

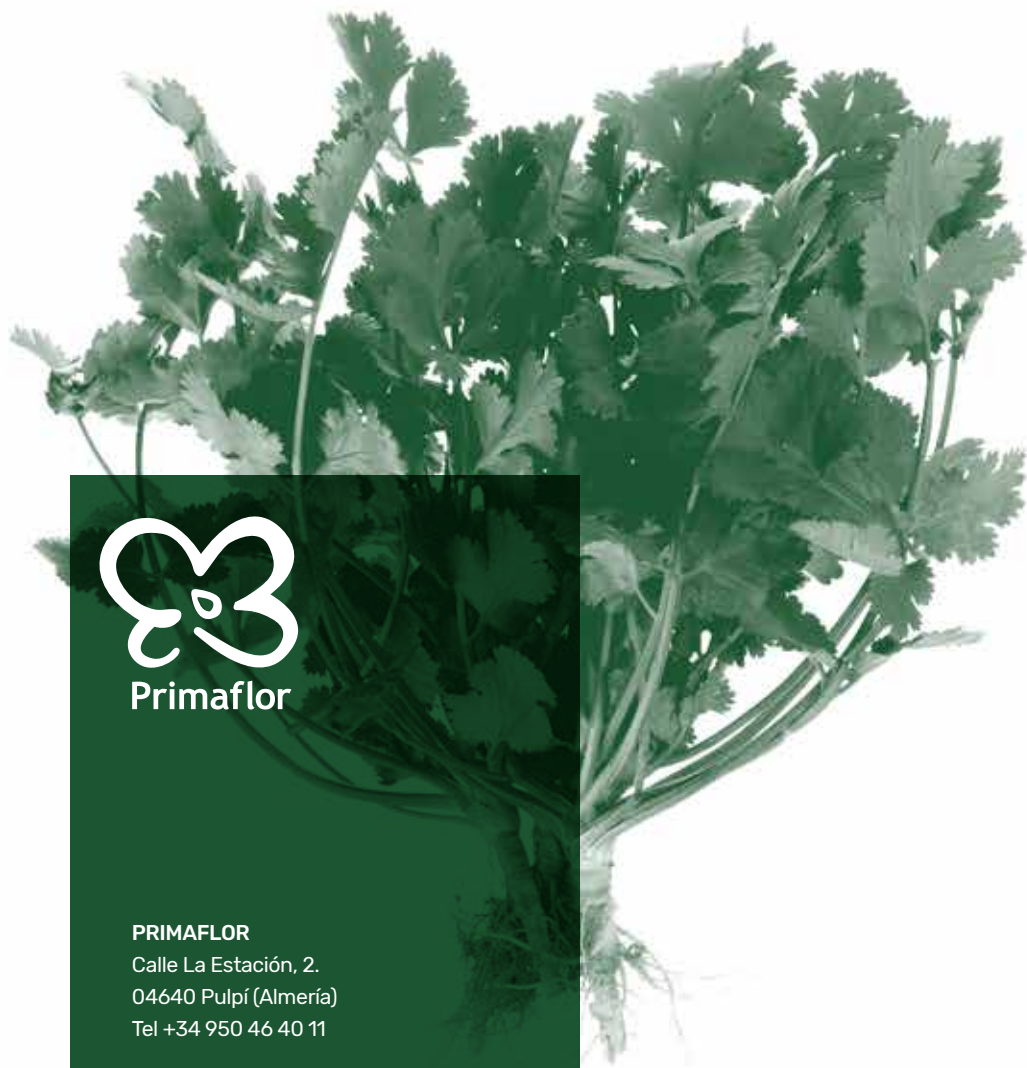
# CSR

CORPORATIVE  
SOCIAL  
RESPONSIBILITY



2017 - 2018  
REPORT





Primaflor

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# CORPORATIVE SOCIAL RESPONSIBILITY REPORT 2017 - 2018

Primaflor CSR Report 2017-2018 ©2016

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**01**

**MORE THAN 40  
YEARS OF PRIMAFLOR  
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- 1.6. Awards and distinctions

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## 1.1

### LETTER FROM THE PRESIDENT



Mr. Cecilio Peregrín  
Honorary President



Mr. Lorenzo Belmonte  
President



**BECOMING EXCELLENT MEANS EXERCISING OUR  
FREEDOM AND BEING RESPONSIBLE FOR EACH OF  
OUR ACTIONS, COMMITTED TO EVERYTHING WE  
BELIEVE IN”**

We are pleased to issue the Sixth Corporate Social Responsibility (CSR) from Primaflor S.L., fully convinced of the importance of reporting economic and non-economic features, trying to get to reflect our business group's both internal and external reality. In Primaflor we consider that the activity of the companies cannot be limited to an exclusive mission related to maximizing profits, in an environment in which global trends insistently aim at the concept of responsible management as a formula in order to understand and answer to the expectations of groups of interest. In the last years, both families and companies have assumed such difficult and uncertainty moments. In spite of that, in Primaflor we have considered that investment in crops and research within the production system are the necessary pillars in order to keep guaranteeing quality product and service. All that, in a clear commitment to strengthen commu-

nication channels with groups of interest (personnel, clients, suppliers and the environment) as an excellent tool to know its needs and to devote all necessary efforts for its satisfaction. For Primaflor, acting with economic, environmental and social responsibility is part of our past, our present and our future plans. It is not a short-term project, but it is integrated within our strategy for growth and development, on a constant search for excellence.



**PRIMAFLOR HAS BEEN DEDICATED FOR MORE THAN 40 YEARS TO THE CULTIVATION, PRODUCTION, MARKETING AND DISTRIBUTION OF FRUIT AND VEGETABLE PRODUCTS, ENHANCING THEIR MAXIMUM QUALITY AND FRESHNESS. WE ARE A LEADING COMPANY WITHIN THE SECTOR WITH A STRONG TREND TO THE INDUSTRIALISATION OF PRIMARY SECTOR AND THE IDEA OF BEING THE BEST ONES IN ALL MARKETS WE HAVE PRESENCE IN.**



Our main motivation is our clients' satisfaction, offering healthy products for a healthy diet and encouraging sports as bases to keep a good health status and optimum quality of life.

Our human team is formed by more than 25 nationalities that make our company grow within a multicultural environment. We have the maturity of people who have been working with us for more than 40 years and the youthful of newly recruited employees through junior programs which provide us with freshness and illusion keeping us in the forefront of our sector. Currently, PRIMAFLOR group employs directly more than 2,200 people and grows 3,842.30 hectares in Spain and the United Kingdom. There are eight cultivation areas with different climatology that guarantee the quality of all our products during 52 weeks a year: León, Cartagena, Águilas, Pulpi, Baza, Granada, and Bedford and Elveden in the United Kingdom. We apply fair practices regarding Human and Labour Rights, the Environment and

the fight against corruption; as defined in the UN Global Compact and the International Labour Organisation. We strongly believe in our commitment to the society that surrounds us, and therefore, we support cultural and sport events and activities for their benefit.

Our policy of R+D+i is the commitment that guarantees our quality. We believe in research as the basis for knowledge. We test more than 200 crop varieties and constantly work together with the best universities in order to grow products that may enrich our foods in a healthy way. Each year we increase investment in state-of-the-art technology equipment. In all the plants of our group we use the most advanced technology that enables us to develop improvements in the most important products for the market. We respect the environment, the land and the natural resources with efficient practices devoted to reduce our carbon footprint.

We have five distribution and processing plants in our group that let us meet future challenges with the best chance to success, two in Pulpí (Almería), Las Canalejas (Almería), Villarejo de Órbigo (León) and London (UK) devoted to the handling and marketing of agricultural product; all of them under excellent conditions of operation in order to provide the best product and service to our clients.

Nowadays we have the standards and certifications ISO9001:2015, BRC, BPP Guide Series IV, IFS (Food Defense), Tesco Nurture, Field to Fork, Leaf Marque, Globalgap (GRASP), Milieukeur, SMETA, Ecological Production and Marketing, and QS, the ISO14001:2015 standard having been implemented and the Carbon Footprint calculated, as a sign of the effort and the commitment to continuous improvement with all people, institutions and groups it works with. The total clients for the season were more than 420, out of which 57.4 per cent were from the Iberian Peninsula and 42.6 per cent from export,



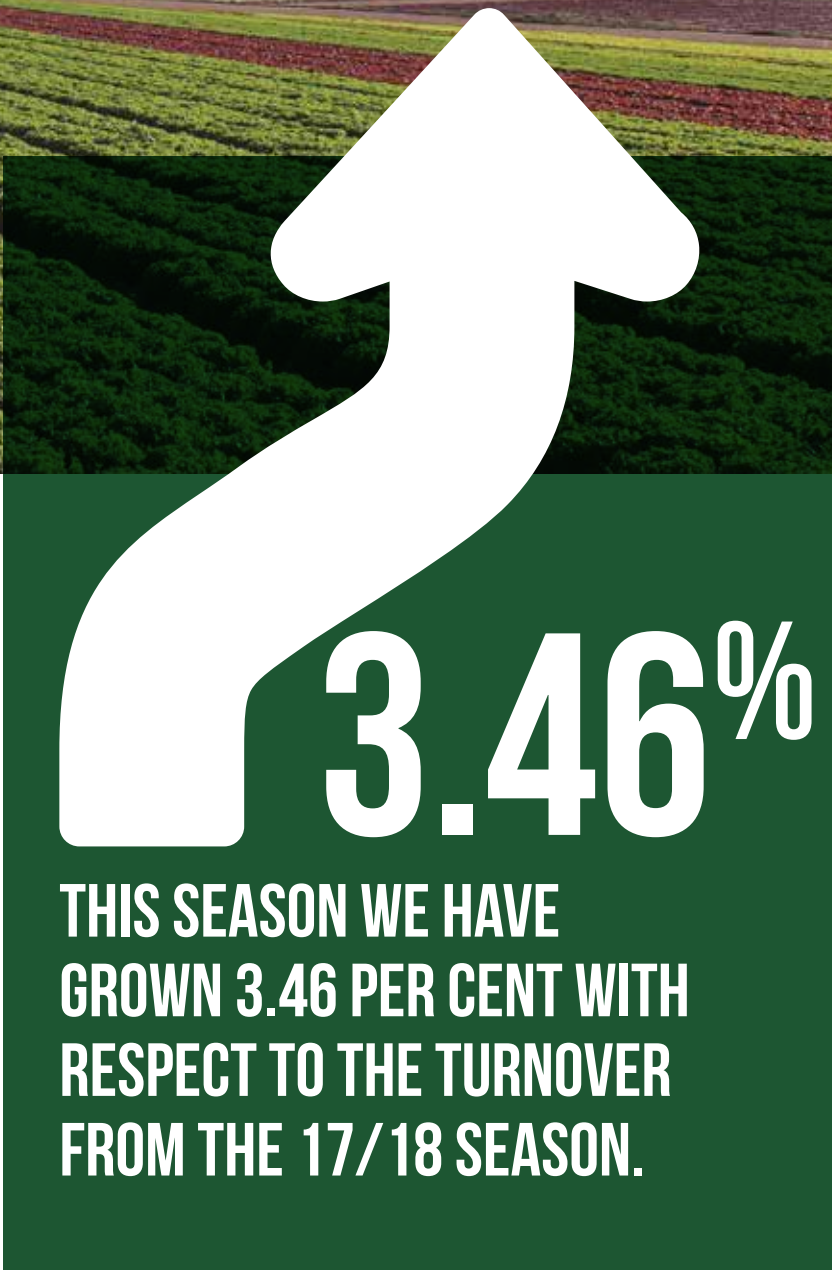




whereas the United Kingdom, France, Netherlands and Germany are the main import countries.

Primaflor strives to improve the working conditions of its employees and to provide them with the best work environment possible, as it shall be the best for them and shall increase efficiency. In this sense, Primaflor is a sensitive entity to social rights of its employees always trying to improve all legal and conventional benefits required.

As for channels, the retail industry and the outright sale cover the system's largest quotas.





**OUR VISION**

**OUR MISSION**

**OUR VALUES**

**“Being the Agro – Food Salads producer Group benchmark/leader in the markets we choose to compete in, due to our product quality and customer service, constantly responding to their needs with a professional organization which is also respectful with the environment and individuals”.**

To do this, the following strategic objectives have been established:

1. Consolidate and improve penetration in current market segments achieving high customer satisfaction
2. Assess/explore the possibility of significantly entering into new geographic markets and channels, improving current ones.
3. Empower salad area and develop new lines of business.
4. Enhance export sales.
5. Develop resources, especially human resources, to achieve an efficient and customer-oriented organization.
6. Achieving maximum efficiency in key processes.
7. Maintain and cultivate the image of a business which is respectful with the environment and people.
8. Achieve a return on invested capital with a reasonable level of indebtedness.

**The mission of each of the individual departments in order to achieve set objectives is as follows:**

1. Direction of Salad and Processing area: directing, managing and coordinating 4th Range production and policy making, optimizing human and material resources to achieve the planned objectives of volume, quality and profitability.
2. Direction of Field Production and Fresh Production area: coordinate and support the management of all departments involved in the production of Primaflor, to successfully

perform the expected production plans, optimizing the efficiency of the used resources and therefore, results, performance, quality, etc., following the general guidelines set by the company

3. Financial and Economic Management: Direct, manage and coordinate Primaflor’s economic, financial and HR policies in accordance with the guidelines established by the company, which allows assessing the potential risks both current and future, help other departments to achieve the objectives, provide a professional, stable and versatile

team and provide the necessary information to the Group for making decisions.

4. National and Foreign Marketing Direction: Directing, managing and coordinating Primaflor’s marketing policies in accordance with the guidelines and objectives of the company in order to enable sustainable and sustained growth of the group, optimizing results and customer loyalty, as well as identification of potential niche markets and future threats by the optimal use of current and future capabilities.

**The values that guide Primaflor’s work and activity are sustained on:**

1. Customer Service. Organization geared to meet the wishes and requirements of the clients
2. Professionalism and reliability. Led and composed by trained professionals with experience in their field giving reliability to the company goods
3. Organization and teamwork. A well organized and coordinated structure

re from the beginning until the product reaches the customer.

4. Innovation. The way forward for the rest of the companies in the sector is always marked, with a lot of effort and resources invested in the research and development in all its aspects.
5. Respect for individuals. Both internally within the company and towards the community where it is located and where it operates.

6. Environmental friendliness. Working closely with the management’s environmental departments and with environmental integration policies implemented in their farms, as well as waste management.

7. Support to the social community of the areas where it is implanted. Promotion of Cultural events, sports and other activities that benefit the community where they develop their business.

### 1.3

## HEALTHY AND WELFARE PRODUCTS

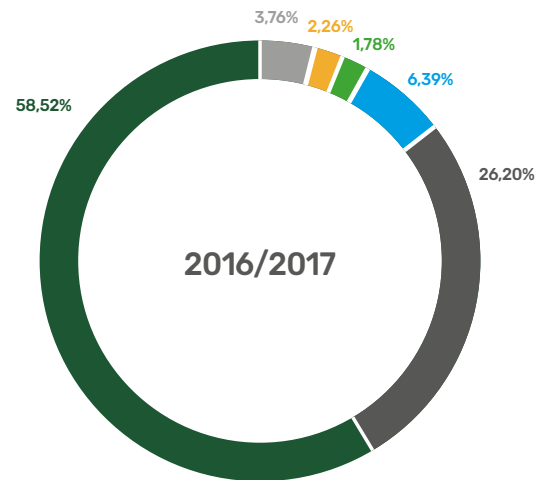
**AT PRESENT, PRIMAFLOR IS ORIENTED TO THE PRODUCTION OF HEALTHY PRODUCTS SUCH AS FRESH VEGETABLES AND SALADS, WHERE ITS MAJOR SPECIALTY IS LETTUCE VARIETIES. IN RECENT YEARS, WE HAVE MADE A GREAT EFFORT IN R+D IN ORDER TO DEVELOP A GREAT RANGE OF ECOLOGICAL SNACKS, ADAPTING TO NEW HEALTHY LIFESTYLES OF OUR CUSTOMERS.**



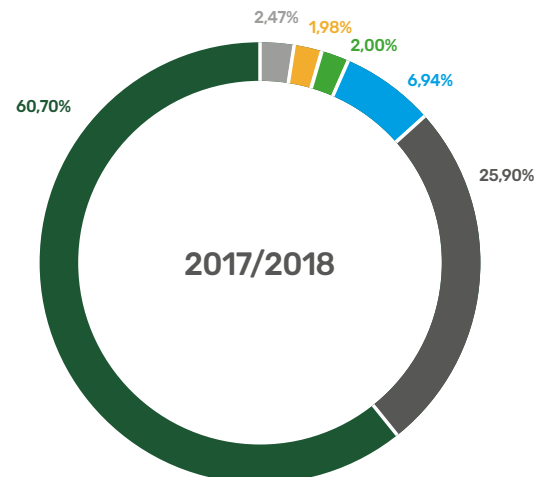
Since the company's foundation, more than 40 years ago, its main aim has always been delighting its clients, by offering them tasty, natural, healthy and nutritional products. One of the major values of our company is the control of the whole production chain, from the seed to the final client, thus guaranteeing the quality of the product. This would not be a reality without the commitment of our employees day after day.

Primaflor has grown 5,424.55 hectares in different stages, which are distributed in areas of different weather conditions, showing its commitment to continuity and excellence of our products throughout the year.

- Garlic and onion
- Peeled garlic
- Complements
- Snack
- Salads
- Fresh



- Garlic and onion
- Peeled garlic
- Complements
- Snack
- Salads
- Fresh





## 1.4

### FOR MOST DEMANDING CLIENTS

Primaflor's clients make up the three major marketing channels of the products: wholesalers, supermarkets and food services, whose workflow is quite stressful and, therefore, the supply chain becomes a vital factor for success of the company's work. They all demand the maximum quality through a rigorous service, which has implied achieving price positioning in line with the market. The total clients for the season were 420, out of which 57.4 were from the Iberian Peninsula and 42.6 from export, whereas the United Kingdom, France, Netherlands and Germany are the main import countries.

It is a key condition to comply with certain regulations regarding legislation within the country of origin, good agricultural and handling practices, social liability and other specific requirements. In order to reach the highest quality of product and service, Primaflor has complied for years with the following regulations and standards:

<b>Legislation from the country of origin and the European Community</b>	Regulation (EC) no. 396/2005 on maximum residue levels <hr/> Quality regulations regarding work systems: ISO 9001:2015, BRC Certificate, IFS Certificate QS Certificate, Ecological Marketing.
<b>Good agricultural and product handling practices</b>	GLOBALG.A.P <hr/> QS <hr/> FIELD TO WORK (M&S) <hr/> LEAF MARQUE
<b>Regulations on social liability</b>	GRASP <hr/> SMETA
<b>Specific requirement for each client</b>	Waitrose <hr/> Water Risk Assessment <hr/> Ethical Training



Strict compliance with the current regulations in force required by our clients and the work to achieve the highest quality of our products and services form the basis of the relationship of Primaflor with all of them, and it is the spotlight of the company's performance. Thus, the main aim regarding its clients is the improvement of the products and services based on a continuous adaptation to suggestions and demands, which have made the company's evolution during the last years, be the adaptation in products, packaging formats, boxes or packing, with important investment in machinery and infrastructure. Therefore, we are always developing R+D+I projects, some of them already in

process, which have implied a significant improvement of the client's satisfaction.

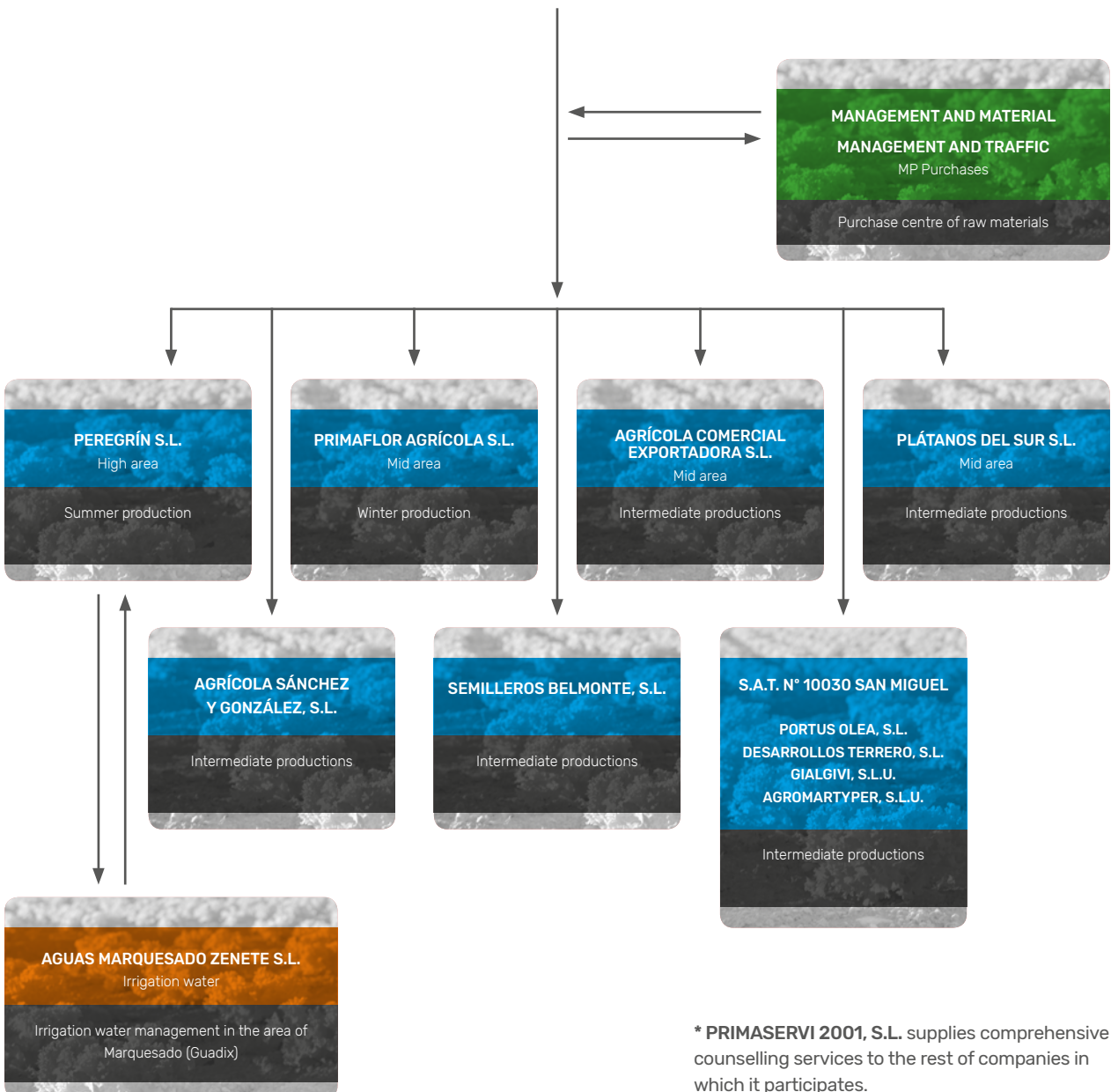
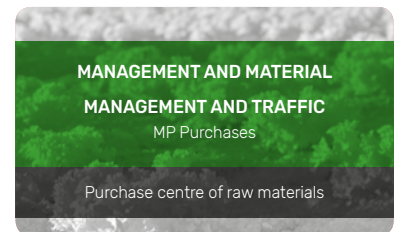
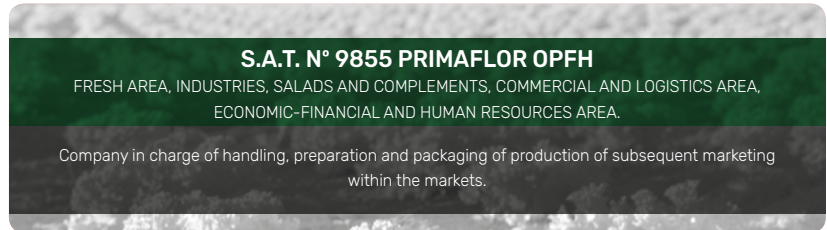
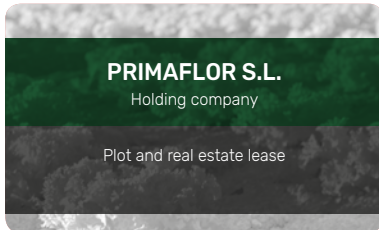
In order to strengthen communication and facilitating maximum transparency to the processes of the company with its clients, Primaflor has a general traceability plan to track raw materials from plantation to the Factory, during their incorporation to the finished processes and products, until their location and final use. This tracking, which lets our clients have the total control of the value chain and that has to be possible conversely, lets the identification of the origin of a problem and facilitates an immediate response to each incidence.

Additionally, in order to deal with possible incidences, we have protocol mechanisms of registration, control, tracking and complaint resolution both from clients and from consumers. The main complaints or non-conformity issues raised by the client are due to imbalances with the product features, logistic issues and differences between order and service.



1.5

CORPORATE GOVERNANCE



\* PRIMASERVI 2001, S.L. supplies comprehensive counselling services to the rest of companies in which it participates.





COMPANY	SOCIAL PURPOSE
PRIMAFLOR SL	Holding company of the group's real estate assets. Its function is the maintenance and the provision to the other companies within the group, under a lease of managed assets.
PRIMASERVI 2001 SL	Holding company for the participations in other member companies. It supplies services of direction, counselling, management and control, as well as administrative and financial services to Primaflor companies and any other service related to the production and distribution of horticultural products.
PRIMAFLOR AGRÍCOLA SL	Agricultural exploitation and whole sale trade.
PEREGRÍN SL	Agricultural exploitation and whole sale trade.
PLÁTANOS DEL SUR SL	Agricultural exploitation and whole sale trade.
AGUAS MARQUESADO DEL ZENETE SL	This company holds a public water concession in the area of the Marquesado de Zenete. It distributes the water used in the agricultural exploitation to the area plots owned by the group.
AGRÍCOLA COMERCIAL EXPORTADORA SL	Agricultural exploitation and whole sale trade.
SAT 9855 PRIMAFLOR	Handling and marketing of horticultural products, marketing company of the Group. Its function is the handling and marketing of products produced by its members. That marketing is carried through the fresh production area, i.e non-manipulated products or by the salads' horticultural central that markets the product with a higher level of treatment and mechanization. It also markets garlic, either fresh or processed and packaged.
MULTIFLOR SL	Sale, export and import, and crops of flowers and ornamental plants, as well as retail distribution of prepared salads and other products of the Group.



# PRIMAFLOR'S BOARD OF DIRECTORS IS COMPOSED OF SIX MEMBERS IN REPRESENTATION OF THE SHAREHOLDERS FAMILIES, EXTERNALLY ASSISTED BY A LAWYER AS SECRETARY NON- DIRECTOR OF THE BOARD:

PRIMAFLOR'S BOARD OF DIRECTORS	
PRESIDENT	D. Lorenzo Belmonte Navarro
VICE-PRESIDENT	D. Gerardo Peregrín González
VICE-SECRETARY	D. José Caparrós Segura
MEMBER	Dña. Antonia Belmonte Mula
MEMBER	D. Cecilio Peregrín Martínez
MEMBER	Dña. Margarita Peregrín González
SECRETARY NON DIRECTOR	D. Luis García Albarracín

The board of management of Primaflor has broad experience and knowledge, supported by more than 40 years of continuing activity within this sector. The staff is formed of duly trained and qualified professionals so as to perform their duties, their work being ruled by the principles of responsibility, preparation, dynamism and commitment, not just towards the company, but also and even more important, towards the development of food products to be consumed by society.

Strategic decision-making corresponds to the Board of Directors, which has an Executive Committee integrated by Mr. Lorenzo Belmonte Navarro, Mr. Gerardo Peregrín González and Mr. José Caparrós Segura, whose primary mission is the direct assistance to the Board of Directors

of the company, which meets weekly and are invested with all powers available to delegation, according to law. There are also four functional areas which periodically report the Board of Directors, with their own committee: that is, Salads and Processed Products, Field and Fresh Production, Economic and Financial and National and Foreign Commercial Direction. The remuneration of the members of the Board of Directors, Senior Managers and Executive is not linked to the economic, social or environmental results of the company (except for those results related to the management by objectives for each specific post). The said Board of Directors particularly analyses all problems of conflicts of interests.

In the year 2017-18 seven meetings have been held, in which they have been assisted by a collegiate advisory body formed by four independent directors with no voting rights, elected from among persons with extensive experience and a background in the business world.

## 1.6

### AWARDS AND DISTINCTIONS

**OVER RECENT YEARS PRIMAFLOR HAS BEEN DISTINGUISHED AND RECOGNISED BY DIFFERENT ENTITIES AND ORGANISATIONS. AMONG THE AWARDS, ACKNOWLEDGEMENTS AND TESTIMONIALS, THE FOLLOWING ARE HIGHLIGHTED:**



COLABORACIÓN CON LA DESÉRTICA [COLLABORATION]



ALIANZA EMPRESARIAL PARA LA VACUNACIÓN INFANTIL



CERTIFICADO DE SOSTENIBILIDAD [CERTIFICATE OF SUSTAINABILITY]



SABOR DEL AÑO. 2019

AÑO	ACKNOWLEDGEMENT	GRANTING ENTITY
2017	IV Edición de los premios de la agricultura almeriense. Category of technological commitment	La Voz de Almería
2017	Great Award to Innovation 2017	Producto del año (Product of the year)
2015	Distinguished in the III Edición de los Premios Asepeyo a las mejores prácticas preventivas	Asepeyo
2013	IV Prizes The Best from Almería's East, Category Economics	La Voz de Almería
2012	Acknowledgement for collaboration in bazaar "El Rastrillo"	Asociación Nuevo Futuro Almería
2011-2012	Valued Supply Partner	Hazeldene, Naturally Fresh (Denmark)
2011	Agradecimiento por colaboración e inversión de materiales destinadas al grupo de Protección Civil de Pulpí	Ayto. de Pulpí y Agrupación Local de Protección Civil de Pulpí
2011	Homenaje a D. Cecilio Peregrín Martínez por su apoyo a la Asociación [Testimonial for the support to the Association]	Asociación Cultural de Amigos del Ferrocarril
2010-2011	Valued Supply Partner	Hazeldene, Naturally Fresh (Denmark)
2009-2010	Valued Supply Partner	Hazeldene, Naturally Fresh (Denmark)
2009	Premio a la Trayectoria Empresarial a D. Lorenzo Belmonte Navarro [Award for Business Career]	Asociación de Empresarios de Almería
2008-2009	Special Recognition Award	Hazeldene, Naturally Fresh (Denmark)
2006-2007	European Supplier of the Year	Hazeldene, Naturally Fresh (Denmark)







# 02

## CSR IN THE HEART OF THE COMPANY

- 2.1. CSR Policy and dialogue with groups of interest
- 2.2. Materiality Study
- 2.3. CSR Strategic Plan

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## 2.1

### CSR POLICY AND DIALOGUE WITH GROUPS OF INTEREST

**PRIMAFLOR HAS A STRONG  
BACKGROUND IN THE WORK WELL  
DONE, EFFICIENT AND IN RAPID  
ADAPTATION TO THE CHANGES  
WITHIN THE MARKET TRENDS.**

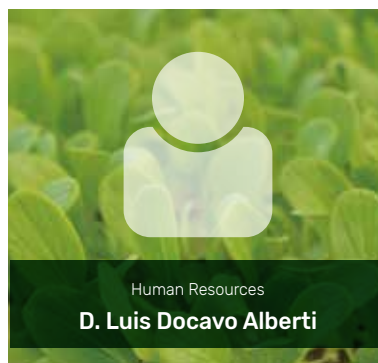


This is reflected in the memorandum of association, its values and the character always shown by its founder members. It implies strong roots in values and tradition in the management and direction of the company as well as its executive officers. With a clear orientation towards the client, agriculture and its people, the company has always had as its main reference and challenge to offer the client the maximum value, the best products, being conscious that, in order to achieve that goal, you must do everything very well.

As a result of this policy and bid for CSR, in September 2016, Primaflor has become a Member of the UN Global Compact.

Primaflor's CSR Committee continues to design the CSR policy for each period.

#### THE CSR COMMITTEE IS FORMED BY:





**THE TASK FORCE FOR SUPPORT  
TO CSR COMMITTEE IS:**

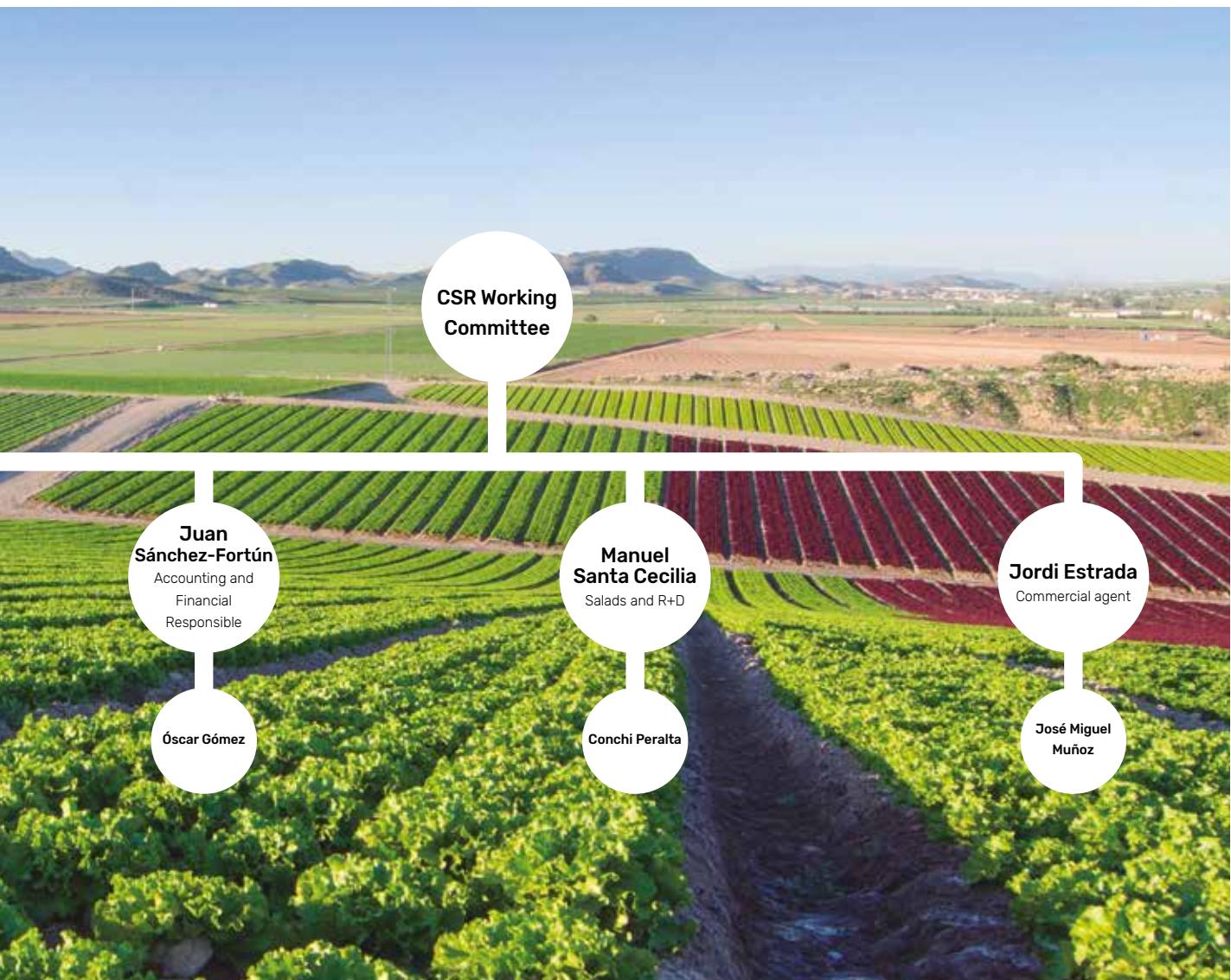


Primaflor is continuously interacting with different groups of interest, both influencing and being influenced by them. In order to carry out the correct management of the relations between all of them and keep a fluent communication, the first step was to make a Map of interest groups as a framework document so as to identify them formally. The company tries, every year, to be proactive and establish communication channels to meet the needs of all the parties, which is a key goal for the development of its future strategies. The result of this dialogue is an efficient way to know from each of the

groups what they expect from Primaflor, their priorities, perceptions, opinions and expectations. All these ways of dialogue suit the every group's circumstances and their relation with the company, which results as follows:







**THERE IS A COMMUNICATION CHANNEL TO MANAGE THE ETHICAL BEHAVIOUR OF ALL GROUPS OF INTEREST LINKED TO THE COMPANY, TO RECEIVE ALL COMPLAINTS ON THE OBSERVANCE OF NON-ETHICAL PRACTICES.**

## 2.2

### MATERIALITY STUDY

**TO WORD THE MATERIALITY STUDY THE ISSUES AND DILEMMAS REPORTED IN THE METHODOLOGY OF GLOBAL REPORTING INITIATIVE (GUIDANCE G4) HAVE BEEN CONSIDERED, THAT IS, THOSE ISSUES IDENTIFIED AS SUSCEPTIBLE TO REPORT IMPORTANT AND SIGNIFICANT INFORMATION OF ANY COMPANY.**

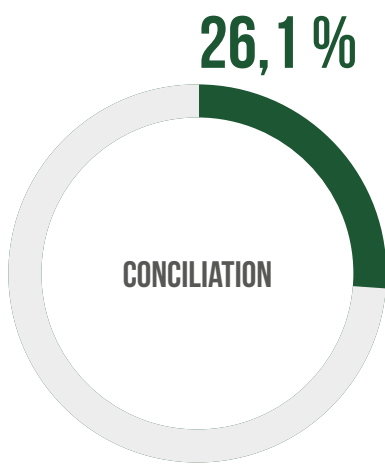
There have been three working meetings with the company (officers, middle managers, administration employees, field and factory) in order to validate the list of material issues and to confirm that there was not any material aspect not referred to in that list. A common questionnaire was made for the collection of information for all groups of interest, in order to analyse preferences and opinions on the relevance of the subject matters.

For that purpose, the respondent is offered a list of the issues and is asked to score from 0 to 10 the degree of importance or relevance. We have gone to 10 Officers, 23 Middle Managers, 31 Employees, 10 clients (national and foreign), 15 Suppliers and Farmers, 5 Company

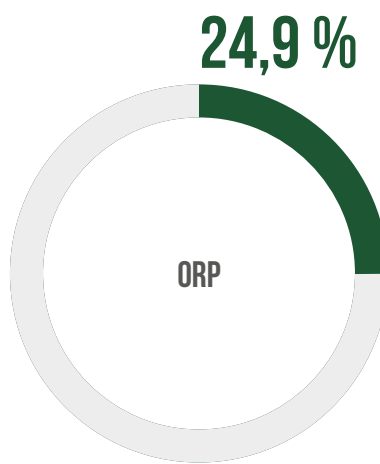
The results are the following:



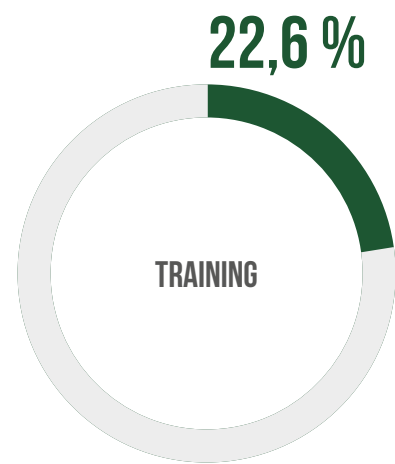
THAT IS, 6 MATERIAL  
ISSUES ARE  
IDENTIFIED.



Having policies of labour flexibility so as to allow work-family balance



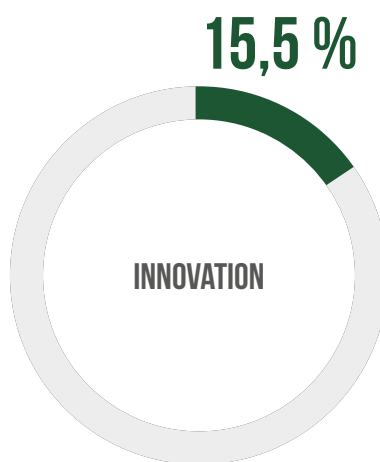
Concern about safety and health at work of employees



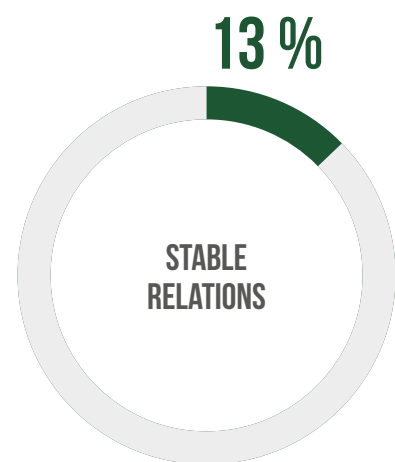
Supporting training and professional development of employees



Offering healthy products to clients and consumers



Concern about continuous innovation of products



Supporting stable and collaboration relations with suppliers and clients

FROM THE MATERIALITY STUDY SEVERAL MEETINGS WERE HELD WITH THE GROUPS OF INTEREST AND THE CSR COMMITTEE SO AS TO ESTABLISH THE CSR STRATEGIC PLAN. AFTER HAVING DISCUSSED ON THE CONVENIENCE OF THE PROPOSALS BY THE CSR COMMITTEE, IT WAS AGREED TO PROPOSE THE FOLLOWING PROJECTS:

- 
- 01 *TIME FLEXIBILITY PROJECT*
  - 02 *STAFF RETREAT PROJECT*
  - 03 *ORP PROJECT*
  - 04 *TRAINING PROJECT*
  - 05 *HEALTHY PRODUCTS PROJECT*
  - 06 *SHOP PROJECT*
  - 07 *PLAN FOR INTERNAL COMMUNICATION*

For each of the projects, we prepare a sheet with Objective, Responsible, Term, Progress and Tracking, that are being developed during this 2018 and subsequent years.

Throughout the period 17-18 the CSR Committee shall assess the degree of implementation and progress of each project.







**03**

**FROM THE INTEGRAL  
CONTROL OF  
ALL OUR PRODUCTS**

- 3.1. Own facilities and production
- 3.2. Innovation and quality
- 3.3. Food Safety
- 3.4. Close relationship with local suppliers

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### 3.1

## OWN FACILITIES AND PRODUCTION



# PRIMAFLOR FIELD FACILITIES

**PRIMAFLOR HAS A TOTAL OF 4,836.64 HECTARES OF SURFACE SHARED IN 95 FARMS, WHICH HAVE BEEN TRANSFORMED AND UPGRADED FOLLOWING PROJECTS SPECIFICALLY DESIGNED TO IMPROVE THEIR EFFICIENCY AND RESPECT OF ENVIRONMENT.**



These projects have always been directed and developed under strict compliance with current environmental regulations, together with environmental integration plans where native plants have been incorporated in certain areas of the farm, outlying areas and roads, among others.

Its production hectares are mainly devoted to leaf vegetables, where the iceberg lettuce (2,392.22 hectares) and Baby lettuce (502.56 hectares) stand out.

In this production process, the irrigation system is essential, and therefore, Primaflor pays special attention to consumption and its capacity. The irrigation

facilities implement a net of pipes and reservoirs to ensure sufficient availability of water to each farm. Being provided with a total of 62 reservoirs representing over 1,363,400 m<sup>3</sup> of water reservoirs and equipped with 152 high technology irrigation heads, thus allowing irrigation control with maximum efficiency. Likewise, the buried drip irrigation of low-flow and high density, with self-compensating droppers pipe holders, allowing greater lengths up to 200 m, which facilitates mechanization of crops.

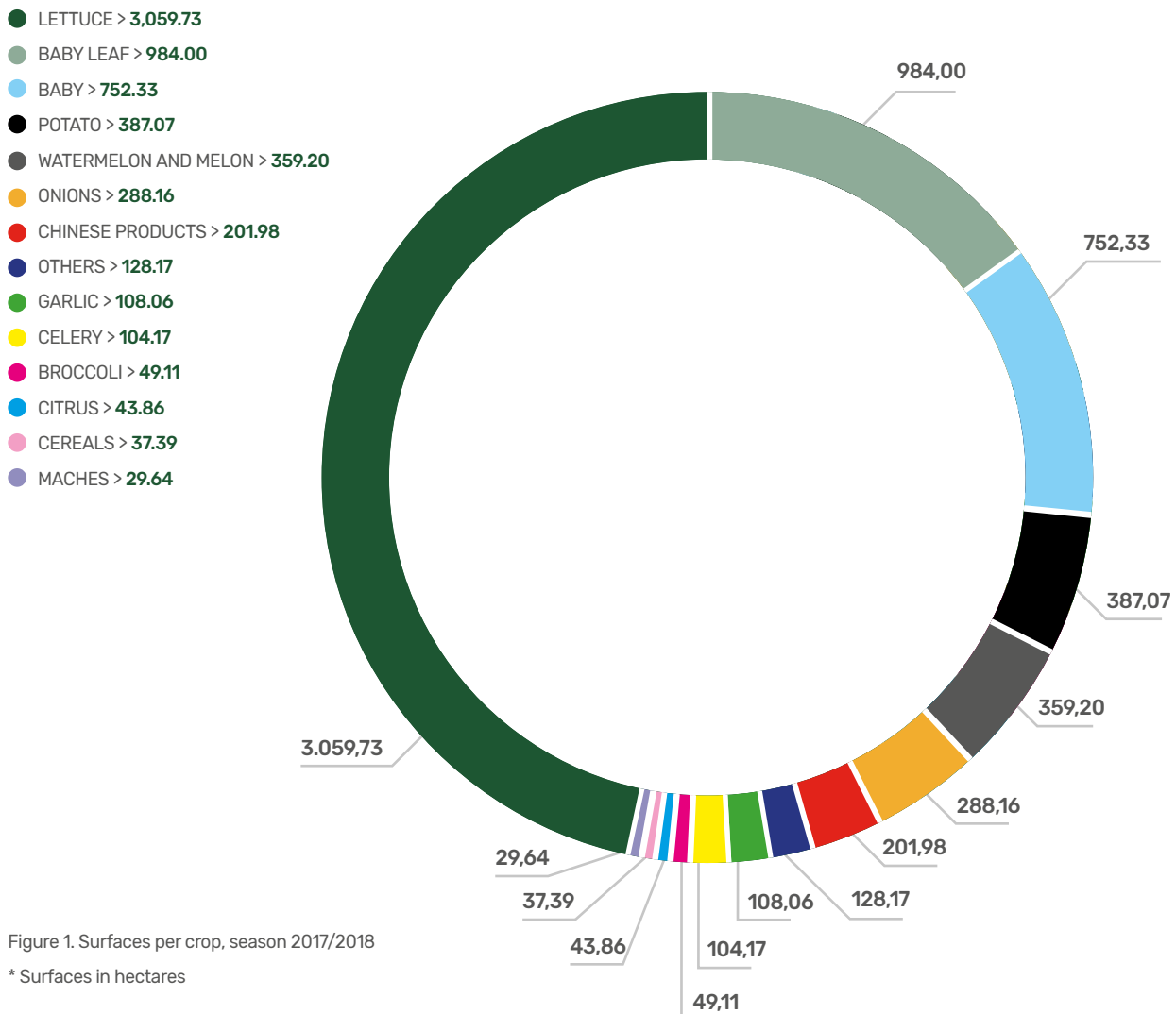


Figure 1. Surfaces per crop, season 2017/2018  
\* Surfaces in hectares





# PULPÍ'S FACILITIES

**PULPÍ'S FACILITIES ARE DEVOTED TO HANDLING AND PACKAGING OF ICEBERG AND BABY LETTUCE, WITH A SMALL PART TO CARRY OUT PRODUCTS OF LOW VOLUME PREPARATIONS.**

It is important to highlight the existence of two vacuum cooling units with capacity to pre-cool 40 pallets each cycle. With regard to the refrigeration facilities, it is formed of a series of cold rooms, with a total capacity of 1,500,000 frig/hr.

HANDLING AND PACKAGING PLANT (PULPÍ)	Production area, canteen and changing rooms	Offices and other facilities	Cold stores
17.106 m <sup>2</sup>	9.800 m <sup>2</sup>	1.306 m <sup>2</sup>	6.000 m <sup>2</sup>
	No. of lines	Product	Capacity
	5	Iceberg lettuce	67.000 uds/h
	10	Baby lettuce	40.000 uds/h
	2	Minority product to carry out low volume preparations	





# CANALEJAS' FACILITIES

CANALEJAS' FACILITIES, ON THE OTHER HAND, ARE DEVOTED TO PROCESSING AND STORAGE OF MULTI-REFERENCE READY TO EAT SALADS. IT HAS A TOTAL OF 7 WASHING LINES AND 15 AUTOMATED PACKAGING AND PRODUCT ASSEMBLY ON TRAYS LINES, COOLED BY TWO CENTRAL UNITS SUPPLYING 4,763,540 FRIG/HR.

HANDLING AND PACKAGING PLANT (CANALEJAS)	Storage chambers and dispatch of goods	Salad processing zone	Offices, canteen, changing rooms and other facilities
18.257 m <sup>2</sup>	10.607 m <sup>2</sup>	6.025 m <sup>2</sup>	1.625 m <sup>2</sup>
	No. of lines	Product	Capacity
	7	Multi-reference salads	15.000 Tn/año
	12	Automated packaging	
	3	Product assembly on trays	





# PRIMAFLOR UK, LTD



## **THE BOARD OF DIRECTORS OF GRUPO PRIMAFLOR, WITHIN THE PROCESS OF INTERNATIONALIZATION OF THE COMPANY, APPROVED THE LAUNCHING OF A PROJECT OF PRODUCTION AND SALE OF HORTICULTURAL PRODUCTS IN THE UNITED KINGDOM, BY CARRYING OUT ALL NECESSARY RESEARCH WORKS FOR THE DEVELOPMENT OF A LETTUCE PLANTATION.**

In 2015 the limited company, of British nationality, PRIMAFLOR UK, LTD, was incorporated, having its business address in Maidstone, Kent (United Kingdom)

The main objectives pursued with this internationalization project are the following:

- Increasing our presence in international markets.
- Fostering the loyalty of our clients during all the year, ensuring continuity to the service offered during 52 weeks a year.
- Increasing our marketing during low billing periods.
- The development and start-up of such a huge project requires a gradual process of implementation, well planned, in which the level of commitment of the company shall increase as its knowledge about the foreign market and the relevant variables of the market itself.

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## 3.2

### INNOVATION AND QUALITY

## PRIMAFLOR CAN BE CONSIDERED AN INNOVATIVE ORGANIZATION, IN CONTINUOUS EXPANSION, BASED ON A THOROUGH UNDERSTANDING OF THE PRODUCTION AND MARKETING OF HORTICULTURAL PRODUCTS.



The organizing principles are focused and subordinated to the long-term strategic objectives. The group model has its essence in a unitary government exercising its powers in internal democracy, a market-oriented business management with the involvement of customers and suppliers, under the policy of excellence, quality, competitive prices and capitalization of surplus.

Primaflor's development model is based three lines of work:

- Innovation Policy: on the basis of traditional products marketed by the company, mainly lettuce, continual experiments are carried out in order to improve varieties enriching the nutritional and functional benefits of the products. This involves research and development with research centres.
- Production Planning: It's based on expectations and growth targets set by management, taking into account the capabilities and current production potentials on farms and handling facilities, and studying investment operations if an extension

is deemed necessary so as to cover a continual demand.

- To offer the maximum guarantees to the customer: Product quality and service have been key to the trust customers have placed in Primaflor all these years.

In order to reach the success over these worklines, ISO9001:2015, BRC, BPP Guide Series IV, IFS (Food Defense / Security Chain), Milieukeur, Field to Fork, Leaf Marque, Globalgap (TescoNurture, GRASP), QS, Ecological Production and Marketing, among others, have been achieved. Nevertheless, the implementation of other systems and certifications for social and environmental scopes is a challenge for the incoming years.

A special emphasis is made on regulatory compliance, ie, a periodic control of the obligations both with the Spanish Tax Agency AEAT the Social Security authorities (usually monthly) with closing of accounts. It also entails annual waste statements, ECOEMBES annual payments, spur-thighed tortoise reserve, changes in crops land use authorizations, building permits, SIGFITO, etc. We comply with our







occupational risk assessment by an own and joint prevention service, certifications accredited by ENAC, APPCC, customer specifications, traceability.

Innovation is part of Primaflor's strategy as a fundamental process, and it is carried out by commitments to all the different groups of interest to generate new projects and for the development of knowledge. Customer focus and their requirements propel the business's quality and innovation policy.

Throughout Primaflor's history there has been a constant concern for innovation and new products. The company takes part in research projects and their launching.

Primaflor currently runs R & D processes in various stages of development, such as lean manufacturing, continuous improvement and Lean Maintenance. The development of new products is currently in process, including new product varieties, new presentation formats and sizes for the client presentation, as well as the introduction of different types of complementary or additional products to the

main offer. With regard to Innovation and Technology, systems of artificial vision for the control of foreign bodies, robotic energy supply systems, etc.

During the 17-18 season, specific training activities around awareness of good practises in handling in the different work centres. We also enhanced important skills at business level so as to improve the management capacity of people within middle management, and therefore the professional relationships improved within the work environment.

It has its own web of consumer information, which contains a cookbook of products available to consumers upon request. Our tags show all the information concerning the product for the consumer to enjoy it in the best possible storage conditions.

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### 3.3

## FOOD SAFETY



Primaflor always has been implicated in the customers' quality interests, adopting such interests as their own. The main priority of the company in this regard is to offer products with adequate hygienic and sanitary features that comply with the legal requirements of food safety and innocuousness and of maximum quality. For all of this to be met, we work towards the development of the continuous improvement of product quality and customer satisfaction.

As far as field is concerned, it has the backing of the most prestigious quality protocols such as ISO9001: 2015, BRC, IFS, Tesco Nurture, Leaf Marque or Globalgap (GRASP), which guarantees the highest quality and food safety, as well as a continuous improvement of the work carried out.

British Retail Consortium and the International Food Standard Certificates (BRC and IFS are their respective acronyms in English), which are the most rigorous and demanding certificates of International Agro food standards in the current market. Their requirements range from the quality of raw materials and production processes to the correct structural con-

ditions of the buildings in which products are manufactured. These requirements are supplemented by the obligation to comply with all national and international applicable health and food safety standards

To control the use of fertilizer, fertirrigation plans are held, through its control equipment, which is being tracked by technical experts. Similarly, to control the use of pesticides, pest control is carried out, together with prescriptions by qualified technicians, specialized equipment application as well as its traceability.

During the reporting period there were no incidents of non-compliance with legal regulations and voluntary codes concerning impacts of products and services on health and safety during their life cycle.





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## 3.4

### CLOSE RELATIONSHIP WITH LOCAL SUPPLIERS



Generally, and whenever possible we work with local suppliers in order to boost local economies. Primaflor has about 1700 active suppliers, whereas more than half of them are in the area of Almeria and Murcia.

In order to appoint a certain supplier, the results of the tests and the conditions comprised in the technical sheets for prices or delivery time, geographical location and production capacity of compliance with regulations are taken into account, among others. Notwithstanding these features, which may vary among them, all suppliers must comply with the established quality and security standards. This is a compulsory requirement because the products technical sheet is requested upon the demand of product. Raw material suppliers are required to comply with the Technical Specifications where the features to be met by raw material are set as well as the allowed tolerances. Non CSR requirement are demanded from suppliers, although they should be valued. For example, the questionnaire refers to SA 8000 standards or any other social responsibility standards.

As for the purchase general policy of the company, for each new product, samples from, at least, two different supplying companies must be sought, sampled and tes-

ted –from the corresponding department. Once the company has chosen the supplier and worked with it, in the area of Supply and Maintenance, preventive maintenance contracts are entered with approved suppliers, to be annually reviewed, in which work tasks to be performed, fees, etc. are marked. For this purpose internal company rules (procedures, sanitary standards, occupational risks, ...) are supplied.



# 04

## THE PRIDE OF BEING PRIMAFLOR FAMILY

- 4.1. Our best asset
- 4.2. Training
- 4.3. Safety and Health in the Workplace
- 4.4. Flexible working hours and conciliation of work and personal life

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## 4.1

### OUR BEST ASSET



**The communication between Primaflor and its staff is continuous and fluent. This communication occurs directly between the employee and his/her operator, but can also directly address to the Department of Human Resources, which strengthens the efficacy of communication by reducing channels and interlocutors.**

As a rule, they present all their claims in both the workplace and often in their personal and family level to the person in charge of Human Resources. As a proof of the confidence among employee and the company are the different questions at the meetings, which include, job changes, complaints about some colleagues, permits, advances, intimate personal situations or job application for family members, among others.

Thanks to these communication systems, it can be said a normal working atmosphere is held, which is free of conflict, as it shown by the fact that only in exceptional claims are made either judicially or via union.

On the other hand, with regard to union relations, they are cordial, always seeking to collaborate on the issues that they may be requesting from the business. The choice of workers representative bodies in the company is a capacity which corresponds to the workers themselves.

**WE IMPLEMENTED A BIENNIAL TRAINING PLAN ON WHICH WE ARE STILL WORKING. THE PURPOSE OF THIS PLAN IS TO CONTINUE TRAINING OUR WORKERS SO THAT THEY MAY PERFORM THEIR TASKS AND/OR DUTIES WITH A HIGH LEVEL OF COMPETENCE.**



**AS LONG AS THE COMPANY HAS ESTABLISHED POLICIES AND STRATEGIES TO EXTEND ITS DIMENSION, COMPETITIVENESS AND INTERNATIONAL GROWTH, THE TRAINING PLAN IS AN ESSENTIAL ITEM AND AN IMPORTANT SUPPORT FOR THE SUCCESS OF THOSE POLICIES.**

Training in Primaflor is a business strategy devoted to train its human resources in the performance of tasks more and more complex and responsible, in order to update knowledge, skills and to develop their personal and professional competences.

Training is not an isolated and independent issue within the company's activity, but an instrument within the strategic planning of the organisation which shall help us define goals, improve processes and increase the level of satisfaction among people.

Training in Primaflor has clearly the sense of understanding this Budget as a clear INVESTMENT in training and development of human resources.

During the present season the company is still working in a continuous training of all its employees, and therefore, the internal promotion is one of Primaflor's strengths, in which each of its employees is seeing a chance for the future in a company with present and future.



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## 4.3

### SAFETY AND HEALTH IN THE WORKPLACE

**IN THE PRESENT SEASON WE HAVE SEEN THE BENEFITS FOR WORKERS OF THE ACTIONS WE BEGAN LAST SEASON. AWARENESS OF THE APPLICATION OF GOOD AND HEALTHY PRACTICES, SUCH AS THE STRETCHING SYSTEM BEFORE THE BEGINNING OF THE ACTIVITY.**



We continue to train our personnel in CPR manoeuvre in order to be able to act quickly and efficiently in case of an emergency.

Our involvement in accidents at work keeps us quite active and we keep researching and interviewing those people involved in each accident. We also keep quarterly meetings on Occupational Risk Prevention, in which we discuss all accidents occurred and the possible solution we may apply do that they do not occur again.

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## 4.4

### FLEXIBLE WORKING HOURS AND CONCILIATION OF WORK AND PERSONAL LIFE

## CONCILIATION OF PERSONAL, FAMILY AND PROFESSIONAL LIFE IS A QUESTION OF ORGANISATION AND DISTRIBUTION OF THE TIME AND OUR USE.



In Primaflor we are aware that flexible working hours are those that do not fix rigid working days, but they adapt to the needs of people, who may decide, through different formulae and within certain establish limits previously agreed, their arrival and departure time to work. The company knows that flexible working hours bring lots of benefits both to people and to companies, such as improving the quality of life, enhancing joint responsibility within the distribution of household chores and child

care attention to dependent family members, as well as encouraging equality between men and women.

As a consequence of the materiality study, the company has begun to design a plan for flexible working hours consisting of leaving at the worker's choice the option to regulate the arrival and departure time to work, as well as during midday, always conditioned by covering workstations and departments in order to provide a proper service to

clients and collaborators. This way, depending on the different departments, the time frame may be adjusted according to the personnel's convenience and his/her personal family circumstances. These flexible measures shall incorporate progressively to the company by assessing the results of the actions implemented from time to time, in order that, both the company and the personnel may adapt their working hours to their own personal circumstances.







**05**

**FOSTERING  
RELATIONSHIPS  
WITH LOCAL  
COMMUNITY**



# IN THIS SENSE, THE DIALOGUE WITH ITS ENVIRONMENT AND THE COMMUNITY IS UNDERSTOOD TO INCLUDE ALL THOSE PEOPLE AND ENTITIES CLOSE TO THE ACTIVITY AREAS OF THE COMPANY.

Primaflor has a continuous and close relationship with those communities in which it develops its activity. The interest of the company and the aim of its communication with society have been and are to answer, as far as possible, to all the demands made by the public administrations, non-profit organisations and the town itself. This dialogue and collaboration has been developed, since its beginning, by a close link through collaborations (some of them occasional and other ones continued in time) with town councils, provincial councils, communities of neighbours, associations, sport entities, universities and other organisations.

In this sense, Primaflor has relationships in three different geographical scopes: firstly, as a priority group due to its closeness and continuous relationship there is the municipality of Pulpí. In fact, it is of special relevance in the relationships with the company, as the majority of its employees belong to this municipality and, therefore, the answer by the company to the labour demand is its main priority. The second geographical scope of reference includes the province of Almería, where Primaflor plays an important economic role, and with which it keeps an open relationship of collaboration and participation. Finally, there is the community of the area of Marquesado, in the province of Granada. In this area, Primaflor also develops its activity and keeps an excellent relationship with its environment and community.

Community is defined as the group of people and entities close to Primaflor's activity areas. The first circle may comprise Pulpí's Township, where most Primaflor workers come from, and which embodies the first response to the demands of the community: employment. The second includes the province of Almería, with which the company tries to keep an open collaboration and participation.



It collaborates with the municipalities in the area in various subjects like staffing proposed by them or roads repair –among other issues–, with community of neighbours, non-profit associations, integration companies and scientific community. The type of collaboration depends on the nature of the relationship and, in general, on the applications made by different social groups or institutions to Primaflor.

With the disabled person's inclusion plan, the company is legally obliged to either take on either a minimum of disabled persons or collaborate with companies whose workforce comes from this area of society. With this in mind, Primaflor Works with two associations, the first, a local one from Pulpí, is in charge of the uniform laundry and sewing jobs, the second, a company from

Lérida makes the toppings that go with our ready to eat salads.

Other examples of the relationship between Primaflor and the community are the collaborations with contributions of products in sport events, solidarity orchards, in order that families within the municipality may have access to the production of horticultural products in a land owned by Primaflor.

The company is also the official sponsor of the Águilas Triathlon Club, Handball Club in Águilas as well as other races in which it collaborates by providing products.

## ASSOCIATIONS WITH WHICH IT COLLABORATES

FEPEX
PROEXPORT
COEXPHAL
5 AL DÍA
AECOC
AINIA
ASEMPAL (Asociación empresarios Almería)
ACEPUL (Asociación empresarios Pulpí)
ASEMCAL (Asociación empresarios Cuevas Almanzora)
ASAJA (Asociación Jóvenes Empresarios)



**06**

**STRONG  
COMMITMENT  
TO OUR  
ENVIRONMENT**

6.1. Environmental policy and  
management

6.2. Production and waste, water and  
energy management

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## 6.1

### ENVIRONMENTAL POLICY AND MANAGEMENT

## COMMITMENT TO THE ENVIRONMENT IS ONE OF THE CRUCIAL ASPECTS OF PRIMAFLOR'S MANAGEMENT.



That's why on a regular and controlled basis, as referred to in the environment policy, projects are conducted so as to reduce consumption of natural resources and for the promotion of responsible environmental practices, procedures for the management and purchase of responsible products, as well as recycling programs and initiatives to mitigate environmental impacts .

This commitment to continuous improvement has been reflected on company's reports as well as on the granting of environmental certifications (ISO9001: 2008, BRC, BPP Guide Series IV, IFS-FoodDefense / Security Chain, Tesco Nurture, Field to

Fork, Leaf Marque, Globalgap-GRASP-, QS, Carbon Footprint), it complies with environmental requirements for the supply chain and the company has also acceded to various environmental initiatives.

Additionally, environmental criteria have been included in the company for the carrying out of the purchases of goods and / or services, specifically in the case of packages' purchase.

In addition, an annual statement as hazardous waste producers is filed to "Junta de Andalucía".

**DURING 2017/18 A  
NUMBER OF MILESTONES  
HAVE BEEN ACHIEVED:**

**01**

We are still working in order to optimize and reduce the water, fertilizers and energy consumption with more efficient systems that guarantee optimal crops. The implementation of all these measures is producing satisfactory results. The last season was extremely dry.

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**02**

Extension of the measurement of the Carbon Footprint to more plots. Once consolidated the process of compensation in a document detailing related departments and persons, the identification of emissions, the way to collect data and how to assess its quality, as well as the content of the emissions, panning and functions. This way, Primaflor has obtained such compensation for the years 2016 and 2017.

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**03**

Outstanding legalization of changes in use of rustic plots.

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**04**

The company's training plans include environmental, social issues (such as those concerning water pesticides).

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**05**

We continue making advances in the implementation of Integral Management Plans in all our farmlands.

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**06**

Some our suppliers have compensated CO2 emissions generated by our company with a value of 421 tCO<sub>2</sub>e, reduction in the consumption of wood (266 m<sup>3</sup>) and waste reduction (23t).







## PRIMAFLOR IS AWARE OF THE ENVIRONMENTAL IMPACT ITS BUSINESS MAY GENERATE, REGARDING WHICH A NUMBER OF COMMITMENTS TO THE ENVIRONMENT HAVE BEEN UNDERTAKEN.

Our Quality and Environmental Policy, which regulates issues such as:

- Investment in resource management through the reduction and recycling of waste, reducing consumption of raw materials.
- Improvement of Energy and water systems' performance.
- Minimising the use of pollutants issued to the environment.
- The prevention of soil pollution and the conservation of resources and energy.

There also are Primaflor Business Statements of engagement with customers for the production of fruit and vegetables with respect to production parameters and certifications Primaflor possesses. Specifically there is commitment to:

1. Rational use of pesticides.
2. Rational use of fertilizers and organic matter.
3. Pollution Prevention
4. Protection of human health and work welfare
5. Sustainable use of water, energy and other natural resources and waste reducing.
6. Recycling and reuse of materials
7. Conservation of landscape and wild-life

All of these commitments, which regulate the Environmental Policy are under continuous control. Proof of this is the effort made by Primaflor to be transparent with its value chain in the environmental field, whose basic tools are the obtained certifications such as ISO9001: 2008, BRC, BPP Guide Series IV, IFS (FoodDefense / Security Chain), Field to Fork, Leaf Marque, Globalgap (TescoNurture, GRASP), Milieukeur, Ecological Production and Marketing, QS... We continue to calculate the Carbon Footprint.

In terms of offenses related to the environment, Primaflor has over the years maintained a fluent relationship with the Ministry of Environment from the "Junta de Andalucía". That relationship entails that in front of any possibility of cultivating a new plot where environmental affectations may arise, either because of being located within a LIC or land subject to some degree of protection, or in case of forest land, environmental agents are consulted for such land's growing and transformation possibilities. Should the processing of any kind of authorization or change of use be required, such proceedings are undertaken before any growing action is started on the plot. Our legal services are constantly working in order to reach and keep all legal requirements, by taking all proper steps in each case.

## 6.2

### PRODUCTION AND WASTE, WATER AND ENERGY MANAGEMENT

**PRIMAFLOR, APART FROM ITS MAIN ACTIVITY, FAVOURS THE REDUCTION, RECYCLING AND REUSE OF MATERIALS, ESTABLISHING MEASUREMENT INDICATORS WHICH ENABLE THE ANALYSIS OF RESULT AND SETTING OF IMPROVEMENT TARGETS. SEPARATE COLLECTION OF THE GENERATED WASTE IS PRACTICED.**

IRRIGATION LEVEL	WASTE	RESPONSIBLE DEPT.	REMOVAL MANAGEMENT
Low	Plastic/Board	Production/Logistics Dept.	Hnos. Ros Contenedores y Transportes, S.L./ FERROLIVA, S.L./Reciclados Medioambientales Turbo Plastic, S.L.
Low	Scrap/Stainless Steel/Hydroponic plastic/ Greenhouse plastic/Irrigation tape/ Aluminum/Thermal blanket Plastic/Plastic pallet/Copper/PVC/Mesh/Black plastic	Workshops/Logistics Dept./Production	FERROLIVA, S.L./UPLUS RECYCLING, S.L.U./Reciclados Medioambientales Turbo Plastic, S.L.
Low	MSW / Vegetables	Logistics Dept./Production	Vertedero Lorca (residuos almacén) (LIMUSA, S.A.)
Low	Wood pallets	Purchase Dept.	Recipalets Totana, S.L./Recuperaciones y gestión de residuos/SP-Berner Plastic Group, S.L.
Low	Board boxes	Purchase Dept.	SP-Berner Plastic Group, S.L.
Low	Seedbed trays	Technical Dept.	CESPA SERV. URB. MURCIA, S.A.
Mid	Printing tonner	Purchase Dept.	Karkemis Medioambiental SL
Mid	Used oil/filters/empty containers / absorbent material/liquid agrochemicals	Systems Management/Logistics Dept.	ERTSOL, S.A./Gestión y Tratamientos Medioambientales SL/Legistrans SL
Mid	Phytosanitary containers	Agrochemicals Warehouse/Systems Management	Albaida Residuos SL (SIGFITO)





The wastes are segregated and managed according to their type and destination, for example, Organic Waste, Waste containers, toner and print cartridges, paper and paperboard, waste from the maintenance of vehicles and machinery as used oil, batteries, filters, exhausted fluorescent tubes, contaminated packaging waste, packaging waste from chemical and cleaning products, among others.

Besides reducing and reusing, a significant effort in the recycling area is made in terms of electrical fluoride tubes (1,133 units during 17-18 season), office ink cartridges (49 kg), pesticide containers, oil and filters, as well as containerized scrap (69 Tm).

No accidental waste spills have occurred in the reporting period.

Regarding control measures and energy savings Primaflor have made efforts in reducing electricity consumption such as buying energy on the open market, cooling energy recovery, evaporation's floating point, variable frequency drive, lighting sectorization or great powers controlled boot.

Measures have been taken regarding water consumption so as to optimize its consumption in the process depending on the type of product and the processed volume at each time.

Primaflor continues to set as major challenges to the environment those relative to the measurement and management of environmental impacts; positioning in front of climate change; the incentive to their customers / suppliers for good environmental practices; implantation of devices to encourage water and energy saving; environmental audit; and opening channels of dialogue with active environmental groups or associations in environmental protection.



**07**

**SUMMARY  
OF GRI  
INDICATORS**



GRI INDICATOR	DESCRIPTION	SECTION	PRINCIPLE GLOBAL COMPACT
G4-1	Statement of the organization's main responsible of decision-making.	1	10
G4-2	Main impacts, risks and opportunities.	1	10

#### Organization profile.1

G4-3	Name of organization.	Against	
G4-4	Main brands, products and/or services of the organisation.	1	
G4-5	Location of the headquarters of the organization.	3	
G4-6	Countries where the organisation operates and significant operations	1	
G4-7	The nature and legal aspects of ownership.	1	
G4-8	Indicate which markets it supplies.	1	
G4-9	Determine the size of the organisation.	1	
G4-9.a	Number of employees.	4	3
G4-9.b	Number of operations.	1	
G4-9.c	Net sales (for organisations within the private sector) or net income (for organisations within the public sector).	1	
G4-10.a	Number of employees per labour contract and sex.	4	6
G4-10.b	Number of permanent employees per labour contract and sex.	4	6
G4-10.c	Size of the staff per employees, contract workers and sex.	4	1, 3, 4, 6
G.4.11	Percentage of employees covered by collective bargaining.	4	1, 3, 4, 6
G.4.12	Describe the supply chain of the organisation.	3	9
G4-13	Notify any significant changes during the period covered by the report as regards the size, structure and ownership or supply chain of the organization. Make a list of the associations (for example, industrial associations) and the	1	
G4-16	organisations of national or international promotion which the organisation forms part of.	5	10

#### Material aspects and coverage.

G4-17.a	Make a list of the entities reflected in the consolidated financial statements of the organisation and other equivalent documents.	n/a	
G4-18.a	Describe the process followed in order to determine the content of the report and coverage of each Aspect.	2	
G4-18.b	Explain how the organisation has applied the Principles for drawing reports in order to determine the Content of the report.	2	6
G4-19	Make a list of material Aspects identified during the process of definition of the content of the report.	2	6
G4-20	Indicate the Coverage within the organisation of each material Aspect.	2	3, 4, 5, 6

GRI INDICATOR	DESCRIPTION	SECTION	PRINCIPLE GLOBAL COMPACT
<b>Participation of the groups of interest.</b>			
G4-24	Make a list of the groups of interest linked to the organisation.	2	
G4-25	Indicate the basis for choosing the groups of interest with which it works.	2	
G4-26	Describe the scope of the organisation on the participation of the groups of interest.	2	
G4-27	Indicate which key questions and problems have raised as a consequence of the participation of the groups of interest.	2	3, 4, 5, ,6
<b>Report's profile.</b>			
G4-28	Period covered by the report (for example, fiscal year or calendar year).	2	
G4-29	Date of the last report (if applicable).	2	
G4-30	Time cycle of report completion (annual, biennial, etc.).	2	
G4-31	Contact information for matters related to the report or the contents of same.	Against	
G4-32.a	Indicate which option «of conformity» with the Guide the organisation has chosen.	Does not choose	
G4-32.b	Indicate the GRI Index of the chosen option.	Annex	
G4-32.c	Provide reference to the report of external verification in case the report has been submitted to such verification.	Annex	
G4-33.a	Describe the policy and current practices of the organisation regarding the external verification of the report.	Annex	
G4-33.b	If not mentioned in the verification report attached to the sustainability report, indicate the scope and basis of external verification.	Annex	
<b>Corporate governance.</b>			
G4-34	Describe the structure of the governance of the organisation, including the committees of the main governing body. Indicate which committees are responsible for decision-making on economic, environmental and social issues.	1	10
G4-35	Describe the process through which the main governing body delegates its authority to the high management and to certain employees in economic, environmental and social issues.	1	
G4-36	Indicate whether there are executive officers or with certain liability in the organisation regarding economic, environmental and social issues, and whether or not their holders render account directly before the main governing body.	1	
G4-37	Describe the consultation processes between the groups of interest and the main governing body regarding economic, environmental and social issues.	2	
G4-38	Describe the composition of the main governing body and its committees.	1	
G4-39	Indicate whether the chairperson of the main governing body also holds an executive office. In that case, describe his executive functions and the reasons for such provision.	1	
G4-EC8	Significant indirect economic impacts and their scope.	1	
G4-EC9	Percentage of expense in places with significant operations that corresponds to local suppliers.	3	
<b>3. Environmental dimension.</b>			
G4-EN1	Materials, by weight or volume.	6	7, 8, 9
G4-EN2	Percentage of used materials that are recycled input materials.	6	7, 8, 9
G4-EN3	Internal energy consumption.	6	7, 8, 9
G4-EN6	Reduction of energy consumption.	6	7, 8, 9
G4-EN7	Reductions of energy requirements of products and services.	n/a	7, 8, 9
G4-EN11	Description of land adjacent to or within protected areas and areas of high biodiversity value outside protected areas. Indicate the location and size of owned, leased or managed land of high biodiversity value being outside protected areas.	6	7, 8, 9



GRI INDICATOR	DESCRIPTION	SECTION	PRINCIPLE GLOBAL COMPACT
G4-EN15	Direct emissions of greenhouse effect gases.	n/a	
G4-EN23	Total weight of generated waste by type and disposal method.	6	7, 8, 9
G4-EN24	Total number and volume of occurred significant spills.	n/a	
G4-EN27	Mitigation of environmental impact of products and services.	6	7, 8, 9
G4-EN31	Breakdown of expenses and investments for environmental protection.	6	7, 8, 9
G4-EN32	Percentage of new suppliers examined regarding environmental criteria.	n/a	

#### 4. Social dimension.

G4-LA1	Total number and range of contracts and average employees' turnover	5	3, 4, 6,
G4-LA5	Percentage of total workforce which is represented in joint management and employees' safety and health committees, being implemented to help monitor and advice on occupational health and safety.	5	3, 4, 6,
G4-LA9	Average hours of training per year per employee.	5	3, 4, 6,
G4-LA10	Programs for skills management and lifelong training that support the continued employability of employees and assist them in managing the end of their careers.	5	
G4-LA15	Significant, real and potential impacts of labour practice within the supply chain and relevant measures.	4	3, 4, 6,
G4-HR7	Percentage of security personnel which has been trained in policies or procedures concerning aspects of human rights relevant to operations.	5	1, 2
G4-HR8	Total number of incidents involving violations of rights of indigenous people and actions taken.	n/a	
G4-HR9	Number and percentage of centers object of impact exams or assessment regarding human rights.	n/a	
G4-S02	Operational centers with significant, possible or real negative effects on local communities.	1	
G4-S011	Number of complaints on social impacts presented, approached and resolved through formal complaint mechanisms.	4	
G4-PR1	Percentage of categories of significant products and services whose impacts regarding health and safety have been assessed in order to promote improvements.	3	
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the impacts of products and services on health and safety during their life cycle, distributed according to the type of result of these incidents.	n/m	
G4-PR6	Sale of prohibited or in dispute products.	n/m	
G4-PR7	Total number of incidents of non-compliance with regulations concerning marketing communications.	n/m	
G4-PR8	Total number of founded complaints regarding breaches of privacy and losses of customer data.	4	
G4-PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services of the organization.	4	

n/m: no material  
n/a: not applicable



**08**

**ANNEX**



## CHECKING REPORT

June 2019

The CSR Chair has checked, upon the request made by *Primaflor*, the document "Primaflor's Corporate Social Responsibility Report 2017-18". The scope of this verification includes the texts and the data contained in the reference document, not including the information and/or data referred and not introduced in the document.

The information contained within the document and its wording is *Primaflor's* liability. The CSR is acting as an inspector, by checking its adequacy of its contents to the general reporting outline suggested by the GRI in its G4 essential version. The contents of the report and the opinions expressed are the sole *Primaflor's* responsibility.

In order to check the Report all personnel in charge of obtaining and preparing the data has been interviewed and all documents have been checked so as to analyse the economic, social and environmental reality of *Primaflor*, in order to check whether the report follows the inspiring principles of the GRI methodology. The main key strengths are the information offered in the scope of materiality, the management of human resources and the clarity of the procedures so as to ensure food safety.

On the basis of this verification, the document "Primaflor's Corporate Social Responsibility Report 2017-18" is considered to contain reliable information and data representing in a consistent way the activities and results for the reflected period, and has been worded by generally following the principles of the GRI Sustainability Report Guidelines (G4 essential) of the Global Reporting Initiative (GRI). Finally, *Primaflor* has, in general, the management systems to identify and to respond to all social, economic and environmental impacts of its activities, including identification and answer to the points of view of all interest groups.



Longinos Marín  
GRI Certified Training Program  
Director of the CSR Chair of the University of  
Murcia





**CORPORATIVE  
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Primaflor





# CSR

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