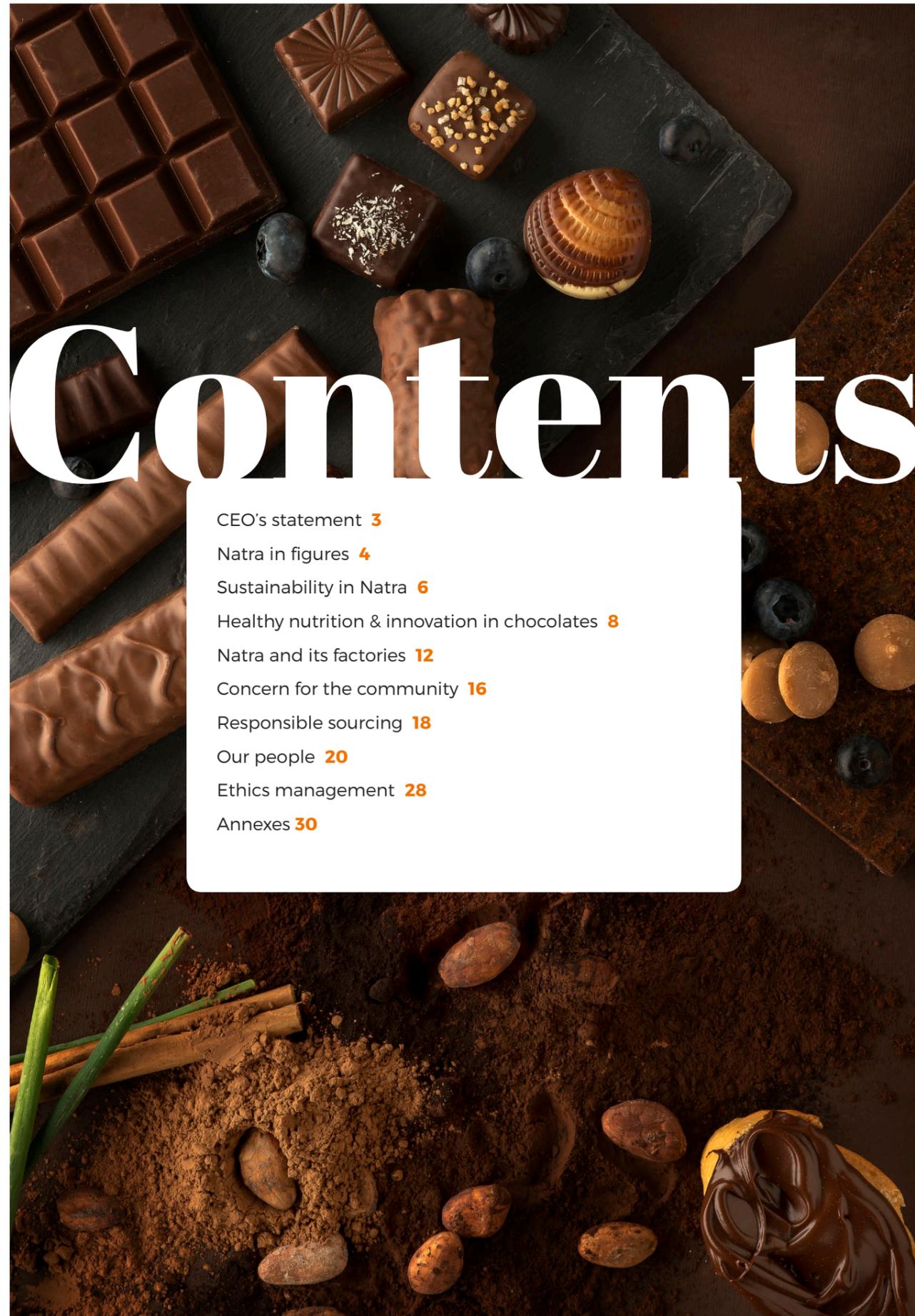




Progress

REPORT
2019



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CEO's Statement

I am pleased to present our Progress Report for 2019, in which we report on Natra's main performance indicators in ethics, environmental, labour and social aspects and renew our commitment to the ten principles of the UN Global Compact, all consistent with the Sustainable Development Goals (SDGs) established in the 2030 Agenda.

This report is issued in the middle of the serious global health and economic crisis caused by COVID-19. It is a time of considerable uncertainty and difficulty for everyone. Our priority at all times has been to protect our people and our business by implementing strict safety protocols and measures at our plants and offices.

I would like to thank our employees for their responsible behaviour to contain and reduce the spread of Covid-19 at work and at home. I appreciate their commitment, enthusiasm and efforts to keep our business going and guarantee service to our customers despite all the difficulties.

We will have to keep an eye on how this pandemic unfolds, because unfortunately no adequate medical solution has yet been found. We must continue collaborating with the health authorities in all the countries in which we operate, protect our employees' and collaborators' health and mitigate as far as possible the adverse effects that this crisis is going to have on our economies and companies.

Going back to 2019, the year was marked by the entry of our new sole shareholder, World Confectionery Group S.à.r.l. The new shareholder consolidates our commitment to sustainable management, transparency and best corporate governance practices.

At Natra we continue our progress towards creating an excellent, healthy, safe place to work, where our employees can develop professionally and give their best. With this aim in mind, we approved our teleworking policy and consolidated Guudjob, a tool that has recognised during 2019 the 16 employees who have best embodied our values: entrepreneurship, innovation, teamwork, excellence and integrity.

Investment in R&D and innovation, one of our strategic pillars, has continued to focus on the launching of differentiating, high quality products aimed mainly at consumers seeking healthy products, meeting specific nutritional needs or reducing our impact on the environment. We continue participating in innovation collaboration projects with a view to developing healthier products: containing less sugar, more proteins, etc.

In the environmental area, we aspire to becoming CO2 emission-neutral in the medium term, so we are striving to reduce the most significant impacts deriving from our production activity, related with consumption, CO2 emissions and waste. One notable achievement in this regard was the start-up of our sustainable packaging strategy, which includes eco-design and ambitious targets for reducing packaging, among other goals.

At Natra we maintain our contribution to the development, growth and well-being of the communities in which we operate, by generating local employment, promoting social causes and healthy activities and increasing the quality of life in the countries in which we source our raw materials,



improving the living conditions of farmers, eradicating child labour and promoting social inclusion.

We remain firmly committed to purchasing quality raw materials that are grown and sold ethically and sustainably. We are very proud to be one of the first companies to achieve certification under ISO 20400 for sustainable procurement, a lever that will help us to guarantee sustainable management throughout our value chain.

In the area of ethics management and compliance, we have continued making progress in our commitment to human rights and the prevention of corruption, bribery and money laundering. I highlight the training received by over 100 of our professionals in our third-party risks, anti-trust and anti-bribery policy.

Finally, I must highlight that all these achievements were made possible through the contribution of our entire team, whom I thank for their hard work and commitment to making our business project successful.

Dominique Luna Tudela
CEO

Natra in figures

Natra is a Spanish multinational with 75 years of history and one of the leading European producers of chocolate confectionery and cocoa products, especially for private label and other food companies.

388
million €
Turnover

75%
Compliance
CSR commitment 2020

40
million €
EBITDA

92
Sales
Countries

6
Plants
Spain, Belgium,
France & Canada

75%
Turnovers
Oversea

Permanent commercial
presence:
Europe, USA, Canada
& Asia

**ISO
20400.org**
Responsible sourcing
Certification under the
standard

1,106
Employees

Rainforest Alliance
UTZ
Better farming
Better future
European leader in
UTZ cocoa with total
traceability
("Identity Preserved")

UN GLOBAL COMPACT
Signatory United
Nations Global
Compact
Red Española

Compliance
system

Our products

Natra guarantees
maximum protection
of consumers

Our food safety management systems are certified under prestigious international standards such as the BRC (British Retail Consortium), IFS (International Food Standard) and FSSC 22000.



We also have specific product certifications for our products: Kosher and Halal, which certify that the products are suitable for consumption by the Jewish and Muslim communities, respectively.



Cocoa products:
- Cocoa powder
- Butter and mass
- Chocolate couverture
- Fillings

Consumer division

Industrial division

- Chocolate snacks
- Chocolates and truffles
- Tablets
- Spreads

Sustainability in Natra



Focal points of the 2020 Commitment

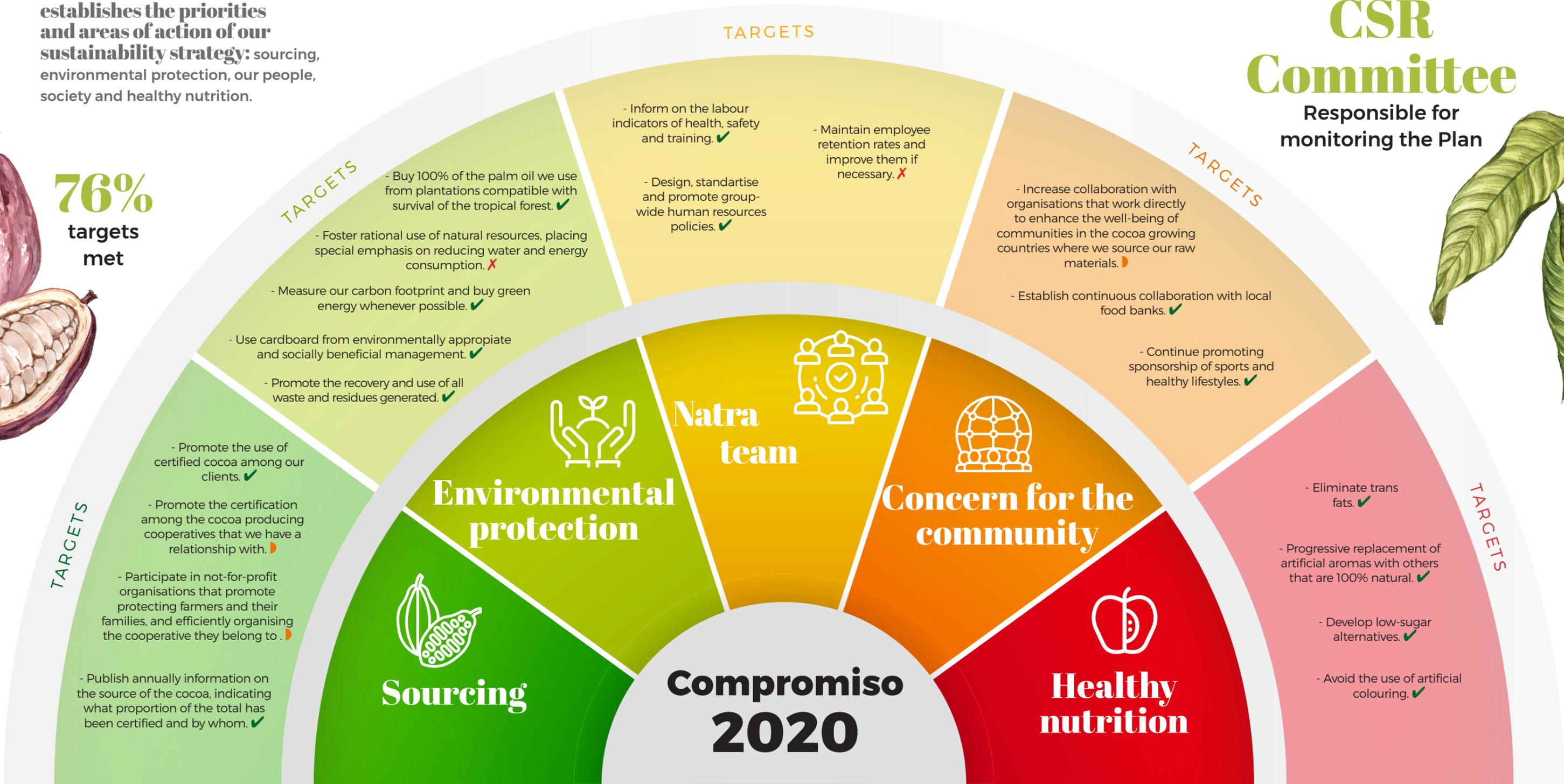


The 2020 Commitment establishes the priorities and areas of action of our sustainability strategy: sourcing, environmental protection, our people, society and healthy nutrition.

CSR Committee

Responsible for monitoring the Plan

76%
targets met



Achieved: ✓ Yes ▸ Partially ✗ No

Healthy nutrition & Innovation in chocolates

As consumers become increasingly concerned about their health and well-being, we must constantly adapt to their tastes and preferences, investing strongly in innovation and development.

We strive to give our customers high-quality differentiating products



Innovation is one of Natra's strategic pillars. Our investment in R&D and innovation focuses on developing differentiating, high quality products aimed mainly at consumers seeking healthy products, meeting specific nutritional needs and reducing our impact on the environment.

Our innovation aims to respond to the latest consumer trends to offer our customers healthier products with reduced sugar content, organic and a high cocoa and nut content.

Areas of Innovation and new launchings

Health

Healthier products



Slabs with high cocoa content



Low-sugar spreads



Countlines coated in dark chocolate

Sustainability

Sustainable raw materials



Organic chocolate slabs with high cocoa content



New recipes of organic spreads

Convenience

New lifestyles



Heat-resistant truffles designed for hot regions



On-the-go spreads including crunchy biscuit fingers

Satisfaction & Indulgence

Delighting the senses



Cocktail truffles, with combinations of chocolate with piña colada, vodka & orange or daiquiri and strawberry



Wafer-filled slab, crunchy and lighter

Healthy products that meet specific nutritional needs and have a smaller impact on the environment

Sustainable packaging strategy 2019-2021

This is a multi-category 3-year project focusing on three areas of action, having sustainability and innovation as cross-cutting values.

Standardisation
(efficiency)

Premiumisation
(growth)

Disruption
(differentiation)

Sustainability Innovation

- > **Maximise the value of the product** portfolio by reducing costs of production, in turn by optimising packaging systems and standardising processes in all plants; and redesigning packaging.
- > **Generate value** through the creation of new packaging and formats conceived through eco-design.
- > **Comply with the targets for sustainability** and reducing the generation of packaging established in the EU Circular Economy Action Plan.

100%
Elimination of PVC and PS packaging
2021

100%
Packaging compostable or recyclable
2025

100%
paper/cardboard packaging to have sustainable forestry certification
2025

Innovation and collaboration with customers, partners and suppliers are considered driving forces for achieving the goals set.



Principal innovations

- > **Elimination of cling film** on trays of Spreads for the American market.
- > **Development of recyclable, resealable doypack** in three sizes (125 g, 250 g and 500 g).
- > **Development of new formats** of the Gifting for Clubs category in the Asian and American markets.
- > **Reduction of structural complexity** in Natra's flexible materials: from multi-material to single-material.
- > **Improve recyclability in paper/aluminium combinations** for 300 g slabs.
- > **Improve recyclability in card/polyester combinations** for 100 g slabs.
- > **Incorporation of post-consumption recycled PET** in trays for chocolates and pralines.
- > **Comparative study of the environmental impacts of glass and PET jugs** based on an analysis of their life cycle.
- > **Development of Gifting format** pfor online sales of chocolate slabs.

Joint innovation projects

We understand the importance of alliances and collaboration with different national and international universities, research centres and platforms

- > University of Ghent
- > Azti-Tecnalia
- > Flanders Food
- > Ainia
- > Institute Kirchhoff
- > Basque Culinary Center
- > Cacaolab
- > Guelph Food Technology Center
- > Maxxam Analytics,

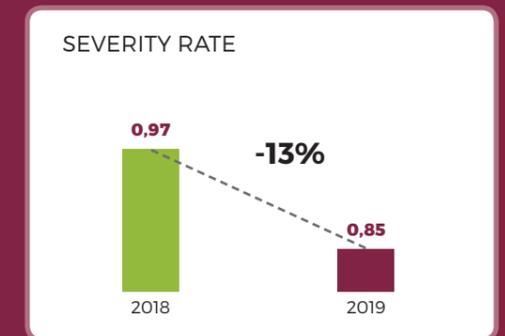
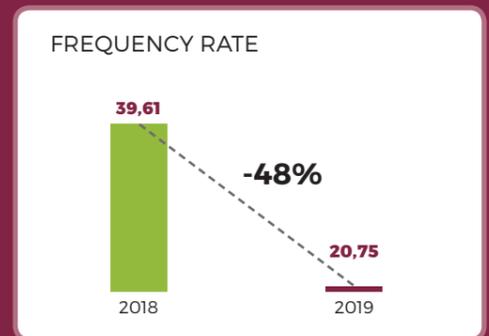
Project	Description	Partner
SUGARMIN	Sugar reduction project	Azti technological centre
PRONATUR	Development of snacks with high natural protein content	Azti technological centre
VEGEFRUIT	Development of a new range of healthier snacks for children	University of Ghent
GLYCOPROFIT	Creation of a technological platform to convert sucrose into healthier alternatives	University of Ghent

Natra and our factories

Committed to a healthy and safe environment

OUR DNA IS ZERO ACCIDENTS

At Natra we are committed to complying with current legislation on the prevention of occupational hazards, **guaranteeing all our workers healthy and safe work conditions, promoting a policy of continuous improvement and ensuring the active participation of all our workforce.**



Committed to creating a higher quality and healthier environment



We have a corporate environmental manager and environmental officer at each plant

Energy efficiency

We implement several measures to save and make more efficient use of energy.



- > Replacement of diesel fork-lift trucks with electric ones.
- > Replacement of obsolete refrigeration equipment with newer, more efficient equipment.
- > Replacement of refrigerants with others having a smaller impact on the environment.
- > Replacement of hot air compressor with hot air blower in the alkalising process.
- > Use of residual cold water from cogeneration in the air cooler of the powder mills.
- > Replacement of oil from the air compressors with more efficient oil.
- > Replacement of TL lamps with more efficient LED lamps.
- > Automatic light switch-off systems.
- > Energy audit every two years.
- > Heat recovery for other processes at the plant.

ENERGY CONSUMPTION

56,972 MWh Electricity

4.7% MWh Renewable energy consumption Malle Plant

44,696 MWh Natural Gas

164 MWh Diesel (for heating)



Water footprint

We strive to reduce water consumption at our plants.



- > Real-time automated monitoring.
- > Closed water heating and cooling circuits.
- > Detection, control and repair of leaks by internal audits.
- > Installation of water meters.
- > Reduction of wet cleaning.

WATER CONSUMPTION

90,459 (m³) Tap water

71,305 (m³) Well water



We undertake to identify our most significant environmental impacts (consumption, CO2 greenhouse gas emissions, waste and effluent) and implement reduction and protection strategies in the areas in which we operate.

Combating climate change

Natra aspires to becoming emission-neutral in the medium term



If we are to fight against climate change, it is important to know our carbon footprint. Natra is engaged in a project to calculate our carbon footprint that extends the current scope. The inventory of new indicators (consumption of refrigerant gases, employee travel and logistics at plants) will enable us to quantify the total emissions of the Group and thus set targets for reducing them.

Our Valencia plant has started measuring the carbon footprint associated with overland and sea transport of cocoa beans from source to our facilities, with a view to finding alternative routes with lower CO2 greenhouse gas emissions.

EMISSIONS (T CO2 EQ)



IN 2020, 100% OF THE 2019 GREENHOUSE GAS EMISSIONS WILL BE OFFSET THROUGH A REFORESTATION PROJECT IN CANADA



Commitment 2017-2020

-25% CO₂ Natra Cacao, Valencia



-46 t CO₂ Solar panels in Malle



6 recharging points in Bredene Sustainable mobility



Waste management

Our waste is handled by authorised waste manager, favouring reuse, recycling, composting and incineration. We take measures to reduce waste generation and improve waste management:



- > Daily monitoring of food waste.
- > Annual review of waste flows.
- > Policy of "doing it right the first time".
- > Awareness workshops on correct waste separation.
- > Contracting of specialists in waste management.

WASTE

3,814,290 kg Non-Hazardous



37,805 kg Hazardous



We avoid food waste and apply the circular economy principles

All our cocoa waste (mainly husks) is given a second useful life as animal feed or composted for use as organic fertilizer.

Natra studies other ways of reusing this waste (for example as biomass to generate energy) to reduce the environmental footprint of this second useful life.

3,950 kg

By-products (cocoa shells, fines and other cocoa derivatives)

used to make animal feed

Most of our waste (paper and cardboard, plastic, wood, metal containers, electronic equipment...) is recycled. The sludge from the wastewater plant is composted for transformation into organic fertilizer.

Concern for the community

Natra contributes towards the development, growth and well-being of the communities in which it operates by generating local employment, engaging in social actions or contributing towards improving the quality of life in the countries in which we source our principal raw materials.

Our commitment to the community is materialized in three types of actions:



Positive impacts on the supply chain.

Countries where we source our principal raw materials:

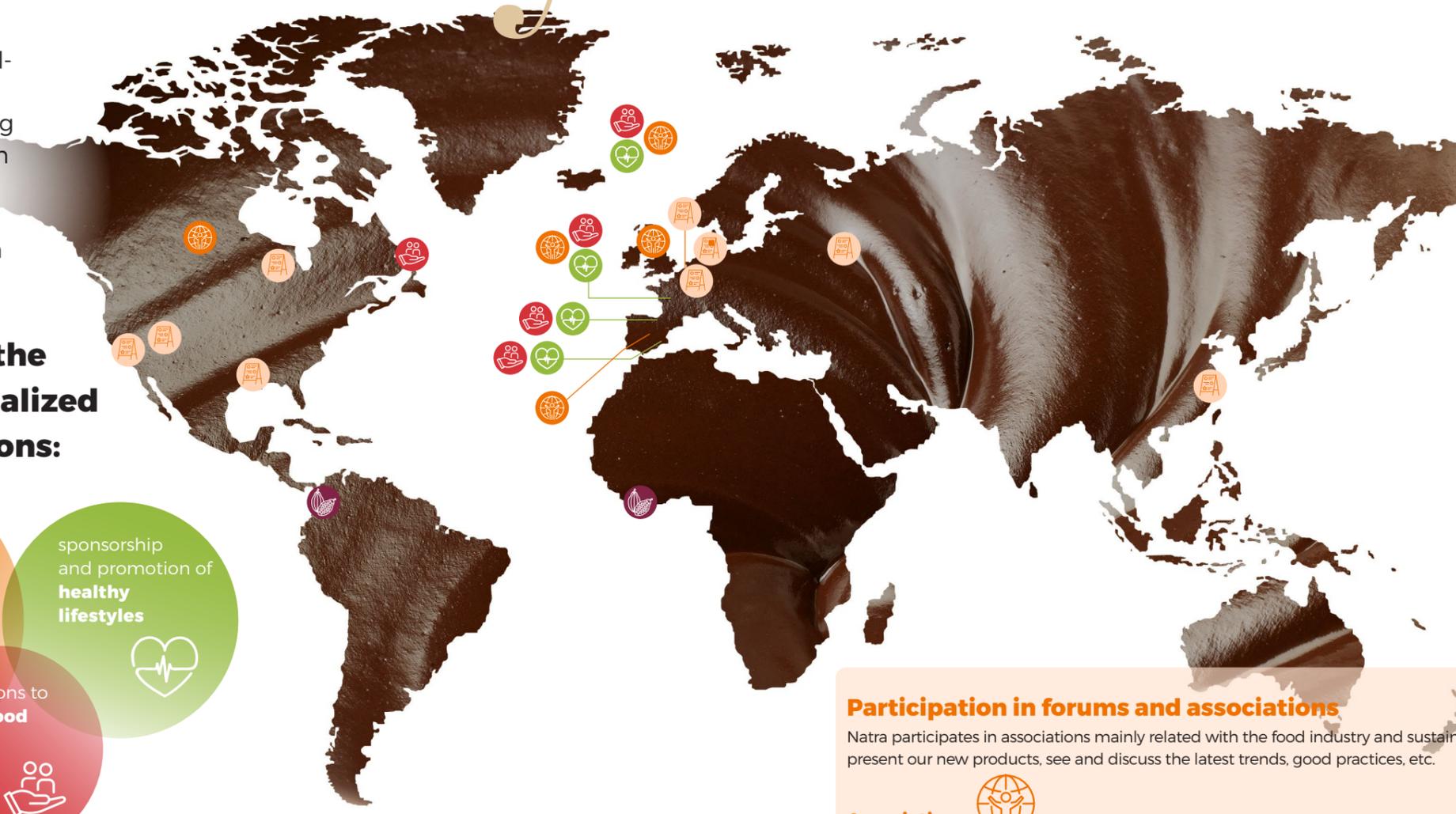
- > **Ivory Coast** (where the Group sources 32% of its cocoa) Amigo Foundation. Provides social and educational support for children who live in the streets, orphans, minors in conflict with the law, abused or victims of exploitation
- > **Colombia (Tumaco)**. Sustainable cocoa programme that aims to improve the quality of life of the local community and develop commercial networks that will ensure its sustainable growth.
- > UTZ Certified **Associations**. Fairtrade International, International Cocoa Initiative. Focus on improving the living conditions of farmers, their families and communities, and on preservation of the environment.

Initiatives with the local community

> **Donation of 46,438 Kg of product to food banks**

€26,810
to associations, foundations
and NGOs

Natra generates positive impacts in the countries where we source our principal raw materials, **collaborating in projects designed to improve the living conditions of farmers, eradicate child labour and promote social inclusion**



Promotion of healthy lifestyles

We encourage sport and healthy lifestyles

- > KVO-Oostende football club (**West Flanders, Belgium**)
- > Saint-Chamond basketball team (**Loire, France**)
- > Aloña Mendi football and handball teams (**Oñati, Spain**)
- > Euskal Kirol, local school sports project (**Oñati, Spain**)
- > Chiva mountain race (**Valencia, Spain**)
- > Paddle Surf charity race for the disabled, organised by the Goazen Up Association (**Oñati, Spain**)
- > Healthy menus for employees (**Valencia, Spain**)
- > "Fruit always available" Plan: Fruit in meeting rooms, rest rooms, canteen (**Valencia, Spain**)
- > Bicycle leasing service for employees. (**Belgium**)

Participation in forums and associations

Natra participates in associations mainly related with the food industry and sustainable procurement, and attends major trade fairs to present our new products, see and discuss the latest trends, good practices, etc.

Associations

- > Flanders Food. BELGIUM
- > Belgian Federation for the food industry (Fevia). BELGIUM
- > Royal Belgian Association of the biscuit, pralines and confectionary (Choprabisco). BELGIUM
- > Association for Research in the Food and Farming Industry (AINIA). SPAIN
- > Federation of Cocoa Commerce (FCC). UK
- > International Cocoa Organization (ICCO).  IVORY COAST
- > Produlce. SPAIN
- > AECOC, Asociación de fabricantes y distribuidores. SPAIN
- > Excellence in Manufacturing Consortium (EMC). CANADA
- > Syndicat du chocolat. FRANCE
- > European Cocoa Association (ECA). EUROPE (BRUSSELS)

Principal trade fairs

Europe

- > ISM, Colonia (International Sweets Messe)
- > PLMA Amsterdam (Private Label Manufacturers Association)
- > WorldFood Moscow (Russia's leading food & drink exhibition)
- > ANUGA, Cologne (The world's largest food & beverages fair)
- > FIE Paris (Food & Ingredients Europe)

America

- > Expowest, California (Natural Products Exhibition)
- > ECRM Store Brands, Las Vegas
- > IFT, New Orleans (Institute of Food Technologies)
- > PLMA Chicago (Private Label Manufacturers Association)

Pacific Asia

- > Wabel China, Shanghai

Dialogue with stakeholders

We offer our internal and external stakeholders different channels for dialogue, through which we build relationships of mutual trust and identify and respond to their principal needs and expectations.

Responsible Sourcing

Natra is committed to purchasing quality raw materials that are grown and sold ethically and sustainably. We focus mainly on the procurement of cocoa, oils and hazelnuts, which are sourced in countries with less regulation and low levels of social protection.

We implement sustainable procurement in our value chain



Procurement



European leader in UTZ segregated cocoa



Procurement

138 thousand metric tons Raw materials

27 thousand metric tons Packaging (glass, paper, plastic, aluminium and wood)

10 Supplier Audits



Alliances

- International Cocoa Initiative (ICI)
- World Cocoa Foundation (WCF)
- Belgian Alliance for Sustainable Palm Oil (BASP)
- Spanish Sustainable Palm Oil Foundation
- Bioforum

Certified procurement management system **ISO 20400.org**

Other tools

- Corporate procurement policy
- Supplier code of conduct
- Sustainable procurement criteria
- ILO cocoa certification
-

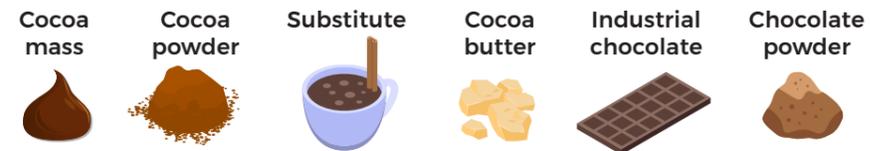


Transport

Consumer Products



Industrial Products



Factories



Natra cacao Valencia



1,016 Employees

6 Production plants
UTZ, RSPO Fairtrade, organic



90,459 (m3) Tap water
71,305 (m3) Well water

Water consumption



19,234 t CO2 tons of greenhouse gas emissions



Sustainable packaging



Distribution and sales



388 €M Turnover



Principal Impacts

- People
- Economic
- Environmental
- Social

We are one of the first enterprises worldwide to achieve certification under ISO 20400:2017, the first international standard for sustainable procurement.



Our people

Natra aspires to become an excellent place to work, healthy and safe, aligned with the policies and practices that society is demanding and where employees can develop and give their best.

An excellent place to work

Our values

Our corporate culture is based on demonstrating every day and in every activity the validity of the values that will guarantee the achievement of the goals set.

Integrity

We are honest and transparent, with solid principles. We commit with our work and communicate with each other constantly.



Excellence

We set challenging goals above standards, maintaining and improving high levels of performance.



Teamwork

We work together to achieve our objectives, sharing information, supporting and recognizing the contribution of each member of the organisation to the common goals



Valores



Innovation

We truly believe our talented people can create solutions to transform the organisation, our market and the society

Entrepreneurship

We create and promote new ways of doing things and new opportunities for the business to grow

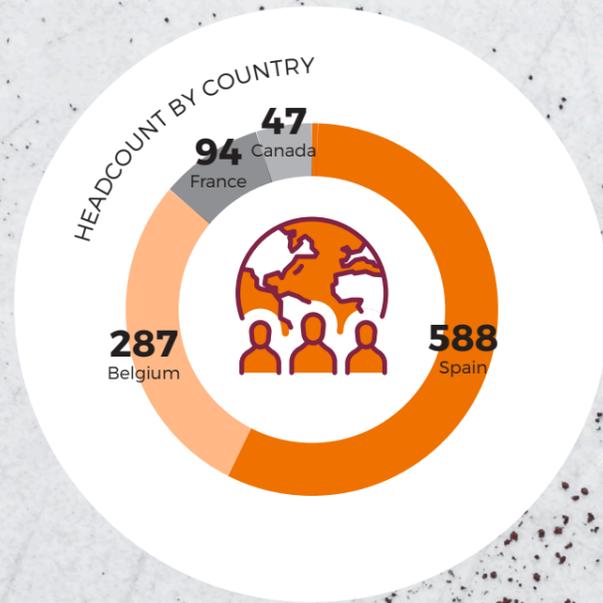


Guudjob

Internal recognition programme

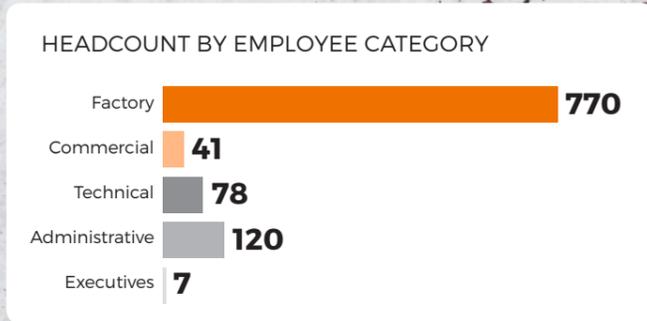
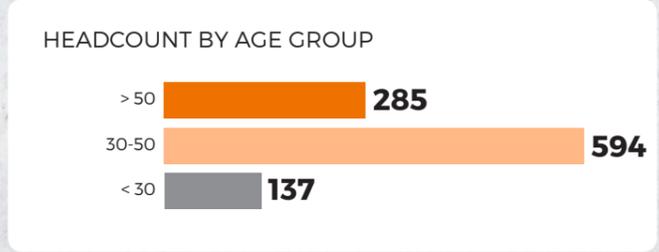
Example of applying the company's values in everyday work

An international profile



5%
North America

95%
Europe





Corporate Interview
José Ignacio Gómez Zavala,
Chief People Officer

!! What we are now called on to do is anticipate new challenges, discern new opportunities, innovate new products and commercial solutions and promote our responsibility and sustainability initiatives in all orders: social, supply chain, reduction of environmental impact, etc. !!

If you had to pick the value that best defines Natra, what would it be?

All 5 values are very important and are inter-related, but if I had to single out one of them, it would be Teamwork. In my opinion, this is the cornerstone of our culture, because it is what connects people at a local, regional and international level to work towards a common goal, and marks our commercial relations with customers, above all, suppliers, the communities in which we operate and shareholders. The rest are intrinsic values of each and every Natra professional, as demonstrated every day. But teamwork is the most visible value, the one that moves us towards our goals, to collaborate with one another even beyond our day-to-day responsibilities, generously, suffering together any misfortune and celebrating success, pooling efforts and allowing each person to develop their best, while valuing the contributions and perspectives each member brings to enrich the whole. Without a doubt: TEAMWORK.

And if we look ahead in 2020, what are Natra's principal challenges and priorities in the management of its people?

In the first part of 2020, the main challenge and priority has unquestionably been the safety of every employee and collaborator within the prevention and eradication of the Covid-19 pandemic, both themselves and their families, and the social and work environment in which they move. Thanks to the commitment and responsibility we have all displayed, we have contributed to the general efforts being made in all the countries in which we operate. We have helped to keep the food chain working so that our customers have been able to keep their businesses open throughout the periods of confinement and limited mobility, while our fellow citizens have been

able to enjoy their favourite products so that they could get through these times in the best possible way.

It has been a test for the entire Natra team, both our employees who have gone to work at the factories in a responsible manner and those others who have had to work from home while taking care of their families.

Overcoming this tough test has given us confidence and security for new challenges that are likely to arise in the business, owing to the economic and social climate we are going to have now. What we are now called on to do is anticipate new challenges, discern new opportunities, innovate new products and commercial solutions and promote our responsibility and sustainability initiatives in all orders: social, supply chain, reduction of environmental impact, etc.

How important are the work-life balance and teleworking policies in the company?

The work-life balance policies are always a priority in Natra, not only to comply with the different laws, regulations and collective agreements in place in all the countries in which we operate, but also to make each of our workplaces the best possible place to work, with an optimum balance between people's professional and personal lives. We want to be recognised by our employees and future employees as a place where high standards and excellence are combined in the best way, meeting our personal and family needs, duties and concerns. Apart from the family, this includes practising sport on a professional or semi-professional level, volunteering in welfare actions and cultural activities that enable each employee to achieve full realisation and personal growth.

Fortunately, when these months of confinement began we already had certain experience in teleworking and had the necessary technological means to be able to expand it with full guarantees. Thanks to this, we have come through this test unscathed and have managed to correct and improve a few things along the way.

We obviously enjoy and are enriched by working together, with daily contact, and at certain times it is greatly beneficial for our business plans. But if we combine it occasionally with an undertaking to work autonomously, trusting the responsibility of each professional to avoid distractions at important times or in major projects, organise their time more efficiently by not having to travel, then remote working is bound to enrich us as people and professionals and Natra will gain from it.



Training and career development

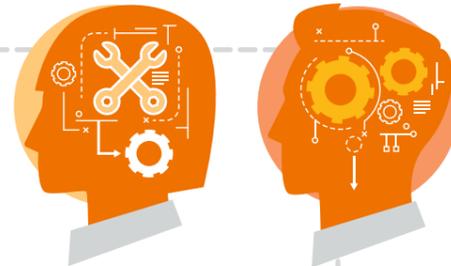
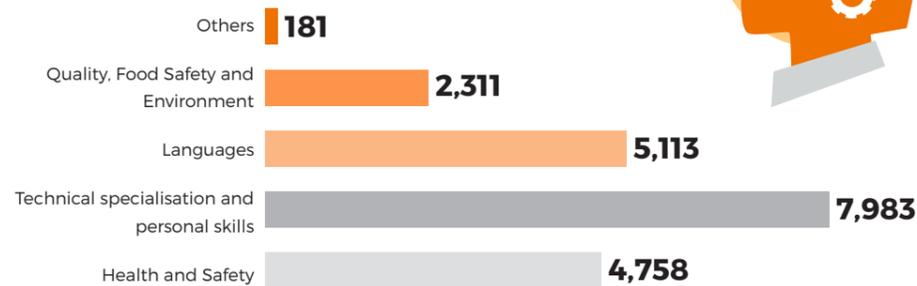
We promote internal promotion

At Natra we work so that our professionals develop and grow within the organization. In that sense, we provide the appropriate training in both knowledge and skills to all employees wherever they carry out their professional work.

Moreover, most of our plants have their own training procedures regulating basic information for new hires, specific job-related training and additional training needs, among other aspects.

We consider internal promotion part of the career development we offer our employees. Our **Internal Job Posting Policy** is intended to promote internal mobility and professional development, provide clear, visible career options, ensuring that employees have an opportunity to apply for jobs for which they are qualified and developing internal talent and skills, for the benefit of both the company and our employees.

TRAINING BY AREAS



Employees assessed

The **Performance Appraisal** policy defines the procedure for the performance appraisal. Every year each employee has a meeting with their immediate boss to review the achievements during the previous year and set their objectives for the following year, which must be aligned with the goals and objectives of the organisation, as well as establishing the professional improvement areas.



Equality and non-discrimination



Relations between Natra's employees, executives and directors are governed by mutual respect for personal dignity and fair, polite treatment of others. We have tools to guarantee equality and non-discrimination:

- Code of ethics
- Recruitment policy that does not discriminate on grounds of gender, race, religion, etc.
- Internal job posting policy that does not allow discrimination or favouritism.
- Anti-harassment internal policies and protocols.
- Equality Plans at our production plants in Oñati and Valencia, in diagnostic stage, and agreement in the implementation with the employees' representatives.

Work-life balance

In 2019 we approved our **teleworking policy** (non-structural) to enable our employees to secure a better work-life balance and improve the well-being of our people.

We also have other measures such as flexitime, condensed working hours at certain times of year and leave for personal affairs.



Disability

The plants in Spain comply with the Spanish Disability Act through direct hiring and, where this is not possible, alternative arrangements.

We have **17** employees with different abilities



Social dialogue



All our professionals in Spain, Belgium and France are covered by collective agreements. In Canada, the entire workforce is covered by the applicable labour laws.

We guarantee union representation, in accordance with the customs and practice in each country. The most important unions in each region or country are represented.

Ethics management and compliance

We are committed to transparency and the best corporate governance practices

We are committed to respecting human rights and preventing corruption, bribery and money laundering



The **Code of Ethics** distributed among and ratified by the entire workforce, indicates what conduct is not acceptable in our Group.

Components of Natra's Compliance System



The **Compliance Policy** provides the necessary mechanisms to ensure observance of the law, self-regulation systems and any other commitment acquired to our stakeholders.



The **Risk and Compliance Committee** reports directly to the Audit Committee, which is responsible for supervising the efficiency of the Compliance Management System and analysing any grievances reported through the Group's Ethics Channel.

Principal actions

- Updating of the protocol of the ethics channel, Audit Committee Regulations and the Delegation of Authority Policy, which lays down the corporate guidelines for the operating decision-making process in the Group.
- Training and awareness courses in the areas of third-party risks, anti-trust and anti-bribery.

Zero Complaints in 2019

canal.etico@natra.com

for reporting any alleged non-compliance or unethical conduct by an employee of the Group



Code of Ethics, defines how relations should be conducted with third persons, prohibiting corruption, bribery and money laundering.

Procedures, internal policies and training to prevent corruption and bribery:

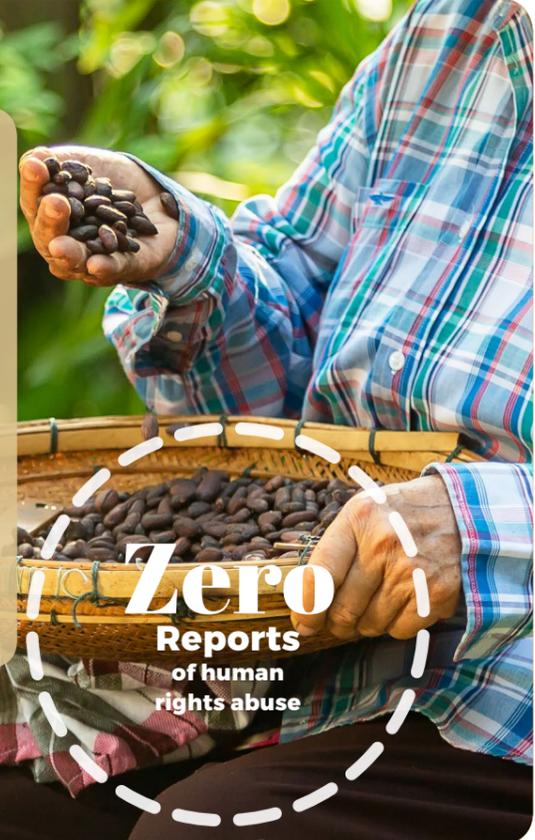
Procurement procedures and the acceptance and giving of gifts, the ethics channel and the internal code of conduct

Third Party Risk Policy

Online training: third party risk policy (36 employees) and anti-trust & anti-bribery (102 employees)

Human rights

- > We operate our business responsibly, managing and mitigating all risks of violating human rights in both direct and indirect operations, and we extend this commitment to our entire value chain.
- > We have been a signatory of **United Nations Global Compact since 2013.**
- > We require cocoa suppliers to certify in writing that the cocoa is produced under decent working conditions according to conventions such as the International Labour Organization (ILO), paying special attention to the **eradication of child and forced labour, non-discrimination in employment and respect for the freedom of association.**



Zero Reports of human rights abuse

Annexes

Index of Global Compact contents

Principles	Chapter of Report
Human Rights	
1 Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence	Ethics management and compliance Sourcing
2 Businesses should make sure that they are not complicit in human rights abuses	Ethics management and compliance Sourcing
Labour	
3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Ethics management and compliance Our team
4 Businesses should uphold the elimination of all forms of forced and compulsory labour	Ethics management and compliance Our team Sourcing
5 Businesses should uphold the effective abolition of child labour	Ethics management and compliance Our team Sourcing
6 Businesses should uphold the elimination of discrimination in respect of employment and occupation	Ethics management and compliance ur team
Environment	
7 Businesses should support a precautionary approach to environmental challenges	Environmental protection
8 Businesses should undertake initiatives to promote greater environmental responsibility	Environmental protection Sourcing
9 Businesses should encourage the development and diffusion of environmentally friendly technologies	Environmental protection
Anti-corruption	
10 Businesses should work against corruption in all its forms, including extortion and bribery	Ethics management and compliance

Natra's contribution to the Sustainable Development Goals

Sustainable Development Goals	Some of Natra's initiatives
1 NO POVERTY	- Cocoa procurement: Fairtrade, UTZ, Rainforest Alliance and organic in Africa
2 ZERO HUNGER	- Obtaining food safety and quality certifications (IFS, BRC, FSSC 22000) - Participation in sustainability certification standard audits: UTZ and RSPO - Sustainable procurement of cocoa, oil and hazelnuts - Membership of organisations that promote sustainable procurement (UTZ Certified for cocoa and hazelnut, Fairtrade International, Roundtable on Sustainable Palm Oil...)
3 GOOD HEALTH AND WELL-BEING	- Innovation and development of healthier chocolate products - Collaboration with sports and healthy food initiatives - Action plan to improve working conditions and minimise risks of work-related injuries
4 QUALITY EDUCATION	- Collaboration with the Amigo Foundation (Ivory Coast)
8 DECENT WORK AND ECONOMIC GROWTH	- Tumaco Project (Colombia) - Commitment to local employment and employee's skills in our cocoa / chocolate plants - Investment in employee training
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	- Innovation strategy (sustainable packaging, healthy chocolates...) - Collaborative innovation projects (circular economy for waste...)
10 REDUCED INEQUALITIES	- Collaboration projects in Colombia and Ivory Coast - Sustainable sourcing of cocoa and oil - Sustainable sourcing of cocoa and palm oil
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	- Support customers in proposing healthier, sustainable chocolates (with certification of ingredients, new sustainable packaging...) - Membership of different organisations that promote sustainable production: RSPO, Spanish Sustainable Palm Oil Foundation, Belgian Alliance on Sustainable Palm Oil...

Natra's contribution to the Sustainable Development Goals

List of material topics	
Aspect	Material topic
Labour	- Health and Safety: Occupational hazard prevention for factory employees - Talent: Training and development of career opportunities for employees - Human rights and labour standards: foster conduct in keeping with NATRA's Code of Ethics
Consumer health and safety	- Food and product safety: handling of claims, prevent health risks in products - Promotion of well-being and healthy habits: encourage healthy eating - Food safety, Quality and Innovation: foster the use by customers of more "sustainable" packaging
Supply chain	- Supervision of the supply chain. Responsible procurement: promote integrated management of sustainability requirements in procurements; increase the traceability of strategic ingredients
Compliance	- Compliance system - Business ethics - apply NATRA's code of ethics to employees and suppliers
Communities	- Rural development and reduction of poverty in countries where we source raw materials (especially cocoa)
Environment	- Climate change: limits the GHG emissions of Natra and its suppliers; reduce energy consumption; include renewable energy in plant consumption - Efficient use of resources, waste (food) and circular economy: foster the use by customers of more "sustainable" packaging - Preservation of natural capital and biodiversity: favour forestry protection of our suppliers for ingredients identified as entailing a deforestation risk - Waste management: reduce quantities of waste at our plants



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