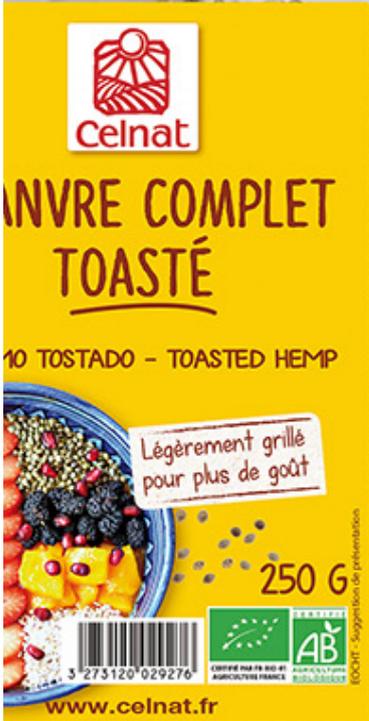


COMMITMENT
to our Public





EBRO FOODS, S.A.

Commitment to our Public

Customers and consumers are two driving forces for development, evolution and growth of the company. The Ebro 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 AND INNOVATION

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

The Ebro 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, SOS Vidasania, Brillante a la Sartén, SOS Platos, Squeez Sauces, gluten free, brown/wholewheat rice and pastas, high-fibre and high-calcium products, quinoa, Brillante Benefit, etc.

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

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 any 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.

In this context, all the Ebro Group plants have been certified for quality and food safety, having a total of 135 certifications between them. The companies also make regular assessments of their products to promote their safety and improvement. During 2018, the subsidiaries Arrozeiras Mundiarroz (Portugal), Catelli Foods (Canada), Geovita (Italy), Lassie (Netherlands), Riviana Foods (USA) and Vegetalia (Spain) made such assessments.

COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
ARROZEIRAS MUNDIARROZ	PORTUGAL	CORUCHE	ISO 9001 ISO 22000 FOOD PRODUCT CERTIFICATION IFS
AROTZ	SPAIN	NAVALENO	IFS
BERTAGNI	ITALY	AVIO	BRC IFS
		VICENZA	BIOS - ORGANIC CERTIFICATION BRC IFS
BOOST NUTRITION	BELGIUM	MERKSEM	IFS KOSHER ORGANIC CERTIFICATION
CATELLI FOODS CORPORATION	CANADA	MONTREAL	SQF
		DELTA	BRC
		HAMILTON	BRC
CELNAT	FRANCE	SAINT GERMAIN LAPRADE	ORGANIC CERTIFICATION DEMETER BIODYNAMIC AGRICULTURE
EBRO INDIA	INDIA	TARAORI	ISO 22000 ORGANIC CERTIFICATION BRC IPQC PPQS KOSHER ISO-17025 (LAB.)
EBROFROST DENMARK	DENMARK	ORBAEK	BRC KOSHER ORGANIC CERTIFICATION
EBROFROST UK	UK	BECKLEY	BRC
EBROFROST NORTH AMERICA	USA	MEMPHIS	SQF



COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
GEOVITA	ITALY	BRUNO	FSSC 22000 ORGANIC KOSHER HALAL
		NIZZA MONFERRATO	FSSC 22000 ORGANIC
		VILLANOVA MONFERRATO	BRC IFS ORGANIC
HERBA BANGKOK	THAILAND	SARABURI	ISO 9001 BRC ORGANIC CERTIFICATION HALAL KOSHER GMP & HACCP GLUTEN FREE CERTIFICATION FAIR TRADE & FLOCERT CERTIFICATION FAIR TRADE-ECO SOCIAL STANDARD CERTIFICATION
HERBA CAMBODIA	CAMBODIA	PHNOM PENH	ISO 9001 ORGANIC CERTIFICATION (EU) ORGANIC CERTIFICATION (NOP) GMP & HACCP
HERBA EGYPT	EGYPT	MANSOURA	ISO 22000
HERBA INGREDIENTS	BELGIUM	SCHOTEN	ORGANIC CERTIFICATION
	BELGIUM	SCHOTEN	IFS GMP
	BELGIUM	SCHOTEN	IFS GMP ECOLOGICAL CERTIFICATION
	NETHERLANDS	WORMER	IFS GMP KOSHER HALAL ORGANIC CERTIFICATION CHINESE ORGANIC
	NETHERLANDS	WORMER	IFS GMP ORGANIC CERTIFICATION

COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
HERBA RICEMILLS	SPAIN	CORIA DEL RÍO	IFS
			ISO 9001
		SAN JUAN DE AZNALFARACHE (Ready foods plant and Rice plant)	ECOLOGICAL CERTIFICATION
			KOSHER
			ISO 9001
			BRC
		JEREZ DE LA FRONTERA Ready foods plant and Rice plant)	IFS
			ECOLOGICAL CERTIFICATION
		SILLA	KOSHER (rice)
			ISO 9001
BRC			
ALGEMESÍ (Ready foods plant and Rice plant)	IFS		
	ECOLOGICAL CERTIFICATION		
ALGEMESÍ (Rice plant)	KOSHER		
	GLUTEN FREE CERTIFICATION		
ALGEMESÍ (Flour mill)	ISO 9001		
	BRC		
LA RINCONADA	ISO 45000		
	ISO 9001		
LOS PALACIOS	KOSHER		
	ISO 45000		
LASSIE	NETHERLANDS	WORMER	ISO 45000
			ISO 9001
LASSIE	NETHERLANDS	WORMER	IFS
			ECOLOGICAL CERTIFICATION
			KOSHER
LASSIE	NETHERLANDS	WORMER	ECOLOGICAL CERTIFICATION
			GMP



COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE	
LUSTUCRU	FRANCE	SAINT GENIS LAVAL (Fresh pasta plant)	IFS	
		LORETTE (Fresh pasta plant)	IFS	
		COMMUNAY (Fresh pasta plant)	IFS	
MUNDI RIZ	MOROCCO	LARACHE	ISO 22000	
MUNDIRISO	ITALY	VERCELLI	IFS	
			BRC	
			ISO 22000	
			ECOLOGICAL CERTIFICATION	
			KOSHER	
PANZANI	FRANCE	LA MONTRE	FSSC 22000	
			IFS	
			GENNEVILLIERS	IFS
			NANTERRE	IFS
			LITTORAL	FSSC 22000
			SAINT JUST	IFS
			VITROLLES	IFS
PASTIFICIO LUCIO GAROFALO	ITALY	GRAGNANO	ECOLOGICAL CERTIFICATION	
			LYON	ECOLOGICAL CERTIFICATION
			KOSHER	
			HALAL	
			PASTA DI GRAGNANO IGP	
			NON GMO VERIFIED PROJECT	
			ECOLOGICAL CERTIFICATION	
BRC				
IFS				
VEGAN				
RIVIANA (RICE)	USA	MEMPHIS	SQF	
		BRINKLEY	SQF	
		CLEARBROOK	SQF	
		ALVIN	SQF	
		CARLISLE	SQF	
		FREEPORT	SQF	
RIVIANA (PASTA)	USA	SAINT LOUIS	SQF	
		WINCHESTER	SQF	
		FRESNO	SQF	
ROLAND MONTERRAT	FRANCE	FEILLENS	IFS	



COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
S&B HERBA FOODS	UK	CAMBRIDGE	BRC KOSHER
		LIVERPOOL	BRC KOSHER
VEGETALIA	SPAIN	CASTELLCIR	IFS ECOLOGICAL CERTIFICATION
		JEREZ DE LA FRONTERA	ECOLOGICAL CERTIFICATION



64

NO. PRODUCTION
PLANTS



146

TOTAL QUALITY
CERTIFICATIONS



16

NEW CERTIFICATIONS
SINCE 2017

PRODUCT AND SERVICE LABELLING

All our companies comply with the national laws and regulations applicable in each country.

CUSTOMER AND CONSUMER 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, which are discussed at the different Management Committee meetings held every month within each company.



The communication channels used with consumers in the different companies are indicated below:

COMPANY	COUNTRY	COMMUNICATION CHANNELS USED WITH CUSTOMERS
Arrozeiras Mundiarroz	Portugal	Telephone, e-mail, post and social media
Bertagni	Italy	Telephone, e-mail, website and social media
Boost Nutrition	Belgium	Telephone, e-mail, website and social media
Catelli - Olivieri	Canada	Telephone, e-mail, website and social media
Euryza	Germany	Telephone, e-mail, website and social media
Garofalo	Italy	Telephone, e-mail, website and social media
Herba Ricemills	Spain	Telephone and e-mail
Lassie	Netherlands	Telephone, e-mail, Website and social media
Lustucru	France	Telephone and post
Panzani	France	Telephone, e-mail, post and social media
Riceland	Hungary	Telephone, e-mail and website
Risella	Finland	Telephone
Riviana	USA	Telephone, e-mail, Website and social media

INCIDENTS DURING THE YEAR

INCIDENTS REGISTERED WITH LARGE CUSTOMERS

Overall, 9 incidents were registered in 2018, 5 of which corresponded to a voluntary product recall in France and 4 to product name and labelling issues.

CLAIMS FROM END CONSUMERS

The following table shows the number of claims (packaging defects, requests for information, sensory properties, etc.) handled during 2018, by company.

COMPANY	COUNTRY	NUMBER OF INCIDENTS
Arrozeiras Mundiarroz	Portugal	104
Bertagni	Italy	270
Boost Nutrition	Belgium	164
Catelli - Olivieri	Canada	2,239
Euryza	Germany	408
Garofalo	Italy	518
Herba Ricemills	Spain	1,091
Lassie	Netherlands	328
Lustucru	France	1,448
Panzani	France	6,709
Riceland	Hungary	75
Risella	Finland	123
Riviana	USA	12,826 (rice) 17,508 (pasta)

None of the companies in the Ebro Group received any notification from customers during 2018 of incidents regarding privacy or data breaches.

% PRODUCTION OUTSOURCED

The following table shows the percentage of production volume manufactured at certified sites by an independent third party according to internationally recognised food safety standards

COMPANY	PRODUCT MANUFACTURED	NAME OF PRODUCER	COUNTRY	% PRODUCTION
ARROZEIRAS MUNDIARROZ	Noodles	Nissin Foods Kft.	Hungary	100%
	Ready-to-Eat, Essential	Herba Ricemills	Spain	100%
BERTAGNI	Gluten free pasta	Picchiotti	Italy	100%
	Gnocchi	Crivellin - Il Pastaio di Brescia - Master - Grandi Pastai Italyni	Italy	100%
CATELLI	Dry pasta	Griss	Canada	3.9%
	Dry pasta	Zerega	USA	1.4%
	GF Lasagne	Fazion	Italy	0.2%
	Gnocchi	Lustucru	France	2%
	Sauce	DelGrosso	USA	1%
	Sauce	Inpralsa	Spain	1.3%
EBRO INDIA	Arroz	BB International	India	20%
GAROFALO	Preserved tomato	ICABA	Italy	100%
	Dry pasta	De Matteis Agroalimentare spa	Italy	100%
	Dry pasta	Newlat spa	Italy	100%
	Dry pasta	Soc Coop pastai gragnanesi	Italy	100%
	Dry pasta	Labor srl	Italy	100%
	Extra virgin olive oil	Manfredi Barbera & figli spa	Italy	100%
	Fresh pasta	PAC srl	Italy	100%
	Fresh pasta	Pastificio Gaetarelli srl	Italy	100%
	Fresh pasta	Bertagni spa	Italy	100%
	Gluten free pasta	Mennucci Spa	Italy	100%
	Potato balls	Il Pastaio srl	Italy	100%
	Wheat flour	Selezione Casillo srl	Italy	100%
	GEOVITA	Shinode sushi rice	Mundiriso	Italy
HERBA RICEMILLS	Long-grain cargo rice	Comunidad de Bienes San Andrés	Spain	2.4%
LASSIE	Cereal mix	Huijbregts Groep, Helmond	Netherlands	0.1%
	Rice colouring (yellow)	Huijbregts Groep, Helmond	Netherlands	0.46%
	Rice and pea-based fibre grains	Maselis, Roeselare	Belgium	0.08%





COMPANY	PRODUCT MANUFACTURED	NAME OF PRODUCER	COUNTRY	% PRODUCTION
MUNDI RISO	Cargo rice	Cascina Belvedere	Italy	0.15%
	Milled rice	Gariboldi spa	Italy	0.87%
	Milled rice	Riseria di Merlano	Italy	1.35%
	Parboiled rice	Parboriz	Italy	1.04%
	Parboiled rice	Riseria di Vespolate	Italy	5.33%
	Parboiled rice	Riso Scotti	Italy	0.79%
	Parboiled rice	Riso Viazzo	Italy	4.79%
RIVIANA	Calrose	ADM	USA	1%
	Jasmine rice	Herba BK	Spain	10.8%
	Mahatma/Carolina 20 pound	SemChi	USA	0.7%
	RTS & Basmati	Herba Ricemills	Spain	1.7%
	SUP Rice Mixes	Pacmoore	USA	0.8%
	Dry pasta	Ferraro	Italy	0.1%
	Dry pasta	Granarolo	Italy	0.2%
	Dry pasta	Zerega	USA	1.4%
	Mac & Cheese	Quality Pasta	USA	0.1%
	Oven Ready lasagne	Fazion	Italy	0.5%
VEGETALIA	Cereals and sugar	Ecobasics BIO	Spain	0.57%
	Nuts	Paño Fruits	Spain	0.48%
	Cupcakes and sponges	Las Granja Foods 1959	Spain	1.23%
	Pulse/egume-based dry pasta	S.A.P.A. Societe avignonnaise de pates	France	1.84%
	Crisps	Aperitivos Añavieja	Spain	0.29%
	Sausages	Biosurya	Spain	0.53%
	Maple syrup	Cofradex APS	Canada	0.25%
	Pulse-based snacks	Szimita trade	Hungary	0.11%
	Super foods	Raab Vitalfood	Germany	1.34%
	Rice cakes	Sanorice	Italy	4.5%
	Vinagers	JR Sabater	Spain	0.02%

PROMOTION OF HEALTHY FOOD AND HEALTHY LIFESTYLES

The Ebro Group is investing heavily to complete all its brands on a global scale with a new category of products targeting health, putting new healthy 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.

In 2018, sales of the Healthy segment accounted for 9.34% of the sales of companies selling health target products within the Ebro Group.

DETAILS OF SALES IN THE HEALTHY FOOD RANGE, BY COMPANY

	TOTAL SALES HEALTHY SEGMENT (€)	% TOTAL SALES OF THE COMPANY 2018	TOTAL NET SALES (€)
Arrozeiras Mundiarroz	285,961	0.86%	33,328,915
Bertagni	1,538,895	1.95%	79,000,000
Catelli	22,784,402	16.93%	134,561,652
Celnat	20,831,133	98.54%	21,139,693
Garofalo	38,431,307	25.05%	153,391,369
Geovita	610,839	1.47%	41,679,000
Herba Ricemills	13,154,061	13.04%	100,900,614
Herba Ricemills Romania	376,352	6.43%	5,851,783
Lassie	1,717,453	6.41%	26,779,363
Lustucru	810,000	0.61%	132,556,000
Panzani	12,871,577	2.68%	479,652,250
Riceland Magyarorzag	410,849	6.08%	6,761,951
Riviana Arroz	59,298,961	9.61%	616,972,046
Riviana Pasta	22,749,605	8.38%	271,343,708
Stevens&Brotherton Herba Foods	1,779,180	1.45%	122,348,708
Vegetalia	11,373,340	100.00%	11,373,340
TOTAL	209,023,915	9.34%	2,237,640,391

In addition, the Ebro Group has created the blog Sentirsebiensenota.com (.es) [lit.: 'when you feel good, it shows'], an informative space in which nutritionists, researchers and professionals of the sector post articles, recipes and advice for the public promoting healthy eating habits and maintaining an active lifestyle.

