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**Commitment to  
our public:  
customers and consumers**



**GOAL:** *Offer products that come up to the expectations of society in general and our customers and consumers in particular in terms of quality, safety, nutrition, health and well being. Actively promote healthy lifestyles through awareness campaigns and training programmes*

Customers and consumers are two of the 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, Squeeze 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.

*NB: Further information on R&D and Innovation 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 Ebro Group's plants are now certified for quality and food safety.

COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
<b>Arrozeiras Mundiarroz</b>	Portugal	Coruche	ISO 9001
			ISO 22000
			Food Product Certification
<b>Boost Nutrition</b>	Belgium	Merksem	IFS
			KOSHER
			Organic Certification
<b>Catelli Foods Corporation</b>	Canada	Montreal	SQF
		Delta	BRC
		Hamilton	BRC
<b>Celnat</b>	France	Saint Germain Laprade	Organic Certification
			<b>Demeter Biodynamic Agriculture</b>
<b>Danrice</b>	Denmark	Orbaek	BRC
			ISO 22000
<b>Ebro India</b>	India	Taraori	ISO 22000
			Organic Certification
			BRC
			IPQC
			<b>PPQS</b>
<b>Fallera Nutrición</b>	Spain	Silla	<b>ISO 9001</b>
<b>Herba Bangkok</b>	Thailand	Bangkok	ISO 9001
			BRC
			Organic Certification
			HALAL
			KOSHER
			GMP & HACCP
			<b>Gluten Free Certification</b>
<b>Herba Egypt</b>	Egypt	Heliopolis	ISO 22000

COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
Herba Ingredients	Belgium	Schoten	<b>Organic Certification</b>
			IFS
			GMP
	Netherlands	Wormer	KOSHER
			IFS
			GMP
			KOSHER
			HALAL
			Organic Certification
			Chinese Organic
Herba Ricemills	Spain	Coria del Río	ISO 9001
			Organic Certification
			<b>KOSHER</b>
		San Juan de Aznalfarache (Ready Foods plant and Rice Plant)	ISO 9001
			BRC
			IFS
			<b>Organic Certification</b>
			<b>KOSHER (Rice)</b>
			ISO 9001
		Jerez De La Frontera (Ready Foods Plant)	BRC
			IFS
			ISO 9001
		Silla	BRC
			IFS
			ISO 9001
		Algemesí (Ready Foods Plant)	IFS
			BRC
			ISO 9001
	Algemesí (Rice Plant)	<b>KOSHER</b>	
		IFS	
Algemesí (Flour Mill)	<b>KOSHER</b>		

COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
Herba Ricemills	Spain	La Rinconada	IFS
			<b>Organic Certification</b>
		Los Palacios	<b>KOSHER</b>
			ISO 9001
			<b>Organic Certification</b>
Lassie	Netherlands	Wormer	Ecological Certification
			IFS
			GMP FEED
Lustucru	France	Saint Genis Laval (Fresh Pasta Plant)	IFS
		Lorette (Fresh Pasta Plant)	IFS
		Communay (Fresh Pasta Plant)	IFS
Mundiriso	Italy	Vercelli	IFS
			BRC
			ISO 22000
			Organic Certification
			<b>KOSHER</b>
Mundi Riz	Morocco	Larache	ISO 22000
Riviana Pasta	USA	Saint Louis	SQF
		Winchester	SQF
		Fresno	SQF
Panzani	France	La Montre	ISO 9001
			IFS
		Gennevilliers	IFS
			<b>ISO 9001</b>
		Nanterre	ISO 9001
			IFS
			<b>FSSC 22000</b>
		Littoral	IFS
			<b>ISO 9001</b>
		Saint Just	IFS
			<b>ISO 9001</b>

COMPANY	COUNTRY	NAME OF PLANT	CERTIFICATE
<b>Panzani</b>	France	Vitrolles	IFS
			ISO 9001
		Lyon	Organic Certification
<b>Pastificio Lucio Garofalo</b>	Italy	Gragnano	KOSHER
			HALAL
			ISO 9001
			Organic Certification
			BRC
			IFS
			VEGAN
<b>Riviana Rice</b>	USA	Memphis	SQF
		Brinkley	SQF
		Clearbrook	SQF
		Alvin	SQF
		Carlisle	SQF
		Freeport	SQF
<b>Roland Monterrat</b>	France	Feillens	IFS
<b>S&amp;B Herba Foods</b>	UK	Cambridge	BRC
			KOSHER
		Liverpool	BRC
			KOSHER
<b>Vegetalia</b>	Spain	Castellcir	Organic Certification

\* The certificates obtained in 2017 are in bold type

## Other certificates

COMPANY	NAME OF PLANT	CERTIFICATE
Herba Bangkok	Bangkok	Fairtrade Certificate
Pastificio Lucio Garofalo	Gragnano	Pasta di Gragnano IGP (Protected Geographical Indication)



**53**

No. production plants



**117**

Total quality certificates



**20**

New certificates in 2017

## Principal performance indicators on Product Responsibility

The details presented below have been obtained from all the companies operating in the brand businesses of the Ebro 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

The following Group companies have made health and safety assessments to promote improvements:

**[PR1]**

	% PRODUCTS ASSESSED BY CATEGORY
<b>Arrozeiras Mundiarroz</b>	
Traditional	100.00%
Ready to serve	100.00%
Special	100.00%
Noodles	100.00%
Essential	100.00%
Wholegrain	100.00%
Broken rice	100.00%
<b>Catelli Foods</b>	
Regular white	79.37%
Healthy	100.00%
Wholegrain	100.00%
Vegetable	100.00%
Enriched grain	100.00%
<b>Herba Bangkok</b>	
Regular	100.00%
Enriched grain	100.00%
<b>Herba Egypt</b>	
Natural white rice - medium grain	100.00%
Natural white rice - short grain	100.00%
Camolino white rice - short grain	100.00%
Camolino white rice - medium grain	100.00%
<b>Lassie</b>	
Specialties	66.67%
Mixes	54.55%
Organic grain	100.00%
<b>Lustucru</b>	
Simple Pates Fraiches	16.67%
<b>Panzani</b>	
Pasta	100.00%
Sauces	100.00%
Cereals (Rice, Couscous, Wheat, semolina, cereal mix)	100.00%
Ready meals	100.00%
Potatoes, pure or flakes	100.00%

	% PRODUCTS ASSESSED BY CATEGORY
<b>Riviana Pasta</b>	
SuperGreens	100.00%
Organic	100.00%
GlutenFree	100.00%
Garden Delight	100.00%
<b>Riviana Rice</b>	
Healthy Minute Instant	100.00%
Success Healthy	100.00%
RiceSelect Quinoa	100.00%
RiceSelect Couscous	100.00%
<i>Organic</i> - Long grain white	100.00%
<i>Organic</i> - Long grain brown	100.00%
Brown Jasmine - Brown rice	100.00%
Rice mixes	100.00%
<i>Regular</i> - Long grain brown	100.00%
Basmati	100.00%
<i>Regular</i> - Long grain brown	100.00%
<b>Roland Monterrat</b>	
Sandwiches	88.31%
Take away	35.14%
PC - delicatessen	29.95%

## PRODUCT AND SERVICE LABELLING

### [PR3]

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

COMPANY	% PRODUCTS
<b>Source of ingredients</b>	
Arrozeiras Mundiarroz	100%
Catelli Foods	100%
Celnat	100%
Euryza	8%
Pastificio Lucio Garofalo	100%
Herba Bangkok	90%
Herba Egypt	100%
Herba Ricemills	13%
Lustucru	17%
Ebro India	100%
<b>Environmental impact</b>	
Catelli Foods	100%
Euryza	11%
Pastificio Lucio Garofalo	100%
Herba Bangkok	3%
Herba Egypt	100%
Ebro India	100%

COMPANY	% PRODUCTS
<b>Product safety instructions</b>	
Arrozeiras Mundiarroz	100%
Catelli Foods	100%
Euryza	100%
Pastificio Lucio Garofalo	100%
Herba Egypt	100%
Lustucru	9%
Ebro India	100%
<b>Method of product elimination</b>	
Catelli Foods	100%
Celnat	20%
Euryza	100%
Pastificio Lucio Garofalo	100%
Herba Egypt	100%
Herba Ricemills	100%
Lustucru	100%
Ebro India	100%

## MARKETING COMMUNICATIONS

### [PR6]

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

## INCIDENTS REGISTERED DURING THE YEAR

### [PR2/PR4/PR9]

14 incidents were registered during the year for non-compliance with regulations relating to:

	NO. INCIDENTS	AMOUNT OF FINES (EUROS)
Health and safety impacts of products and services during their life cycle	9	15,000 €
Product information and labelling	4	7,000 €
Marketing communications, including advertising, promotion and sponsorship	1	0 €

The companies in which those incidents occurred are listed below

- ▶ Boost Panzani
- ▶ Catelli
- ▶ Celnat
- ▶ Euryza
- ▶ Panzani
- ▶ Riviana Pasta
- ▶ Riviana Rice
- ▶ Roland Monterrat

**[PR8]**

None of the companies in the Ebro Group received any substantiated complaints during 2017 concerning breaches of customer privacy or leaks of customer data.

**CUSTOMER SERVICES AND PRIVACY**

**[PR8]**

**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.



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

COMPANY	TYPE OF CHANNEL	CONTACT VIA
Arrozeiras Mundiarroz	Internal	   
Boost Nutrition	External & Internal	   
Catelli Foods	External	   
Euryza	External & Internal	   
France Garofalo	Internal	
Herba Ricemills	Externo	 
Lassie	Internal	  
Lustucru Frais	Internal	 
Panzani	External & Internal	   
Pastificio Lucio Garofalo	Internal	   
Risella OY	External	
Riviana	External	   



TELEPHONE



MAIL



WEB



LETTER



SOCIAL MEDIA

**% Production outsourced  
[FP5]**

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
<b>Arrozeiras Mundiarroz</b>	Pre-cooked and Essential	Herba Ricemills	Spain	100.00%
	Noodles	Nissin Foods Kft.	Hungary	100.00%
<b>Boost Nutrition</b>	Tinned rice pudding	Limelco (FS certificate available)	Belgium	1.19%
	Trading Bosto 'bakrijst' and 'minute rice'	Herba (FS certificate available)	Spain	0.30%
	Bosto Grains with quinoa	Lassie (FS certificate available)	Netherlands	0.39%
	Bosto rice cakes	Sanorice (FS certificate available)	Belgium	0.49%
<b>Pastificio Lucio Garofalo</b>	Dry pasta	Pastificio Lucio Garofalo spa	Italy	100.00%
	Gluten-free pasta	Pasta lensi srl	Italy	100.00%
	Fresh pasta	Bertagni Spa	Italy	100.00%
	Wheat flour	Selezione Casilo srl	Italy	100.00%
	Fresh pasta	Pastificio Gaetarelli srl	Italy	100.00%
	Potato balls	Il Pastaio srl	Italy	100.00%
	Extra virgin olive oil	Ursini srl	Italy	100.00%
<b>Herba Ricemills</b>	Long grain cargo rice	Comunidad de Bienes San Andrés	Spain	2.50%
	Parboiled rice	Riseria di Vespolate	Italy	2.48%
<b>Mundi Riso</b>	Parboiled rice	Riso Viazzo	Italy	2.01%
	Parboiled rice	Riso Scotti	Italy	0.26%
	Parboiled rice	Riso Scotti	Italy	0.68%
	Cargo rice	Cascina Belvedere	Italy	0.08%
<b>Catelli</b>	Dry pasta	Griss	Canada	3.86%
	Dry pasta	Zerega	USA	1.23%
	Sauce	Inpralsa	Spain	1.01%
	Sauce	DelGrosso	USA	0.89%
	GF Lasagne	Fazion	Italy	0.29%
<b>Riviana Rice</b>	Jasmine Rice	Herba BK	Spain	9.11%
	RTS & Basmati (Spain)	Herba Ricemills	Spain	2.30%

COMPANY	PRODUCT MANUFACTURED	NAME OF PRODUCER	COUNTRY	% PRODUCTION
<b>Riviana Rice</b>	Calrose	ADM	USA	1.18%
	Mahatma/Carolina 20lb	SemChi	USA	1.00%
	SUP Rice Mixes	Pacmoore	USA	0.99%
	Rice flour	Rivland	USA	0.91%
<b>Riviana Pasta</b>	Dry pasta	Zerega	USA	1.82%
	Oven Ready lasagne	Fazion	Italy	0.48%
	Homestyle Pasta	Ferraro	Italy	0.22%
	Homestyle Pasta	Granarolo	Italy	0.13%
	Dry pasta	LaModerna	Mexico	0.03%
	Dry pasta	Griss	USA	0.03%
<b>Lassie</b>	Rice colouring (yellow)	Huijbregts Groep, Helmond	Netherlands	1.20%
	Rice and pea-based fibre grains	Maselis, Roeselare	Belgium	1.10%
	Cereal mix	Huijbregts Groep, Helmond	Netherlands	0.40%
	Sauces	Inproba, Baarn	Netherlands	0.10%
<b>Lustucru</b>	Potato crisps	Quiks	Netherlands	100%
	Tortilla	Palacios	Spain	100%
	Organic tagliatelle	Lo Scoiattolo	Italy	100%
	Fresh filled pasta	Bertagni	Italy	100%
<b>Panzani</b>	Sauces	GB foods & Taboada	Spain	11.50%
	Sauces	Casalasco & Italian food	Italy	1.50%
	Sauces	Cofigeo	France	1.50%
	Rice	Herba Silla & Herba Sevilla	Spain	3.00%
	Rice	Boost	Belgium	3.70%
	Rice	Herba Bangkok	Thailand	1.20%
	Cup rice	Ajinomoto	Poland	0.20%
<b>S&amp;B</b>	Ground rice	Moorhead McGavin	UK	0.01%





## PROMOTION OF HEALTHY FOOD AND HEALTHY LIFESTYLES

### [FP7]

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.

A new division has thus been created within the Ebro Group, headed by Alimentation Santé, comprising the latest acquisitions made by the Ebro Group in the organic foods segment: Celnat (2016), Vegetalia (2017) and BIA (2017), and everything that complements this category through the future organic and inorganic growth of the Ebro Group.

Sales in the healthy segment accounted for 10.10% of the sales of branded products of the Ebro Group in 2017.

### Details of sales in the healthy food range, by company

COMPANY	% TOTAL SALES OF THE COMPANY 2017
Panzani	2.17%
Arrozeiras Mundiarroz	0.89%
Catelli	17%
Celnat	100%
Euryza	17.08%
Garofalo	20.42%
Herba Ricemills	13.96%
Herba Rumania	5.73%
Lassie	2.15%
Lustucru	0.38%
Riceland	7.79%
Riviana	9.87%
S&B	1.67%
Vegetalia	100%

The Ebro Group has also created the bloc <http://www.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 focused on promoting healthy eating habits and maintaining an active lifestyle.