



06

COMMITMENT TO OUR PUBLIC

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Customers and consumers are two of the driving forces for development, evolution and growth of the company. The Group uses a wide variety of tools to:

1. Offer them a broad portfolio of healthy, differentiated products.
2. Anticipate and meet their needs for consumption.
3. Guarantee top quality in its products and services, meeting not only the quality standards and requirements stipulated in law, but also any stricter standards to guarantee that top quality.
4. Watch out for their health and safety, meeting the strictest food safety standards.

OUR MAIN TOOLS

1. R+D+I

This is what distinguishes us from our rivals, enabling us to develop unique products and technologies to meet our customers' needs and provide them with a differentiated range of products delivering value added.

The Group is a pioneer in the development of new concepts and innovation in the segments in which it operates. This can be seen in the new products put on the market over the past three years, such as Brillante Sabroz, Lustucru Selection, Quick Pasta, Ancient Grains, SOS Para, Brillante a la Sartén, SOS Platos, Squeez Sauces, gluten free, brown/wholewheat rice and pastas, high-fibre and high-calcium products, quinoa, etc.

Approximately one-third of the Group's total investment budget is set aside each year for innovation.

NB: Further information on R+D+I can be consulted in point 3 of the Annual Report (Business Model)

2. Quality Control and Food Safety Systems

- i. Good Manufacturing Practices (GMP):*** contemplating good practices for the handling, packaging, storage and carriage of fresh products.
- ii. Hazard Analysis and Critical Control Point (HACCP):*** a system for identification and control of the possible problems that may come to light during the design and production processes.
- iii. Quality Assurance Standards, such as:***

- ❖ The standards established by the International Organisation for Standardization (ISO 9001:2000, ISO 9001:2008 and ISO 22000).
- ❖ The International Food Standards (IFS), which, structured in line with ISO 9001:2000, are among the highest distinctions in Food Safety in all distribution sectors in Europe.
- ❖ The BRC (British Retail Consortium) certification, one of the internationally most widespread models for distributors and large retail outlets to rate their brand product suppliers.
- ❖ The Danish DS standards (Danish HACCP Code), for developing a HACCP system in the food industry and in the manufacturing of packing and packaging for food products.

The effectiveness of these programmes is assessed regularly by independent experts.

All the Group's plants are now certified for quality and food safety, and in 2015 ten new certificates were obtained.

COMPANY	COUNTRY	NAME OF WORKPLACE	CERTIFICATE
American Rice	USA	Freeport	SQF (Packaging and Warehousing)
Arrozeiras Mundiarroz	Portugal	Coruche	ISO 9001 ISO 22000 Food Product Certification IFS
Boost Nutrition	Belgium	Merksem	IFS KOSHER Organic Certification
		Schoten	IFS KOSHER Organic Certification
Catelli Foods Corporation	Canada	Montreal	SQF
Danrice	Denmark	Orbaek	BRC ISO 22000
Ebro India	India	Haryana	ISO 22000 Organic Processing BRC
Herba Bangkok	Thailand	Bangkok	ISO 9001 BRC Organic Certification HALAL KOSHER
Herba Egypt	Egypt	Beni-Suef	ISO 22000
Herba Ricemills	Spain	Coria del Río	ISO 9001 Ecological Production
		San Juan de Aznalfarache (Ready Foods Plant and Rice Plan)	ISO 9001 BRC IFS
		Aldea	ISO 22000 BRC KOSHER
		Jerez De La Frontera (Ready Foods Plant)	ISO 9001 BRC IFS
		Silla	ISO 9001 BRC IFS
		Algemesi (Ready Foods Plant)	ISO 9001 BRC IFS
		Algemesi (Rice Plant)	ISO 9001
		Algemesi (Flour Mill)	IFS

COMPANY	COUNTRY	NAME OF WORKPLACE	CERTIFICATE			
Lassie	Netherlands	Wormer	Organic Certification (SKAL)			
			HALAL KOSHER IFS GMP FEED			
Mundiriso	Italy	Vercelli	IFS BRC ISO 22000 Organic Certification			
New World Pasta	USA	Saint Louis	SQF			
		Winchester	SQF			
		Fresno	SQF			
Panzani	France	La Montre	ISO 9001 IFS			
		St Genis Laval (Fresh pasta plant)	ISO 9001 IFS			
		Gennevilliers	IFS			
		Lorette (Fresh pasta plant)	ISO 9001 IFS			
		Nanterre	ISO 9001 IFS			
		Littoral	IFS			
		Saint Just	IFS			
		Vitrolles	IFS			
Pastificio Lucio Garofalo	Italy	Gagnano	ISO 9001 KOSHER HALAL ISO 9001 Organic Certification BRC IFS			
			Riviana Foods	USA	Memphis	SQF
					Brinkley	SQF
S&B Herba Foods	UK	Clearbrook	SQF			
		Carlisle	SQF			
		Cambridge	BRC KOSHER			
		Liverpool	Brc KOSHER			

* The certificates obtained in 2015 are in bold type



PRINCIPAL PERFORMANCE INDICATORS ON PRODUCT RESPONSIBILITY

The details presented below have been obtained from all the subsidiaries of the Ebro Foods Group (listed in the section About this report) and have been prepared in accordance with the G4 Guidelines of the Global Reporting Initiative (GRI).

CUSTOMER HEALTH AND SAFETY

PRI

Percentage of significant product and service categories for which health and safety impacts are assessed for improvement

The Group companies that have made these assessments are:

	%PRODUCTS ASSESSED BY CATEGORY
Arrozeiras Mundiarroz	
Pre-cooked	100%
Traditional	100%
Ebro India	
Basmati rice	100%
Lassie	
Mixed	66.67%
Organic grain	100%
Specialties	66.67%
Mundi Riz	
White rice	100%
Cargo rice	100%
Paddy rice	100%
Parboiled rice	100%
New World Pasta Group	
Healthy pastas	100%
Specialties	100%
Traditional pastas	100%
Panzani Group	
Pastas	100%
Pre-cooked dishes	100%
Rice	100%
Sauces	100%
Semolina	100%
Riviana Group	
Healthy rices	100%
Specialties	100%
Traditional rices	100%

PR2 / PR9

Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes

SUBSIDIARY	NO. INCIDENTS	FINE
S&B Herba Foods	1	€1,000,000

During the year, S&B Herba Foods recognised an incident in a lot of short-grain rice from Italy, which was recalled from customers and points of sale. This incident did not entail any risk to health and safety.

PRODUCT AND SERVICE LABELLING

PR3

Type of information provided by the organisation on 100% of its products based on its information and labelling procedures

All our subsidiaries comply with the national laws and regulations applicable in each country. In addition, the following companies also provide the following information:

	% PRODUCTS
Environmental impact	
Herba Egypt	100%
Mundi Riz	100%
New World Pasta Group	75%
Pastificio Lucio Garofalo	40%
Riviana Group	75%
Method of product elimination	
Herba Egypt	100%
Herba Ricemills	100%
Mundi Riz	100%
New World Pasta Group	100%
Pastificio Lucio Garofalo	40%
Riviana Group	100%
Source of ingredients	
Arrozeiras Mundiarroz	100%
Herba Egypt	100%
Herba Puerto Rico	100%
Herba Ricemills	95%
Mundi Riz	100%
New World Pasta Group	100%
Panzani Group	100%
Pastificio Lucio Garofalo	100%
Riviana Group	100%

	% PRODUCTS
Product safety instructions	
Arrozeiras Mundiarroz	100%
Herba Egypt	100%
Herba Puerto Rico	100%
Herba Ricemills	95%
Mundi Riz	100%
New World Pasta Group	100%
Pastificio Lucio Garofalo	100%
Riviana Group	100%

PR4 / PR9

Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling

SUBSIDIARY	NO. INCIDENTS	AMOUNT
Pastificio Lucio Garofalo	1	€6,116.31

PR5

Customer satisfaction surveys

All the Group companies do four-monthly, annual or two-yearly customer satisfaction surveys (food companies, distribution and consumers) and have established communication channels with their customers via e-mail, questionnaires, website, telephone, etc.

The main conclusions of those surveys were:

- ❖ Positive trend in the assessment of the overall service
- ❖ Good score in our customers' satisfaction rating
- ❖ Requests for new products
- ❖ It has been established that the company has a clear product responsibility communication policy and clear communication in the social media.

MARKETING COMMUNICATIONS

PR6

Report whether the organisation sells products that are banned in certain markets or the subject of debate among stakeholders

None of the Group companies sells products that are banned in certain markets or the subject of public debate among stakeholders.

PR7

Total number of incidents of non-compliance with regulations concerning marketing communications, including advertising, promotion, and sponsorship

There were no incidents of non-compliance by any of the Group companies in 2015.

CUSTOMER SERVICES AND PRIVACY

Customer Services

Information on the nutritional properties of all Ebro Group products is provided on the packaging, along with the physical address of the company and, where appropriate, its website, e-mail and telephone number.

The different customer services departments collect data and generate information for the quality system. Grievances are answered by telephone or e-mail, according to the details given by the customer. A case file is opened for each incident and reported internally to the Quality Department, which checks and monitors the relevant quality system in case of error and takes the necessary measures to offer a solution.

As a rule, the companies follow up all grievances by telephone to check consumer satisfaction.

Statistical monitoring is regularly conducted of all incidents and proposals for improvement made by consumers are discussed at the different Management Committee meetings held every month within each company.

PR8

Total number of substantiated complaints received concerning breaches of customer privacy and losses of customer data

No incidents were reported in this regard in any of the Group companies in 2015.



CUSTOMER HEALTH AND SAFETY

FP5

Percentage of production volume manufactured in sites certified by an independent third party according to internationally recognized food safety management system standards

SUBSIDIARY	PRODUCT MANUFACTURED	NAME OF PRODUCER	COUNTRY	% PRODUCTION
Arrozeiras Mundiarroz	Pre-cooked	Herba Ricemills	Spain	100%
	Noodles	Nissin Foods Ltd.	Hungary	100%
Herba Ricemills	Cargo rice	Cdad. Bienes San Andrés	Spain	0.02%
	Cargo rice	Cooperativa de la Puebla	Spain	0.06%
	Long-grain parboiled	Extremeña de arroces	Spain	0.10%
	Cargo rice	Arrozua	Spain	0.02%
Lassie	Coloured rice (yellow)	Huijbregts Groep, Helmond	Netherlands	1.30%
	Fibre kernels, based on rice and peas	Maselis, Roeselare	Belgium	1.20%
	MCereals mix	Huijbregts Groep, Helmond	Netherlands	0.50%
Mundi Riso	Basmati white rice	Herba Ricemills	Spain	7.15%
	Parboiled rice	Riseria di Vespolate	Italy	2.92%
	White rice	Riseria Merlano	Italy	2.63%
	Parboiled rice	Riso Scotti	Italy	2.59%
	Parboiled rice	Riso Viazzo	Italy	2.12%
New World Pasta	Pasta	A Zerega & Sons	USA	2.57%
	Gluten-free pasta	Molino Andriani	Italy	1.85%
	Lasagne	Luchetti	Chile	0.50%
	Lasagne	Valin	Italy	0.02%
	Sauces	Inpralsa	Spain	0.36%
	Mac & Cheese Meal	Bay Valley	USA	0.08%
Panzani	Pasta	Griss Pasta	Canada	0.68%
	Rice	Boost Nutrition	Belgium	2.40%
	Sauces	Casalasco	Italy	1.70%
	Pasta	Colussi	Italy	1.90%
	Sauces	Gallina Blanca Star	Spain	10.40%
	Rice	Herba Ricemills	Spain	2.80%
	Pasta	Newlat	Italy	1.80%
Sauces	William Saurin	France	1.10%	
Pastificio Lucio Garofalo	Pasta	Labor, Vietri, Tandoi, Paone, Pastai	Italy	1.19%
	Pasta	Liguori	Italy	0.37%
	Pasta	Newlat	Italy	3.11%
	Pasta	Durum Gida	Turkey	1.07%
	Pasta	Goymen	Turkey	1.56%
	Pasta	Mutlu	Turkey	20.51%
	Pasta	Panzani, Bacchini	France	0.30%
Riceland Magyarorzag	All products	Oryza-Karex LTD	Hungary	100.00%
Riviana	Rice specialties	Farmers Rice Coop	USA	0.10%
	Rice specialties	ADM Rice	USA	1.01%
	Rice	Sem Chi	USA	0.74%
	Rice mix	Crest Foods	USA	0.11%

PROMOTION OF HEALTHY FOOD AND HEALTHY LIFESTYLES

FP7

Percentage of total sales volume of consumer products in the health category

The Group has decided to invest in a new category of products targeting health, putting new products on the market based on concepts such as ancient grains, gluten free, quinoa, whole grain, high fibre, vitamins, minerals, etc., focusing increasingly on everything to do with organic and natural foods.

As a result of these efforts, this new category accounted for 10.08% of the Group's consolidated sales in 2015.

€	SALES OF PRODUCTS IN THE HEALTHY FOOD RANGE	% TOTAL SALES
Europe	55,777,389.13	5.31%
North America	207,733,348.78	13.30%
Total	263,510,737.91	10.08%

