

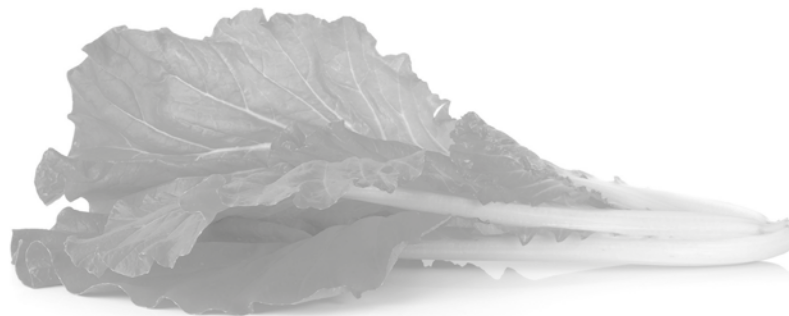
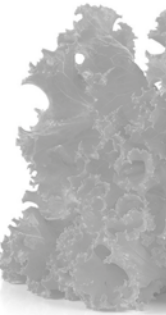
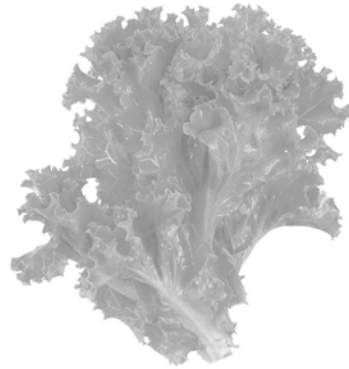
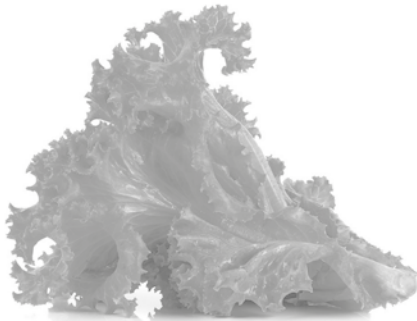
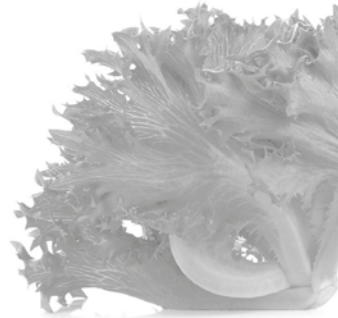
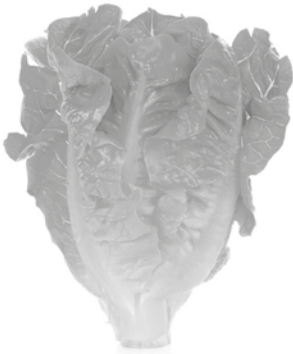
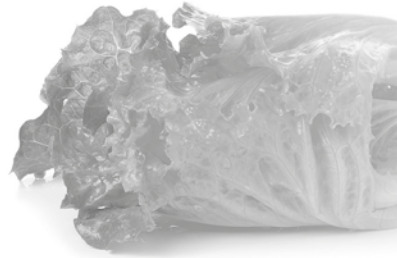


# CSR

CORPORATIVE SOCIAL RESPONSIBILITY

2018-2019  
REPORT







**Primaflor**

**PRIMAFLOR**

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## **CORPORATIVE SOCIAL RESPONSIBILITY REPORT 2018-2019**

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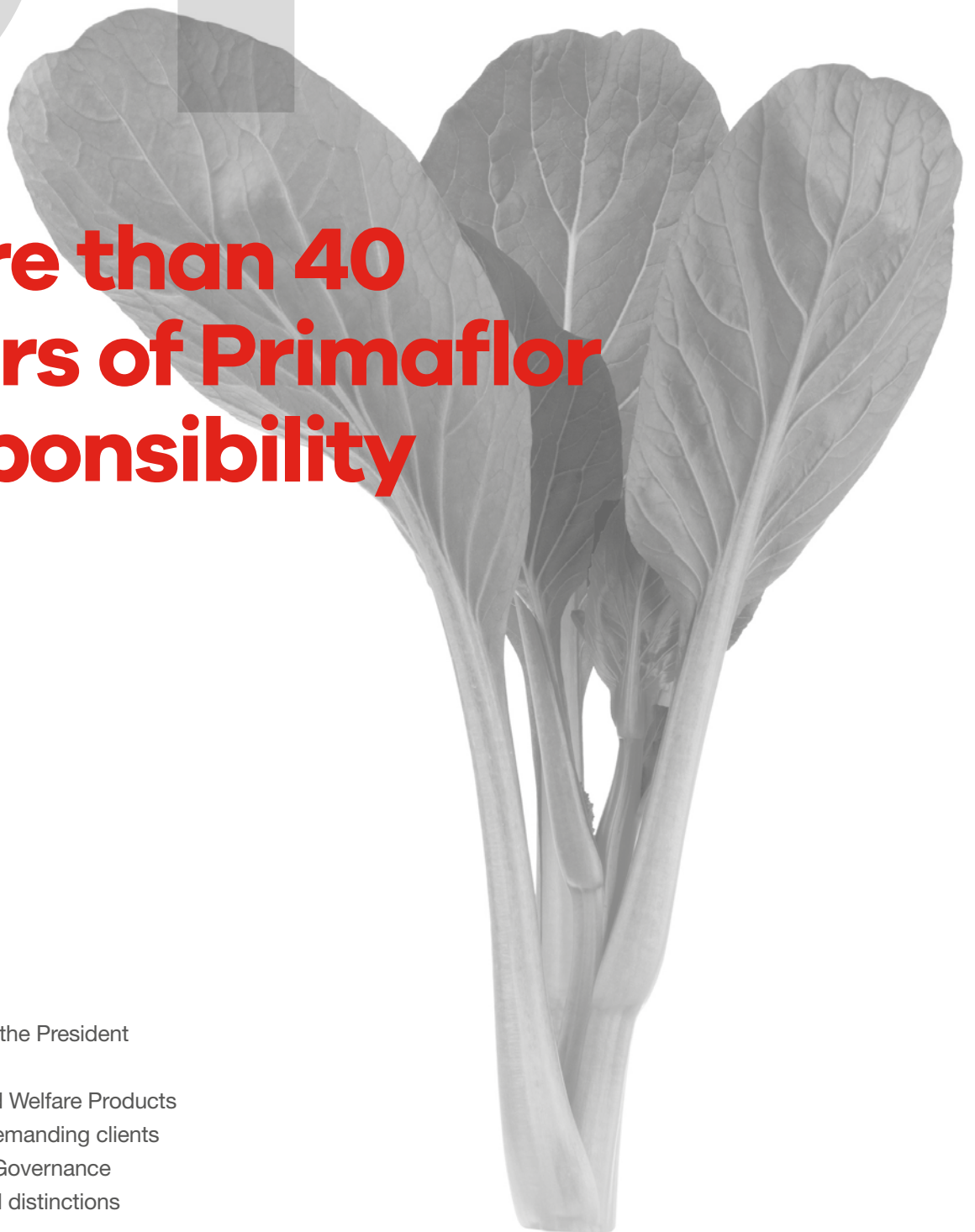


**ANNEX**

# 01

## **More than 40 years of Primaflor responsibility**

- 1.1. Letter from the President
- 1.2. About us
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## Letter from the 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 Seventh 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

communication 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 6 cultivation areas with different climatology that guarantee the quality of all our products during 52 weeks a year: Águilas, Pulpi, Baza, Granada... 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 250 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 three distribution and processing plants in our group that let us meet future challenges with the best chance to success, one in Pulpí (Almería), one in Cuevas de Almanzora y one in Villarejo de Órbigo (León), 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), Tes-

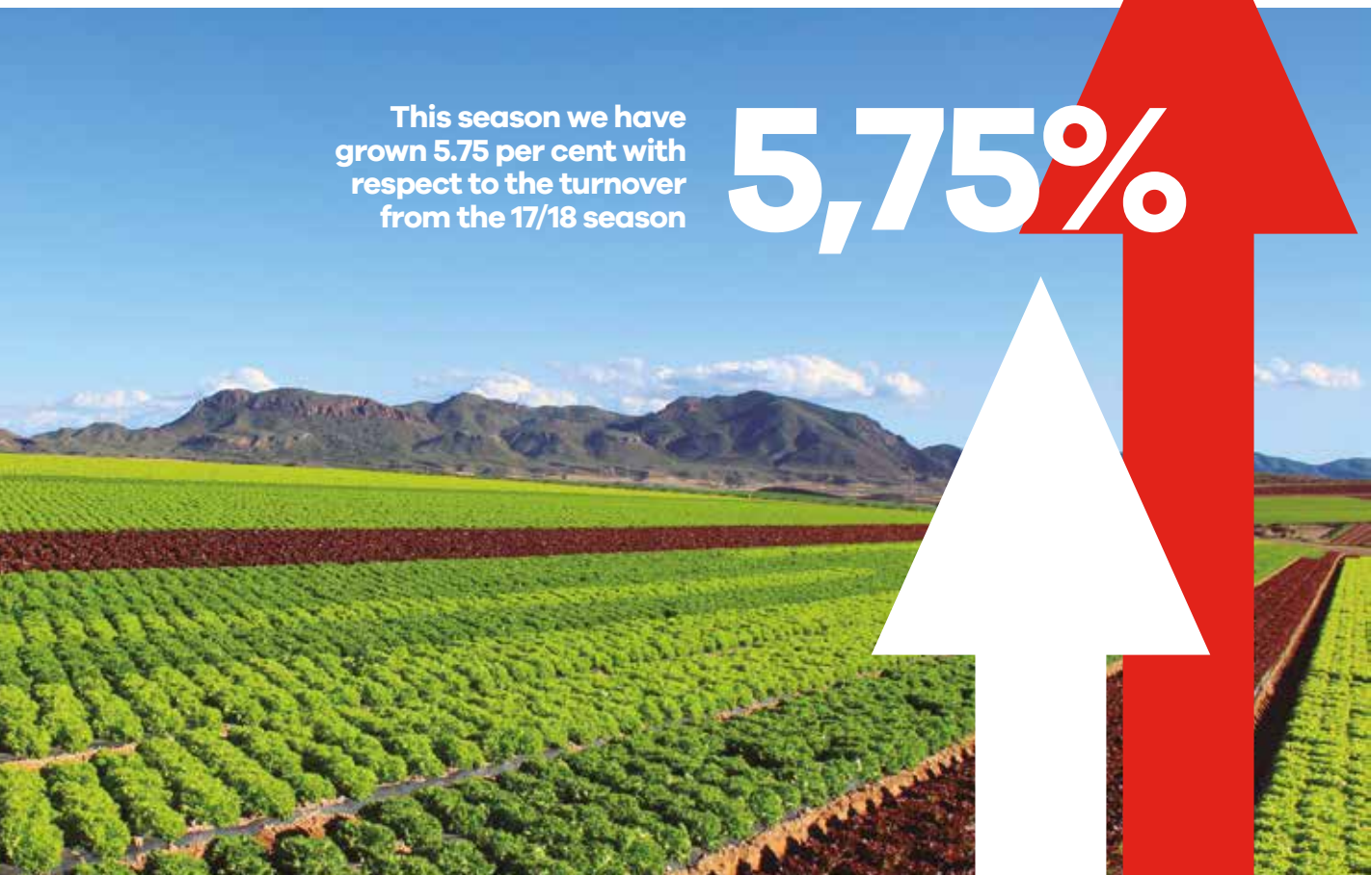
co Nurture, Field to Fork, Leaf Marque, Globalgap (GRASP, Tesco Nurture, McDonald's), Planet Proof, SMETA, Ecological Production and Marketing, and QS... the ISO14001:2015 standard having been implemented and the Carbon Footprint calculated in all our plots, as a sign of the effort and the commitment to continuous improvement with all people, institutions and groups it works with. The total clients for the season were more than 300, out of which approximately 58 per cent were from the Iberian Peninsula and 42 per cent from export, whereas the United Kingdom (10%), The Netherlands (9%), France (7%) and Germany (4%) are the main import countries.

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

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.

**This season we have grown 5.75 per cent with respect to the turnover from the 17/18 season**

**5,75%**







## Our mission

**The mission of each of the individual departments in order to achieve set objects 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.



## Our vision

**“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.

## Our values

**Los 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 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.



## 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.**

nal 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 5,800 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.

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 fi-

## 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 300, out of which 5% were from the Iberian Peninsula and 42% from export, whereas the United Kingdom, The Netherlands, France 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:

---

#### Legislation from the country of origin and the European Commission

Regulations (EC) no. 396/2005 on maximum waste limits.

Quality regulations regarding work systems: ISO 9001:2015, BRC Certificate, IFS Certificate QS Certificate, Ecological Marketing.

---

#### Good agricultural and product handling practices

GLOBALG.A.P.

QS

FIELD TO FORK (M&S)

LEAF MARQUE

PLANET PROOF

ECOLOGICAL PRODUCTION

---

#### Regulations on social liability

GRASP

SMETA

---

#### Specific requirement for each client

Waitrose

Water Risk Assessment

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.



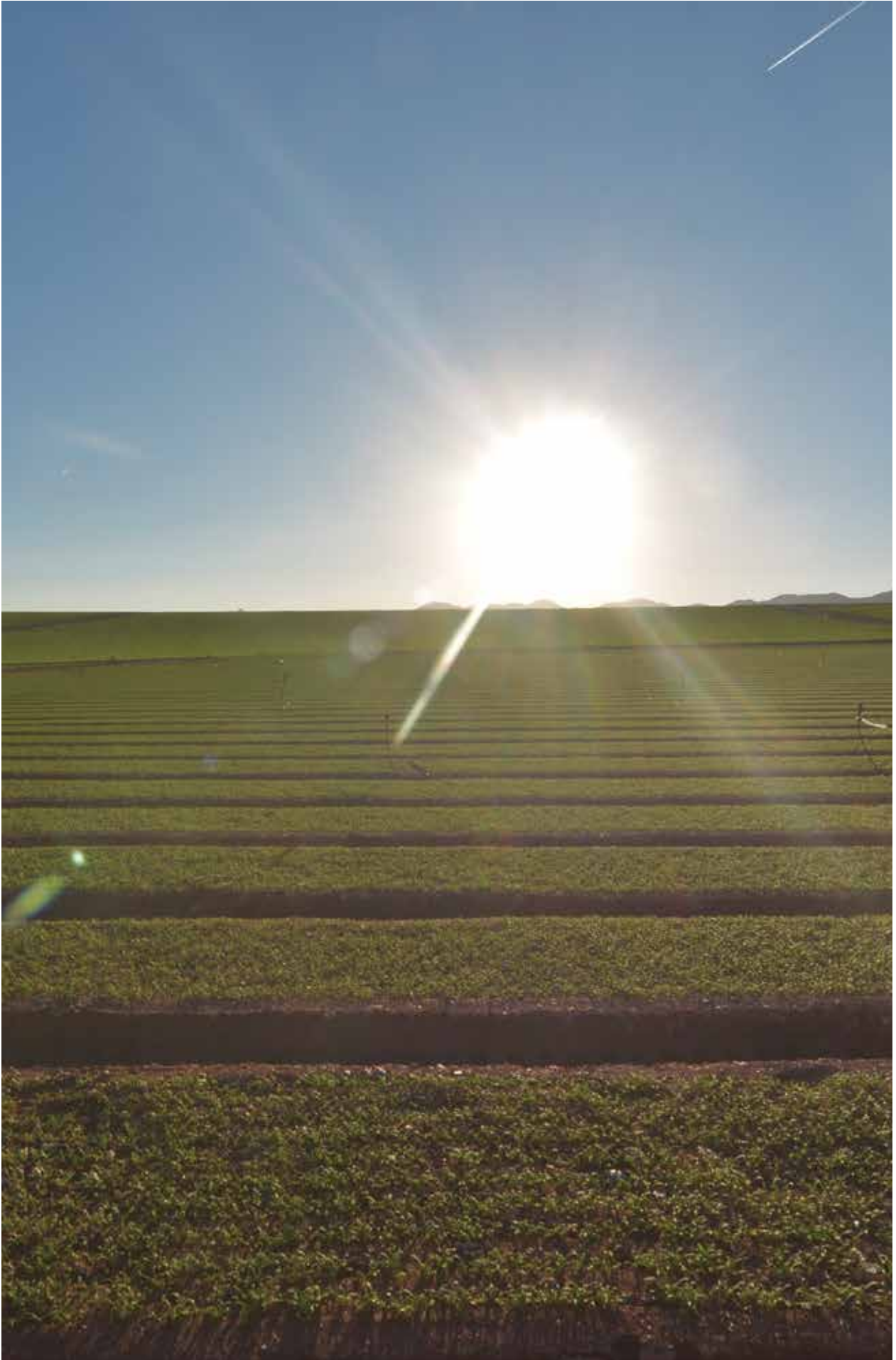
1.5

Corporate governance



\* PRIMASERVI 2001, S.L. renders counseling services of all kind in all the companies in which it as a shareholding.





## 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

<b>President</b>	Mr Lorenzo Belmonte Navarro
<b>Vice-President</b>	Mr Gerardo Peregrín González
<b>Vice-Secretary</b>	Mr José Caparrós Segura
<b>Member</b>	MrS Antonia Belmonte Mula
<b>Member</b>	Mr Cecilio Peregrín González
<b>Member</b>	MrS Margarita Peregrín González
<b>Secretary Non-Director</b>	Mr 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 International 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 financial year

18/19 more than nine meetings have been held, in which they have been assisted by a collegiate advisory body formed by an external advisor and two independent secretaries non-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:**

YEAR	ACKNOWLEDGEMENT	AWARDING ENTITY
2019	Official sponsor of the Men Junior Spain Handball Championship	
2019	Andalucía Económica Award	Andalucía Económica
2019	Asepeyo Award to best preventive practices	Asepeyo
2019	35th Anniversary Amigos del Ferrocarril	Asociación Cultural de Amigos del Ferrocarril
2019	Pre-Season Tournament Ciudad de Águilas	Club Gente Activa
2019	Sabor del Año (wrap of chicken, Caesar and quinoa)	Monadia
2019	Award in Fiesta del deporte by Onda Cero [Sports celebration]	Onda Cero
2018	Support to Centro Especial de Empleo	Asociación de personas discapacitadas 'La Esperanza
2018	1st Gastronomic Conference Ciudad de Vera	Ayto. Vera
2018	For its support to the Food Bank in Madrid	Banco de Alimentos de Madrid
2018	Certificate of Sustainability for the use of Pooling Services of CHEP España	CHEP
2018	Collaboration and labour integration of people with social difficulties	Cruz Roja
2018	In recognition of its contribution to the 10th Edition Fruit Atracción	Fruit Atracción
2018	Certificate of Sustainability for the use of ERTs of IFCO	IFCO
2018	For its commitment to sports and its values	Padelante Club
2018	Product of the Year for Tu Plato Mediterráneo. Award to innovation	Producto del Año
2018	Collaboration in the 2nd Edition 'La Desértica'	Tercio Don Juan de Austria III de la Legión
2017	4th Edition of the awards of the Agriculture in Almería. Category of technological commitment	La Voz de Almería
2017	Great award to innovation 2017	Producto del año
2015	Distinguished in the 3rd Edition of the Asepeyo Awards to the best preventive practices	Asepeyo
2013	4th Awards Los Mejores del Levante Almeriense, category Eco	La Voz de Almería
2012	Gratitude for collaboration in El Rastrillo	Asociación Nuevo Futuro Almería
2011-2012	Valued Supply Partner	Hazeldene, Naturally Fresh (Dinamarca)
2011	Gratitude for collaboration and investment in materials for the group of Protección Civil in Pulpí	Ayto. de Pulpí y Agrupación Local de Protección Civil de Pulpí
2011	Testimonial to Mr Cecilio Peregrín Martínez for his support to the Association	Asociación Cultural de Amigos del Ferrocarril
2010-2011	Valued Supply Partner	Hazeldene, Naturally Fresh (Dinamarca)
2009-2010	Valued Supply Partner	Hazeldene, Naturally Fresh (Dinamarca)
2009	Award for Business Career to Mr Lorenzo Belmonte Navarro	Asociación de Empresarios de Almería
2008-2009	Special Recognition Award	Hazeldene, Naturally Fresh (Dinamarca)
2006-2007	European Supplier of the Year	Hazeldene, Naturally Fresh (Dinamarca)







# 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

## 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:



Representative of the Board  
of Directors  
**Mr José Caparrós Segura**



Representative of the Company  
**Mr Cecilio Peregrín González**



Human Resources  
**Mr Luis Docavo Alberto**



CSR Responsible  
**Fina Fernández López**





# Let's talk about Sustainable Development Goals

Primaflor's Foundation was created on the 25th of June of 2019, being its main goals of general interest the following:

Attention to and promotion of social welfare, mainly of current or former employees of the companies within PRIMAFLOR GROUP and their families, implementing centres of child welfare, conciliation, promotion of activities to improve the quality of life.

Cooperation for the development of the promotion of social economy and the promotion of constitutional values.

Attention to and promotion of welfare in childhood, youth and in persons at risk of social exclusion or with any disability, and of elder people within the province of Almería, especially in the municipality of Pulpí, through the implementation of actions and educational, cultural, training, sports, care activities and any other ones for the benefit of their conditions of life.

Promoting Corporate Social Responsibility of the companies within the PRIMAFLOR Group.

Promoting the Corporate Volunteering in and out the PRIMAFLOR Group, by offering the participants all necessary means so that these activities may be useful and have a positive effect in the society.

Developing own programs of social action and with third parties, carried out by non-profit organisations of recognised prestige. Taking part in projects with public or private entities with which there is compatibility of goals.

## CSR Committee is formed by a managing committee and a multidisciplinary work team.

**The CSR Committee holds a minimum of four annual meetings, in which they deal with all the issues affecting the social responsibility of the company, such as:**

Update of the CSR annual report.

---

Review and update of all our active projects.

---

Materiality studies made from the surveys and the management of the data obtained therein, of all our interest groups and those suggested by the property and the company's general management.

---

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.

A clear example of this is the possibility of all the interest groups of stating everything they wish in the questionnaires systematically passed for the Materiality Stud. This is the same case as with the satisfaction studies of clients or labour environment.

Apart from knowing the concerns and claims made by clients, employees, suppliers, or the society, there is an express communication channel to report

non-ethical behaviour at the disposal of each interest group, which Works as an alert in the case of any opportunistic, abusive behaviour or, in general a lack of ethics of Primaflor's values.





## 2.2

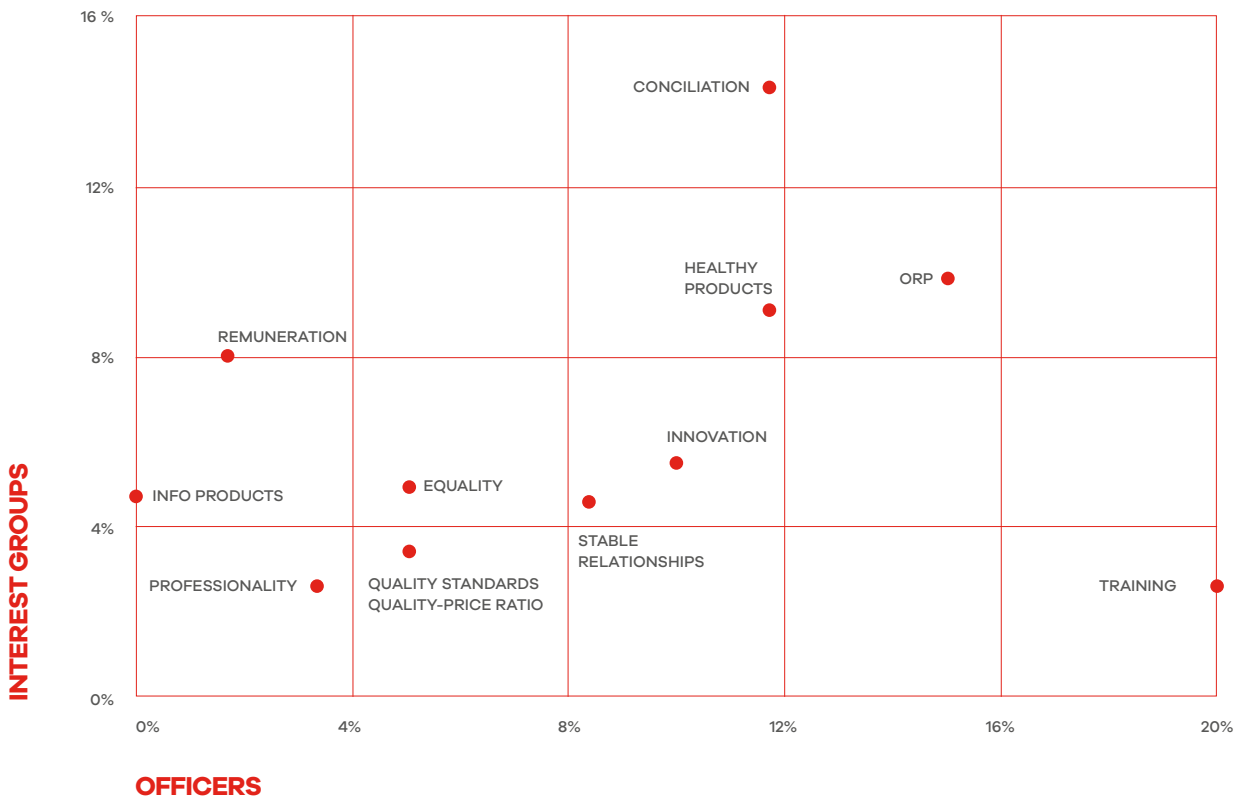
### Materiality study

**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.

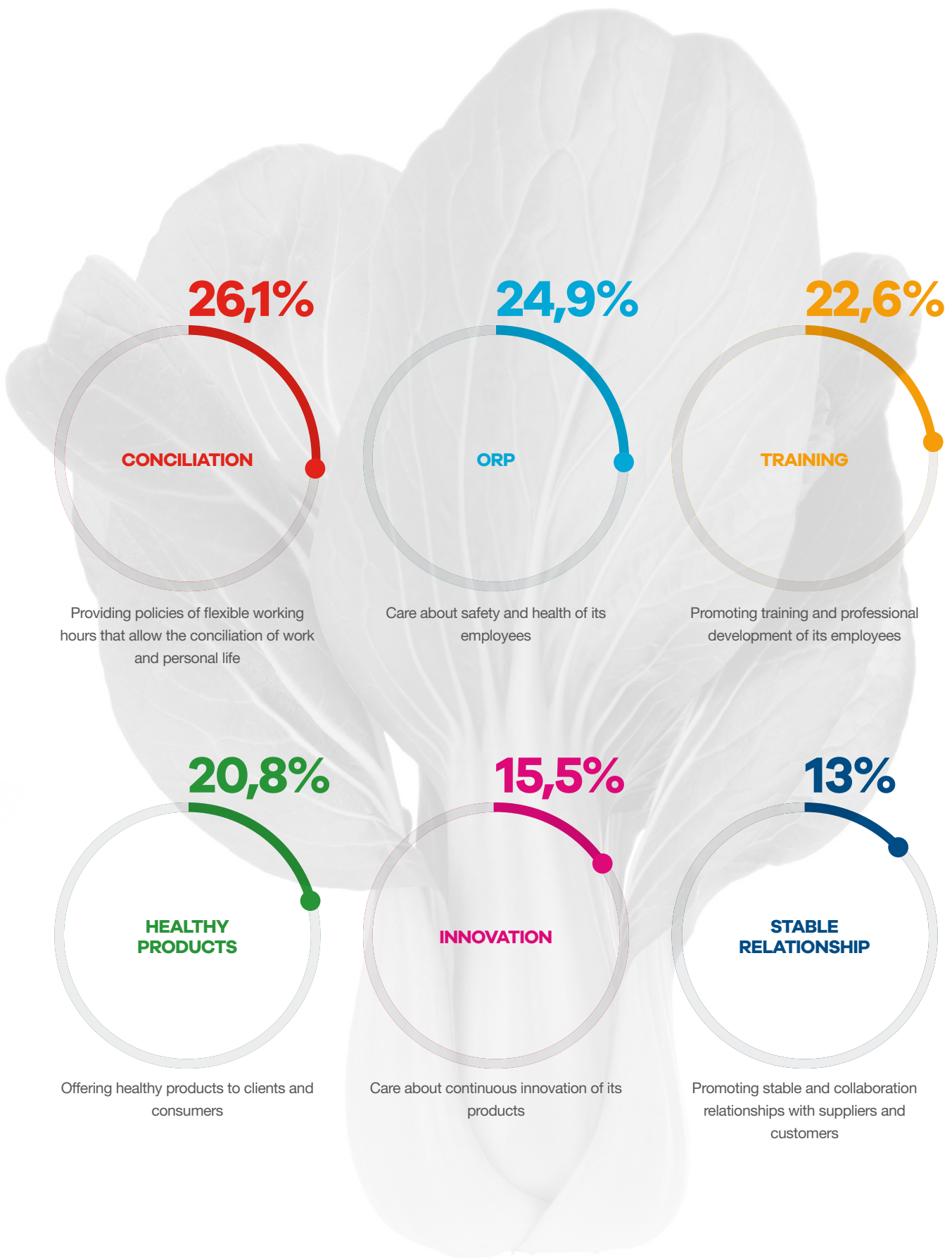
For that purpose, the respondent is offered a list of the issues and is asked to score from 0 to 10 the degree of importance or relevance. We have gone to 10 Officers, 23 Middle Managers, 31 Employees, 10 clients (national and foreign), 15 Suppliers and Farmers, 5 Company

The results are the following:





That is, 6 material aspects are identified:











## CSR Strategic Plan

**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  
→**02**Staff retreat  
→**03**ORP Project  
→**04**Training  
→**05**Healthy products  
→**06**Store  
→**07**Plan for internal communication  
→**08**Nursery  
→

Throughout the period 18-19 the CSR Committee has assessed the degree of implementation and progress of each project, and this is the result of each of them:

<p><b>01</b></p> <p><b>Flexible working hours</b></p>  <p>The project, known as Conciliation Project, consists of keeping advancing in improving conciliation through the implementation of improvements such as flexible working hours – satisfactorily <b>IMPLEMENTED</b> in two phases.</p>	<p><b>02</b></p> <p><b>Teambuilding days</b></p>  <p>With this project we intend to make our employees' families know the company through visits in situ. On a tour by bus in our farmlands as well as the different facilities, ending in the Meeting Point with a tasting and a gift bag with our products. <b>BEGUN.</b></p>	<p><b>03</b></p> <p><b>ORP</b></p>  <p>The project was born from the concern to convey in a more efficient way all necessary knowledge so as to avoid risks and accidents in the work stations. The company has been working in order to implement improvement far beyond the compliance with the Law. <b>IMPLEMENTED.</b></p>	<p><b>04</b></p> <p><b>Training</b></p>  <p><b>IMPLEMENTED.</b> In this project we have got to reflect in a report the needs of the different areas and workstations through the development of a biannual plan. There is follow-up of the same, as well as of its efficiency and satisfaction.</p>
<p><b>05</b></p> <p><b>Healthy products</b></p>  <p>The product through which we have tried to provide the consumer with information on the properties of our healthy products; we have included in the labels concepts transferring the said information, such as: recycled and recyclable product, we care about our environment... <b>IMPLEMENTED.</b></p>	<p><b>06</b></p> <p><b>Store</b></p>  <p>The project is initially intend for the employees to be able to acquire our variety of products in the cheapest and most direct way, either online or in the physical store. <b>PENDING IMPLEMENTATION.</b></p>	<p><b>07</b></p> <p><b>Plan for internal communication</b></p>  <p>This is a project through which we intend to amplify the internal communication of all relevant information for the employees, as well as to inform about all important event of daily life. <b>IN PROCESS.</b></p>	<p><b>08</b></p> <p><b>Nursery</b></p>  <p>It is just another initiative from the company (different arrangements have been made) and not from the materiality surveys. <b>PENDING DECISION.</b></p>

For each of the projects, a Sheet is made with Objective, Responsible, Term, Advance and Follow-up, being developed during the year 2018 and following ones.

# 03

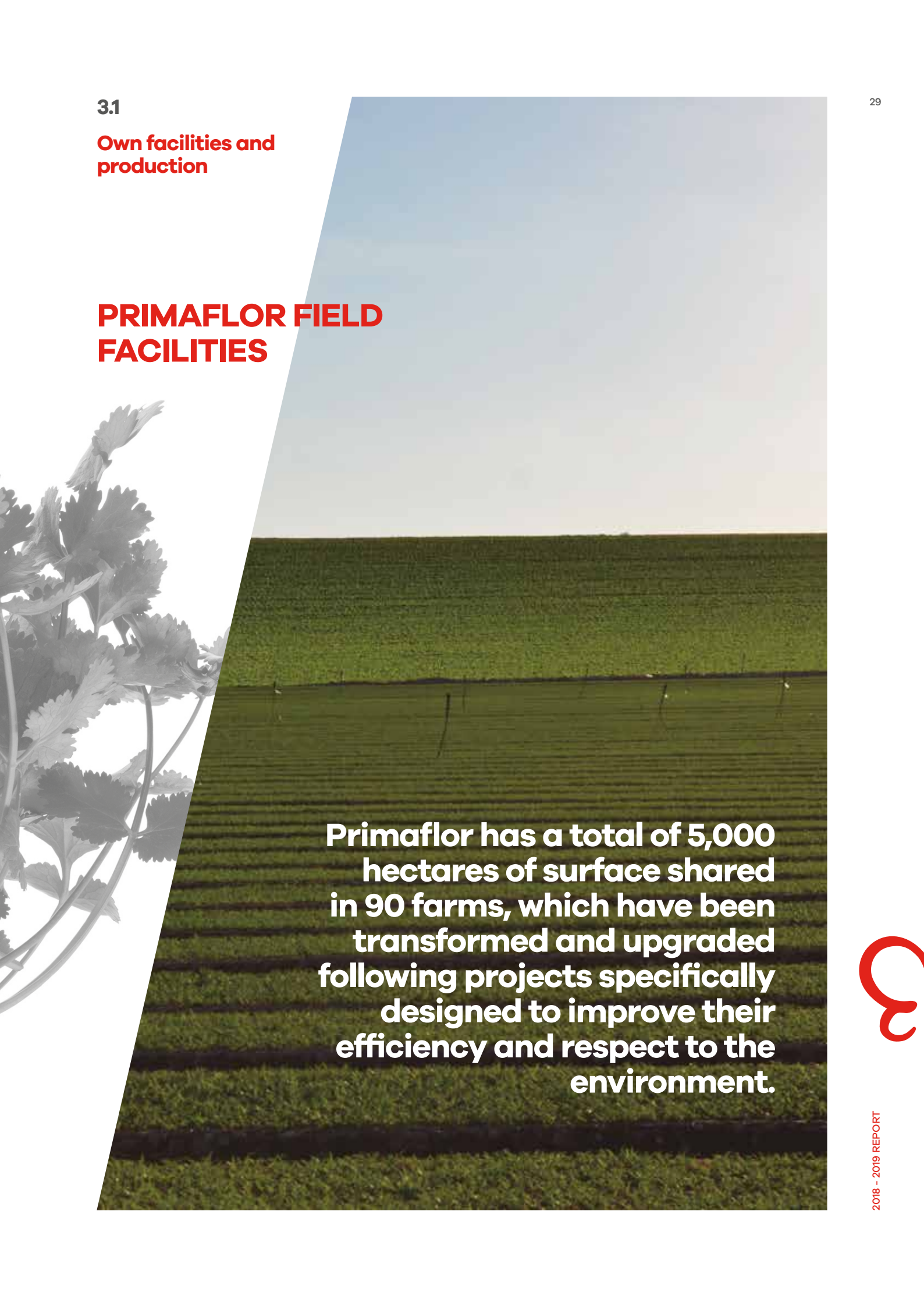
## **From the integral control of all our products**

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





## **PRIMAFLOR FIELD FACILITIES**



**Primaflor has a total of 5,000 hectares of surface shared in 90 farms, which have been transformed and upgraded following projects specifically designed to improve their efficiency and respect to the 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 (2,318.98 hectares) and Baby lettuce (752.33 hectares) stand out.

In this production process, the irrigation system is essential, and therefore, Primaflo 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 153 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

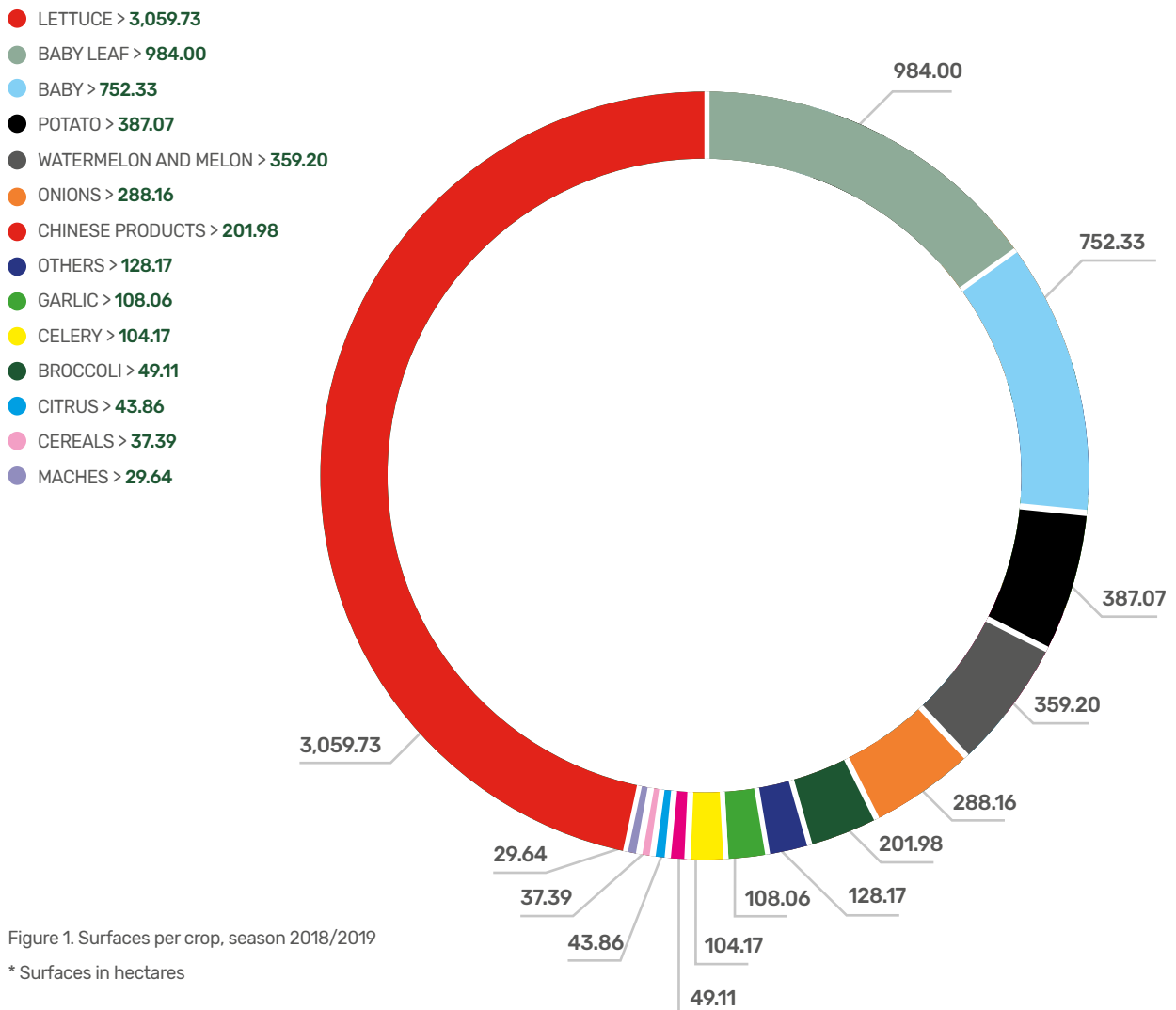


Figure 1. Surfaces per crop, season 2018/2019  
 \* Surfaces in hectares

## PULPÍ'S FACILITIES

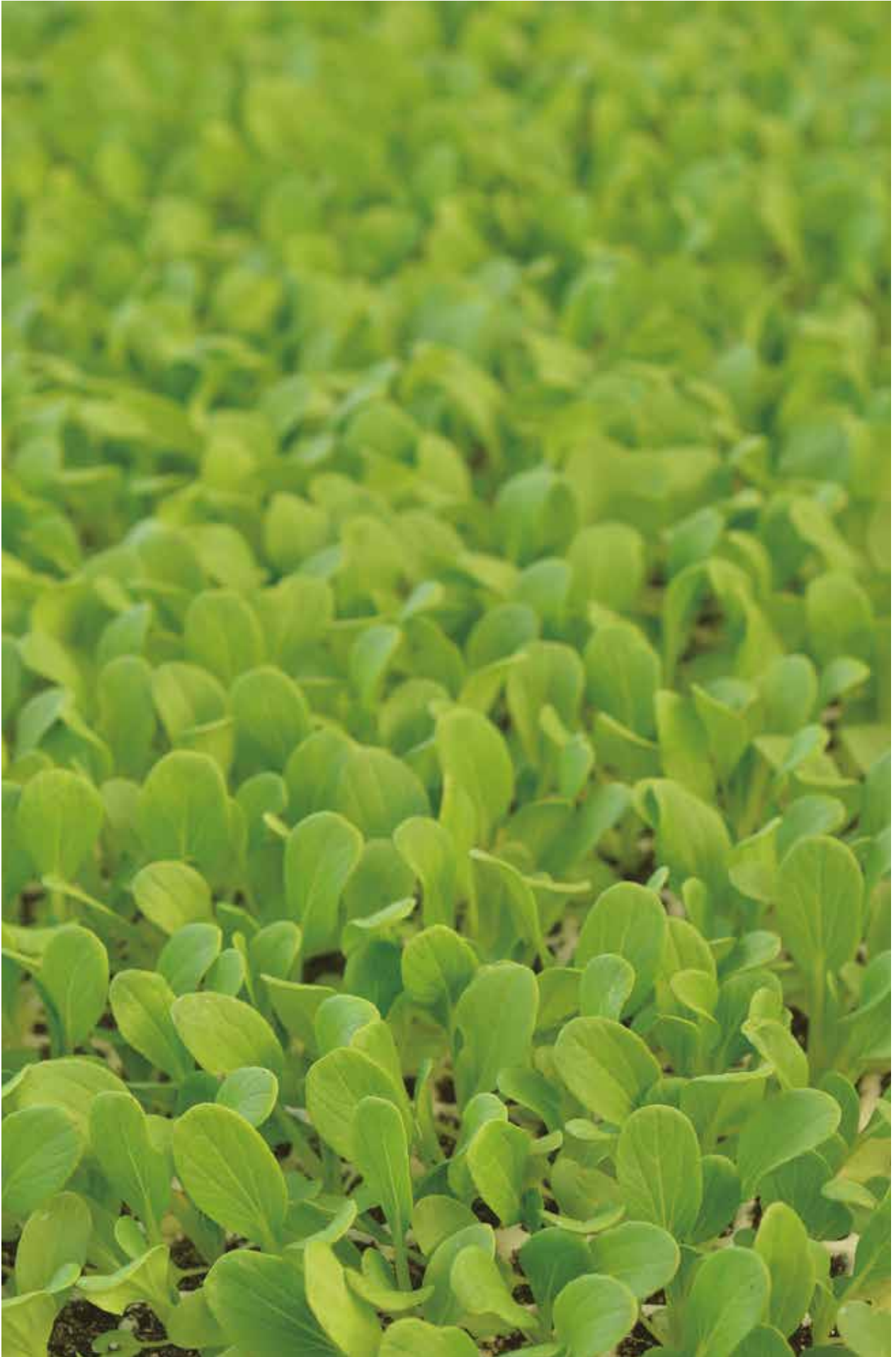
Pulpí's facilities are devoted to handling and packaging of Iceberg and Baby lettuce, with a small part to carry out products of specialty preparations.

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.

<b>HANDLING AND PACKAGING PLANT (PULPÍ)</b>	<b>Production area, canteen and changing rooms</b>	<b>Offices and other facilities</b>	<b>Cold stores</b>
17,106 m <sup>2</sup>	9,800 m <sup>2</sup>	1,306 m <sup>2</sup>	6,000 m <sup>2</sup>
<b>No. lines</b>	<b>Product</b>	<b>Capacidad</b>	
4	Iceberg lettuce	53,000 units/h	
10	Baby lettuce	40,000 units/h	
1	Romaine lettuce	14,000 units/h	
2	Product specialties		









## CANALEJAS' FACILITIES

Canalejas' facilities are devoted to processing and storage of multi-reference ready to eat salad.

It has a total of 7 washing lines and 17 automated packaging and product assembly on tray lines, cooled by two central units supplying 5,755.980 frig/h.

### PROCESSING AND STORAGE PLANT (CANALEJAS)

22,844.24 m<sup>2</sup>

### Storage chambers and dispatch of goods

15,194.24 m<sup>2</sup>

### Salad processing zone

6,025 m<sup>2</sup>

### Offices, canteen, changing rooms and other facilities

1,625 m<sup>2</sup>

### No. lines

7  
12  
5

### Product

Multi-reference salads  
Automated packaging  
Product assembly on trays

### Capacity

20.000 Tn/year

It also two vacuum cooling units with capacity to pre-cool 28 pallets each cycle.



## VILLAREJO DE ÓRBIGO (LEÓN) FACILITIES

**León's facilities are devoted to processing and storage of multi-reference ready to eat salad.**

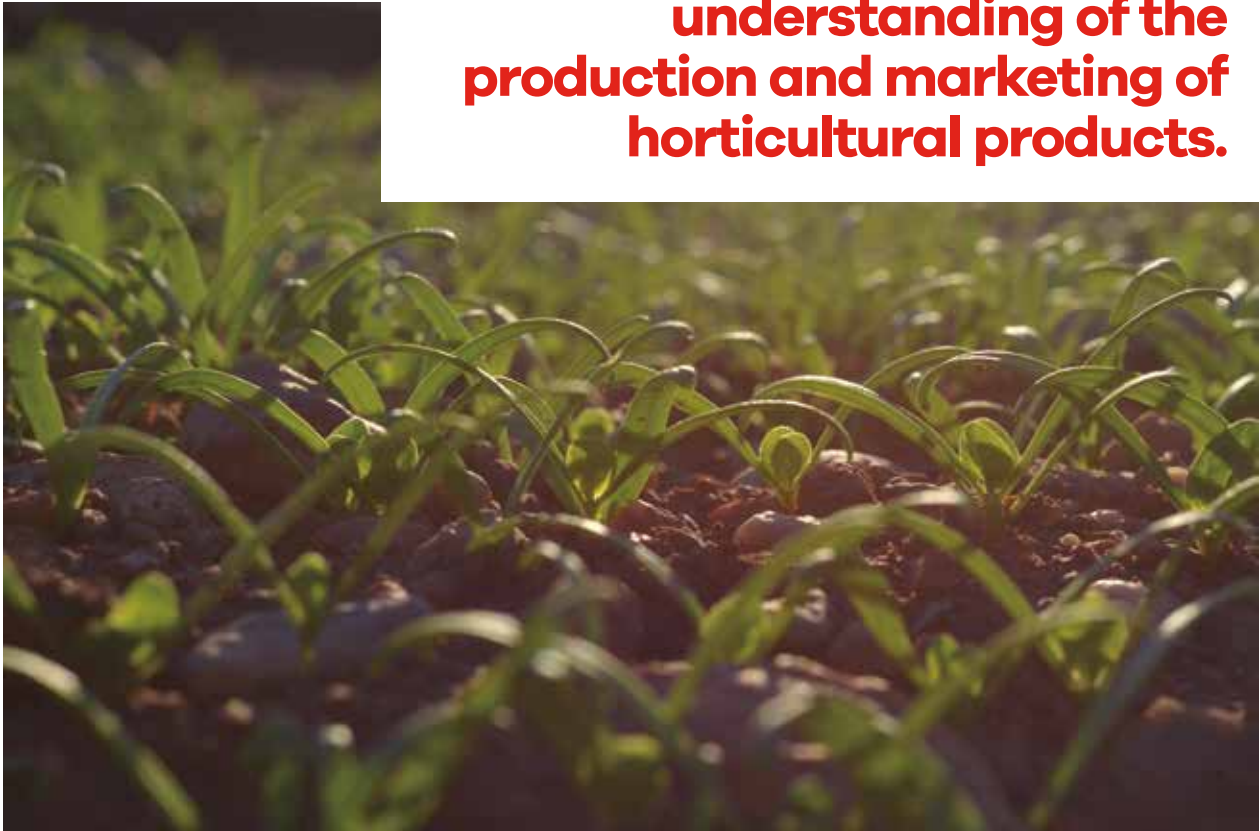
It has a total number of 6 packaging lines of multi-reference salads and automated packaging. The facilities have a total surface of 11,358 m<sup>2</sup>, 1,866 m<sup>2</sup> of construction, out of which 1,155 m<sup>2</sup> are for the production and cooling chambers area.

### PRODUCTION AND COOLING CHAMBERS AREA

1,155 m <sup>2</sup>	No. lines	Product	Capacity
	3	Multi-reference salads	3.000 Tn/year
	3	Automated packaging	

## 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, formats adapted to the new needs and capitalization of surplus.

Primaflor's development model is based on 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, as well as to reduce the impact in the environment of our activity and to contribute positively to its regeneration. This involves research and development with research centres. On the transformation of the product in gastronomic solutions adapted to the consumer needs.
- **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.
- **Customer's Service.** 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 work lines, the company keeps certifications such as: ISO9001:2015, BRC, BPP Guide Series IV, IFS (Food Defense / Security Chain), Planet Proof, Field to Fork, Leaf Marque, Globalgap (Tesco Nurture, GRASP), QS, Ecological Production and Marketing, among others.**







A special emphasis is made on regulatory compliance, i.e., 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.

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 18-19 season, Primaflor has continued to make 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.

Primaflor has a B2C web which contains a cookbook with the different use of its commercialised products, also available through its YouTube channels and social networks. In the web, they are highlighted the nutritional properties, healthy benefits and different mixtures that enhance their smell so as to reach a diet in the most genuine Mediterranean style.



### 3.3

## Food safety



**Primaflor has always been implicated in the customers' quality interests, adopting such interests as their own.**

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, Leaf Marque or Globalgap (GRASP), Ecological, which guarantee 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 conditions 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.

## 3.4

### Close relationship with local suppliers

Primaflor has about 1700 active suppliers, whereas more than half of them are in the area of Almeria, Murcia and Granada.

In order to validate 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 or compliance with the current legislation according to the different materials (packaging, packing,...). 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. The level of compliance with the agreements made is assessed every year. 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, such as GRASP, SMETA...

For all suppliers and, particularly, for all service providers, the purchase general

**Generally, and whenever possible we work with local suppliers in order to boost local economies.**

policy of the company establishes that for each new product, samples from, at least, two different supplying companies must be requested, verify and tested from the corresponding department. In the case of purchase of machinery, it is required that they certify that this machinery has been validated in accordance with the Labour Security Regulations in force at each time. 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



**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.



## 4.2

## Training



We implemented a Biannual 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.

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

During this season, Primaflor carried out several training actions oriented to improve competencies and/or professional skills such as (data analysis or reporting, purchase and sales management, etc.) which allowed the development of all the professionals within the company in the different key competences of the organisation.

**Safety and health  
In the workplace**

**We are still seeing the benefits for workers of the actions we began in past seasons.**



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.

**Awareness of the application  
of good and healthy  
practices, such as the  
stretching system before the  
beginning of the activity.**





## 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. We keep working to implement our second study of three-year materiality.







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 are the community of the area of Marquesado, in the province of Granada, Villarejo de Órbigo (León) and Caudete (Albacete). In these areas, 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 embo-

dies 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 associations, such as a local one from Pulpí, that is in charge of the uniform laundry and sewing jobs, and another one, the association Apandis in Lorca (Murcia), among others.

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, contribution of products to Food Banks, rest homes, summer camps of children from destitute family units.

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

### Organisms/ associations with which we collaborate:

FEPEX  
 PROEXPORT  
 COEXPHAL  
 5 Al Día  
 AECOC  
 AINIA  
 ASEMPAL (Asociación Empresarios Almería)  
 ACEPUL (Asociación Empresarios Pulpí)  
 ASEMCAL (Asociación Empresarios Cuevas Almazora)  
 ASAJA (Asociación Jóvenes Empresarios)  
 COAG de Almería (Coordinadora de Agricultores y Ganaderos)  
 FEN (Fundación Española de Nutrición)  
 Fundación contra la Esclerosis Múltiple de Madrid  
 Fundación Suelia  
 Fundación Caixa



# 06

## **Strong commitment to our environment**



- 6.1. Environmental policy and management
- 6.2. Production and waste, water and energy management



## Environmental policy and management

That's why on a regular and controlled basis, as reflected in our commitment to the Quality, Environment and Social Policy, projects are conducted so as to reduce consumption of natural resources, development of circular economy 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 from our value chain.

This commitment to continuous improvement and sustainable development, Primaflor continues to make efforts towards transparency of our value chain as regards environmental issues, whose basic tools are the different reports made and the adaptation of procedures and approach to work based on environmental standards known at international level, with the main certifications we have as our main tools: (ISO9001, BRC, BPP Guide Series IV, IFS (FoodDefense / Se-

### Commitment to the Environment and Sustainable Development is one of the crucial aspects of Primaflor's management and an intrinsic feature of our organisation.

curity Chain), Field to Fork, Leaf Marque, Globalgap (Tesco Nurture, GRASP), Milieukeur, Ecological Production and Marketing, QS, Carbon Footprint. All these tools let us comply with environmental requirements for the supply chain, and we also implement several sustainable initiatives, such as actions comprised within the Sustainable Development Goals (ODS). 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.

As a result of our responsibility regarding waste segregation and management, we file an annual statement as hazardous waste producers to "Junta de Andalu-

cía". We are also adhered to SIGFITO, and have our own SIGFITO Point for the collection and management of agricultural packaging in our central facilities, whereas in the year 2017 we have managed an approximate amount of 19,000 kg of SIGFITO packaging, thus complying with a sustainable development and aligned with the ODS Goals regarding the management of waste packaging.



During 2018/19 a number of milestones have been achieved as regards environmental management and sustainable development:

## 01

We are still working in order to optimize and reduce the consumption of resources all along our production chain: water consumption, fertilizers and energy, implementing the latest technology available with more efficient innovative systems that guarantee optimal, high quality crops, more and more sustainable. The implementation of all these measures is producing satisfactory results. The last season has been extremely dry.

## 02

Improvement in the performance and optimization of processes, which lets our energy and water systems be much more efficient.

## 03

Extension of the measurement of the Carbon Footprint and determination of the emissions of Greenhouse Effect Gases to a greater number of farms from Primaflor. 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 report on emissions, planning and functions. This way, Primaflor has increased more and more in recent years the number of hectares with the determination of the emissions of Greenhouse Effect Gasses associated to the processes of agricultural production, by establishing the line to be followed in the coming years.

## 04

Outstanding legalization of changes in use of the agricultural plots where we are operating.

## 05

In the training plans of the company, training regarding environmental issues, good sustainable practices, sustainable use of plant protection products and social practices has been included, setting the stage for a modification of the culture of organisation.

## 06

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

## 07

We work with some of our suppliers regarding circular economy, by carrying out an Assessment of the Life Cycle of Reusable Plastic Packaging (boxes). With these actions regarding the circular economy, we have reached the following sustainable benefits during the year 2018:

- Decrease of CO<sub>2</sub> emissions in 1,127 t. / Reduction of water consumption in 20,103 m<sup>3</sup>
- Save in electrical energy of 71,669 GJ / Reduction of waste production of 575,740 kg



## 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.**

Risk level	Waste	Type of waste	Production facilities	Removed management
Low	Plastic/Cardboard	Not dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series Offices	Juan Ros Domingo e Hijos, S.L. Hermanos Ros Contenedores y Transportes Ferroliva Contenedores El Tuerto
Low	Scrap/ Stainless steel/Hydroponic plastic/Greenhouse plastic/Irrigation tape/Aluminium/Thermal blanket/Plastic crate/Copper/PVC/Mesh/Black plastic	Not dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series	Ferroliva
Low	MSW/Vegetable waste	Not dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series	Limusa Transportes y Contenedores Manolo Contenedores El Tuerto Recuperación y Grúas Lorente
Low	Wooden pallets	Not dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series	Recuperación y Gestión de Residuos Triturados 2004
Low	Carrying boxes	Not dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series	Innovaciones Plásticas del Levante SP-Berner Plastic Group
Low	Seedbed trays	Not dangerous	Seedbeds	Cespa Serv. Urb. Murcia
Medium	Luminaires	Dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series Offices	Ambilamp
Medium	Printer toner	Dangerous	Offices Warehouses and Factories	Karkemis
Medium	RAEE	Dangerous	Offices Warehouses and Factories	Gestión y Tratamientos Medioambientales, S.L.
Medium	Used oil/filters/empty packaging/absorbing material/liquid agrochemicals/aerosols	Dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series	Ertsol, S.L. Legitrans, SL Recipacar, S.L.
Medium	Solid-liquid agrochemicals/contaminated empty packaging (plastic-metal)	Dangerous	Agricultural production farmlands Seedbeds and Warehouses Factories IV Series	Gestión y Tratamientos Medioambientales, S.L.
Medium	Plant protection packaging (SIGFITO)	Dangerous	Agricultural production farmlands Seedbeds	Albaida Residuos SL FCC Ámbito



**Apart from the segregation and management made by Primaflor, as food packaging company, out of the different wastes generated in each of our facilities, we are adhered to an Integrated System of Waste Management (ECOEMBES), in such a way that we ensure to comply with the Act on Packaging throughout our entire value chain. In the year 2018, we have managed approximately 26,000 tons of packaging, differentiating between:**



**The efforts devoted by our organisation to the protection of environment have been reflected in zero accidental spillage of waste during the period comprised within this CSR report.**

Regarding control measures and energy savings in Primaflor, we have made efforts in reducing electricity consumption, improving energy efficiency of our facilities, cooling energy recovery, evaporation's floating point, variable frequency drive, lighting sectorisation or great powers controlled boot.

As regards water consumption, we continue to take measures so as to optimize its consumption in the process depending on the type of product and the processed volume at each time, in each of our production products from "seed to table".

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 Standard	Description	Section
GRI 102:	<b>PROFILE OF THE ORGANISATION</b>	
GENERAL	102-1 Name of the organisation	Against
CONTENTS,	102-2 Activities, brands, products and services	1
	102-3 Location of the headquarters	3
	102-4 Location of the operations	1
	102-5 Nature and legal aspects of ownership	1
	102-6 Range of markets	1
	102-7 Size of the organisation	1
	102-8 Information on employees and other workers	1
	102-9 Supply chain	3
	102-10 Significant changes in the organisation and its supply chain	3
	102-11 Caution principle or approach	3
	102-12 External initiatives	1, 2 and 3
	102-13 Membership of associations	5
	<b>STRATEGY</b>	
	102-14 Declaration of senior executives responsible for decision making	1
	<b>ETHICS AND INTEGRITY</b>	
	102-16 Values, principles, standards and code of conduct	1
	<b>GOVERNANCE</b>	
	102-18 Structure of the governance	1
	<b>PARTICIPATION OF THE INTEREST GROUPS</b>	
	102-40 List of interest groups	2
	102-41 Agreements for collective negotiation	4
	102-42 Identification and selection of interest groups	2
	102-43 Approach for the participation in interest groups	2
	102-44 Key issues and concerns already mentioned	2
	<b>PRACTICE FOR WORKING REPORTS</b>	
	102-45 Entities included within the consolidated financial states	n/a
	102-46 Definition of the contents of reports and coverage	2
	102-47 List of material themes	2
	102-50 Period object of the report	2
	102-51 Date of late report	2
	102-52 Cycle for preparation of reports	2
	102-53 Contact point for questions about the report	Against
	102-54 Declaration of completion of report of conformity with GRI Standards	Does not choose
	102-55 Index of GRI contents	Annex
	102-56 External verification	Annex



GRI Standard	Description	Section
GRI 103: MANAGEMENT APPROACH,	103-2 Management approach and its components	2
	103-3 Assessment of the management approach	2
	201-1 Direct economic value generated and distributed	1
	203-1 Investments in infrastructures and supported services	3
	204-1 Proportion of expenditure in local suppliers	3
GRI 201: ECONOMIC PER- FORMANCE	301-1 Materials used per weight and volume	3
GRI 203: INDIRECT ECO- NOMIC IMPACTS,	301-2 Recycled consumables	6
GRI 204: ACQUISITION PRACTICES,	301-3 Reused products and packaging materials	6
GRI 301: MATERIALS,	302-1 Energy consumption inside the organisation	6
	302-2 Energy consumption out of the organisation	6
	302-4 Reduction of energy consumption	6
GRI 302: ENERGY,	303-3 Recycled and reused water	6
	306-1 Water spillage regarding quality and destination	6
	306-2 Wastes per type and form of removal	6
GRI 303: WATER,	306-3 Significant spillage	6
GRI 306: EFFLUENTS AND WASTES,	306-4 Transport of hazardous waste	6
	307-1 Breach of environmental legislation and regulations	6
	308-2 Negative environmental impacts in the supply chain and measures taken	6
	401-1 New recruitment of employees and staff turnover	4
GRI 307: ENVIRONMENTAL COMPLIANCE,	401-2 Benefits for full-time employees not provided for partial-time or temporary employees	4
GRI 308: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS,	403-1 Representation of the employees in formal employee-company committees for health and safety	4
GRI 401: EMPLOYMENT,	403-4 Health and safety issues discussed in formal agreements with trade unions	4
	404-1 Average yearly hours of training per employee	2 and 4
GRI 403: HEALTH AND SA- FETY AT WORK,	404-2 Programs to improve skills of employees and programs for support to transition	2 and 4
	405-1 Diversity in governing bodies and employees	4



GRI Standard	Description	Section
GRI 404: TRAINING AND LEARNING,	407-1 Transactions and suppliers whose right to freedom of association and collective negotiation might be under risk 410-1 Security personnel trained for policies and procedures of human rights	4 4
GRI 405: DIVERSITY AND EQUAL OPORTU- NITIES,	412-2 Training of employees in policies or procedures on human rights	5
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE NEGOTIATION,	413-1 Operations with participation of local community, impact assessments and development programs	3
GRI 410: PRACTICES REGARDING SECURITY,	414-1 New suppliers who have gone through selection filters in accordance with social criteria	4
GRI 412: ASSESSMENT OF HUMAN RIGHTS,	414-2 Negative social impacts in the supply chain and measures taken	1 and 4
GRI 413: LOCAL COMMU- NITIES,	416-1 Assessment of the impacts in health and safety of the categories of products and services	3
GRI 414: SOCIAL AS- SESSMENT OF SUPPLIERS,	419-1 Breach of the laws and regulations within the social and economic scopes	4



088

**ANNEX**





## VERIFICATION REPORT

April 2020

The Chair of CSR has carried out, at the request of Primaflor Group, the review of the document "Primaflor Group CSR Report 2018-9", corresponding to *Grupo Primaflor, S.L.* and its subsidiaries, worded according to the **Sustainability Reporting Standards** in their option **Essential**. The scope of the review includes text and data contained in the reference document, not including information and/or referenced data and not recorded in the document. The contents of the Report include additional information to that one required by the GRI Standards in their option essential, and our review has exclusively limited to the information identified in the tables "GRI table of contents".

The information contained in the document and its wording is the responsibility of Primaflor Group. The Chair of CSR only acts by checking the adequacy of its contents to the same. The contents of the report and the opinions expressed are the sole responsibility of Primaflor Group. The administrators of Primaflor Group are responsible for wording and presenting the said Report, in accordance with the GRI Standards, in their option essential, as per what it has been mentioned on each subject within the "GRI table of contents". In order to review the Report, the personnel responsible of obtaining and preparing those data have been interviewed.

On the basis of the procedures carried out, it has not been revealed any aspect which might lead us consider that the Document "Primaflor Group CSR Report 2018-9" corresponding to the fiscal year ended as of the 30<sup>th</sup> of July of 2019, has not been worded, in all its significant aspects, by following the GRI Standards, in their option essential, except for certain economic and governance indicators. Finally, Primaflor Group has, in general, management systems so as to identify and answer to the social, economic and environmental impacts of its activities, including the identification and answer to the different points of view of the interested parties.

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

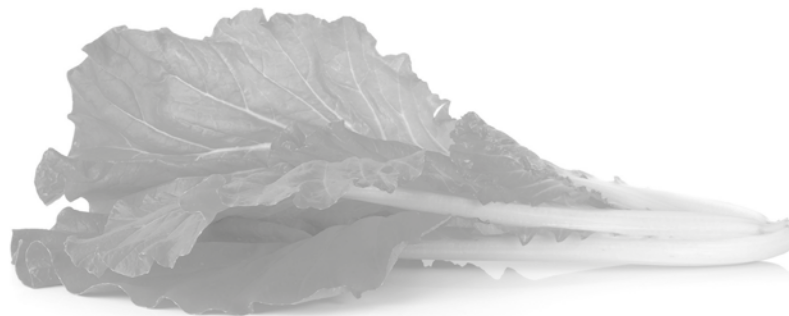
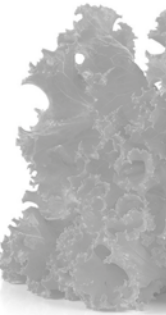
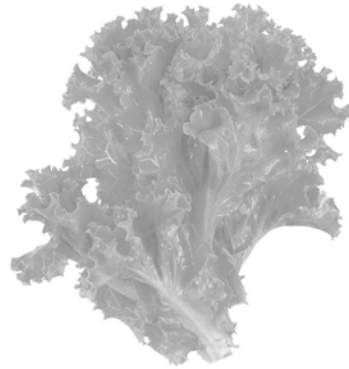
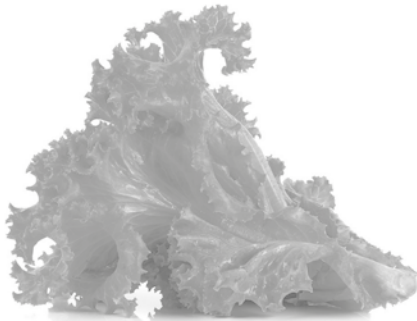
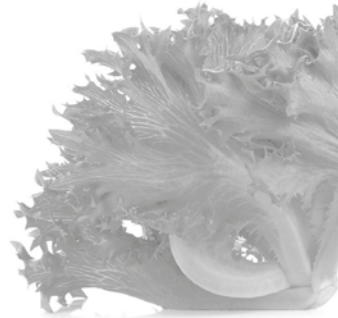
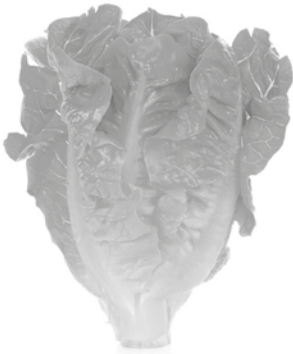
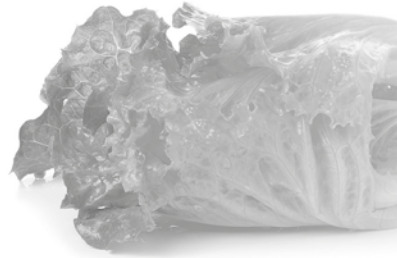
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Primaflor

CORPORATIVE  
SOCIAL RESPONSIBILITY  
REPORT  
2018-2019



# CSR

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REPORT



**Primaflor**

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