

SUSTAINABILITY REPORT

2021 AND 2022

Working together to build a better future





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Message from our CEOs

We are pleased to welcome you once again to the **Indcresa Sustainability Report for 2021 and 2022**. This report provides a genuine overview of our ESG (Environment, Social and Governance) goals, progress and achievements, a biannual approach has been chosen, thus providing a more comprehensive perspective of our efforts and progress in these areas.

At Indcresa, our fundamental purpose is to provide our customers with a wide range of high-quality cocoa products, allowing them to achieve excellence in their creations. We want to be your trusted supplier and grow together. Our ESG strategy—“Working together to build a better future”—is essential to achieve this and involves prioritising our employees, teams and customers.

For us, sustainability means being a cocoa supplier that operates in an environmentally, socially and economically responsible manner throughout the value chain. We focus on engaging and empowering all our stakeholders.

Over the last two years, we have worked to reduce our impact on the planet, promoting a safer and more sustainable environment and focusing our efforts on reducing our carbon footprint, minimising waste and adapting to new environmental regulations, as well as continuing to improve the quality of life of the people in our value chain.

In our progress towards sustainability, we remain committed to innovation and digitalisation, both in the development of our products and in our processes and facilities, improving the efficiency and

performance of our production centres. We are very proud to announce that construction of our new factory has been completed, and this will allow us to increase production capacity and expand our range of products, including new types of cocoa powder, as well as butter and cocoa liquor.

We have chosen to prioritise sustainability as a means **to building a better future for all**.

We know it will not be easy, but we are determined to move forward with strength and conviction, backed by people who are committed to our aim of achieving excellence.

Lastly, we would like to invite you to read this report carefully and learn more about our sustainability-related work, and we hope that you will find this information valuable.

Thank you for your interest and continued support.

Sincerely,



Mario Crehuet
Chief Executive Officer

Carlos Crehuet
Chief Executive Officer



Indcresa in figures



R&D
Pilot Plant

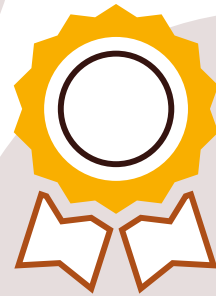
60,000
TONS COCOA POWDER +
BUTTER/LIQUOR

€100-120M
TURNOVER

**2% of Indcresa's net profit
is invested in NGOs**
1,6% Cacao communities
0,4% local communities



CLIENTS
International leaders
in the Cocoa product
industry



Certifications
**BRC
FSSC2200**



+22%
TONS
2022 vs 2015

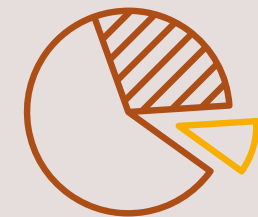
2 factories
50,000 m²



2021-2022
18%
more Sustainable Cocoa



75%
EXPORTS



5% market share
of Cocoa Powder

INDCRESA

**100
YEARS**

100 % family business



Find out more at ra.org



FLO ID: 31385

MORE THAN 100 YEARS
PRODUCING COCOA POWDER



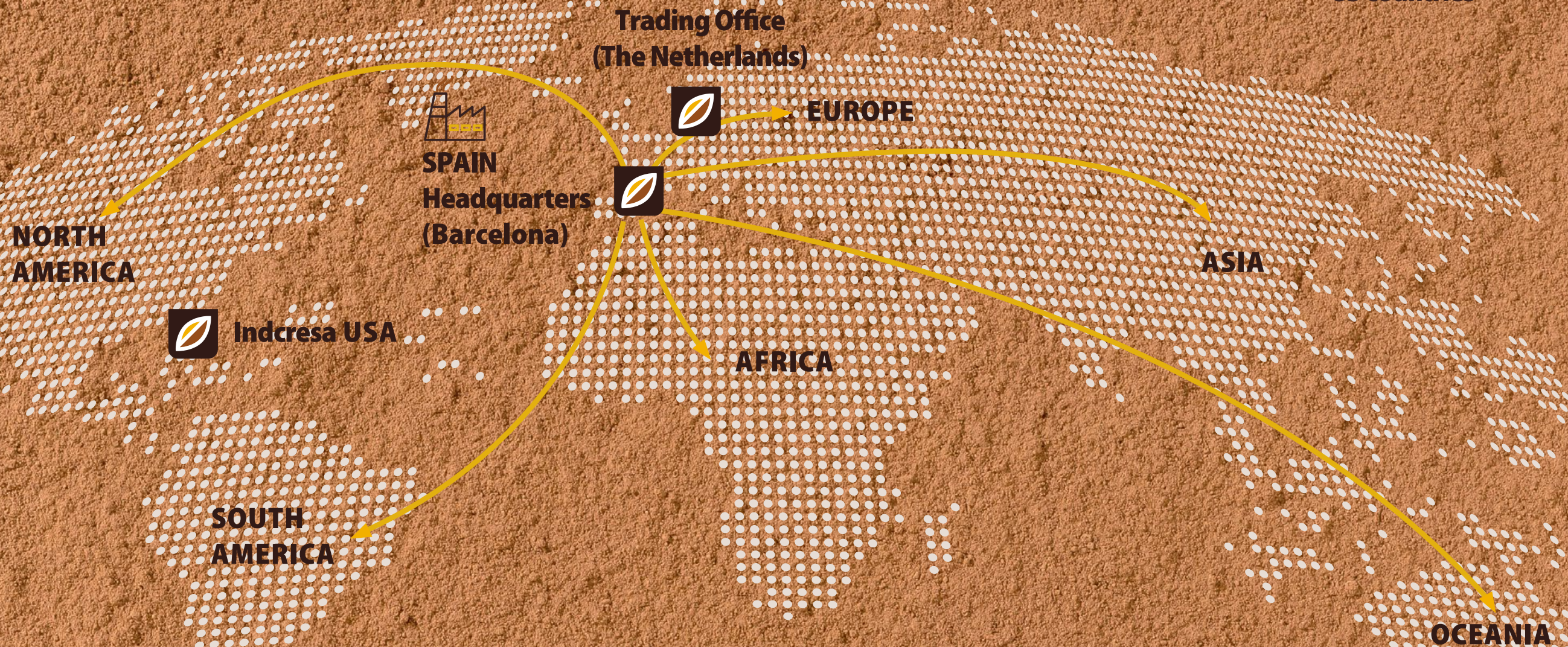
167
EMPLOYEES



We are fully committed to our customers in every way



Operating in
85 countries





Our values

Committed

to providing our customers with the best service at all times, as well as environmental sustainability and preservation

Quality conscious

Indcresa is synonymous with quality and professionalism. We believe in continuous improvement to guarantee the quality of our products

Approachable

Indcresa is friendly and approachable, maintaining the spirit of a family business where employees and customers feel like they are part of the family.

Reliable

Indcresa has been building a reputation for reliability for more than 100 years. You can always count on us.

Passion

Indcresa has a passion for Cocoa. The whole team shares an enthusiasm that helps us improve every day.

Our mission is to offer a wide range of high-quality cocoa powder for our customers to achieve excellence in their products

Our vision is to be the cocoa supplier chosen by our customers to keep growing together



Our products

Choosing the right cocoa powder is key to the success of the final product.

Indcresa specialises in Cocoa Powder and has a wide, high-quality range. We have a trained team of experts to help you select the best type of cocoa powder for your needs.

We start by carefully selecting cocoa cakes from various sources, and mixing them to get the desired colours and flavours.

Our products range from natural cocoa to different degrees of alkylation, brown, reddish or black tones and fat content according to the organoleptic profile requested, allowing our customers to achieve excellence in their creations. We use innovative technology and a fully computerised production process that ensures the consistency and quality necessary to satisfy the individual requirements of our clients.

According to our philosophy, we manufacture cocoa powder with the highest standards of quality and food safety, with full traceability, consistently adhering to FSSC 22000 and BRC requirements, and certifications specific to our customers:



Cocoa
Find out more at ra.org



FLO ID: 31385



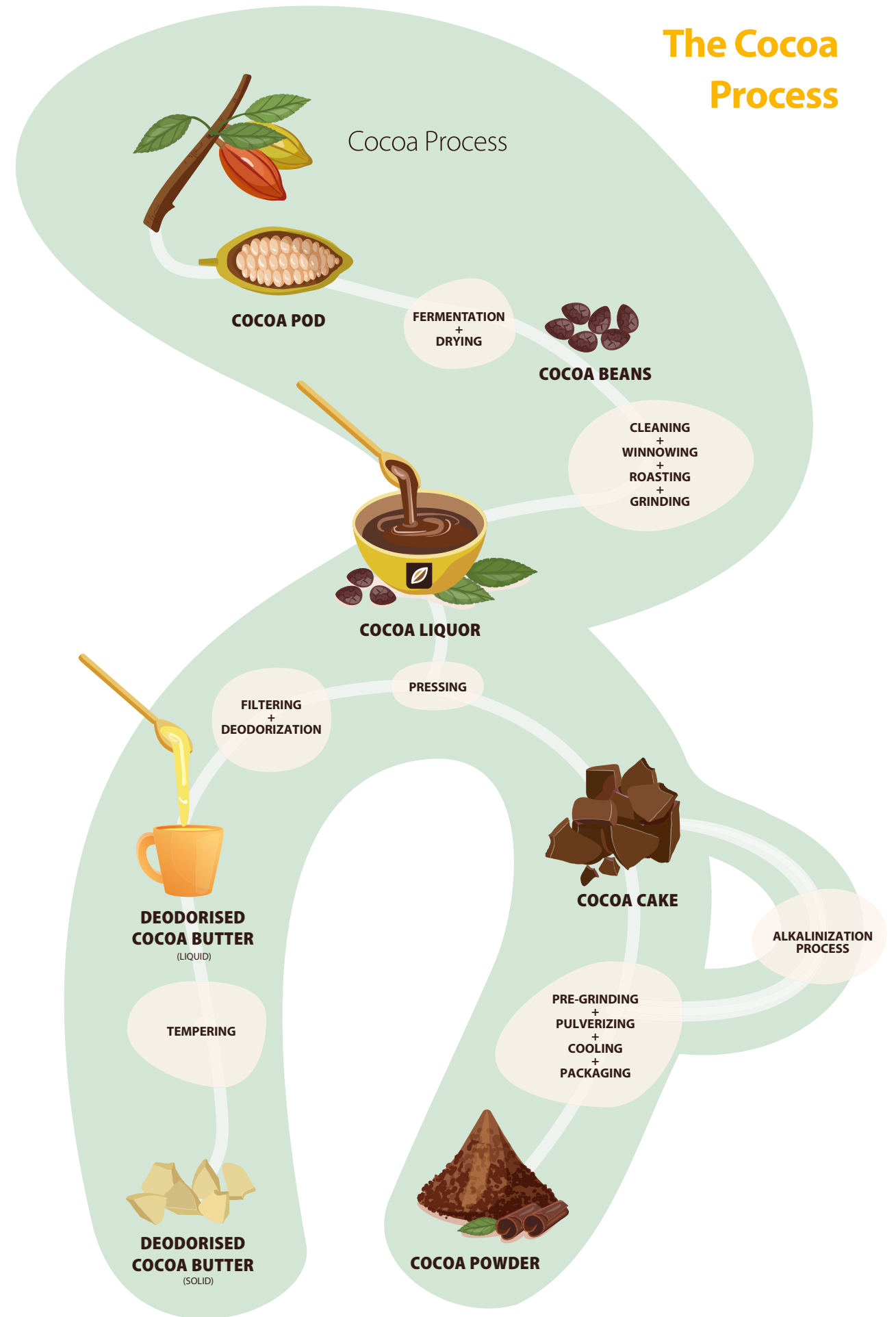
KOSHER
CERTIFICATION



Specific certificates for our products:
kosher, halal and the possibility of
organic or sustainable products.



The Cocoa Process



Our path to sustainability

2012
Indcresa's Code of Conduct
Members B SEDEX



2014
Members of the
 World Cocoa Foundation

2018
Members AB



2021 - 2022



ICI members, promoting the protection of children



Publication of Indcresa's 1st Sustainability Report

1st Internal Audit to certify us in ISO14001

2013
1st Audit



Sustainable Cocoa Certification in



Better farming
Better future

2015
Sustainable Cocoa Certification in



FAIRTRADE

2019



Cocoa & Forests Initiative

CFI Signatories - 1st CFI Plan 2019-2022 in Ghana



Transition to Rainforest Alliance

Cocoa
Find out more at ra.org

2020
Accession to the UN-SDG Global Compact



APROYAMOS EL PACTO MUNDIAL



Creation of the Department of Sustainability and Environment



ecovadis

Evaluation with Gold Medal



68/100
96th percentile

Our stakeholders

**PROFESSIONAL
ASSOCIATIONS**

MANAGEMENT

**COCOA
SUPPLIERS**

DISTRIBUTORS

**NEIGHBOURHOOD
ASSOCIATIONS**

**PUBLIC
ADMINISTRATIONS**

**SUPPLIERS
CERTIFICATION**

**TRADE UNION
SERVICE**

ORGANISATIONS

**VOCATIONAL
AND
ADVANCED
EDUCATION SCHOOLS**

SHAREHOLDERS

**INDUSTRIAL
CLIENTS**

EMPLOYEES

**OUTSOURCED
STAFF**

**LABOUR
INSPECTION**

COMPETITORS

Our sustainability strategy

Indcresa's sustainability strategy is based on identifying the main risks and opportunities of ESG throughout our value chain. In order to set the top priorities for our sustainability strategy, in 2020, we established a materiality analysis where we identified the main focus areas relating to the environment, people and business. The most relevant material topics are specified therein.

Based on this analysis, Indcresa's management establishes annual goals. Operations Management reaches agreements with the different departments on the actions necessary to achieve the goals and the pertinent indicators are monitored on a quarterly basis.

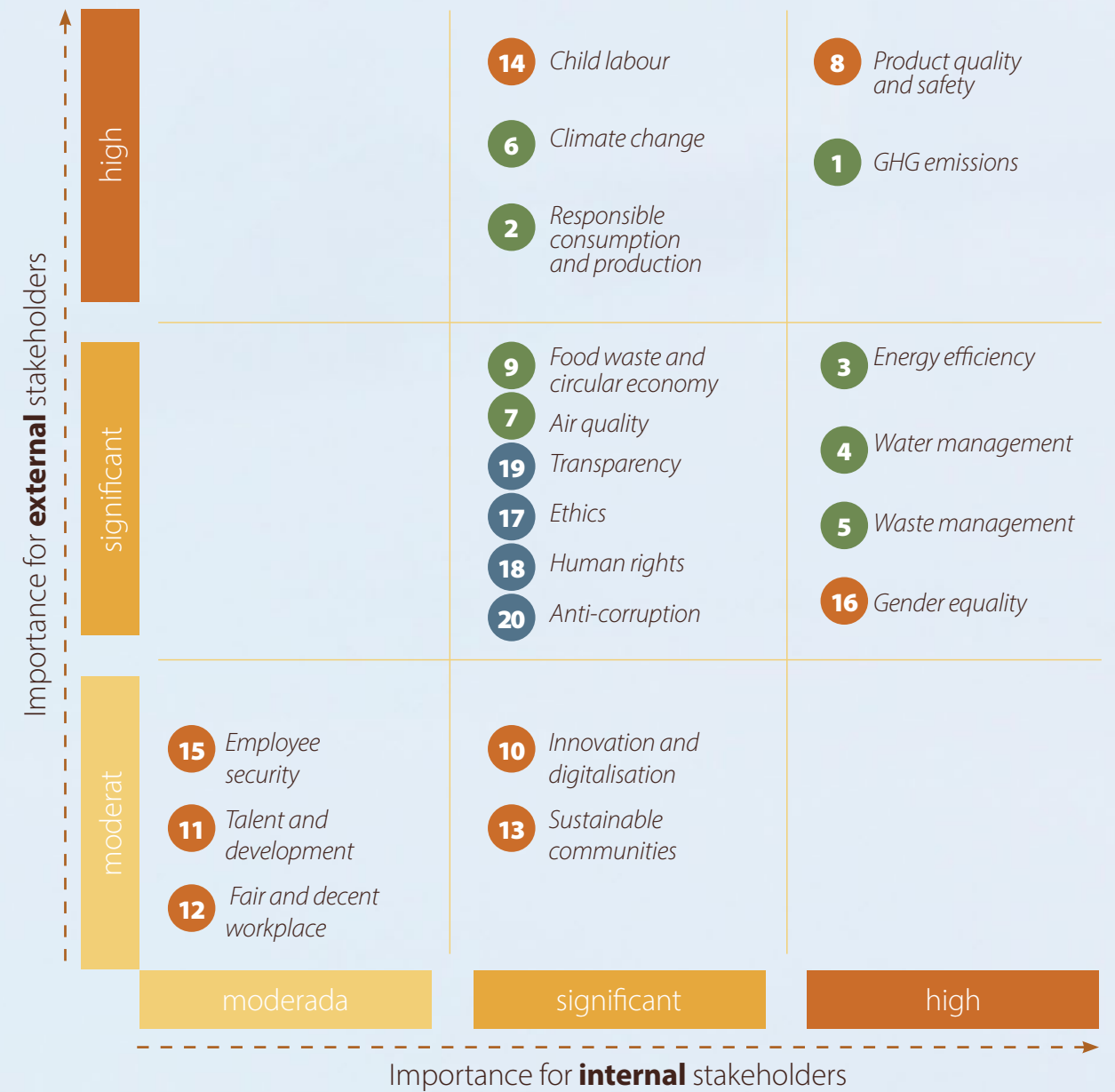
For this report, the 2020 materiality analysis has been maintained and the evolution of the period 2021-2022 is shown.

For the next period, a Sustainability Committee will be created, with the aim of promoting synergies between the different departments of the Indcresa group to work together on opportunities and risks in ESG.

**To learn more about our materiality analysis, see our 2020 Sustainability Report.*

Joining forces: Creating our Sustainability Committee for 2023

Materiality Matrix



● Environment
 ● People
 ● Governance



ENVIRONMENT

Overview of our progress in ESG

Below is an overview of our progress and commitment in terms of CSR, defining objectives and actions to achieve our sustainability goals

TOPIC AND GOALS

GHG EMISSIONS

Reduce GHG emissions throughout the value chain

COMPLETED ACTIONS 2021-2022

- Calculation of the carbon footprint, with scopes 1 and 2, and partially scope 3
- Study of business mobility

ACTIONS IN PROGRESS 2023-2024

- Calculation of the full carbon footprint, with all scopes
- Search for projects and collaborations to offset our GHG emissions
- Creation of the Sustainability Committee

SDGs



RESPONSIBLE PRODUCTION AND CONSUMPTION

Reduce the environmental impact of our production process and encourage more responsible consumption

- Periodic SMETA audit, evaluating the 4 pillars with 0 deviations
- Completion of the annual CDP questionnaire, with a B score.
- Internal audit in ISO 14001

- Code of Conduct for Suppliers
- Implementation of the ISO14001 management system for the new factory
- Implementation of the new deforestation regulations (EUDR)



TOPIC AND GOALS

ENERGY EFFICIENCY

Invest in renewable energy and new technologies

COMPLETED ACTIONS 2021-2022

- Periodic energy audits
- Photovoltaic installation project approved and installed
- Process changes to improve energy efficiency: New process water tank with better insulation to avoid heat loss and new design monoblock dryer battery with better performance.

ACTIONS IN PROGRESS 2023-2024

- Photovoltaic installation project for new factories
- Installation of a heat recovery system from the chimneys of thermal oil boilers

SDGs

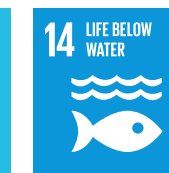


WATER MANAGEMENT

Encourage responsible water consumption and prevent water pollution

- Design and installation of a new alkalising line that allows us to reuse process water in our most alkalised products.
- Periodic inspections of wastewater

- Implementation Plan for Efficient Water Usage
- Awareness-raising actions for staff
- Improvements in water installation to reduce consumption



ENVIRONMENT

Overview of our progress in ESG

Below is an overview of our progress and commitment in terms of CSR, defining objectives and actions to achieve our sustainability goals

TOPIC AND GOALS

WASTE MANAGEMENT

Promote strategies to reduce waste, especially plastic waste

COMPLETED ACTIONS 2021-2022

- Increase the % of waste segregation
- Awareness of employees concerning waste segregation
- 5% reduction in non-hazardous waste compared to 2020
- Biweekly inspections in waste segregation in factories and offices

ACTIONS IN PROGRESS 2023-2024

- Implementation of a Zero Waste Plan
- 10% reduction in the total waste generated in Indresa 1 compared to 2022
- 5% reduction in the total amount of hazardous waste compared to 2022
- Work on the new Spanish plastics tax and the new annual packaging statement

SDGs



FOOD WASTE AND THE CIRCULAR ECONOMY

Promote strategies to prevent food waste and implement a circular business model

- Increase the waste recovery ratio by strengthening waste segregation.
- Recovery of by-products not fit for human consumption for animal consumption
- Consider other suppliers to assess by-products not suitable for human consumption

- Educating employees about the circular economy
- Continuous improvement and optimisation of our production process
- Construction of a new laboratory to perform our own tests



TOPIC AND GOALS

CLIMATE CHANGE AND BIODIVERSITY

Contributing to the sustainable management of ecosystems along the value chain

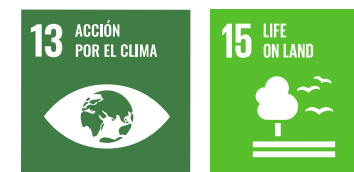
COMPLETED ACTIONS 2021-2022

- Report 2020 and 2021 from the Cocoa Forest Initiative
- Members of the ECA
- Educating employees about waste segregation
- Introducing our employees to the new EU deforestation regulation

ACTIONS IN PROGRESS 2023-2024

- Report 2022 from the Cocoa Forest Initiative
- New CFI Action Plan 2022-2025
- Searching for partnerships in cocoa countries of origin to prevent deforestation
- Working on the new European deforestation regulation
- Reducing the use of printed paper in factories

SDGs



ODOURS AND AIR QUALITY

Promoting strategies to improve air quality around our factories

- Control of emission sources, within legal limits
- Completion of the construction of the new alkalisng line, with new technologies to minimise the impact of odours
- Construction of a double valve in the chimney, avoiding gas leakage

- Conducting tests to start the new alkalisng line
- Monitoring of local complaints due to odours



PEOPLE

Overview of our progress in ESG

TOPIC AND GOALS

PRODUCT QUALITY AND SAFETY

Continuous improvement of the quality and safety of our products at competitive prices

COMPLETED ACTIONS 2021-2022

- Annual certification in FSSC 22000
- BRC unannounced audit with an AA grade
- Annual Kosher/Halal/CCPAE certification
- Restarting audits on suppliers paralysed by COVID-19

ACTIONS IN PROGRESS 2023-2024

- Developing a matrix of competencies in food safety to improve training
- Implementing new FSMA requirements for exports to the USA
- Maintaining our certifications in quality and food safety

SDGs



INNOVATION AND DIGITALISATION

Investment in innovation and industrialisation of processes and infrastructures

- Continuous working with local and business associations
- Investment in infrastructure renovation for the optimisation of production processes
- Modifications in administration operations, improving efficiency in file search time, reducing the use of printed and stored paper

- Digitalization of all our process operations by implementing specific software
- Developing management system documentation for the new factory
- Developing digital applications for recording the entry of external staff, truck inspections and tanker loads



TOPIC AND GOALS

TALENT AND DEVELOPMENT

Training our employees, developing their skills and educating them in SDGs

COMPLETED ACTIONS 2021-2022

- Training in sustainable practices in the company and awareness regarding SDGs
- Increasing internal promotions
- Implementing a Cultural Plan in all the employee management, selection and training systems required to operate in the new factory

ACTIONS IN PROGRESS 2023-2024

- Continuous annually with Cultural Plans in our management systems
- Annual updating of training in OSH, food quality and safety, and environment for all our employees
- Searching for talent for the company
- Updating position-based job descriptions for both factories

SDGs



A FAIR AND DECENT WORKPLACE

Creating a safe and healthy working environment

- Ongoing conversations with employees
- Ensuring compliance with the Indcresa Code of Ethics
- Implementing transparent promotion procedures and fostering young talent
- Creating alliances with training schools and universities to bring young talent into the world of work

- Continuous monitoring of our ethical channel
- Promoting equal opportunities for all our employees
- Promoting diversification and innovation to achieve high levels of economic production
- Continuous follow-up of union meetings



PEOPLE

Overview of our progress in ESG

TOPIC AND GOALS

SUSTAINABLE COMMUNITIES AND LOCAL SUPPORT

Promoting strategies for job creation and smart, safe cities

COMPLETED ACTIONS 2021-2022

- Cocoa & Forests Initiative 2019-2022 completed
- Continuing to promote sport- and health-related actions
- Continuous promotion of job creation

ACTIONS IN PROGRESS 2023-2024

- Continuing to work with local associations to prevent poverty and promote a healthy lifestyle
- Cocoa Forests Initiative: New CFI Action Plan 2022-2025

SDGs



HUMAN RIGHTS

Encouraging diversity, equality and employee integration

- Periodic training in ethics and code of conduct

- Updating and submitting the new Equality Plan 2022-2026
- Training all employees in the new Equality Plan 2022-2026

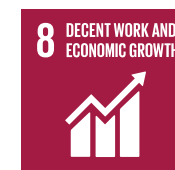


FORCED AND CHILD LABOUR

Eradicating forced and child labour

- Members of the International Cocoa Initiative (ICI)

- Implementation of due diligence



TOPIC AND GOALS

EMPLOYEE HEALTH AND SAFETY

Prohibition of an environment and working conditions that have a negative impact on the health and safety of employees

COMPLETED ACTIONS 2021-2022

- Creation of "safety corners" to promote and raise awareness about health and safety at work
- Psychosocial risk assessment performed with optimal results
- ISO45001 Internal audit
- Continuous training in OSH for employees and service providers integrated into the OSH cultural plan
- Reduction of incidence and frequency rates by more than 10%

ACTIONS IN PROGRESS 2023-2024

- Annual emergency drills (continuous)
- Preparation of the Preventive Measures Plan
- Work on the ISO 45001-based OHS documentary system for both factories
- Implementation of the new factory's self-protection plan

SDGs



GENDER EQUALITY

Working to achieve gender equality and promote flexibility, work-life balance and co-responsibility

- Approval of the Equality Plan 2022-2026
- Creation of the Equality Committee

- Submission of the new Equality Plan 2022-2026
- Equality training for all employees



GOVERNANCE

Overview of our progress in ESG

TOPIC AND GOALS

ETHICS AND GOVERNANCE

Fight injustice with good governance practices and compliance with the law

COMPLETED ACTIONS 2021-2022

- New training for all employees in the Code of Ethics
- SMETA audit 4 pillars – with 0 deviations
- ECOVADIS 2022 evaluation with a gold medal

ACTIONS IN PROGRESS 2023-2024

- Due diligence procedure
- Compliance audit
- Updating the Code of Ethics in accordance with new legal requirements

SDGs



ALLIANCE FOR BUSINESS TRANSPARENCY

Building partnerships by mobilising financial resources, knowledge, technical capacity, technology and human resources in a transparent manner

- Publication of our first Sustainability Report 2020
- Encouraging employee engagement with solidarity campaigns

- Continuously reporting on sustainability
- Searching for corporate partnerships aligned with the SDGs to help our local communities achieve better economic growth



TOPIC AND GOALS

ANTI-CORRUPTION MANAGEMENT

Fight economic, political and administrative corruption

COMPLETED ACTIONS 2021-2022

- Anti-corruption prevention plan
- Training all employees in the anti-corruption manual

ACTIONS IN PROGRESS 2023-2024

- Updating the anti-corruption manual
- Adjust the reporting channel to the new legal requirements

SDGs



ENVIRONMENT

GHG EMISSIONS

We are working to be carbon neutral by 2050, so since 2018 we have calculated our corporate carbon footprint based on GHG Protocol standards.

It was not until 2020 that we were able to perform calculations encompassing all scopes, scope 3 being only partially calculated due to a lack of data.

Our goal in the next two years is to perform a complete calculation of the corporate carbon footprint on an annual basis, including all scopes, with the aim of establishing a Low Carbon Transition Plan, which will allow us to reduce our carbon emissions by 20% by 2030.

In this year's report, we recorded an 8% reduction in our Scope 1 and 2 GHG emissions compared to 2020, according to our calculations based on the market method for electricity.

As mentioned above, partial calculations have been made for Scope 3 since 2020, which means our scope is increasing, and we have more and more information. For now, we have been able to calculate it in terms of: fuel- and energy-related activities not included in scope 1 or 2, waste generated, business travel and employee travel.

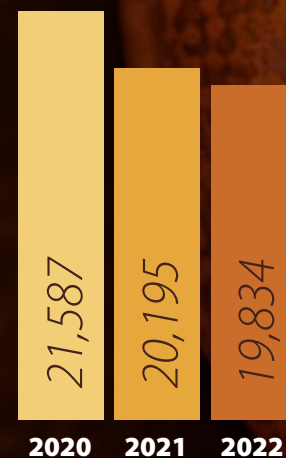
In 2021, 100% of our electricity came from renewable energies according to GoOs, but in 2022, due to the construction of our new factory, 95% of electricity came from renewable sources. Also, a photovoltaic project has been finalised in the existing factory to meet 15% of our needs in 2022, and, in addition, a photovoltaic project for the new factory to be carried out in 2023 was approved.

Since 2020, we have successfully implemented a working-from-home plan that has saved us 183t of CO₂ eq. We have also responded to the CDP climate questionnaire every year since 2015, informing our customers of our performance and commitment to reducing our GHG emissions. In 2021, we improved our result, obtaining a B score.

For more information, see our responses on the [CPD web portal](#)



GHG Emissions Scopes 1 and 2 (t CO₂ eq)



ENERGY EFFICIENCY

Indcresa is constantly working to boost energy efficiency and reduce the use of non-renewable energy in its factories and offices. For this reason, our engineering and sustainability department controls our consumption quarterly following the energy consumption control procedure, and, together with management, various energy efficiency and innovation goals and actions are established every year.

We also conduct periodic energy audits that help us identify areas and projects in which to improve savings and efficiency.

During 2021 and 2022, we installed 2,062 solar panels in our existing factory, Indcresa 1, which produce 1.25 GWh of electricity per year, and for the new factory, Indcresa 2, a photovoltaic plan consisting of 655 solar panels that will produce 0.48 GWh of electricity per year has been approved and is set to be installed in 2023. A new hot water tank has been installed, with an improved inner lining that reduces the amount of heat energy that is dissipated, and a new process, monoblock battery has been designed for greater energy efficiency.

To further promote energy efficiency among Indcresa employees, we have also begun to include sustainability and environmental requirements in our responsible purchasing procedure.

We consume **0,5 MWh** per tonne of cocoa powder

% of energy consumed by type



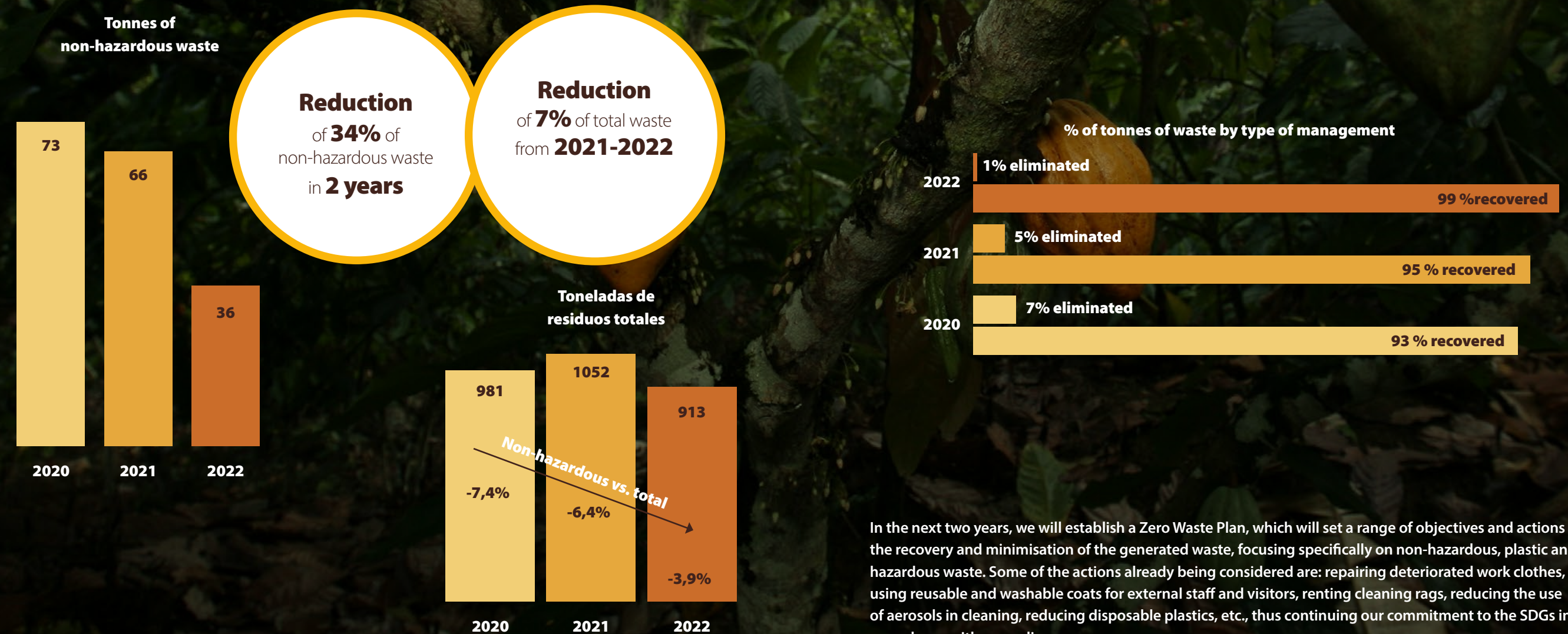
CIRCULAR ECONOMY AND WASTE MANAGEMENT

Committed to good waste management

Every year, Indcresa monitors the waste generated in its facilities in order to design measures and/or actions to minimise it as much as possible, thereby implementing a circular business model designed to eliminate waste and pollution, keep products and materials in use, and regenerate natural systems.

Since 2021, we have also conducted waste segregation inspections to promote the correct management of waste generated by our employees. These inspections allow us to detect the most common errors, adapt collection planning and improve waste recovery.

This monitoring, as well as awareness campaigns for staff, have allowed us to reduce total waste by 7% in a year, reduce non-hazardous waste by 34%, and increase our recovery ratio by 6% in two years.



In the next two years, we will establish a Zero Waste Plan, which will set a range of objectives and actions for the recovery and minimisation of the generated waste, focusing specifically on non-hazardous, plastic and hazardous waste. Some of the actions already being considered are: repairing deteriorated work clothes, using reusable and washable coats for external staff and visitors, renting cleaning rags, reducing the use of aerosols in cleaning, reducing disposable plastics, etc., thus continuing our commitment to the SDGs in accordance with our policy.

WATER USAGE

Indcresa works to improve and minimise the use of water in all aspects of the production process and sanitary use, periodically reviewing consumption and conducting awareness campaigns for staff.

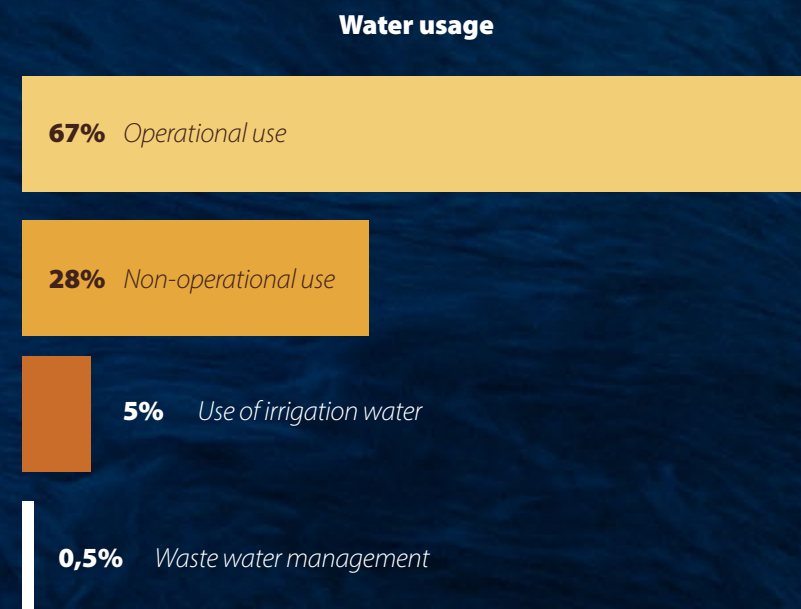
Indcresa's water consumption is not very high and its use is mainly operational in nature, involving the sterilisation and/or alkalisation process.

In 2021 and 2022, our water consumption was 1.6% higher than in 2020, probably due to the increase in people who were working from home in 2020. Moreover, we were able to reduce water consumption by 1.7% from 2021 to 2022.

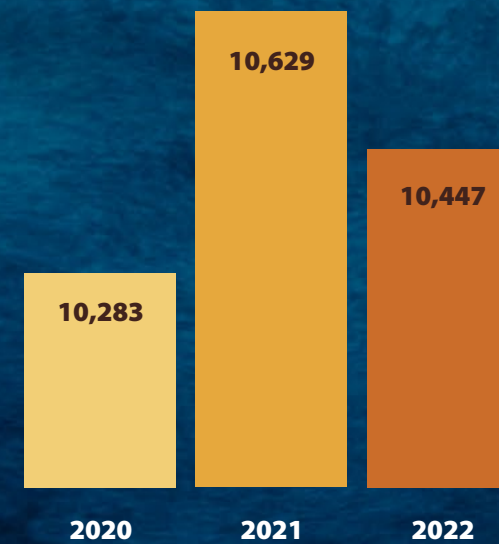
In 2022, our water supplier informed us of the source of our water consumption for the first time: 80% from the Llobregat River, 12%

from wells and mines in the Terrassa area, and 8% from water produced by third parties. According to this information, our factories are located in a zone of medium-high water stress.

Therefore, in the next two years we will work on a Plan to Minimise Water Usage, where we will propose measures to efficiently reduce and reuse the water used in our factories.



Total water consumption (m³)





Supply Cocoa Cake

91% Africa
8% Latin America
1% Asia and Oceania

Combating
Members and signatories of



World Cocoa Foundation



Cocoa & Forests Initiative

Responsible supply
18% Certified Cocoa with a 40% target by 2030



FAIRTRADE
FLO ID: 31385



RAINFORREST ALLIANCE
PEOPLE & NATURE
Cocoa
Find out more at ra.org




Transport of raw materials

98% Maritime transport
2% Land transport

Ethical Trade
AB members of SEDEX, we evaluate our cocoa supply chain to identify the main compliance risks, renewing the 4-pillar SMETA




Other tools and policies

- Code of Ethics
- Code of Conduct for suppliers
- Responsible sourcing procedure
- UN Global Compact members and commitment to the SDGs



UN GLOBAL COMPACT
APOYAMOS EL PACTO MUNDIAL



Indcresa Factory
167 Employees



INDCRESA

100 YEARS

RESPONSIBLE SOURCING

Committed to the socially and environmentally responsible consumption of cocoa

We believe that a responsible supply of our core raw material, cocoa cake, is essential to continue working for people and the sustainability of the planet.



Our Products: Distribution and Sale

Wide range of types of cocoa powder
All kinds of applications for the pastry industry



Quality and Food Safety.

Certificates in:






Environmental and Sustainable Practices

- 100% of electricity from renewable sources.
- Waste reduction plan
- We work with more sustainable packaging
- Gold Medal in ECOVADIS
- Internal audits carried out in ISO14001 with satisfactory results; next certification in 2 years



CLIMATE CHANGE AND BIODIVERSITY

Indcresa is committed to our planet, working hard every year to minimise the environmental impacts that our operations can cause throughout the value chain.

On a monthly basis, our Sustainability and Environment department monitors key environmental indicators to focus on major impacts, all of which are reviewed quarterly with management and the operational team. This allows us to determine the most significant environmental aspects every year, helping us to establish a strategy of continuous improvement in our facilities, with different objectives and actions to ensure that our efforts go in the right direction to contribute to combating climate change.

Committed to our planet throughout the value chain, we work to ensure a sustainable future for farmers in the countries of origin of cacao and avoid deforestation.



We are members of the European Cocoa Association, founded in 2000 with the goal of addressing many issues relating to the European cocoa sector. It has as its main mission to study, research and apply solutions appropriate to any matter affecting the cocoa sector, acting as a bridge between the EU and cocoa producing countries.

Working to obtain
ISO 14001:2015
certification
in 2025

We are committed to the planet



World Cocoa Foundation

Members of the World Cocoa Foundation, that promotes a sustainable economy in cacao's countries of origin, to achieve transformative change in the cocoa supply chain. Its vision is to be a catalyst for a prosperous and equitable cocoa sector, working together to improve the incomes of farmers, reversing deforestation and combating child labour.



Cocoa & Forests Initiative

Signatories of the Cocoa Forest Initiative, which works to end deforestation in the countries of origin of cacao. Indcresa makes it possible to implement a range of actions against deforestation in the area of Brong Ahofo, in Ghana, through one of our suppliers as described in our Action Plan 2019-2022, mapping the farms and training farmers in BPA and CSC, and other actions.

For more information, consult our website: [sustainability](#)

Main indicators	Units	2020	2021	2022
Gas consumption	MkWh	10,897	11,216	11,165
Gas consumption/t Intermediate product	MkWh/t	410	409	426
Electricity consumption	MkWh	9,213	9,262	9,161
Solar electricity produced	MkWh	0	0	273*
Electricity consumed/t of final product	MkWh/t	220	213	240
Fuel consumption	L	5,756	5,387	4,952
Total energy consumed/t of final product	MkWh/t	480	471	534
Water consumption	m3	10,283	10,629	10,447
Water consumption/t intermediate product	L/t	387	388	399
Total waste produced	t	981	1052	913
Total waste/num. employees	t/num. emp.	6	6	5
Non-hazardous waste produced	t	73	66	36
Hazardous waste produced	t	1.1	7.306	10.948
By-product generated	t	116	153	144



employees in 2022

♀ 22% ♂ 78%

employees in 2021

♀ 23% ♂ 77%



Our employees come from **9 different countries**



2021 2022

93%	Full time	96%
7%	Part time	4%
8%	Temp. contracts	1%
92%	Perm. contracts	99%



In 2022, **3,7%** of our employees were disabled. In 2021, the % was **3,6%**

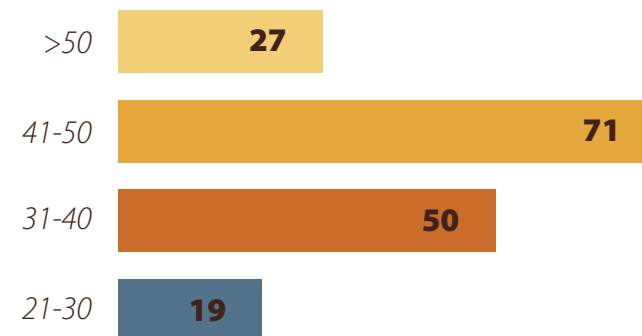
PEOPLE

Our team

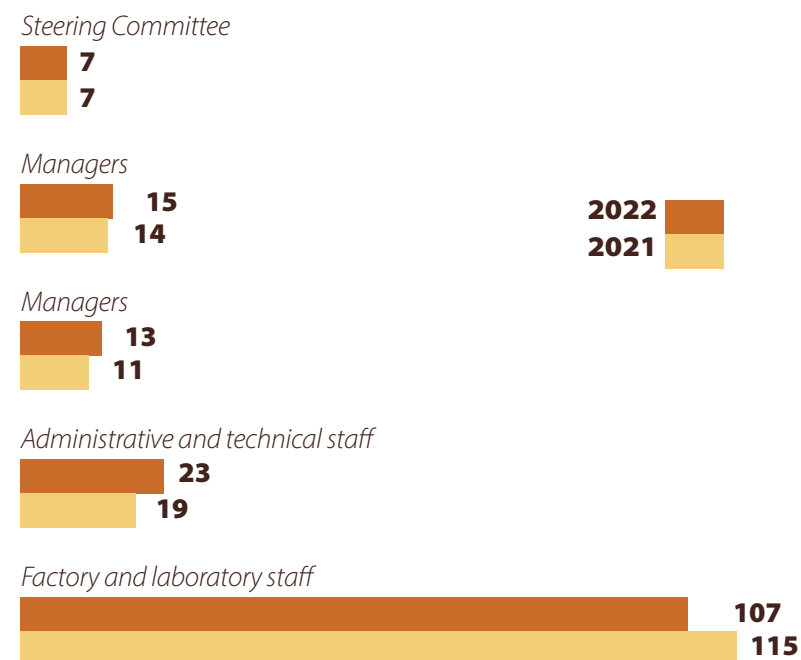
Our employees are the core of INDCRESA, and a fundamental pillar of our commitment to be our customers' trusted cocoa supplier and continue to grow together.

We work for gender equality, diversity and inclusion of all people at Indcresa, and we reject any kind of discrimination toward any person, job or occupation, promoting a good social climate in the company as stated in our code of ethics and equality plan signed on 13/06/2022.

Employees by age group



Employees by department



We are working to obtain **ISO 45000:2018** certification in our workplaces

Health and Safety

Occupational Safety and Health (OSH) is one of the company's fundamental values, as demonstrated in its Management System Policy and the existence of a specific department in this area.

The scope of this commitment to OSH applies not only to Indcresa staff, but also to all employees, contractors, suppliers, customers and visitors. To guarantee this, a relationship of trust has been created through fluid communication and by carrying out a face-to-face and documentary control of the aspects associated with the coordination of business activities.

Ensuring the integration of OSH at all levels of the company is one of the department's main goals; for this purpose, we have been developing several lines of action, such as:

- Communication and participation: so-called "**Safety Corners**" have been created where information will periodically be provided on the non-conformities detected in the plant in internal or external audits, the implementation of corrective measures, the lessons learned from incidents that have occurred, health advice or other relevant information concerning the department or the OSH.
- Information and awareness-raising: every year, **on 28 April, Indcresa celebrates World OSH Day**, carrying out an information and participation campaign.
- Accidents: in the last two years, **the number of accidents resulting in sick leave has gone down by more than 10%**, as well as the loss rates. This trend continued over 2022 as a result of the efforts of all the company's employees.
- Training: we should mention **the first aid and basic life support training** undertaken by more than 40 company employees and taught by the Red Cross. With the increase of semi-automatic defibrillators (AEDs), all work centres have become cardioprotected spaces.

Our purpose is to continue working rigorously to promote, with the help of everyone, a safe and healthy working environment



Talent and Development

Indcresa knows that the talent and development of its staff are key to the evolution of the company, and that is why we support the development of their knowledge and skills, giving them access to training according to their needs by department and type of position.

We strongly support a good work-life balance, providing: flexible working hours to balance working hours during the week, flexibility when choosing holidays, rotation of shifts for production centre employees who so request, and a working-from-home option.

Notable actions undertaken during the years of the report:

- Selecting staff in less than two months.
- Offering growth opportunities in the company through internal promotions.
- Implementing a business culture in all our management systems, carrying out different actions and training throughout the year.
- Carrying out a Welcome Plan for all employees, providing training on our management systems to all new staff who join, including temporary agency staff.
- Establishing a catering service for employees



	2021	2022
Total investment in training	34.882€	31.320€
Investm. in training per person	209€	190€
Training hours	4.290h	4.506h
Hours of training per person	26h	27h

Total hours of training by type

	2021	2022	
148	399	Languages	
521	404	Food Quality and Safety	
1054	484	OSH	
419	477	ESG	
805	1210	Professional development	
1343	1532	Technical specialisation	

Community support

In 2021 and 2022, still marked by the pandemic, many solidarity events and meetings could not be held, but Indcresa continued working with its communities, contributing to all the associations and foundations with which it works:



Annual collaboration with the "Chocolatada Solidaria" fund-raising initiative for research against childhood cancer, for the benefit of the SJD hospital



Contribution of bags of cocoa powder to the Ronald McDonald House in Barcelona, which helps families affected by childhood cancer



Collaboration with the CODESPA Foundation, which works for cooperation in the economic and social development of people around the world



Collaboration with the association INSOC-CEG Guadalupe. In 2021, its annual charity race against child poverty was cancelled again, but Indcresa still made a monetary contribution to its work. In 2022, in addition to sponsoring T-shirts, several employees participated in the race



Collaboration with the Spanish Association Against Cancer



Christmas solidarity campaign in collaboration with Blanxart Chocolates, delivering a pack of nougat to each employee as a Christmas gift, making a contribution to the association MUA Solidaris, which supports children with leukaemia

Human Rights

Indcresa has great respect for human rights, committing to defend them and fight against their violation, directing our company responsibly with continuous improvement as a key instrument, and considering all the risks derived from the violation of human rights throughout our value chain.



We have been part of the United Nations Global Compact since 2019, and we maintain our commitment to the ten principles of the Compact every year, and to the promotion of the SDGs.

We have negotiated and published a new Equality Plan, and we require all our suppliers to sign our Code of Conduct where we ensure their commitment to best practices and promote sustainable development in ethics, integrity, labour standards, quality, safety and respect for the environment



We are Members of the World Cocoa Foundation and are committed to improving farmers' livelihoods by actively working with them, focusing our actions on 3

- Collaboration and partnerships between multiple stakeholders.
- Promoting and supporting effective government policies and regulatory frameworks, both in cocoa-producing and consuming countries.

• Public-private investment to create a full-scale impact



We are industrial members of the International Cocoa Initiative, which works for the protection of children, combating forced and child labour in the countries of origin of cacao.



GOVERNANCE

ETHICS, INTEGRITY, COMPLIANCE AND ANTI-CORRUPTION

Indcresa works for transparency and the highest corporate governance, ensuring that our compliance system respects all applicable laws and regulations, fights corruption and bribery, and ensures integrity and ethical practices.

We have various internal standards and protocols, constantly reviewed by our team, that establish our commitment to the prevention and detection of any non-compliance at Indcresa.

Code of Ethics

It defines our principles of conduct, inspires our actions, and governs the activity of all our employees and managers, as well as the kind of behaviours that are unacceptable to Indcresa.

We are committed to promoting a culture of ethics for all, and, for this reason, 100% of our employees have received training in our code of ethics, amounting to more than 300 hours between 2021 and 2022.

Ethical channel and ethics committee

Through which all our stakeholders can report incidents and irregularities in relation to non-compliance with regulations, both internal and external.

The ethics committee is responsible for the proper functioning and analysis of the complaints made through this channel, and the effectiveness of our compliance system.

Information security

An essential part of our compliance system is our Policy for Good Use of Information and ICT, where we determine the company's security protocols and how computers and communication technologies should be used, covering information in any medium available to the group. This policy is available to the entire organisation.

In addition, we establish annual internal and external network audits to ensure policy effectiveness.

Responsible sourcing policy for cocoa

Where we ask our cocoa suppliers to meet a range of criteria to face challenges in the development and implementation of ESG standards, such as child and forced labour, traceability, the environment, freedom of association, etc. In addition, they are asked to be members of SEDEX and complete the SAQ on their platform, in order to perform the risk assessment.

Anti-Corruption Manual


Firmly committed to the fight against corruption and bribery, we have an Anti-Corruption Manual to prevent bribery and money laundering in the group and a whistle-blower channel that is available to all our stakeholders on our website.

**Zero
complains in
2021-2022**



Contents index of the global compact, GRI and SDG

UN Principles	GRI Indicators	SDGs	Report chapter
Human Rights			
<p>Principle 1: Businesses must support and respect the protection of basic human rights, internationally recognised, within its sphere of influence.</p>	<ul style="list-style-type: none"> • GRI 300 Environmental Issues • 301 • GRI 400 Social Issues • 403, 404, 406, 407, 408, 409, 410, 413-1, 416, 418 		<ul style="list-style-type: none"> • Our products • Responsible sourcing • Talent, development and work-life balance • Health and safety • Human rights • Community support • Ethics, integrity, compliance and anti-corruption


<p>Principle 2: Companies must ensure that their companies are not complicit in human rights violations.</p>	<ul style="list-style-type: none"> • GRI 400 Social Issues • 412, 414 		<ul style="list-style-type: none"> • Responsible sourcing • Human rights • Ethics, integrity, compliance and anti-corruption
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Environment

<p>Principle 7: Businesses should adopt a preventive, environmentally-friendly approach.</p>	<ul style="list-style-type: none"> • GRI 200 Economic Issues • 201-2 		<ul style="list-style-type: none"> • Our path to sustainability
<p>Principle 8: Businesses should encourage initiatives that promote greater environmental responsibility.</p>	<ul style="list-style-type: none"> • GRI 300 Environmental Issues • 301-2, 301-3, 302-1, 302-2, 302-4, 303, 304-2, 304-3, 305, 306 		<ul style="list-style-type: none"> • GHG emissions • Energy efficiency • Circular economy and waste management • Water usage • Responsible sourcing • Climate change and biodiversity

UN Principles	GRI Indicators	SDGs	Report chapter
Labour standards			
<p>Principle 3: Businesses must support freedom of affiliation and the effective recognition of the right to collective bargaining</p>	<ul style="list-style-type: none"> • GRI 400 Social Issues • 407 		<ul style="list-style-type: none"> • Human rights • Ethics, integrity, compliance and anti-corruption
<p>Principle 4: Companies must support the elimination of all forms of forced or coercive labour</p>	<ul style="list-style-type: none"> • GRI 400 Social Issues • 409 		<ul style="list-style-type: none"> • Human rights • Ethics, integrity, compliance and anti-corruption
<p>Principle 5: Businesses must support the eradication of child labour</p>	<ul style="list-style-type: none"> • GRI 100 General Issues • 102-13 • GRI 400 General Issues • 408, 409 		<ul style="list-style-type: none"> • Human rights
<p>Principle 6: Businesses must support the abolition of discriminatory practices in employment and occupation</p>	<ul style="list-style-type: none"> • GRI 100 General Issues • 102-8 • GRI 400 General Issues • 401-1, 402, 405, 406 		<ul style="list-style-type: none"> • Our team • Talent, development and work-life balance • Health and Safety • Ethics, integrity, compliance and anti-corruption

Anti-corruption

<p>Principle 10: Businesses must work against corruption in all its forms, including extortion and bribery</p>	<ul style="list-style-type: none"> • GRI 100 General Issues • 102-16, 102-17 • GRI 200 Economic Issues • 205-1, 205-2, 205-3 		<ul style="list-style-type: none"> • Ethics, integrity, compliance and anti-corruption
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Growing Together:

In 2023, we opened our second new factory



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