



AT GREFUSA,
WE MAKE A POSITIVE
DIFFERENCE

SUSTAINABILITY
REPORT
2020

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“What we would do for our children.”

Allow me to invite you on a journey to get to know our activities, our life, our **purpose of making a positive difference for society** through taste, by providing

the best food, ingredients and raw materials, to create the most responsible and sustainable relationship from our suppliers to our customers, through the effort and commitment of our workers.

Since the company was founded in 1929, Grefusa has faced all kinds of challenges between the 20th and 21st centuries. 2020 was the year the pandemic caused by the COVID-19 virus hit society hard (we are still fighting it), and not only did **we manage to prevent a significant impact on the company's activity** (the people in our team are Grefuheroes), but our products have accompanied our customers during these months, and we have increased our collaboration with institutions such as the Red Cross and the Food Bank.

In any case, **we develop our present and plan our future with a firm commitment to innovation, sustainability and social responsibility**. If our aim is to provide quality, we will continue to make every effort to ensure that the journey, from the raw material to product consumption as part of a balanced diet, is the best possible. We will continue to play our role in society in the area of nutrition, in line with the Sustainable Development Goals set by the United Nations.

This journey shows this commitment to innovation in its broadest sense: in the way of thinking, in the way of working. **We launch new products and test prototypes, aware of our social duty throughout the value chain to contribute to a better world**. That is why we say we are a serious company that makes fun products while being environmentally friendly, with production plants that are among the most modern in Europe. In 1998, we were the first company in our sector to obtain ISO9001 certification in Spain.

Also in 2002 we were the first to stop using palm oil in all our products “**we do not manufacture anything that we would not give to our children**” and thanks to our commitment to making increasingly better products, in 2012 we were **acknowledged with the NAOS Award for our commitment to nutrition**, granted by the Ministry of Health, and in 2015 with the **Food of Spain Award to the Food Industry**, granted by the Ministry of Agriculture, Food and the Environment. Likewise, since 2003 we have collaborated with Unicef in health, education and protection of children's rights projects, recognised with the Exemplary Brand Award, and since 2015 we have collaborated with the Red Cross, providing our support in projects aimed at families who need help the most.

A story of commitment and enthusiasm, of talent and technology, of involvement, of dialogue, all necessary to make a difference on 21st century society. Thank you for joining us on this journey of tradition and innovation, a firm commitment to a ‘circular economy’, a journey our entire team works on every day.

Agustín Gregori,
Managing Director of Grefusa



AT GREFUSA, DEJAMOS HUELLA POSITIVA

As a family-owned company, we believe that we have an opportunity to make a positive impact wherever we are present. That is why we work to contribute towards and improve the lives of our employees and consumers, our environment and our community. Our sustainability strategy is based on four pillars or themes that we consider key and on which we work continuously to generate value and positive impact: **Environment, Consumer, People and Community.**



A- ENVIRONMENT

We make a difference on our environment

How? With solutions based on innovation to reduce environmental impact and CO2 emissions, reducing energy consumption, through a commitment to clean energy and using sustainable packaging.

- 100% **recyclable** flexible packaging by 2025
- 20%**reduction** in **energy consumption** by 2023
- **Reduction** of **water** consumption
- 100% from sustainable sources with **FSC certification** in cardboard packaging





B- CONSUMERS

We make a positive difference on our consumers

Continuous improvement in the nutritional profiles of products and processed foods: Goals reached in caring for our consumers and their well-being:

- **Palm oil-free** since 2002
- **Allergen reduction**
- **Sodium reduction**





C- PEOPLE

We make a positive difference on our team of people

We enjoy what we do in the best organisational surrounding, promoting equal opportunities, talent and constant training. Enjoyment is our essence: we make the best food to enjoy.

- Commitment to obtaining the **Family-Friendly Company certificate** in an attempt to promote a balance working and family life and equality measures, as set out in our Equality Plan.
- **Job Satisfaction** Survey as the core of the policies for listening to employees and continuous improvement of the work environment.
- Promoting policies to enable and encourage **Employee Welfare**.
- Commitment to talent through the **Grefutalent Programme**.





D- COMMUNITY

We make a positive difference on our community

We collaborate on an ongoing basis with different social action projects with a positive impact on our immediate environment and on those who need most help, by giving away products and collaborating with different entities and organisations.

- Collaboration with the **Food Bank** and the **Alimentum Foundation**
- Cooperation with the **Red Cross** in support programmes for the most disadvantaged children
- Preparing, monitoring and compliance by our suppliers and collaborators with our **Code of Conduct** and **good practices**
- **School workshops** to promote healthy eating





ABOUT US: GREFUSA, 2020

Find out more about us

We were founded by José Gregori Furió as a family business over 90 years ago and we adopted our current brand name in 1956, as an acronym of our founder's first and second surnames. Today, the company is run by the family's third generation, with Agustín Gregori at the helm. Being a Spanish company with an international scope, specialising in nuts and cereal snacks production, **our aim is to constantly entertain and surprise with proposals that are good**, because of their taste, **and that are good**, because they are made with the best ingredients and manufacturing processes.



We are a **Spanish benchmark in the snack sector**. Given our firm commitment to innovation and nutrition, we provide our consumers with a universe of unique proposals: over 60 references, under the umbrella of our 3 brands: Gefusa, Mister-Corn and Snatt's, about 300 million little bags are consumed every year.

As leaders in innovation, we have historically held a strong commitment to nutrition, focusing on quality in everything we do. **The constant effort and innovation is also shown in figures:** our research team develops around 200 proposals per year (around 15-20 are selected for market launch). Innovation compatible with a balanced diet, with strong commitments in recent years such as the Snatt's brand.

Since 2002 as a result of our commitment to making ever better products, we have stopped using palm oil in the production of all our products. In 2015 we were acknowledged with the **Food of Spain Food Industry Award**, granted by the Ministry of Agriculture, Food and the Environment, and the **NAOS Award** (Ministry of Health) in 2012.

In 2019, we were awarded the “**Best Innovative Company**” Award by the Club for Innovation of the Valencian Community.





We have a team of over **700 people** counting Spain and Portugal, with **three manufacturing plants** in Alzira (Valencia), Aldeamayor (Valladolid) and Degracias (Soure). At Grefusa we work to provide products with all the flavour, always looking after the selection of ingredients and the production processes. In 2018, we signed an **alliance with Intersnack, the European leader in nuts, crisps and savoury snacks**, to boost international sales, marketing and development of our products in Spain. In the same year **we acquired the Portuguese company Frutorra Pimentá**, a company specialising in dried fruit and nuts.



Aldeamayor, Valladolid.



Degracias, Soure

Alzira, Valencia





We closed financial year 2020 with a consolidated turnover of €129.1 million (€130.5 million in 2019), **maintaining sales in a year marked by the Coronavirus crisis**. Thanks to the upturn in consumption of sunflower seeds, especially **El Piponazo**, which was the **best-selling** brand during lockdown, we have strengthened our leadership in this segment and increased our market share.

ENVIRONMENTALLY FRIENDLY

For several years, circular economy has been an important part of our strategy ("We make a positive difference") and so has our other sustainable activities. Our **sustainability committee** meets periodically to promote **our strategy in this area**, to set, monitor and assess goals, and subsequently communicate them.





We are close

At Grefusa we are close and we consolidate our commitment to an **open and continuous dialogue with our stakeholders** with an open and participative attitude. Our target audiences consist of the individuals or entities that Grefusa's products can significantly affect, which are: **consumers and customers, employees, suppliers and society.**

We work in line with the United Nations Sustainable Development Goals (SDGs):



**JUNTOS
SOMOS MÁS
GREFUSA**



Corporate Governance: transparency, ethics and integrity (policies to ensure that we operate in a transparent and ethical manner and with integrity, risk management (due diligence procedures, policies and procedures communicated to staff to ensure proper risk management), corruption and bribery (measures taken to join the fight against corruption and bribery) and regulatory compliance (policies and procedures to ensure strict compliance with applicable regulations, continuously monitoring any changes that may occur).

Goal 8 – To promote inclusive, sustainable economic growth and decent work for all humanity.

Environmental: efficient management of resources (appropriate management of materials, water and energy consumption), circular economy (commitment to product responsibility, prevention, recycling, reuse and other forms of waste recovery and disposal), and climate change (emissions management and efficiency).

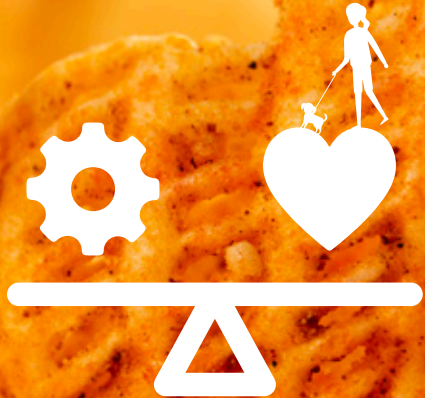
Goal 6 – To ensure availability of water and drainage worldwide.

Goal 7 – To ensure a secure and sustainable access to energy.

Goal 13 – To take urgent action on climate change.

Goal 14 – Conservation and sustainable use of the marine environment.

Goal 15 – To protect, restore and promote the sustainable use of terrestrial ecosystems: to combat desertification, implement appropriate forest management, prevent loss of biodiversity and soil degradation.



Labour: work-life balance (promoting measures to guarantee a balanced work, personal and family life), equality and diversity (measures to encourage diversity, ensure equal opportunities and inclusion, and to guarantee fair pays for employees), training and retention of talent (programmes to improve the development of skills of employees with continuous training adapted to individual needs), health and safety (ensuring that these are guaranteed in the job conditions of employees) and human rights (measures defined and applied to guarantee the human rights of all employees of the organisation and of all those who have an employment relationship with it).

Goal 4 – Inclusive and egalitarian education. Life-long learning opportunities for all.

Goal 5 – Gender equality.

Social commitment: contribution to the sustainable development of the community. We ensure that we have two-way communication channels to foster relationships and collaborations with the local community.

Goal 2 – To end hunger, achieve food security, improve nutrition and promote a sustainable agricultural model.

Goal 3 – Health and well-being for all, everywhere and for all ages.

Goal 11 – To make cities and human settlements inclusive, safe, resilient and sustainable.



Financial: supply chain (commitment to a responsible supply chain) and long-term sustainability of the business (measures to ensure its profitability and continuity) and fiscal contribution of the activities.

Goal 9 – To promote inclusive, sustainable economic growth and decent work for all humanity.

Goal 12 – To ensure sustainable consumption and production patterns.

Product management: customer relations (communication channels established to ensure transparent and seamless communication with customers) and customer health and safety (commitment to ensure the maximum health and safety of its customers throughout the organisation's value chain).

In this model, ethical, **responsible and sustainable management is the benchmark for our team.** Together with corporate commitments, they will enable us to adapt to the continuous changes of today's society.

We have a **Risk Management and Supervision Policy** approved by the Board of Directors, aimed at defining the principles for identifying, analysing, assessing, managing and communicating the risks associated with GREFUSA's strategy and operations.

Grefusa has a **Risk and Compliance Department**, which is responsible for assisting the Board of Directors and the Management Committee in supervising the risk control and management system.

We were one of the first companies in the Valencian Community to implement a "**Model for Compliance and Prevention of Criminal Risks**". We have a Compliance Body that meets periodically to supervise and monitor the model.

Better governance to minimise risks

The highest governing body in corporate responsibility and risk management is the Board of Directors, which also has a Management Committee that supervises and makes decisions in all areas (it recognises and takes responsibility for the importance of a corporate governance system that guides the structure and operation of its corporate bodies, in the interest of the different companies and their shareholders). **We firmly believe that good corporate governance leads to effective decision-making**, which is essential to the success of any organisation: the way the business is managed ensures sustainable growth and underpins the growth of operations.



The corporate governance rules are inspired by these good practices, which are reviewed and updated on a regular basis:

- Promoting internal and external communication, responding to the expectations of stakeholders, applying the principle of transparency.
- Guaranteeing the defence of human rights and respect for ethical standards and regulations applicable both internally and externally.
- Zero tolerance for corruption and unfair competition practices.
- Promoting corporate social responsibility through the promotion of initiatives and monitoring the level of compliance with commitments.
- Continuously working to identify risks and opportunities, prioritising key issues for the long-term sustainability of the business.

A firm commitment to business ethics and corporate responsibility (the Board of Directors establishes that risk management is one of the key pillars of Grefusa's internal control system and, therefore, of the organisation's own strategy). With a first line of defence on daily management (implementation of policies and procedures to mitigate them, made up of the heads of the different business areas) and a second (implementation and monitoring of the internal control and compliance model).

ENVIRONMENT, POR UN PLANETA MEJOR



Minimising the impact and protecting the environment are our main goals, with continuous improvement in our environmental practices and workers involved in the company's environmental policy.

In response, Grefusa's environmental commitment is managed in five essential areas: **materials, energy, water, waste and packaging**.

Materials

The production of the products requires the use of raw materials (sunflower seeds, cereals, sunflower and olive oils, nuts and various ingredients), film for packaging and cardboard for cardboard. Its consumption in tonnes in financial year 2020 was: 32,006, 890, and 3,292 of raw materials, film, and cardboard, respectively (31,871, 869, and 3,389 in 2019).

The use of reused materials is restricted for food safety (their use is encouraged provided that it is authorised and safe). Thus, **91% of the cardboard for the boxes used in 2020 comes from recycled fibre** (90% in 2019). Virgin fibre comes from controlled felling and, in pallets, we work mostly with pooling solutions or second-hand purchases.

We have achieved one of our main objectives for this year: **all purchased cardboard boxes have the 100% FSC** (Forest Stewardship Council) label. All materials used in products bearing this label are sourced from forests that have been audited by an independent third party to confirm that they are managed in accordance with FSC's rigorous social and environmental standards.



Energy

Our goal is to **reduce energy consumption by 20% by 2023**. To achieve this, one of the projects is a photovoltaic self-consumption plant in Alzira for a cost of more than 600,000€. This plant will save us 584 tonnes of CO2 per year, equivalent to 120 cars circulating for a year or 30,000 planted trees that could capture this CO2.

Our principal primary sources of energy are natural gas, propane gas and electricity (without primary energy production). In 2020, 13% of the electricity supplied will come from renewable energy sources at the Alzira and Aldeamayor facilities and 54% at those in Portugal (12% in Alzira and Aldeamayor, 55% in Portugal in 2019).

The environmental impact of energy consumption in financial year 2020 went up to 4,318 and 2,078 tonnes of CO2-equivalent greenhouse gas Scope 1 - emissions from all direct combustion sources - and Scope 2 - emissions associated with energy consumption, mainly electricity -.

We are using resources to promote energy efficiency and reduce CO2 emissions with the following measures:

- Lighting control in passage or low occupancy areas
- Replacement of piston vacuum pumps with new, more efficient screw pumps
- Replacement of lighting to LED technology
- Reducing the contracted power
- Compressor improvements
- Line shut-down
- Optimisation of steam and thermal fluid boilers

The commitment to improving the environmental efficiency of our processes has led to implementing an energy management system (EMS) at the Alzira industrial plant, with network analysers and flow meters to monitor consumption. An effort in line with the goal of reducing energy consumption by 20% by 2023.

Water

During financial year 2020, We have returned 100% of the water extracted in Alzira and 95% in Portugal as treated water. It is returned to the municipal sewer after undergoing physical and chemical treatment and aerobic biological treatment. In this sense, at the end of the 90s, we made an environmental investment that was a benchmark in the sector (in continuous expansion and improvement). We were the first to build a treatment plant to treat the water used in our factory physically and biologically.

Waste

We treat our waste through waste managers duly authorised by the administration and we have the registrations and permits corresponding to the quantities and types of waste according to the activity. In this sense, **we focus our efforts above all on prevention, seeking the best way to avoid the generation of waste and improving its management.**





Packaging

We contribute financially to recycling containers and packaging through the Ecoembes SIG (green dot), applied to 100% of the containers sold, and we submit annual prevention measures to Ecoembes to reduce their impact. **A multidisciplinary work team (marketing, purchasing, quality and production) works continuously to optimise the process**, with main action lines such as the reduction of materials, the substitution of virgin materials with recycled materials and logistical optimisation.

Goal: all packaging 100% recyclable by 2025 (work is being done to make them mono-material, more recyclable). We have been working for many years with

reducing the use of plastic with our flexible packaging, reducing the micronage and guaranteeing all its barrier properties for its conservation. We have achieved a 5.9% reduction in packaging material (film and cardboard) from 2018 to 2020.

Biodiversity

The land owned by Grefusa is not adjacent to or within protected natural areas or areas of high biodiversity, and therefore no significant impacts are generated on biodiversity.

PEOPLE, SOMOS UN GRAN EQUIPO



Social issues and issues related to people: A matter of 'Grefuvalues'

At Grefusa, as at every organisation, we focus on the people and we are only willing to do so:

- Respecting the law, without exceptions, relating to third parties who also do so
- Doing the right thing
- Fulfilling commitments
- Ensuring that people are treated fairly
- **Always acting in accordance with our seven values ("Grefuvalues")** included in the Grefusa Code of Conduct: we are one; we stand up for what we believe in; we are close; we enjoy what we do; we are bold; we aim at being the best and we make a positive difference, this value being highly focused on sustainability and generating positive impact.



SOMOS
UNO



SOMOS
CERCANOS



DISFRUTAMOS CON
LO QUE HACEMOS



DAMOS
LA CARA



NOS
ATREVEMOS



ASPIRAMOS A SER
LOS MEJORES



DEJAMOS HUELLA
POSITIVA



In an increasingly dynamic and competitive environment, **what makes the real difference in a company is, in addition to the product or service it provides, the team of people behind it and the way it does things.** Keys: respect for the law, human rights, fair treatment and promoting a respectful, safe and equal work environment where everyone has the opportunity to develop themselves (we share with our employees the code of conduct that was updated at the start of 2019).

We have a committed team, distributed between the three Spanish companies (Grefusa, Macrosnacks and Masquepan) and, in Portugal, Frutorra Pimentá. Completely devoted and passionate about their work and their tenure with the company. **We encourage work in a positive environment, where there is respect and trust and where the whole team of**

people who work in Grefusa feel valued for their contributions, so we do not tolerate any form of discrimination, bullying, harassment, violent or hostile behaviour and treat people with respect and dignity in a safe and fair working environment that allows everyone the opportunity to reach their full potential. In this regard, this year we have signed an **equality plan 2020-2025** with Macrosnacks and Grefusa, to ensure real and effective equal opportunities, and to guarantee equal opportunities for those who join us in the future.

In order to ensure that all our employees can effectively enjoy their time off while preserving their personal and family privacy, we have developed a **digital disconnection policy**.




During lockdown due to the COVID crisis, some measures were implemented to ensure the health and safety of employees and to foster team spirit (coaching, recognition):

- Teleworking for all staff who do not need to be working in person due to the inherent needs of the position.
- Extraordinary bonus for all the people who came to work physically in April.
- Free coffee during April and May in all Grefusa and Masquepan vending machines.
- Grefu Online training catalogue: more than 80 training proposals, accessible and free for all employees. The catalogue also included free English language training for both employees and their children.
- Free medical chat and video calls with any health insurance specialist for all insured employees.

• Online actions to continue boosting employee engagement and accompanying them in the most difficult times during lockdown:

- **GrefuOlympics Online:** over 70 employees participated in 100% online Olympics, with weekly challenges and games to be solved by teams (a weekly ranking and a winning team).
- **A Thousand Ways of getting through Lockdown:** weekly videos were shared with images sent by workmates who showed how they were living the lockdown.
- **EHealth Challenge:** This year Grefusa has participated yet again in these inter-company online games.
- **Grefututors programme,** to help welcome new incorporations, which on many occasions they have been 100% online.



How do we welcome new recruits? GrefuLanding is the result of a great teamwork and coordination between areas, highly valued by the companionship and closeness shown in those first days.

Employment

Between Spain and Portugal, we have over 700 employees (53% are women, 373). Furthermore, we are **committed to quality employment**, most contracts being permanent work contracts (90% of jobs). In terms of remuneration policy, we promote equal treatment between men and women, away from any wage differentiation. **The remuneration model rewards the level of responsibility and professional career, ensuring internal equity and external competitiveness.**

Work organisation

Working hours and working days are determined by the collective bargaining agreement applicable in each situation and according to production needs. An internal time recording policy determines the nature of working and attendance times.

We provide flexible working hours for those who do not work shifts (you can start the day between 8 and 9 a.m. and leave from 6 p.m. depending on the time taken off at lunchtime, which is also flexible). For all positions where it is compatible with the performance of their duties, intensive working hours are available every Friday. In summer there is an intensive working day, from mid-June to mid-September, as long as the workload and projects allow it.



We are also committed to a balanced maternity/paternity leave. Those who have become parents and are not on shift can, agreeing this with their supervisor, changing their working hours to an irregular schedule, adapting the 40 weekly hours to their needs until their child is 18 months old.

Occupational health and safety

A top priority, with continuous effort and continuous improvement to ensure that facilities, systems, processes and equipment are optimal and enable employees to do their jobs safely.

In financial year 2020, **the health and safety of the Group's employees was of particular relevance due to the outbreak of Coronavirus**. To this end, we have implemented a set of measures to guarantee the health and safety of workers and clients, supported by its prevention service.

The main preventive measures implemented in this regard include the following:

- Providing hydro-alcoholic solution dispensers in facilities
- Installing partition panels at workplaces
- Organising the staff, minimising employee turnover
- Reducing presence in canteens
- Limiting personnel capacity in changing rooms
- Installing thermometers at different points in the facilities
- Mandatory use of protective masks and gloves in factories
- Delivering hygiene kits to commercial teams and to all staff of the organisation
- Up-to-date information via the canteens' display boards



- Limited capacity in the quality laboratories
- Discontinuation of business visits (customers, suppliers, etc.) and student visits
- Cleaning and disinfecting common areas and workplaces
- Mandatory training on COVID-19 for all staff and providing information leaflets on the protocol to be followed
- Defining a plan for returning to the work activity

Internal actions such as **Grefurrunners**, **Grefupadel** or football **Grefuleague** to encourage physical activity. Also, the agreements signed with different sports facilities nearby make it more accessible to practice regular sport. In 2020, Grefusa participa-

ted in the eHealth Challenge online inter-company Olympics, in the categories of running, walking, cycling and swimming, obtaining 10 podiums out of 24 categories (winning company at national level in the walking and cycling categories).

Our workers have the right to actively participate in issues related to the prevention of risks at work, for which they will use the representative channels legally established in the regulations on occupational risk prevention.



Training

It is a key element in the human resources strategy, as **the preparation and performance of our professionals gives us a differential value as an organization**. We have actions and programmes for continuous updating, adapted to each job and their different levels of experience.

The internal “**Progresa**” programme allows employees who meet the entry requirements to take the intermediate level training course in electromechanical maintenance: with flexible hours to attend classes, mentoring during the academic year and financial benefits. In addition, in order to improve and enable our staff’s development through training, we provide special discounts at external academies (generally language schools).

In financial year 2020, we have contributed to improving knowledge and skills through different programmes and courses, with 6,586 hours of training in different subjects: occupational risk prevention, quality and food safety, production, emotional communication or management skills, etc. (COVID-19 was one of the main reasons why in-person training couldn’t be carried out and online training was encouraged).

Accessibility

At 31 December 2020, we have thirteen people with disabilities. Reinforced workplace integration in accordance with legislation on the accessibility of production facilities (total accessibility to the corporate headquarters).

Equality

We guarantee **real equality of treatment and opportunities between women and men** (Organic Law 3/2007, of 22 March, and Royal Decree Law 6/2019, of 1 March). We firmly believe that the diversity of a team is an added value, which fosters the vitality and innovation that characterises it. This is the reason why the staff has a varied composition, where professionals of any age and gender have a place and possibilities to grow in their profession. This belief gave rise to the “**Grefutalent Programme**”, a successful formula with a high percentage of new recruits at the end of the programme.

Fight against corruption and bribery:

No concessions.

We have zero tolerance for any fraud, bribery or corruption that may occur during our operations, either by our professionals or by third parties with whom we collaborate. Our management tools ensure that all employees act with integrity, comply with the law and respect people and human rights. Specifically, **we have developed a code of conduct that is the core, transversal and common axis of our Compliance policy**, which corresponds to the social impact of the activity and to the trust that shareholders, customers and stakeholders have placed in Grefusa.

COMMUNITY,
APORTAMOS
PARA CRECER
JUNTOS



Contribution to Society: We are committed

Partnership or sponsorship actionso

The activity is carried out in the communities where we are present in order to leave **a positive impact on society**. To such end, we develop different types of social investment projects aligned with our business objective, which contribute to the progress of the communities where they are carried out (articulated, through our own initiatives or through programmes developed in collaboration with other institutions and recognised social organisations), aimed at fulfilling unmet social needs.

Almost 20 years ago we collaborated with “Unicef” in a programme that consisted in building three neonatal centres in rural areas of Morocco to reduce infant mortality. There were no maternity cen-

tres close by and mothers had to walk a two-days’ walking distance to be attended to. This project was fully funded by Grefusa. Knowing that our collaboration allowed saving lives is exciting.

We support society through sponsorships, patronage and donations, projects and initiatives that generate value while strengthening our social commitment. With values such as support for culture, social causes and the environment, highlighting in recent years our collaboration with the Food Bank, Alimendum Foundation, the Spanish Association Against Cancer, the Snatt’s Sant Adrià Women’s Basketball Club, the 300 miles of Moraira regatta or sponsorship of football teams in Frutorra. Volunteering is also a great example of the social commitment of employees, participating together with their families in the reforestation of trees in the city of Alzira or participating in activities with people at risk of social exclusion.



We have been collaborating with the Red Cross for over 5 years in support programmes for the most disadvantaged children in the city of Alzira, providing our support through extracurricular education in leisure activities within an educational programme and in food donation campaigns.

All of these actions have become particularly relevant during the pandemic. We have collaborated in the donation of products to hospitals all over Spain to bring a moment of enjoyment to healthcare professionals. Constant action, as is the case, together with the Red Cross,

to give away its products to more than 3,800 families at risk of social exclusion.

As part of our commitment to nutrition, we have been running **nutritional workshops** in collaboration with the Valencian Association of Consumers and Users since 2013. Aimed at children, they teach the benefits of healthy eating in a playful and educational way. Discontinued during the pandemic, over 8,000 students have participated since 2013.



20 años
SIN ACEITE DE PALMA

Additionally, **we actively participate in different entities and organisations** where our presence contributes to sharing value and knowledge. The list, among others, of the main groups to which we belong or with which we have collaborated in recent years is as follows: Asociación Valenciana de Empresarios (AVE), EDEM Escuela de Empresarios, Asociación Empresarial Alzira, Club para la Innovación de la Comunidad Valenciana, Asociación Valenciana de Consumidores y Usuarios (AVACU), Autocontrol, Unión Vegetariana Española, Asociación Multisectorial de Empresas de Alimentación y Bebidas (AME), Asociación de Fabricantes y Distribuidores (AECOC), European Snack Association (ESA), Instituto Tecnológico de la Industria Agroalimentaria (AINIA), Asociación de SNACKS, Asociación de Celíacos y Sensibles al Gluten, Federación Empresarial de Agroalimentación de la Comunidad Valenciana (FEDACOVA), Asociación De Frutos Secos, Calidalia, Asociación Empresarial de Alzira, etc.

We also actively participate in recruitment events to be close to talent, with online collaborations in 2020, at the employment trade fair of the CEF-Centro de Estudios Financieros or the Valencia University, among other academic institutions.

Consumer Health and Safety

Our growth and history have always been linked to innovation. For example, in the launch of new products, formats and categories that have set trends, even anticipating the demands of customers and consumers. **We were the first company in the snack sector in Spain to remove 100% palm oil in all our products in 2002** (this meant a higher cost due to the investment made in healthier oils, which was not passed on to customers), we only use olive and sunflower oil.



R&D&I has been essential in our strategy for **quality, differentiation and excellence**. During the past year, we have invested in transversal innovation aimed at continuous improvement of efficiency, both in the field and in production plants, the search for business opportunities, technological surveillance, development and launch of new references and/or product improvements.

We also have a quality policy that defines the culture of quality and food safety. As a food manufacturer, we are aware of the **responsibility we have towards our consumers, and provide them 100% safe products**. We strive for operational excellence by standardising work procedures and implementing tools that enable us to empower our teams and make our processes more efficient. “Doing things right the first time”, without penalties, warnings or notices for non-compliance with the law or voluntary codes.

Suppliers

Our suppliers are an essential part of the business, as they provide the raw materials, materials and services required to manufacture and distribute our products. We are committed to ethical business and are **only willing to work with suppliers who comply with applicable laws and are aligned with the essential principles of our Code of Conduct**, which reflects the spirit of the Ethical Trading Initiative (ETI) Base Code and of the Universal Declaration of Human Rights.

We have a “**Grefusa Suppliers’ Code of Ethics**” that they must sign to be able to work with us, which gives them access to our ethical channel, where they can inform us of any irregularities/non-compliance with our code if identified.

Acknowledgement:

In 2012 we received the **NAOS award** (Ministry of Health) and in 2014 we were acknowledged by the Ministry of Agriculture, Food and the Environment with the **Food of Spain Award**.

The Alzira, Aldeamayor and Degracias (Portugal) plants have obtained the highest recognition in the IFS (International Food Standard) certification, recognised by the prestigious Global Food Safety Initiative, the world benchmark for food safety standards. All phases of the product life cycle are considered in this certification.



Commitments:

We have **adhered to the new PAOS code** for self-regulation of food and beverage advertising aimed at minors. And we do not use preservatives or artificial colouring in our products, pursuant to the sodium reduction plan of the Spanish Food Safety Agency (AESAN). Since 2005 we have reduced salt content in our snacks by 15%.

In addition to the nutritional aspect, we give priority consideration to consumers with special needs, particularly, to coeliacs, a relevant group in Spain. We inform the Coeliac Associations in Spain about any change of formulation in our products.





WE MAKE
A POSITIVE
DIFFERENCE