consultant). The operative management consists of the managers of every single department.	++
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement)	Stephan Rötzer is CEO, member of the directive board, founder and owner of SanLucar.	++
4.3	For organizations 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	Number: 1 Gender: Male (Jaime Olleros)	++

4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	There is an internal mechanisms in the headquarter, regulated by SA8000 (Mailbox for complaints, employee representative); CIA (Employee committee); half-yearly survey working environment.	++
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	The salaries of all SanLucar Group employees are divided into a non-performance-based basic salary and a target-based bonus. The bonus exclusively depends on the fulfillment of the economical aims of the company for all employees, except for managers, since the campaign 13–14.	++
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).	++
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	SanLucar disposes of an ethic code and an integrated policy, which includes aspects of HR, Quality, CR Environment and Sustainability since 2011.	-/+

4.9	Procedures of the highest governance body for overseeing the organization'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	CR report annually approved by executive board. Indicators GRI. Integrated management system. Corporate policy and SanLucar 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 indicator is currently not being reported.	n. d.
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Integrated management system based on: <ul style="list-style-type: none"> • for Quality and Food Safety (FSSC 22000/ISO 22000, IFS, QS); • for Production (Global G.A.P.); • for Labor Standards (SA8000, Global G.A.P. Module GRASP). 	++
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses	No development of charters, principles or initiatives took place in the business year.	-/+
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations	Member of UPJ e.V. Germany, respACT Austria.	++
4.14	List of stakeholder groups engaged by the organization	Realization of a materiality analysis in March 2014 with the following stakeholders: employees, trade partners, suppliers, consumers, organizations.	++

4.15	Basis for identification and selection of stakeholders with whom to engage	Realization of a materiality analysis in March 2014 with the following stakeholders: employees, trade partners, suppliers, consumers, organizations.	++
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Realization of a materiality analysis in March 2014 with the following stakeholders: employees, trade partners, suppliers, consumers, organizations.	++
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Realization of a materiality analysis in March 2014 with the following stakeholders: employees, trade partners, suppliers, consumers, organizations.	++

ECONOMIC INDICATORS

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)	This indicator is currently not being reported.	n. d.
EC2	Financial implications and other risks and opportunities 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	See CR report 2013–2015, chapter 'Shape working environments' and chapter 'Exchange of knowledge'.	++

EC4	Significant financial assistance received from government	<p>Austria: 1,350 € for the installation of a photovoltaic system.</p> <p>Ecuador, Germany, South Africa, Spain: financial assistance has not been received.</p> <p>Tunisia: 2014–2015 LCS received a subvention of 138,024 DT (63,900 €).</p>	++
EC5	Range of ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation	<p>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.</p> <p>Ecuador: it is paid at least the local minimum wage, variations depend on experience and knowledge.</p> <p>Germany: there are no collective agreements in the industry. SanLucar bases salaries on average job-specific salaries.</p> <p>South Africa: 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).</p> <p>Spain: SanLucar pays a premium according to the convention, plus a voluntary bonus according to each position, work experience, etc. The average wage exceeds the wage stipulated by collective agreements.</p> <p>Tunisia: The average salary is 22% higher than the national minimum salary (390TND).</p>	++
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation	<p>Percentage of local suppliers:</p> <p>Austria: 98%.</p> <p>Ecuador: 100%.</p> <p>Germany: 95%.</p> <p>South Africa: 95%.</p> <p>Spain: 100%.</p> <p>Tunisia: 66%.</p>	++
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	<p>SanLucar always gives priority to local contracts and promotes cultural exchange. All managers are employed locally except of the case where this is impossible.</p>	++

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement	<p>Austria: SanLucar Charity Golfturnier (81,000 €), Kinderburgfest (for charitable purposes) (cost of goods 1,000 €/revenues 1,500 €), 4 sponsored children (3,500 €).</p> <p>Ecuador: Donating money to fire brigade Puebloviejo for the construction of a room (385 €).</p> <p>Germany: Fruit donations to schools in Ettlingen 4,592 €, Tafel e.V 1,200 €, organization for children with cancer 2,153 €, oncology center 500 €.</p> <p>South Africa: sponsoring of rugby jerseys by Eric Chem chemical suppliers (3 months), donation of dripper lines by Netafilm for community vegetable garden (3 months), craft program for Rooihogte woman (annually), multi sport stadium (annually), rugby and football team support (annually), furnishing of recreation area (continuous), purification of drinking water (continuous), flow heater for hot water (permanent), maintenance & management (permanent), Cami programs for after care at Chreche (permanent), renovations of houses at Sapco (when needed).</p> <p>Spain: 28,552 € social garden and El Puchero.</p> <p>Tunisia: nonation of gasoil to the delegation El Hamma (238.10 €), donation for local football club (714.29 €), rent for a needy families (958.38 €), scholarships, benefits and donations for local needy families (1,428.57 €), air conditioning in the local Civil Protection (258.71 €), office for agriculture and Agri-food and international festival of El Hamma (476.19 €).</p>	++
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EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Economic implications are considered in the business plan, like the creation of jobs, promotion of export and company taxation.	++
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ENVIRONMENTAL INDICATORS

EN1	Materials used by weight or volume	Total: 7,814 t. Included in the SA8000 indicators.	-/+
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>Austria: 505,150 kWh</p> <p>Ecuador: 46,576 kWh, 108,550 l fuel (production)</p> <p>Germany: 31,080 m³ gas; 1,194,308 kWh</p> <p>South Africa: 1,566,726 kWh, diesel 148,106 l, petrol 17,850,9 l</p> <p>Spain: 30,404 kWh</p> <p>Tunisia: LCS – 14.214 kWh (office), 1,281,048 kWh (cultivation); no gas; 36,926 l diesel (cultivation). FA – 10,486 kWh (office) and 569,146 kWh (cultivation); no gas; 20,262 l diesel (cultivation).</p>	++
EN4	Indirect energy consumption by primary source	No data.	n. d.
EN16	Total direct and indirect greenhouse gas emissions by weight	This indicator is currently not being reported.	n. d.
EN17	Other relevant indirect greenhouse gas emissions by weight	This indicator is currently not being reported.	n. d.
EN5	Energy saved due to conservation and efficiency improvements	<p>Austria: generation of 90,000 kWh of energy with our photovoltaic panels.</p> <p>Germany: we save 107,000 kW of energy in Ettlingen, 45 kg of Sulphur and a remarkable 61 t of CO₂.</p>	-/+
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 CR report 2013–2015, article ‘To pack or not to pack?’.	++
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	We do not have initiatives to reduce energy. We have initiatives to reduce emissions of greenhouse gases. See EN18.	-/+

EN8	Total water withdrawal by source	<p>Austria: 624 m³</p> <p>Ecuador: 602,15 m³ (packing), 320,047 m³ (irrigation), 291.77 m³ (office, canteen, toilets)</p> <p>Germany: 1,863 m³ (fresh water); 12,516 m³ (rainwater)</p> <p>Spain: 5,988 m³</p> <p>South Africa: water (22,070 l office, 2,713,790 l production).</p> <p>Tunisia: LCS – 239 m³ water in offices and 353,595 m³ for agricultural development FA – 49 m³ (office) y 21,962 m³ for agricultural development.</p>	-/+
EN9	Water sources significantly affected by the collection of water	There are no affected water sources.	++
EN10	Percentage and total volume of water recycled and reused	<p>Ecuador: 0% in field because of soil culture; 100% within 1 week in pack house, than renovation.</p> <p>South Africa: system is not applied as cultivation takes place in outdoor crops planted in soil.</p> <p>Tunisia: the processing and reuse of irrigation water has been implemented on 100% of the cropland.</p>	-/+
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	None of our land is located in protected areas.	++
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.	++
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	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	None.	++
EN19	Emissions of ozone-depleting substances by weight	SanLucar only uses cooling systems which conform to the latest standards.	++
EN20	NOx, SOx and other significant air emissions by type and weight	This indicator is not relevant for the SanLucar Group.	n. d.
EN21	Total water discharge by quality and destination	Austria: local wastewater and canal system. Ecuador: 740.23 m ³ Germany: 1,863 m ³ South Africa: no available data. Spain: the wastewater is discharged into the municipal sewer system Tunisia: 8 l/second drainage water caught from the green houses and reused. Waste waters derived into special water channels.	-/+
EN22	Total weight of waste by type and disposal method	Austria: plastic 5.75 t, paperboard 75.23 t, organic wastes 49 t, pruning 2.5 t, electronic waste 0.012 t. Ecuador: no data. Germany: no data. South Africa: carton, plastic, tins (3 tons/week), packaging from pesticides (8,000 kg/year) Spain: paper 300 m ³ , wood engraving 90 m ³ , pallets 30 m ³ , plastic 15 m ³ . Tunisia: LCS – incineration of 18 t of cardboard; recycling of pallets 41,166 kg; recycling of plastic wrapper 17,800 kg; wrapping of pesticides 0.5 t; recycling of motor oil 800 kg; sale of used batteries to suppliers 428 kg; recycling of printer cartridges 155 units. FA – carton 10 t; wood 1.2 t; pallets 1 t; recycling of plastic wrapper 3.8 t; packaging from pesticides 1.2 t; used oil 1 t; used batteries: 0.5 t.	-/+
EN23	Total number and volume of significant spills	No spills occurred.	++

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	At every branch of SanLucar hazardous waste is disposed of according the legal environmental guidelines.		++
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	See EN12 and EN13.		++
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	This indicator is currently not being reported.		n. d.
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	None.		++
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Hiring of carriers; preference to local suppliers; public transportation for employees in Tunisia, South Africa, Ecuador.		-/+
EN30	Total environmental protection expenditures and investments by type	Austria: 528,171.78 € Ecuador: 25,593 € Germany: 188,216 €	South Africa: 206,700 € Spain: 345,196 € Tunisia: 2,143,891 €	++

LABOUR PRACTICES AND DECENT WORK INDICATORS

LA1	Total workforce by employment type, employment contract and region, broken down by gender	<p>Austria: 53 total (100% permanent), 41 men, 12 women. Ecuador: 119 total (100% permanent), 114 men, 6 women. Germany: 68 total, 54 men, 14 women. South Africa: 359 total, 172 men, 187 women. Spain: 245 total, 105 men, 140 women. Tunisia: 906 total (79% permanent), 179 men, 727 women.</p>	+ +
LA2	Total number and rate of employee turnover by age group, gender and region	<p>Austria: 15.09 % Ecuador: 31.5 % Germany: SL Import 28 %, SL Deutschland 8 %, SL Vertrieb 36 % South Africa: 14 % Spain: 25 % Tunisia: LCS 81 %, FA 83%</p>	+ +
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	<p>Austria: accident and health insurance starting at 50% time. Ecuador: free transport and catering. Germany: the following benefits are receiving full time workers as well as part time workers and temporary workers – personal sales, presents for special occasions, summer party, Christmas party, entry fee and tricots for the participation in public sports events, free coffee for employees. South Africa: accommodation, pension plans, kindergarten, mobility possibilities, education, programs of personal and social development, music, theatre and sports lessons. Spain: financing of 50% hands-free kit for employees who have frequent calls, financing of 50% the internet connection at home for employees who need to be connected outside the office, health insurance, kindergarten checks, restaurant checks, discount Vodafone, collective life insurance. Tunisia: premium for time in company, school bonus, performance bonus (monthly), transportation allowance.</p>	+ +
LA15	Return to work and retention rates after parental leave, by gender	<p>Austria: currently no employees on parental leave. Ecuador: currently no employees on parental leave. Germany: 100 % South Africa: 100 % Spain: 100 % Tunisia: 100 %</p>	+ +

LA4	Percentage of employees covered by collective bargaining agreements	<p>Austria: 100 %</p> <p>Ecuador, Germany, South Africa, Tunisia: no collective agreements exist. If there is no collective agreement, the Works Council Constitution Act or local labor legislation is applied.</p> <p>Spain: 100 %</p>	++
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	<p>Austria: in accordance with the Collective Agreement (complying with legal regulations).</p> <p>Ecuador: 15 days.</p> <p>Germany: in accordance with the employment contract (compliance with the law).</p> <p>Spain: management 60 days, technicians 30 days, administrative staff/workers 30 days.</p> <p>South Africa: since 2012–13 manager/middle management 30 days, technicians 30 days; administrative staff/workers 5 days.</p> <p>Tunisia: 30 days.</p>	++
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advises on occupational health and safety programs	<p>Austria: there is a person in charge for security and health as well as a plan for safety measures at work; 3 first-aider.</p> <p>Ecuador: 10 %</p> <p>Germany: members of the HACCP Team 4 employees, fire protection assistants 2 employees.</p> <p>Spain: 5 %</p> <p>South Africa: committee consists of 8 members – 1 management, 5 men and 2 women.</p> <p>Tunisia: there is a committee in each farm being composed of – responsible security, 2 representatives of workers, representative of controls, management representative, occupational physician.</p>	++
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender	<p>Austria: sick certificate 283 men, 8 women.</p> <p>Ecuador: accidents with sick leave 3 (6 days); absence 200 men, 6 women.</p> <p>Germany: sick certificate 850 total, 716 men, 134 women; without sick certificate 28 total, 18 men, 10 women.</p> <p>South Africa: sick certificated (Jan–May) 182; wound care 30; general support and follow up 93; work related injuries 7.</p> <p>Spain: 1,171 days for common contingencies (with notification of sickness) + 11 days (risk in a pregnancy).</p> <p>Tunisia: LCS – 433 men, 1,896 women. FA – 172 men, 130 women.</p>	++

LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families or community members regarding serious diseases	<p>Austria: no trainings.</p> <p>Ecuador: training emergency brigades (first aid, fire and evacuation) 40 people; use of extinguishers and combustible 60 people; dengue fever, HIV, tuberculosis, hypertension, diabetes 80 people.</p> <p>Germany: occupational examination on voluntary basis.</p> <p>South Africa: no specific programs on farm but – awareness of HIV and Tuberculosis diseases, teenage pregnancies, alcohol and drug misuse etc. Tuberculosis counseling by government. Tuberculosis voluntary test and support by government.</p> <p>Spain: health and safety at work 4 h, 42 men, 52 women; course PRL management responsibilities 1 h, 9 men, 1 woman; first aid 5 h, 2 men, 5 women; chemical products 0.5 h, 5 men; risks and measures of maintenance 4 h, 1 man; forklifts handling 3 h, 2 men; basic course PRL 30 h, 1 man; prevention risks and measures in the stock 6 h, 2 men; professional treatment with pesticides 60 h, 1 woman.</p> <p>Trainings – labor protection, HACCP, fire protection, hygiene, food defense and allergenic products 108 h (65 % men; 35 % women).</p> <p>Tunisia: no information.</p>	++
LA9	Health and safety topics covered in formal agreements with trade unions	<p>Austria/Germany: work safety (complying with legal regulations).</p> <p>Ecuador/South Africa: corporative doctor + covered by social security.</p> <p>Spain: Fremap.</p> <p>Tunisia: corporative doctor + convention UGT (General Assembly of Tunisian workers).</p>	++
LA10	Average hours of training per year per employee, by gender and by employee category	<p>Austria: horizontal and vertical career planning – food law limits (100 % men); fire detection system (100 % men); cleaning systems (100 % women); fire prevention (100 % men); professional driver (100 % men); berry/fruit cargo (100 % men); VAT Act (50 % men, 50 % women); pension rights (100 % men).</p> <p>Ecuador: 12 h basic industrial safety and health administration (100 % women).</p> <p>Germany: horizontal career planning – language courses 755 h (16 % women, 84 % men); E-learning Food Defense & IFS Standards 68 h (100 % men); product and company knowledge 123 h (89 % men, 11 % women); Excel 60 h (80 % men, 20 % women); tax law 16 h (100 % women); conflict management 16 h (100 % men); self-confidence training 16 h (100 % men); vertical career planning – leadership training 48 h (100 % men); personal management 16 h (100 % women); category manager 32 h (50 % men, 50 % women); preparation for wholesale and foreign trade 48 h (100 % women).</p> <p>South Africa: no specific programs on farm but some government training is available - AgriSeta.</p> <p>Spain: leadership training 16 h, 19 men, 20 women; individual coaching 20 h, 1 man, 1 woman; development plan – functional-performance 20 h, 3 men, 5 women –; Open training – Excel 60 h, 17 men, 40 women; SL Language Academy 250 h, 43 men, 35 women; SL Sales Academy (total/year) 55 h, 112 men, 222 women.</p> <p>Tunisia: none.</p>	++
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career paths	<p>Austria: horizontal and vertical career planning – food law limits (100 % men); fire detection system (100 % men); cleaning systems (100 % women); fire prevention (100 % men); professional driver (100 % men); berry/fruit cargo (100 % men); VAT Act (50 % men, 50 % women); pension rights (100 % men).</p> <p>Ecuador: 12 h basic industrial safety and health administration (100 % women).</p> <p>Germany: horizontal career planning – language courses 755 h (16 % women, 84 % men); E-learning Food Defense & IFS Standards 68 h (100 % men); product and company knowledge 123 h (89 % men, 11 % women); Excel 60 h (80 % men, 20 % women); tax law 16 h (100 % women); conflict management 16 h (100 % men); self-confidence training 16 h (100 % men); vertical career planning – leadership training 48 h (100 % men); personal management 16 h (100 % women); category manager 32 h (50 % men, 50 % women); preparation for wholesale and foreign trade 48 h (100 % women).</p> <p>South Africa: no specific programs on farm but some government training is available - AgriSeta.</p> <p>Spain: leadership training 16 h, 19 men, 20 women; individual coaching 20 h, 1 man, 1 woman; development plan – functional-performance 20 h, 3 men, 5 women –; Open training – Excel 60 h, 17 men, 40 women; SL Language Academy 250 h, 43 men, 35 women; SL Sales Academy (total/year) 55 h, 112 men, 222 women.</p> <p>Tunisia: none.</p>	++

LA12	Percentage of employees receiving regular performance and career development reviews, by gender	Austria, Germany, South Africa, Spain, Tunisia: 100 % of permanent employees (regardless of gender). Ecuador: 67 % (regardless of gender).	++
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	Austria: nationality – Austria 29, Hungary 11, Kosovo 1, Serbia 1, Turkey 11; Age/Gender – 16–19 years: 0 men, women, 20–35 years: 11 men, 4 women, 36–50. Years – 21 men, 6 women, 51–65 years: 3 men, 8 women. Ecuador: this indicator is currently not being reported. Germany: nationality – Austria 1, Germany 56, Iran 1, Italy 2, Romania 2, Spain 3, Turkey 3. Age – 20–35: 26, 36–50: 29, 51–65: 11, >66: 2. South Africa: nationality – Kongo 1, South Africa 356, Spain 2; minorities – Sikhula Sonke 2, Uasa 2. Spain: nationality – Armenia 1, Austria 1, Belgium 1, Chile 1, Costa Rica 2, Czech Republic 1, Ecuador 1, Estonia 1, Ethiopia 1, France 4, Germany 48, Italy 4, Latvia 1, Netherlands 2, Poland 6, Portugal 1, South Africa 1, Spain 165, Uruguay 1; Age/Gender – 16–19 years: 1 woman, 20–35 years: 77 women, 42 men, 36–50 years: 56 women, 55 men, 51–65 years: 5 women, 7 men, >66 years 1 man. Tunisia: nationality – France: 3; Spain: 1; Tunisia: 2,446. Age/Gender – 16–19 years: 8 men, 63 women, 20–35 years: 241 men, 1,345 women, 36–50 years: 108 men, 571 women; 51–65 years: 39 men, 75 women.	++
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Payment is determined by function and level of responsibility. Men and women in the same position receive equal pay.	-/+

HUMAN RIGHTS INDICATORS

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	Observance of the SanLucar Code of Ethics is verified for all agreements.	-/+
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HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	100% Our supplier audits include ethical, environmental and quality aspects.	++
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	Austria, Ecuador, Germany, South Africa, Tunisia: no specific courses. Spain: 8 h.	-/+
HR4	Total number of incidents of discrimination and corrective actions taken	No known incidents of discrimination, child labor or compulsory labor. All this are indicators according to the SA8000.	++
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	No known incidents of discrimination, child labor or compulsory labor. All this are indicators according to the SA8000.	++
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	No known incidents of discrimination, child labor or compulsory labor. All this are indicators according to the SA8000.	++
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	No known incidents of discrimination, child labor or compulsory labor. All this are indicators according to the SA8000.	++

HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	No specific training program for staff of extern companies which are in charge of security performed.	--
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	No incidents exist.	++
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	None.	++
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	None.	++
SOCIAL INDICATORS			
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs	Ecuador: participative staff appraisals regarding the employee needs. South Africa: the social development plan is still being introduced. Spain: Soup kitchen El Puchero (Valencia), Social garden with town hall El Puig (Valencia). Tunisia: support of local growers; cooperation with and financial support of the organization UTAIM for disabled persons.	-/+
SO9	Operations with significant potential or actual negative impacts on local communities	None.	++
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative	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	Percentage of employees trained in organization's anti-corruption policies and procedures	Internal communication of the SanLucar Code of Ethics (Item 10: anti-corruption measures).	-/+
SO4	Actions taken in response to incidents of corruption	No incidents of corruption exist.	++
SO5	Public policy positions and participation in public policy development and lobbying	None.	++
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country	Not in use.	n. d.
SO7	Total number of legal actions for anticompetitive behavior and monopoly practices and their outcomes.	No anticompetitive behavior or monopoly practices surrounded.	++
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

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	<p>Cultivation: 100% of the products, food security. Packaging: 100% of the products, suitable material for foods. Logistics: 100% of the suppliers, qualification. Management system: FSSC 22000/ISO 22000, IFS, QS, Global Gap y APPCC. Use of organic cultivation techniques and integrated production. Use of the laboratories accredited by ISO and QS. Sampling plan for sample gathering and analysis of all our fruit and vegetable production. Acknowledgement of costumers for a low level of residues of our products.</p>	++
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.	++
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	100% of the products are subjects of the required information. Regulated by the norms and the labelling specifications UE 543/2011 o UNECE 2011 y UE 1169/2011.	++
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.	++

PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Initially notice that apart from measuring the client satisfaction, we also measure the satisfaction of our suppliers which we find essential for our activity, because we want to make sure that both sides feel comfortable about our daily activity. Until this campaign, we realized the survey every semester. As we are now in the process of reviewing this procedure, we will only do one survey at the end of this campaign and with a high probability from now on the frequency will be once a year. Other than the tools integrated in the system which we use to measure the client satisfaction, it is founded on detailed analysis of complaints. A monthly data analysis or one general analysis in the end of the campaign are realized. We also measure the client satisfaction on an informal basis through monthly visits which realize the colleagues from Ettlingen at client platforms, through meetings held by the sales team and the management with the costumers, etc. The result of the survey realized at the end of the campaign 2013–14 yield some excellent results between clients and suppliers of SL Fruit: The clients expressed a satisfaction of 100% on the issues raised in the survey, while the survey indicated a supplier satisfaction of 88%.	+ +
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship	SanLucar uses responsible marketing based on its own standards as well as those which have been internationally set. Two times a year, there is a survey regarding a matrix of essentiality within all Stakeholders on the base of the CR report.	+ +
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	There were no known incidents.	+ +
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	No complaints known.	+ +

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.	++
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SANLUCAR INDICATORS

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	175 profiles made on a total of 221 suppliers, representing an implementation rate of 79%. Therefore, we consider fulfilled the objective.	++
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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)	<p>100%</p> <p>During the 2014–2015 campaign, the corporate certification process was successfully continued:</p> <ul style="list-style-type: none"> • in October 2014, our branch in Tunisia were ISO 22000 certified; • in May 2015 SanLucar Vertrieb Deutschland, SanLucar Deutschland and SanLucar Fruit were ISO 9001 certified; • in May 2015, SanLucar Fruit, SanLucar Vertrieb Deutschland, SanLucar Deutschland and SanLucar Fruit Import were IFS certified; • SanLucar self-certifies during the campaign 2014–15 according to the ISO 9001 norm; • in order to increase efficiency for the certification processes, ISO 9001 and IFS will be certified together in future; • our objective is to gradually obtain ISO 9001 and IFS certification for all branches worldwide. 	++
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SL3	Number of countries in which SanLucar has developed social projects	5 (Austria, Ecuador, South Africa, Spain, Tunisia).	++
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