

# Sustainability report

Attachment updated in 2016 for the 2015 report



**Hero** españa



This document is an attachment updated in 2016 and a summary of the contents of the Sustainability Report of Hero Spain.

[Here you can see the entire contents of the Report](#)



## Sergio Elizalde

Hero General Manager Southern Europe

“Our commitment is delight consumers by conserving the goodness of nature”

Some call us just food manufacturers - we disagree. For us, it is Mother Nature who makes food, what we do is conserve the goodness for you. We are her treasure keeper and are indebted to her for this marvel called Nature. Therefore, all the companies that belong to Hero Group are committed to improve our sustainability credentials. We constantly strive to find the best practices that make sense for all our interest groups and for future generations.

From Hero Spain we want to share this report updated in 2016 on our 2015 Sustainability Report. Our intention is to produce a report every two years under the Global Reporting Initiative, but we believe that our commitment for sustainability forces us to share our progress by means of this report.

Corporate social responsibility at Hero Spain has always been a reflection of the style of our Group; we have always maintained a close, respectful and transparent relationship with our employees, community, consumers, and competitors and of course, we have upheld a great care for biodiversity.

Our success is a track-record of more than 95 years of offering innovative products in a sustainable way, taking care of biodiversity and offering the consumer the goodness of nature.

## 2. All about us

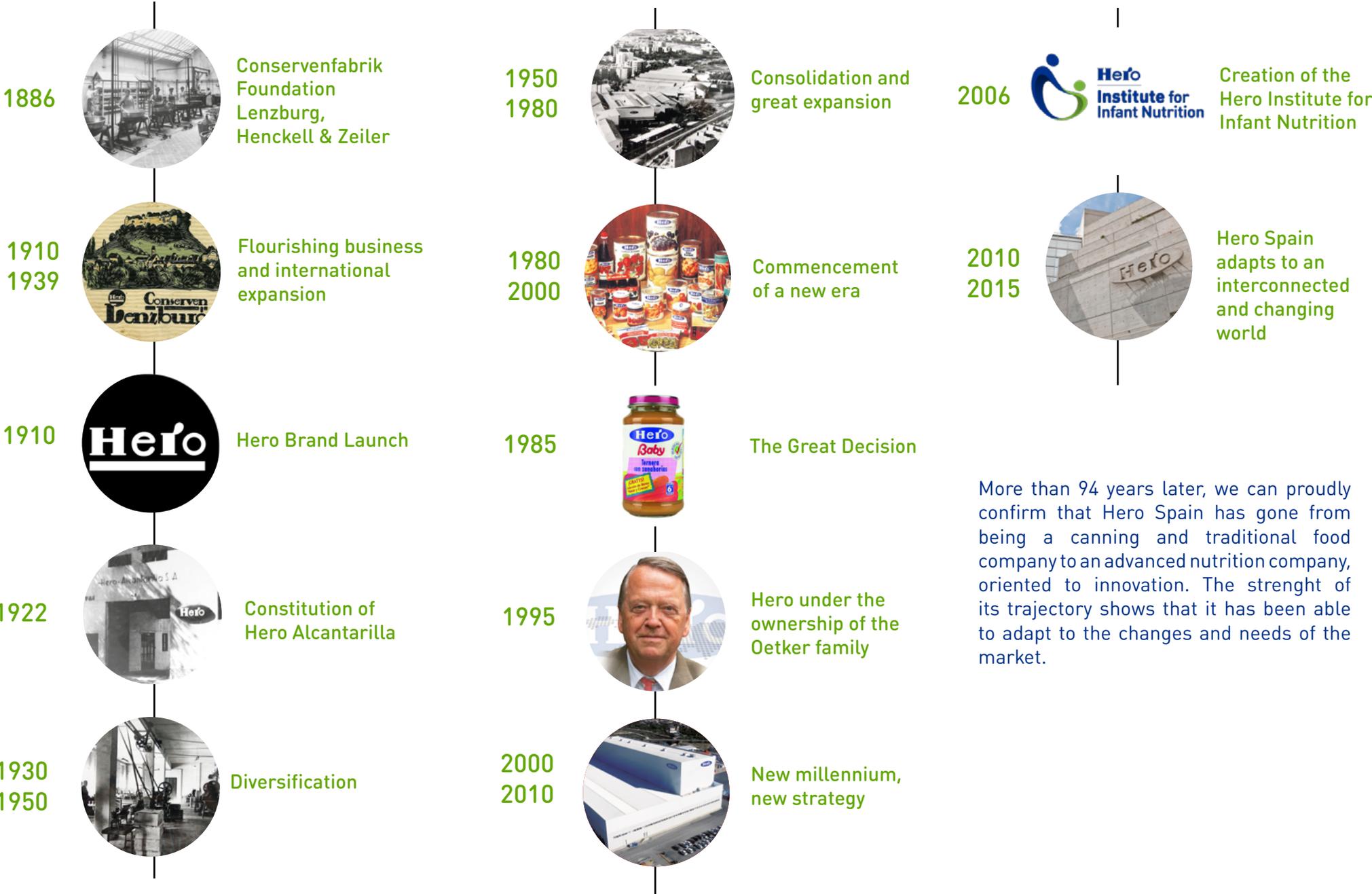


Hero Spain is a modern, innovative company with international and future projections, committed to its stakeholders and determined to apply sustainability criteria and the highest quality standards in all its processes.

Hero Spain is one of the largest baby food and nutrition companies in our country. We manufacture, store and market a wide range of food products, made with the best raw materials and following the most careful production processes in order to offer consumers the highest quality. All of this is done by contributing actively and positively to the sustainable development. The majority of Hero Spain's products occupy a prominent position of leadership within its respective categories, safeguarding its great prestige in the market and emphasizing on innovation, qua-

lity and food safety. Hero Spain is part of the Hero Group, our business model has always been based on pleasing consumers while preserving the goodness of nature, with nutritious foods with high quality and freshness, following original recipes and natural processes that do not use preservatives, artificial additives or colouring. We can say that we are a family business that has grown into an international success. We are already present in five continents and our history of expansion continues under the management of the fourth generation of the Oetker family.

### 3. History

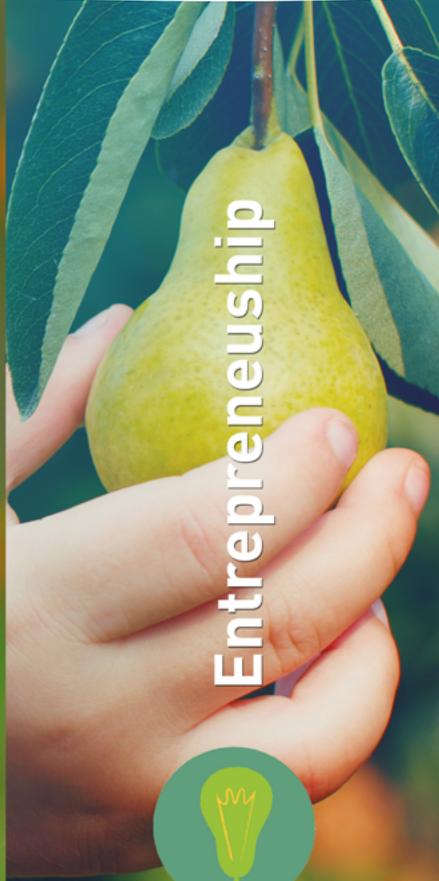


More than 94 years later, we can proudly confirm that Hero Spain has gone from being a canning and traditional food company to an advanced nutrition company, oriented to innovation. The strength of its trajectory shows that it has been able to adapt to the changes and needs of the market.

4. Mission and Values



Change



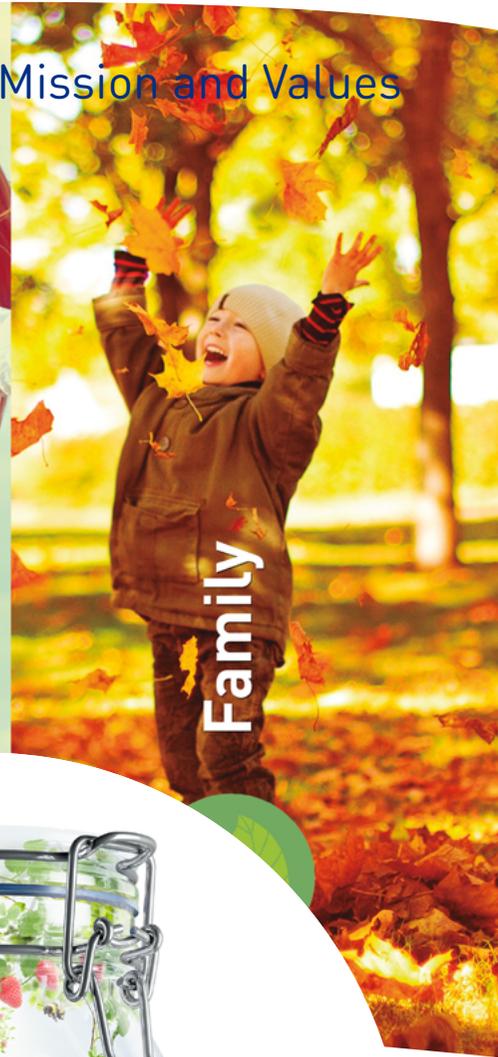
Entrepreneurship



Speed



Empowerment



Family



*Delight consumers conserving  
the goodness of nature*

If you are responsible, you must be focused on everything you do, and this way you can generate trust in consumers and in all stakeholders: customers, suppliers, employees, institutions ...  
This is the foundation of our Social Responsibility



1994: Quality Management System UNE-EN-ISO9001.

1996: Own system of Management in Occupational Health and Safety and CAERM (Ecological Agriculture Council of the Region of Murcia).

1997: Environmental Management System UNE-EN-ISO14001.

2000: Soil Association Certificate - Organic, Standard for Children's products.

2001: Halal Certification, which certifies that it follows the criteria with respect to consumption by people of Muslim religion.

2002: Elaboration of a first Social Report.

2003: Registration in the EMAS register, European legislation which accredits the compliance with good environmental practices.

## 6. A Company with sound commitments

2005: Publication of the document: Good Practices of Social Responsibility of Hero Spain.

2006: Occupational Health and Safety Certificate OSHAS18001: 1999 and Certification of the Food Safety Management System of the British Retail Consortium (BRC) and the International Food Standard (IFS).

2009: Code of Ethics and Professional Conduct.

2012: Affiliation to the United Nations Global Compact.

2015: Certification of the FSSC 22000 standard.

2015: First analysis of materiality.

2016: First Sustainability Report.

2016: Certification Iuriscert by AENOR.



**Antonio Escolar:**  
Director of Finance and IT

“ We are committed to improve our social sustainability, environmental and economic credentials ”

**Encarna Guirao**  
Director of HR and CSR

“ We believe in the development of sustainable talent, invest in our people to help them succeed and develop their skills to thrust ahead and get involved in the sustainable growth of the company ”

# 7. Responsible and healthy with stakeholders

## MARKETING, INNOVATION AND QUALITY

To always do the best, we ask those who know best. Specialists in medicine, paediatrics, consumers, etc.



Sharing what we do well makes us all better



## CORPORATE GOVERNANCE

Being sustainable is a priority to ensure survival over the stretch of time without compromising the present and future needs



We are transparent. We are inspired by our principles and values to comply with our Code of Conduct -



Flexibility and reconciliation



50/50 programmes, sports activities, workshops and healthy living



We are aware that the work of each one influences the work of everyone else.

## WORKFORCE

DELIGHT CONSUMERS BY CONSERVING THE GOODNESS OF NATURE.

CONSUMERS ARE THE BEGINNING AND END OF EVERYTHING WE DO



For us, being healthy is natural; we have been so for over 95 years

We have planted more than 3,000 trees



Local Actions



We take care of bees, Bee Careful project

## SOCIETY

Society appreciates the natural and healthy



We are supportive



## BUSINESSES, CUSTOMERS AND COMPETITORS

Awareness of how difficult our task is, makes us respect everybody

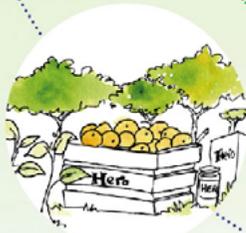


Good practices and loyal behaviour



## SUPPLIER COMPANIES

We are demanding and stringent because we respect Human Rights, safety at work and biodiversity.



## 8. What we do



We manufacture food products grouped into different lines:

- Baby foods
- Jams, “maridaje” and honey
- Healthy Snacks
- Pre-cooked dishes and sauces
- Dietary and / or special foods
- Syrups, vegetables, juices and nectars
- Exclusive products for catering industry



**Luis Miguel Castellón**  
Director of Export & Copacking



**Pablo Llopiz**  
Sales Director

“ The trust our customers and consumers place in the Hero brand is the best example for fulfilling our mission of offering the highest quality food, resulting from careful processing of the best raw materials with maximum safety and innovation ”





## 9. Instituto for Infant Nutrition

### Inspired by nature, confirmed by science

The Hero Institute for Infant Nutrition has 50 years experience in research and development. Its main task is to guide the companies of the Hero Group to design the best food for children. In order to do this, and with the help of our independent scientific advisory committee, we elaborate nu-

tritional guides and scientific opinions based on the latest advances in pediatric nutrition. Hero, in addition to developing extensive scientific work in its own analytical and biotechnological laboratories, collaborates with Universities and renewed research centers.



#### Pablo Serrano

I&Q Director of Hero Spain and Sustainability Ambassador in Hero Group

“ If you are responsible, you must be responsible for all that you do, because only this way you can generate trust in consumers and in all the interest groups: customers, suppliers, employees, institutions ... This is the cornerstone of our Corporate Responsibility ”



Hero Spain is committed to the profitability of the business and its Sustainability, and is aware that the commitment to Social Responsibility is a guarantee of competitiveness and success.

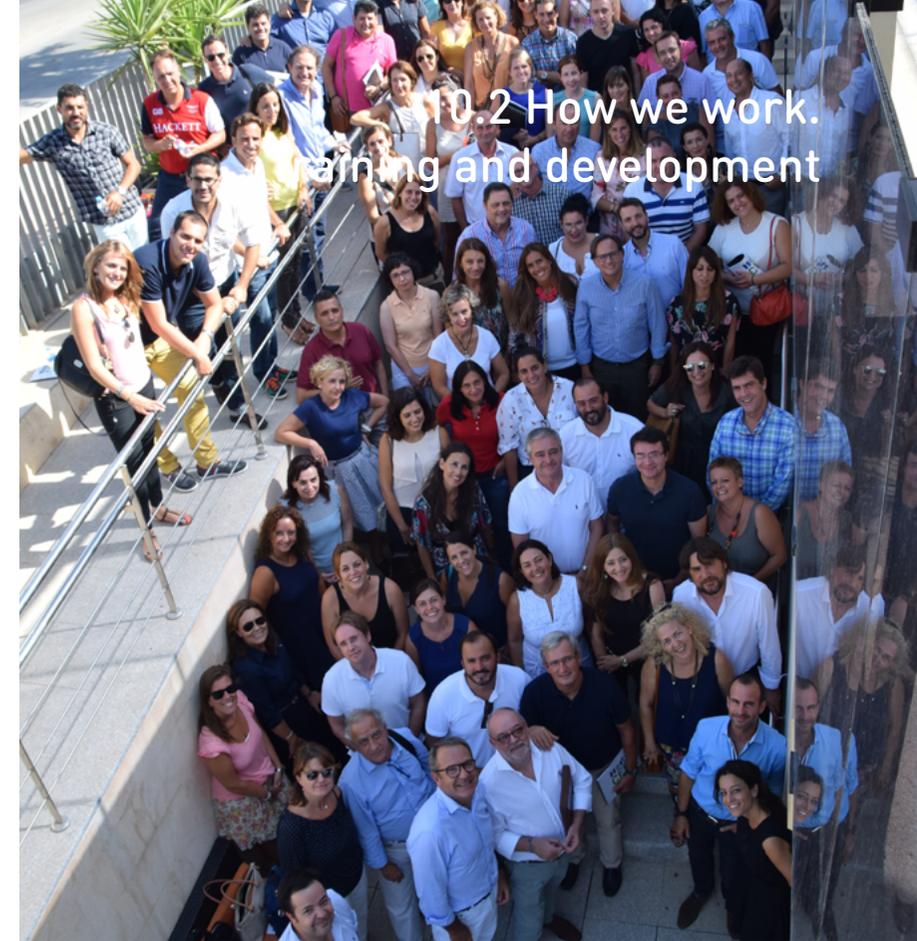


The promotion of stability at work, respect for equality and diversity are our company's top goals, as we appreciate from the composition of the Hero Spain

team. These aspects, in addition to many other related to integrity and social responsibility, are expressly included in the Code of Conduct of the Company.

## Diverse and equitable workforce

Template	2013		2014		2015		2016	
 Gender	Women	Men	Women	Men	Women	Men	Women	Men
	49%	51%	49%	51%	49%	51%	48%	52%
 Kind of contract	Undefined	Temporary	Undefined	Temporary	Undefined	Temporary	Undefined	Temporary
	94%	6%	98%	2%	97%	3%	97%	3%



10.2 How we work. Training and development



## Training and development 2015 - 2016

 Formative actions		 Training hours		 Number of students		 Investment in hours per person	
2015	2016	2015	2016	2015	2016	2015	2016
157	184	17.424	31.962	1.549	560		
87 internal 66 external	85 internal 79 external 18 online	7.020 classroom 10.440 factory	7.938 classroom 21.824 factory 2.200 online	39% Women 61% Men	38% Women 62% Men	11,2 hours	37,1 hours

## 10.3 How we work. Health & Wellness



Health and Safety in the workplace are two essential and unavoidable aspects in Hero Spain. We consider that not only should we encourage and care for our employees and workers during their working hours, but also we should offer them tools and information for the good practi-

ces and habits for their personal, family and social life, as we want them to embrace the same values at the workplace.

Hence, in the scope of the Healthy Company project of 2016, the Healthy Room of Hero Spain has been set up earlier this last year. All the

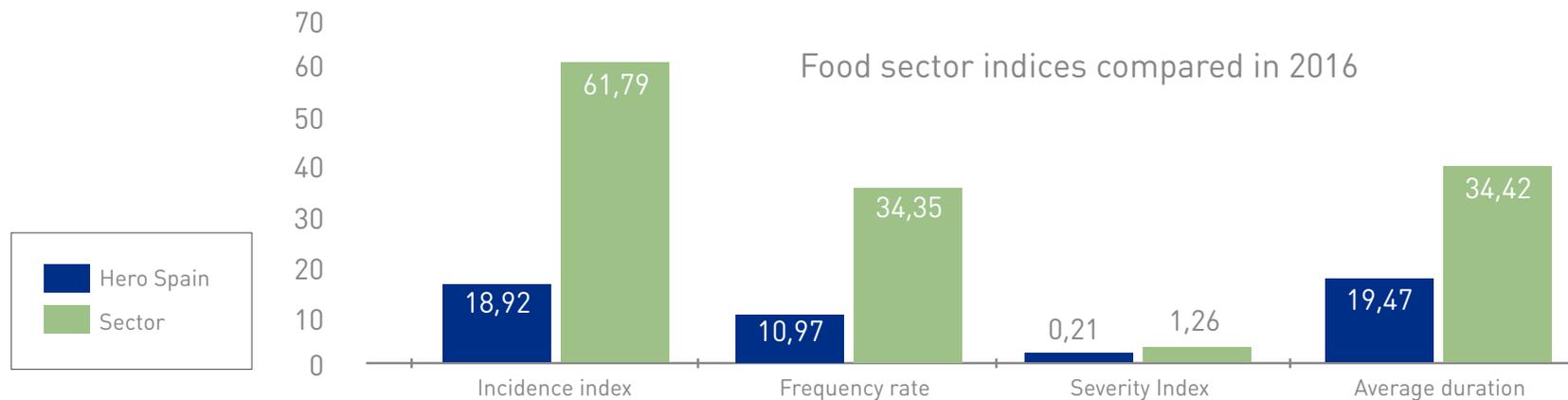
activities are carried out with qualified and specialized monitors, for example, through the year 2016 we held Pilates classes, Cross Fit, Zumba, Physical Therapy and other activities.

The Medical Service together with the Occupational Health and Safety Services promoted actions of training, information and intervention that seek physical, social and mental well-being of the workers of Hero Spain.

Frequently, Epidemiological studies are also carried out. These are based on the medical exami-

nation results as part of the surveillance Health. Such results are obtained from specific health monitoring campaigns, such as prevention of diabetes, blood pressure control, obesity, etc.

We would like to point out that during the year there have been investments in climatic comfort and improvement of acoustic comfort obtaining reference values that improve what is established legally.





First award: María Blesa.



Second award: Isabel Garcia.



Third award: José Antonio Palazón.

## 10.3 How we work. Health & Wellness

In 2016, among others, the following actions were taken care of:

### Information Campaigns

- Heat Prevention
- Breast cancer prevention
- Blood pressure and blood sugar
- Flu prevention
- Information about the zika virus.

### Factory Interventions

- Control of blood pressure and glycemia in factory canteens.
- Renewal of the agreement with the AECC to carry out preventive detection actions of breast cancer, mobile unit in Factory.
- Performing free medical examinations with control and monitoring of results.
- Promotion of healthy eating

- Actions with the Regional Hemodynamic Center carrying out several donations throughout the year.

### Other Actions:

- Visits carried out in the factory for workers of other sections that do not have the opportunity to know the facilities.
- Training in first aid and use of the defibrillator, aimed at all the workers. The goal is for all workers of Hero Spain to know about CPR, first aid and use of the defibrillator.
- Communications and support of sporting activities.
- Encourage sports activities such as running with the team of Hero Runners, in which 25 workers participate.



## Andrés Rodríguez

Supply Chain Director

“ Hero Spain wants to share 100% with its suppliers the company policy on Human Rights respect. Hence, we opt for business partners who, in addition to offering products and services of the highest quality, show a staunch commitment to society and the environment ”

## 10.4 How we work. Respecting the environment

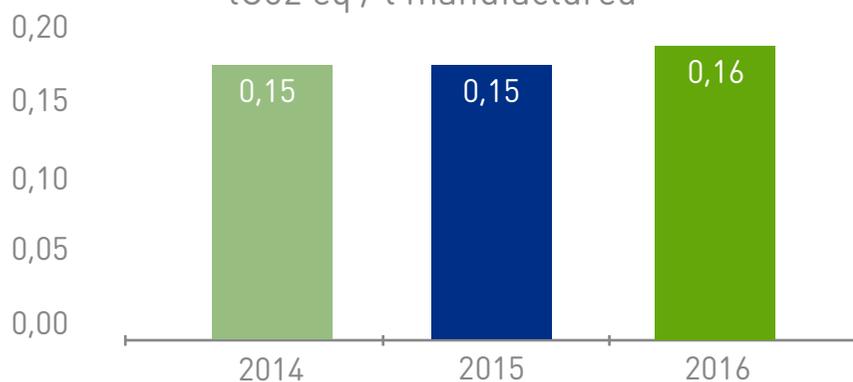
The environmental performance of the company in 2016 has been positive, maintaining most of the indicators of environmental impacts in values similar to previous years

except for the one related to water consumption. This one increases slightly due mainly to the start up of new lines and the increase in the number of batches manufactured.

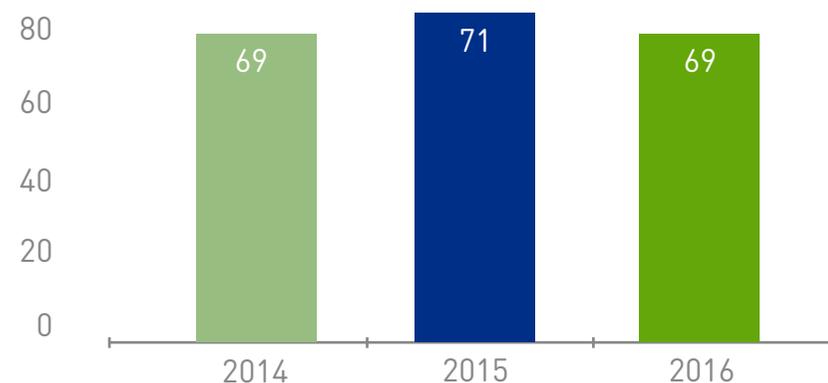
Mwh energy consumed / t manufactured



tCO2 eq / t manufactured

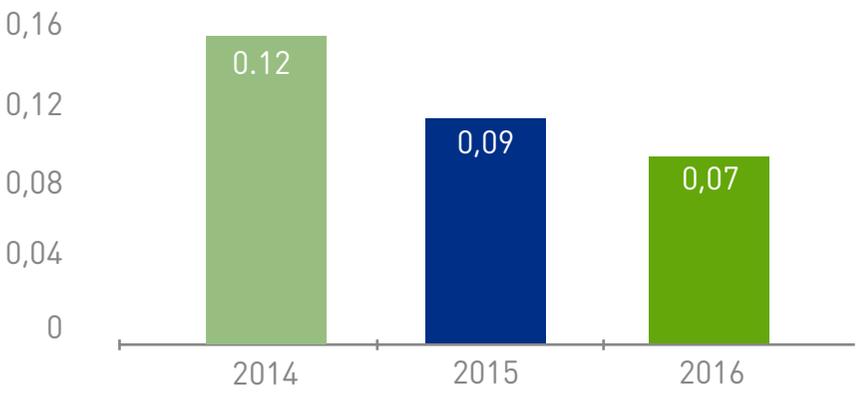
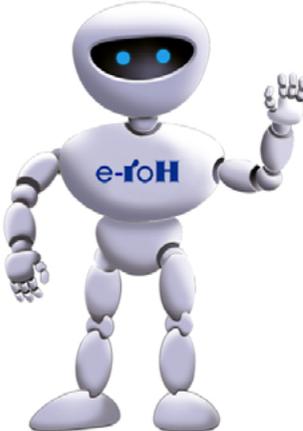


Kg non-hazardous waste / manufactured



# 10.4 How we work. Respecting the environment

Kg hazardous waste / manufactured

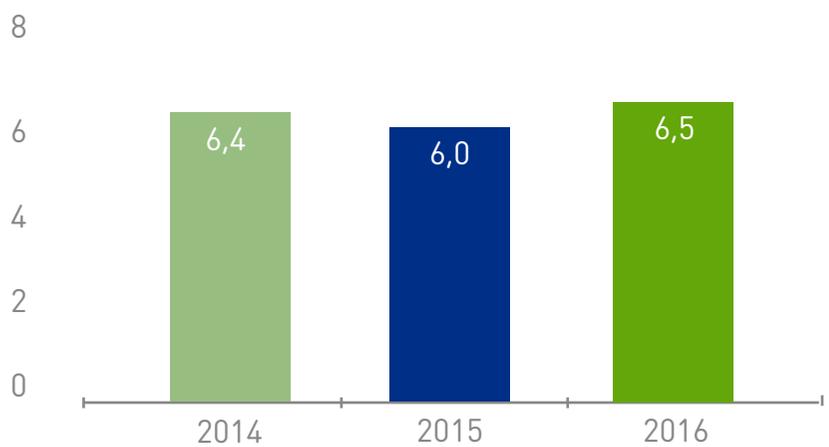
**PIÉNSATELO  
EVITA GOTEOS Y FUGAS  
EN GRIFOS Y MANGUERAS**

Un simple goteo de un grifo de lavabo pierde 100 litros de agua al mes.



**CONSEJO DE E-ROH  
NO DEJES NI GOTA, AHORRA AGUA**

m3 water consumed / t manufactured



## 10.4 How we work. Respecting the environment

### Prize awarded on the Ecodesign of Containers and Packaging

On June 2nd, 2016, the Edition of the Sustainable Development Awards organized by the Ministry of Water, Agriculture and Environment of the Government of the Region of Murcia took place.

Hero Spain was acknowledged for its savings of about 3,000 tonnes of packaging and containers (cardboard, glass, plastic, metal) and the use of 95% recycled cardboard. This was the result of a project led by the Innovation and Quality Management through of the implementation of more than 200 measures, in which the areas of Purchasing, Logistics, Maintenance, Quality, Environment, Production and Marketing intervened.

This award acknowledges the hard work done and our commitment to care for and protect biodiversity.



## 10.4 How we work. Respecting the environment

### Bee Careful Project

Bee Careful is a project of the Hero Group that promotes specific measures to protect the health of bees, due to the important decrease of the species that is occurring worldwide.

One of the initiatives framed in this project and developed by Hero Spain is the creation of floral habitats in monoculture areas of cereals where bees and other pollinating

insects can improve their diet, this increases the number of individuals and species.

The plantation was carried out in 2016 with a total of 11 hectares of land near wheat crops in the region of Teruel. Regularly monitoring will be carried out in the area to evaluate the presence and quantification of pollinating species.

#### The main objectives of the project are:

- The increase of bees in quantity and diversity,
- Improvement of local ecosystems in the area
- The promotion of respect for bees.



## 11. Our location

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### PEOPLE TO CONTACT:



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**Heró** española