



**SUSTAINABILITY REPORT 2023**  
WORKING TOGETHER TO BUILD A BETTER FUTURE

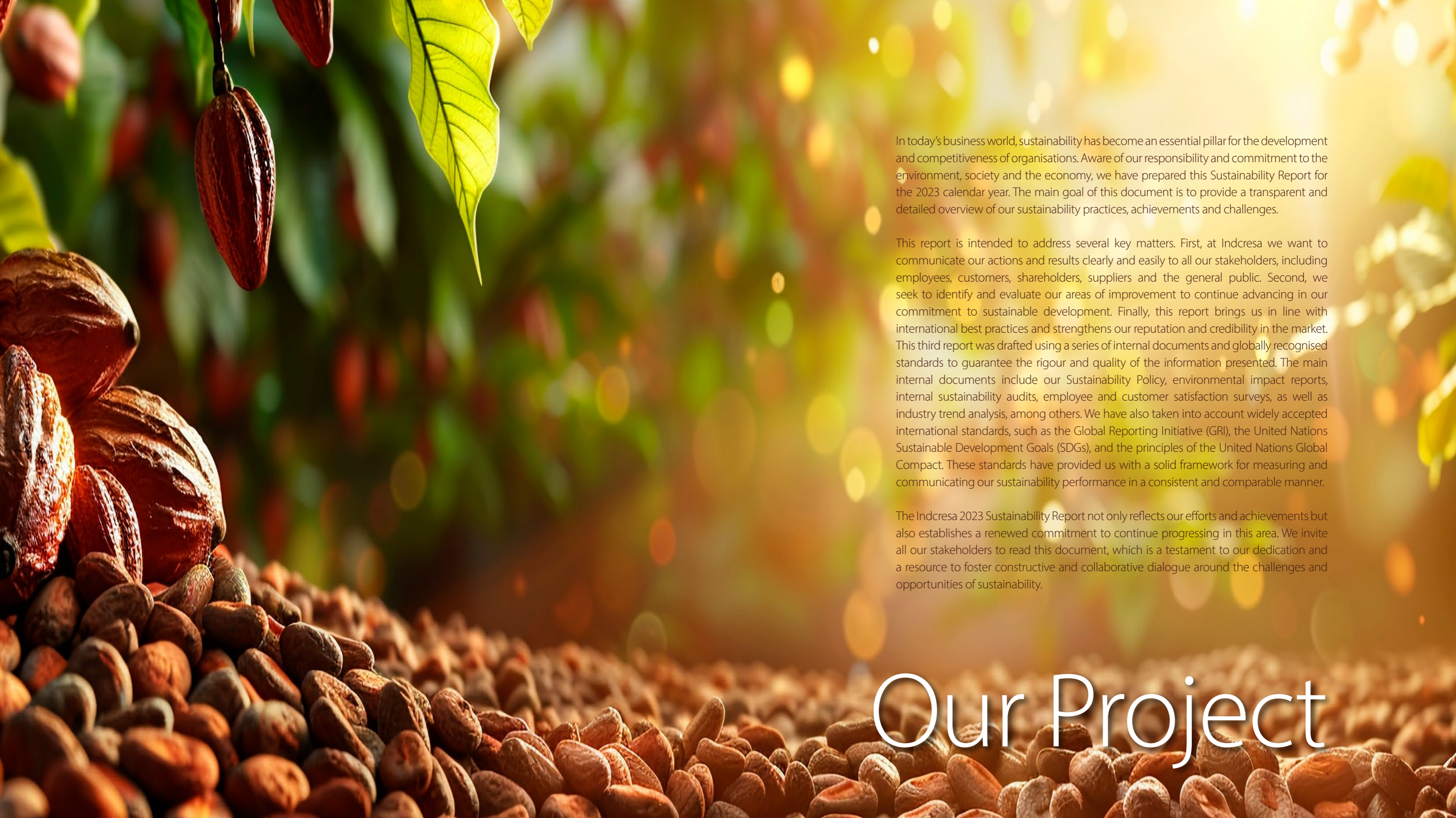






<b>Our Project</b>	<b>3</b>	<b>Empowering our people</b>	<b>30</b>
Message from our CEOs	4	Goals and objectives ASG   PEOPLE	31
Our philosophy and values	5	Our workforce	34
Our raison d'être	5	Occupational Health and Safety	35
		Creation, professional development and talent retention	36
<b>Growing in numbers</b>	<b>6</b>	<b>Encouraging</b>	<b>38</b>
Key data	7	Goals and objectives ASG   GOVERNANCE	39
History	9	Corporate governance	40
History, evolution and milestones	10	Compliance and anti-corruption	41
		Ethics and integrity, and promotion of human rights	42
<b>Prioritising the essentials</b>	<b>11</b>	<b>Relationship with the community and social work</b>	<b>44</b>
Materiality Matrix	12	Community support and development	45
Partes interesadas	13		
		<b>Joining forces</b>	<b>46</b>
<b>Developing high-quality products</b>	<b>14</b>	Strategic collaborations and partnerships	47
Innovation in products	15	Table of contents of the Global Compact, GRIs and SDGs	48
<b>Building a sustainable future</b>	<b>18</b>		
Our sustainable commitment	19		
Our sustainability strategy	20		
Goals and objectives ASG   ENVIRONMENT	21		
<b>Protecting our planet</b>	<b>23</b>		
Environmental management	24		
GHG emissions	24		
Energy efficiency	25		
Circular economy and waste management	25		
Sustainable water usage	26		
Responsible sourcing	27		
Climate change and biodiversity	29		





In today's business world, sustainability has become an essential pillar for the development and competitiveness of organisations. Aware of our responsibility and commitment to the environment, society and the economy, we have prepared this Sustainability Report for the 2023 calendar year. The main goal of this document is to provide a transparent and detailed overview of our sustainability practices, achievements and challenges.

This report is intended to address several key matters. First, at Indcresa we want to communicate our actions and results clearly and easily to all our stakeholders, including employees, customers, shareholders, suppliers and the general public. Second, we seek to identify and evaluate our areas of improvement to continue advancing in our commitment to sustainable development. Finally, this report brings us in line with international best practices and strengthens our reputation and credibility in the market. This third report was drafted using a series of internal documents and globally recognised standards to guarantee the rigour and quality of the information presented. The main internal documents include our Sustainability Policy, environmental impact reports, internal sustainability audits, employee and customer satisfaction surveys, as well as industry trend analysis, among others. We have also taken into account widely accepted international standards, such as the Global Reporting Initiative (GRI), the United Nations Sustainable Development Goals (SDGs), and the principles of the United Nations Global Compact. These standards have provided us with a solid framework for measuring and communicating our sustainability performance in a consistent and comparable manner.

The Indcresa 2023 Sustainability Report not only reflects our efforts and achievements but also establishes a renewed commitment to continue progressing in this area. We invite all our stakeholders to read this document, which is a testament to our dedication and a resource to foster constructive and collaborative dialogue around the challenges and opportunities of sustainability.

# Our Project





## Message from our CEOs

Dear colleagues, customers and shareholders,

We are pleased to present our 2023 Sustainability Report for a year marked by changes, growth and new challenges in which sustainability was essential in our actions and decision-making.

One of this year's most important milestones was the opening of our new production plant. This facility, located very close to our main factory and with a net floor area of over 17,000 m<sup>2</sup>, significantly increases our production capacity and optimises our operations and the quality of the products we manufacture, reflecting our commitment to sustainable growth and strengthening our position in the sector.

The new factory represents an exceptional opportunity to innovate and diversify our range. It will enable us to develop new lines of cocoa products and expand our product range to include new types of cocoa powder, as well as cocoa butter and liquor, better adapting to our customers' demands and market trends.

Despite our growth, Indcresa is still a family business at heart, and both our workforce, our colleagues and our customers are considered part of this great family. This sense of belonging and collaboration is what defines us and what drives us to continue growing and improving every day.

We wish to stress that commitment to the environment remains a priority for Indcresa. The new plant has implemented sustainable technologies, such as the installation of an initial phase of photovoltaic panels this year, with the aim of reducing our environmental footprint and promoting sustainable practices along the entire value chain.

The implementation of the Regulation on Deforestation-free products (EUDR) reinforces our commitment to sustainability by requiring a fully traceable supply chain from origin to final product, which may require new technologies and processes. Establishing closer and more transparent relationships with

our suppliers will be essential and may involve investment in training and restructuring of contractual agreements. While the upfront costs of implementing advanced systems to monitor and report compliance may be significant and require operational restructuring, the long-term benefits to our company and the environment far outweigh these challenges. We are confident that, with a strategic approach and strong commitment, we can turn these challenges into opportunities to grow and lead in sustainability.

We would like to thank everyone for their steadfast support and trust in our company. Together, we will work towards a more sustainable and prosperous future.

With gratitude and commitment,



**Mario Crehuet**  
Chief Executive Officer

**Carlos Crehuet**  
Chief Executive Officer



## Our philosophy and values

At Indcresa, our *raison d'être* is based on a set of values that guide all our actions and decisions. These values not only reflect our identity as a company, but also represent our commitment to excellence, sustainability and the well-being of our employees, customers and the environment.



### Commitment

Commitment is one of the cornerstones of Indcresa. We strive to provide the best service to our customers, ensuring that their needs and expectations are always exceeded. In addition, Indcresa is committed to sustainability and the environment. Our business practices are designed to minimise environmental impact and promote sustainable development that benefits present and future generations.



### Quality

At Indcresa, quality and professionalism are synonymous with our brand. We are proud to guarantee the highest quality of our products, thanks to a continuous improvement process that ensures excellence at every stage of production. We also maintain a spirit of closeness and warmth, as one would expect in a family-run business. Our employees and customers are considered part of this great family, strengthening our relationships and creating a unique work environment.

## Our *raison d'être*

Indcresa's *raison d'être* goes beyond cocoa production. Our goal, in addition to generating financial value and offering a wide range of superior quality cocoa products for our customers, is to create a positive impact on society and our environment.

We are convinced that these values not only define us as a company, but also guide us toward a future full of opportunities. We would like to thank all our colleagues, customers and shareholders for their ongoing support and trust in our vision and mission.



### Trust

Trust is a value we have cultivated and maintained for over 100 years. Throughout this time, we have built a reputation for credibility and reliability both within the company and in our interaction with the environment.



### Passion

Passion for cocoa is what defines us. Our entire team shares a deep enthusiasm and dedication for what we do, which translates into a constant desire to improve and refine our own standards. This passion is the driving force behind our innovation, enabling us to offer the best products to our customers.





Growing in  
numbers





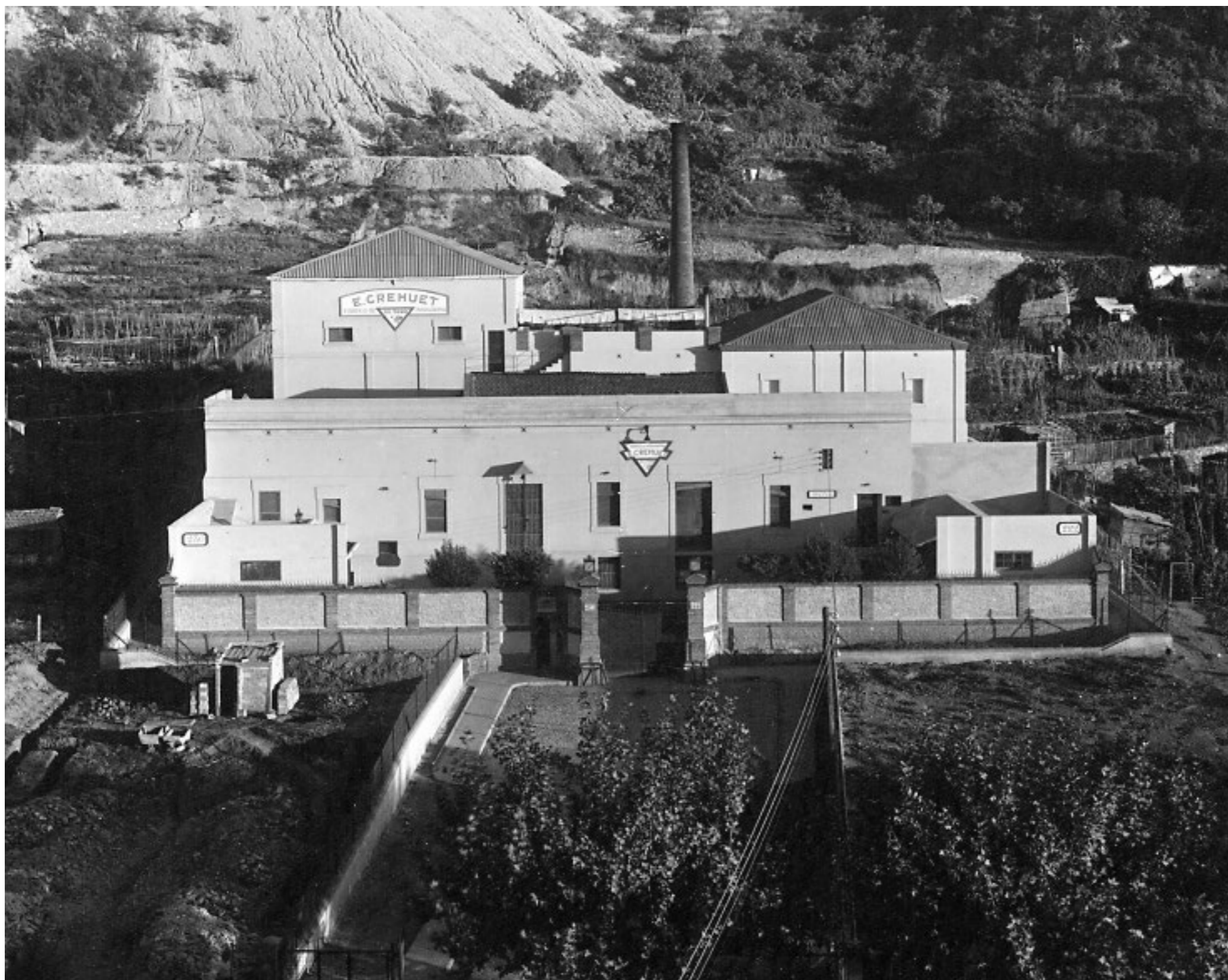


We are fully committed to our customers in every way



  
Operating in  
85 countries





## History

Industrias Crehuet S.A. was founded in 1915, focusing its business on the pressing of cocoa and the manufacture of margarine, and evolving in the following years to expand its productive capacity and diversify its products, focusing especially on cocoa powder. 1988 marked its first strategic change, with the opening of a new factory and international expansion.

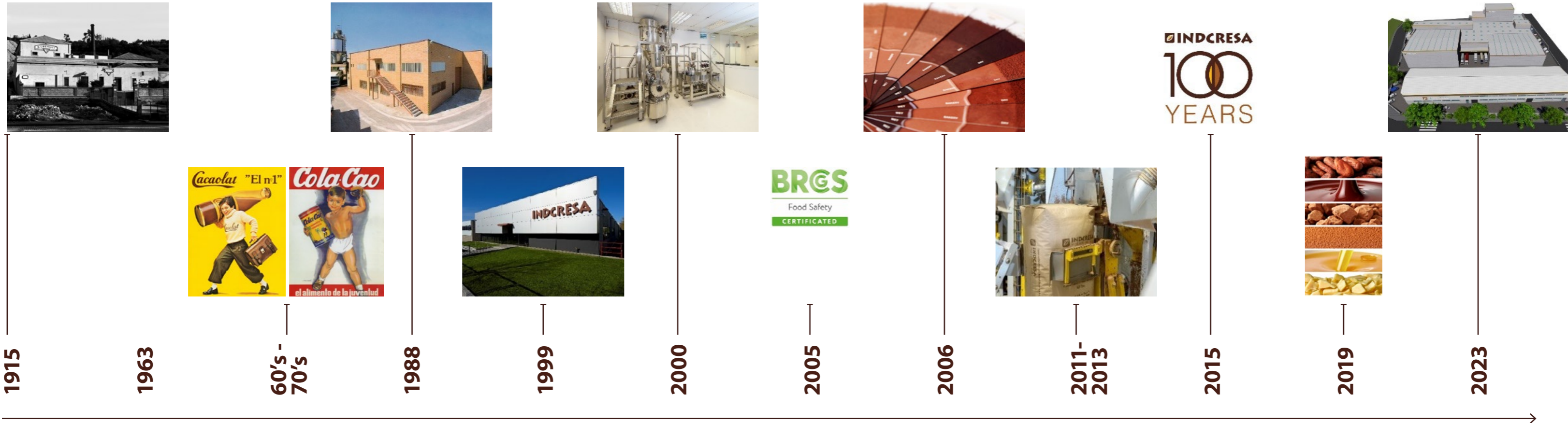
From 2005 to 2013, Indcresa focused on increasing its production capacity to 60,000 tons, obtaining important certifications such as the BRC and diversifying its offer to include cocoa powder, butter and paste products. The opening of a new factory in 2015 and the expansion of the range of cocoa powder types in 2022 are milestones that reflect the company's commitment to innovation and continuous improvement.

Throughout over a century of history, Indcresa has maintained its family business ethic, combining growth and sustainability. The implementation of strategic changes and the investment in new facilities and technologies, such as the new factory recently opened in 2023, has enabled Indcresa to strengthen its position as a leader in the cocoa industry, with a strong focus on quality, professionalism and commitment to all its customers and colleagues.

We are the Cocoa supplier of  
choice for our customers,  
to continue to grow together



# History, evolution and milestones



1915 Industrias Crehuet is founded as a cocoa presser and margarine manufacturer

1963 **Strategic Change 1** – Cocoa Products

60's-70's We expand production capacity of Cocoa Powder

1988 New Factory **Strategic Change 2** – Only Cocoa Powder (trailblazers)

1999 New Factory International Expansion 50.000 T

2000 Installation and start-up of pilot plant

2005 BRGS Food Safety CERTIFICATED

2006 Increase in range of Cocoa Powder types

2011-2013 Capacity expansion up to 60,000 T

2015 **INDCRESA 100 YEARS**

2019 **Strategic Change 3** – Cocoa Powder, butter and liquor

2023 Opening of a new factory

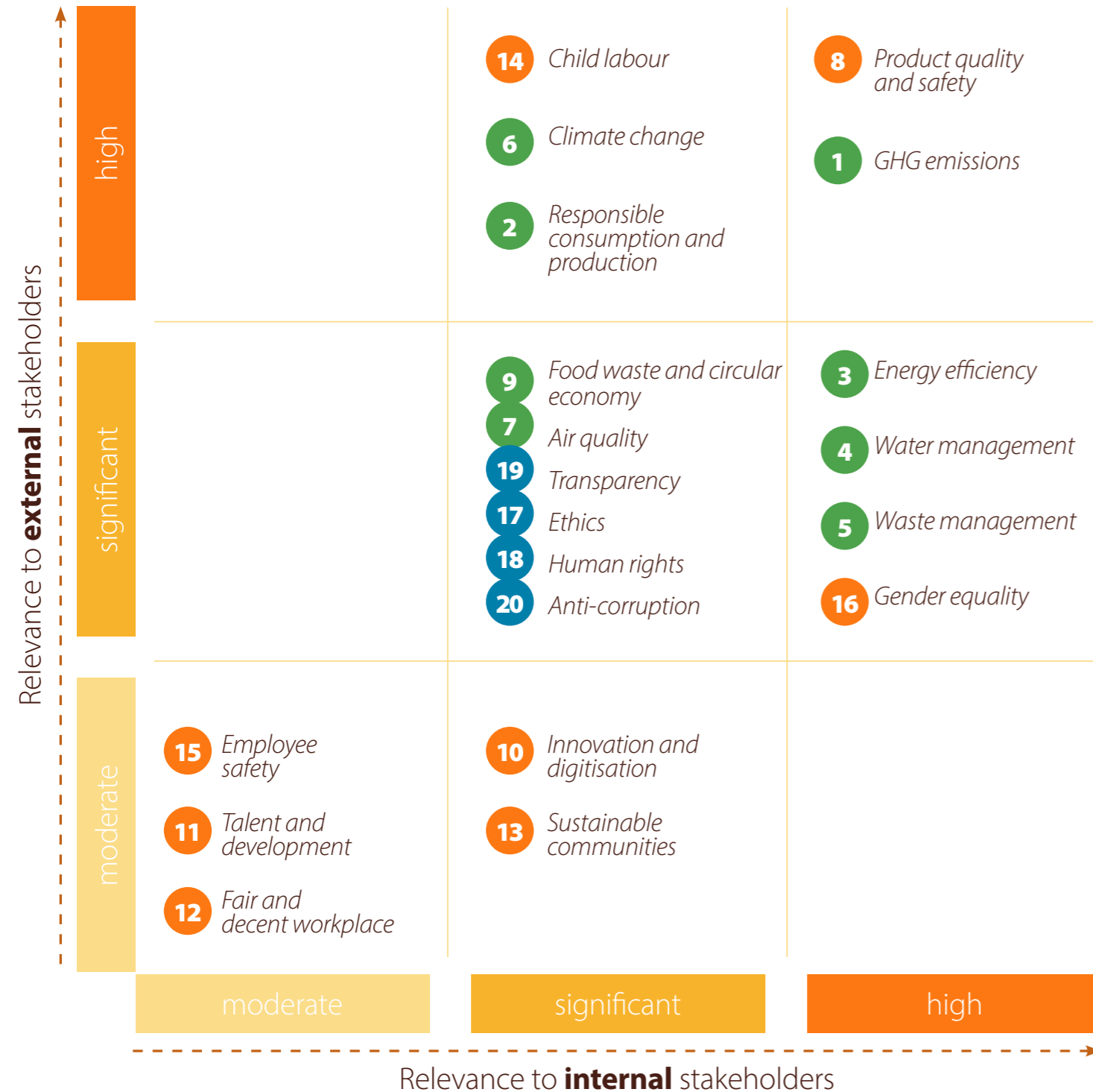


# Prioritising the essentials





# Materiality Matrix



This report maintains the materiality analysis of our previous sustainability report, focused on identifying environmental, social and governance risks and opportunities throughout our value chain.

Based on this analysis, we set annual goals. The Operations Management collaborates with the different departments to implement specific actions, and the key indicators are monitored quarterly.

Our Materiality Matrix reflects sustainability priorities in the areas of environment, people and business, identifying the most relevant issues, both for internal and external stakeholders.

We have focused on reducing the impact of climate change, promoting responsible consumption and production, and ensuring that human rights are respected throughout our supply chain. These topics are of utmost importance both for Indcresa and for our colleagues.

In another order of priority, we have also addressed the reduction of food waste, the improvement of air quality, and the implementation of transparency and ethical practices. We consider these aspects to be key in strengthening our global offering, ensuring sustainable and fair management in all our operations.

In our matrix, we also want to reflect the importance of energy efficiency and water and waste management, essential for our operational sustainability. Gender equality is also a priority, and we strive to provide equal opportunities to all our employees.

Lastly, we believe in the importance of the safety of our employees, the development of talent, and the creation of a fair working environment. Innovation and digitisation are key to improving our efficiency and contributing positively to the communities where we are present. This matrix guides our efforts and resources towards areas of greater impact, reinforcing our commitment to sustainability and corporate social responsibility.







Professional associations

Management

Neighbours' associations

Cocoa suppliers

Distributors

Public authorities

Service providers

Certification organisations

Unions

Vocational Training and Advanced Education Schools

Shareholders

Industrial customers

Employees

Labour Inspection

Competitors

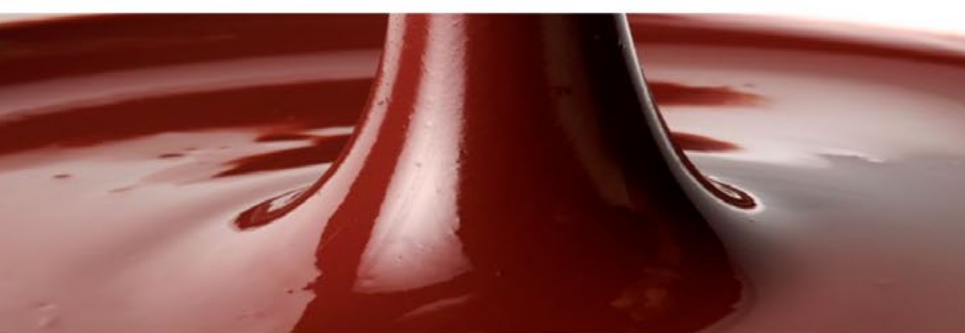
# Partes interesadas



Developing  
high-quality  
products







## Innovation in products

This year's plant expansion with an extra 17,000 m<sup>2</sup> for production is a firm commitment to innovation and the development of high-end products. This new facility not only increases our production capacity, but also offers us the opportunity to diversify and improve our product range. Through this expansion, we have created new lines of cocoa products, such as cocoa liquor and Orocao butter, adapting more closely to the needs of our customers and market trends.





One of the main benefits of this expansion  
**is the ability to continue growing  
together with our customers**

With increased production capacity, we can meet their needs more efficiently while consistently offering high-quality products. In addition, we have increased our alkalisation capacity, which allows us to improve the properties of our cocoa powder, making it even more versatile for various applications.

Expanding our product range is another goal of this expansion. We can now offer a wider range of cocoa powder with a fat content of 10-12%, and have developed a line of high-fat products that meets the demands of customers looking for alternatives with a higher fat content.

We continue to offer our full range of alkalisated products, adaptable to our customers' applications.





# Orocao

## Quality, Technology and Passion



We have also added cocoa butter to our range, a product already favoured by many of our customers, thus improving our ability to provide comprehensive solutions.

Orocao has been a registered trademark of Indcresa since 1968, and is reserved exclusively for excellence in cocoa products for the Chocolate Industry. It is undoubtedly the ultimate expression of our devotion to quality, technology and passion for cocoa. This combination of technical knowledge, our extensive experience and a rigorous model of Best Manufacturing Practices enables us to achieve high levels of quality and safety in the production of cocoa butter.



At Indcresa, we care about maintaining very low levels of free fatty acids (FFA), achieving perfect crystallisation and meticulously controlling taste, aroma and colour. These elements are essential for creating exceptional chocolate in all its varieties: dark, milk and white.

In line with our principles, we manufacture our products to the highest standards of quality, food safety and traceability, following standards such as FSSC 22000 and BRC, and specific certifications for our customers. These certifications guarantee ethical and responsible practices in the treatment of animals and in the production of food, ensuring they are safe and produced responsibly, and taking care of human health and the environment.



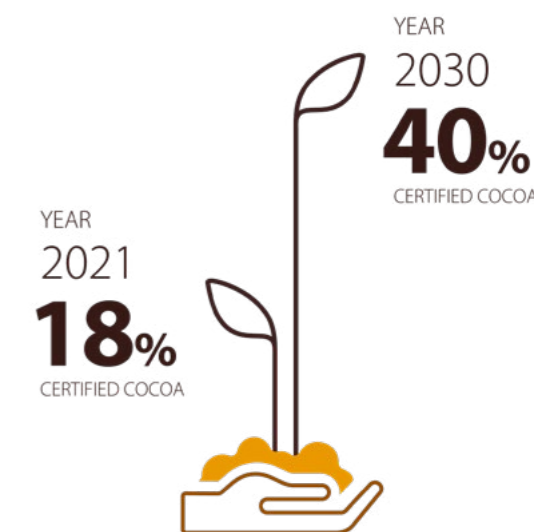
### Our Certifications

Indcresa has organic and sustainable certifications for our cocoa, which guarantee the product we buy is grown responsibly and is of a high quality. Our certifications include:



These certifications ensure help to promote that cocoa is grown sustainably, respecting both the environment and the farmers, who receive fair payment for their work. **Currently, 18% of our cocoa holds one of these certifications, and we have set out to increase this percentage to 40%** (depending on customer demand).

In addition, we are certified to manufacture Organic Cocoa for consumers who are more sensitive to the health and protection of the planet.







Building a  
sustainable future



## Our sustainable commitment

As a leading company in the manufacture of cocoa products and one of the largest buyers of cocoa cake in the world, we are firmly committed to sustainability, environmental protection and the fight against climate change.

In line with this commitment, we ensure that we comply with all current laws and environmental regulations. In addition, we support the 2030 Agenda and the United Nations Sustainable Development Goals, as well as the Global Compact principles on human rights, labour standards, the environment and anti-corruption.

The SDGs most developed by Indcresa in 2023 were:



Our company seeks to create social value both in the short and long term, maximising positive impacts and minimising negative impacts on society and the environment. This is achieved by fostering sustainable businesses, establishing strategic alliances and collaborating with our stakeholders. Over the last few years, we have defined and implemented an environmental management system in accordance with the principles of ISO 14001, which is regularly reviewed, and we are striving to reduce our carbon footprint by implementing energy efficiency systems, efficient water management and proper waste management.

In addition, at Indcresa we integrate sustainability and respect for the environment at all levels of the organisation and throughout our value chain, guaranteeing the availability of the necessary resources. From our Department of Sustainability and Environment, we regularly evaluate our actions in terms of sustainability and environmental impact, establishing reduction goals and applying measures to meet them. We encourage ongoing environmental learning for all our employees, and promote responsible environmental practices among our suppliers and contractors. Finally, we publicly and transparently inform our stakeholders through our sustainability reports, using economic, environmental and social performance indicators, in accordance with international reporting standards.



## Our sustainability strategy

In June 2023, the Indcresa Corporate Sustainability committee was established to lead the integration of corporate social responsibility and sustainable development into our activities, products and operations, as part of our sustainability strategy. This committee is formed by an interdisciplinary team of people that includes members of Senior Management, as well as Managers and representatives of the company's various departments.

Among the initial goals of the Sustainability committee, we wish to highlight the 2030 Zero Waste Plan and the Decarbonisation Plan that we are currently deploying with the goal of reducing and eliminating the waste we generate, as well as reducing greenhouse gas emissions. In the next section, we explain what each of these plans entails in more detail.

The collaboration of all members of the sustainability committee is essential to develop and implement these proposals aimed at having a significant impact on our sustainability.

**IMPROVEMENT**




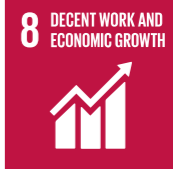


**IMPLICATION**



**REVIEW**







## ESG goals and objectives | ENVIRONMENT

TOPIC AND GOAL	COMPLETED ACTIONS IN 2023	ACTIONS IN PROGRESS IN 2024	SDGs
<p><b>GHG EMISSIONS</b> Reduce GHG emissions along the value chain.</p>	<ul style="list-style-type: none"> <li>• Calculate the carbon footprint, with scopes 1 and 2, and partially scope 3.</li> <li>• Create and formalise the Sustainability Committee.</li> <li>• Annual CDP Climate questionnaire with grade B-.</li> <li>• Calculate the full carbon footprint, with all scopes.</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a 2030 Decarbonisation Plan.</li> <li>• Renew the annual CDP Climate questionnaire.</li> </ul>	
<p><b>RESPONSIBLE PRODUCTION AND CONSUMPTION</b> Reduce the environmental impact of our production process and encourage more responsible consumption.</p>	<ul style="list-style-type: none"> <li>• Produce the Code of Conduct for Suppliers.</li> <li>• Implement the ISO14001 management system for the new factory.</li> <li>• Implement returnable/reusable plastic pallet suppliers.</li> <li>• ISO14001 Internal Audit.</li> </ul>	<ul style="list-style-type: none"> <li>• Renew Fairtrade audit.</li> <li>• Renew 4-pillar SMETA audit.</li> </ul>	
<p><b>ENERGY EFFICIENCY</b> Invest in renewable energy and new technologies.</p>	<ul style="list-style-type: none"> <li>• Install the photovoltaic energy project in the new factory.</li> <li>• Automate the PID Nitrogen Controller in our processes.</li> <li>• Install new, more efficient radar level sensors in our silos.</li> </ul>	<ul style="list-style-type: none"> <li>• Automate improvements to reduce product transfer to other warehouses.</li> <li>• Install a heat recovery system from the chimneys of thermal oil boilers.</li> <li>• Installation project for the second phase of photovoltaics in both factories.</li> </ul>	 
<p><b>WATER MANAGEMENT</b> Encourage responsible water consumption and prevent water pollution.</p>	<ul style="list-style-type: none"> <li>• Commission and test the new alkalised line to reuse condensate water.</li> <li>• Implement the Plan for Efficient Water Usage.</li> <li>• Annual CDP Water Security questionnaire with grade C.</li> </ul>	<ul style="list-style-type: none"> <li>• Final implementation of the new alkalised line to reuse condensate water.</li> <li>• Adapt potential new water restrictions to respond to droughts.</li> <li>• Calculate the water footprint.</li> <li>• Renew the annual CDP Water Security questionnaire.</li> </ul>	 



## ESG goals and objectives | ENVIRONMENT

TOPIC AND GOAL	COMPLETED ACTIONS IN 2023	ACTIONS IN PROGRESS IN 2024	SDGs
<p><b>WASTE MANAGEMENT</b> Promote strategies to reduce waste, especially plastic waste.</p>	<ul style="list-style-type: none"> <li>• Join a SCRAP to comply with the new RD1055/2022.</li> <li>• Train and raise awareness among employees of waste segregation.</li> <li>• Reduce non-hazardous waste by 40% compared to 2020 and 6% compared to 2022.</li> <li>• Adapt and implement relevant measures on the new tax on non-reusable plastic packaging.</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse non-hazardous waste to improve its segregation and further reduce it.</li> <li>• Reduce the total waste generated in Indcresa 1 by 10% compared to the previous year.</li> <li>• Adapt the new RD 1055/2022 on industrial commercial packaging, and submit the declarations for 2022 and 2023.</li> <li>• Adapt the new warehouse for the transfer of the workshop and waste.</li> </ul>	
<p><b>FOOD WASTE AND THE CIRCULAR ECONOMY</b> Promote strategies to prevent food waste and implement a circular business model.</p>	<ul style="list-style-type: none"> <li>• Educate employees about the circular economy and SDGs.</li> <li>• Improve and optimise our production process on a continuous basis.</li> <li>• Complete construction of a new laboratory to perform our own tests.</li> </ul>	<ul style="list-style-type: none"> <li>• Automate process lines in the new factory and make them more efficient.</li> <li>• Innovate and develop a new range of Cocoa Paste according to customer needs.</li> <li>• Reduce the by-product generated.</li> </ul>	
<p><b>CLIMATE CHANGE AND BIODIVERSITY</b> Contribute to the sustainable management of ecosystems along the value chain.</p>	<ul style="list-style-type: none"> <li>• 2022-2025 CFI Action Plan and 2022 Report.</li> <li>• Adapt to the new regulation on deforestation (EUDR).</li> <li>• Reduce the use of printed paper in factories by 7.4%.</li> <li>• Train the management and sales team in new deforestation regulation (EUDR).</li> </ul>	<ul style="list-style-type: none"> <li>• 2023 Report of the Cocoa Forest Initiative.</li> <li>• Search for a specialised consultant to adapt our documents to the new EUDR.</li> <li>• Develop a new cocoa purchasing policy according to the new EUDR, adapting to the Due Diligence Declaration.</li> <li>• Monitor the reduction of printed paper in our management systems.</li> </ul>	
<p><b>ODOURS AND AIR QUALITY</b> Promote strategies to improve air quality around our factories.</p>	<ul style="list-style-type: none"> <li>• Conduct tests to start the new alkalising line, generating less odour impact.</li> <li>• Annually monitor local complaints due to odours.</li> <li>• Meet annually with the local regulatory body.</li> </ul>	<ul style="list-style-type: none"> <li>• Optimise emissions treatment in our new processing line to avoid generating odours.</li> <li>• Annually monitor local complaints due to odours.</li> <li>• Reglementary controls of emission sources every 3 years.</li> </ul>	





Protecting our planet



Our ultimate goal is, in addition to meeting the emission reduction targets set for 2030, to contribute significantly to protecting the environment and creating a more sustainable future

## Environmental management

To carry out a long-term Sustainability Plan that allows us to gradually improve in all our areas of action, at Indcresa we have our own Department of Sustainability and Environment.

The mission of this department is to manage strategies to ensure that business activities are environmentally friendly and comply with current legislation. This includes proposing technical or organisational innovations that improve the competitiveness of the company in a responsible manner and in accordance with ISO14001 standards. In addition, from a more technical point of view, we promote the rational use of resources, the correct management of waste and the reduction of emissions and discharges, maintaining both a documentary and technical environmental management and sustainability system.

We also regularly review our sustainability initiatives and their environmental impact, setting reduction targets and implementing specific actions to meet them. We promote year-round environmental education for all employees and encourage our suppliers to adopt environmentally responsible practices.

## GHG emissions

As part of our commitment to sustainability and the fight against climate change, we are developing a Decarbonisation Plan with the time frame set in 2030.

This plan is underpinned by the need to dramatically reduce our carbon emissions throughout our value chain. **More specifically, our goal is to reduce our total emissions by 20% by 2030.** To meet this goal, we have started to calculate our carbon footprint in detail, covering scopes 1 and 2 in full, and scope 3 in part. Scope 1 includes direct emissions generated that include the combustion of non-renewable energy sources in our own equipment and vehicles, as well as industrial processes that release GHG. Scope 2 covers emissions from the electricity we buy. And scope 3 covers all indirect emissions arising from our company's activities but coming from external sources that are not under our control. Therefore, obtaining accurate data on the emissions generated by our suppliers and the transport associated with our operations is essential for completing this analysis and defining significant areas of improvement.

So far, we have been able to calculate our carbon emissions for scopes 1 and 2, which include direct emissions from our operations and indirect emissions related to energy consumption. It should be noted that this year we have increased GHG emissions. This is mainly due to the opening of our new production centre, which has increased the energy needs derived from Indcresa's activity.

Based on the data, we have identified that the highest levels of CO2 emissions are concentrated in the use of energy, as well as in the transport involved in the purchase of cocoa cake and in the distribution of our final product. To address these areas, we have already begun to implement several measures aimed at reducing emissions. These include the installation of photovoltaic panels in our facilities, the replacement of halogen bulbs with LED lighting, and the development of a plan for the efficient use of water, which is scheduled for deployment in 2024. At present, solar panels cover 10% of our electrical needs for our main factory and 6% for our new factory.

We are also working on improving the efficiency of our processes through engineering and maintenance work, as well as optimising waste segregation in the factory. Raising awareness among our employees on sustainability issues is also a priority, and we have developed specific documentation including our Sustainability and Environment Policy, and environmental requirements for subcontractors, as well as specific training in this regard.

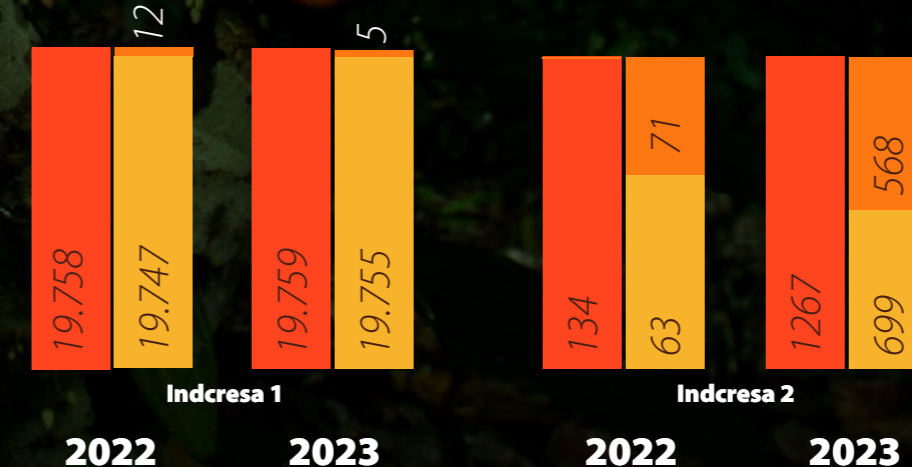
As we move forward with the full calculation of our carbon footprint and the implementation of emission reduction measures, we remain steadfast in our commitment to maintain a transparent and proactive vision in our decarbonisation strategy.

We remain committed to reducing our emissions by 20% by 2030

GHG Emissions Scopes 1 and 2 (t CO<sub>2</sub>eq)



Per Center



\*The increase is due to the opening of the new production centre.



## Energy efficiency

To improve our energy efficiency, we have invested in renewable energies and new technologies. In 2023, we installed photovoltaic energy in our new factory, which has allowed for a significant reduction in the use of non-renewable energy. We have also automated the PID nitrogen controller in our processes, optimising its use and improving overall efficiency.

In addition, we have installed new radar level sensors in the silos, which has improved accuracy and efficiency in material management.

By 2024, we plan to implement automation improvements that will reduce the movement of products between warehouses, reducing energy consumption and increasing operational efficiency. We will also install a heat recovery system from the chimneys of the boilers, taking advantage of the residual energy and reducing the carbon footprint. In addition, we will expand the installation of photovoltaic panels to both factories with the aim of increasing our capacity for generating renewable energy.

## Circular economy and waste management

Waste management and the implementation of circular economy principles are fundamental aims of Indcresa and sit firmly within the framework of our commitment to sustainability.

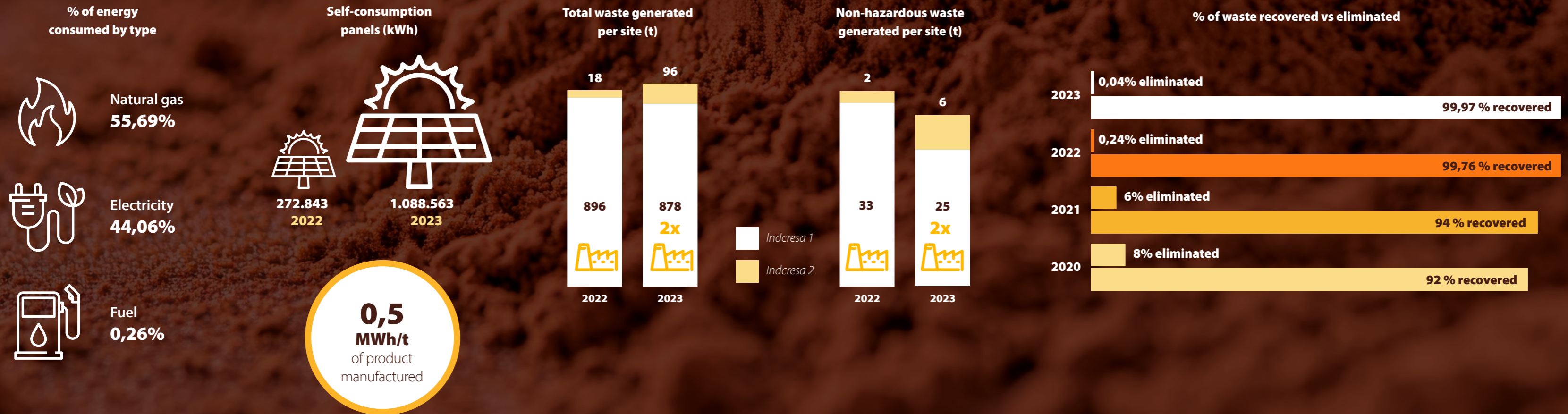
The adoption of our Zero Waste Plan is a decisive strategy for us to minimise waste generation and maximise its reuse and recycling. With this approach, we intend to reduce the environmental impact of our operations, in addition to optimising the use of resources that promote more efficient and sustainable production.

The actions we have already carried out in our organisation include the reduction of laboratory and glass waste, the elimination of single-use gowns, providing cups to workers to reduce the use of plastic, and reducing the use of aerosols, thus achieving significant reductions in various types of waste. In addition, we are evaluating new initiatives such as the introduction of reusable bottles and packaging, the elimination of bottled water, the reduction of laundry bags and the replacement of single-use paper with reusable wipes. These actions seek to continue reducing plastic and non-hazardous waste.

We recover almost 100% of our waste, meaning that 100% of our waste is not disposed of or has not ended up in landfills or been incinerated, but is recovered or recycled.

We work to meet the requirements of the new packaging and packaging waste regulation, RD 1055/2022. This law aims to ensure that at least 70% of packaging is recycled in Spain by 2030, which will be a new challenge for companies.

This new regulation has imposed a series of new requirements that we have been working on, such as the creation of a **Register of Product Manufacturers** in March 2023, which forces us to send information annually on the packaging launched on the market. In addition, it has involved the need to adhere to a **SCRAP (collective system of extended producer responsibility)** before the end of 2023, which we have done by adhering to the new **SCRAP ENVALORA**. We are working to meet the other requirements of the standard for 2024, both with the new packaging taxes and with the new Business Plan for Prevention and Eco-design.





## Sustainable water usage

At Indcresa, we work to optimise and reduce water usage in all aspects of our production process and sanitary use. To do so, we conduct regular reviews of consumption and carry out awareness campaigns aimed at all our personnel.

We know the origin of our supply, and we know that 80% comes from the Llobregat River, 12% from wells and mines in the Terrassa area, and the remaining 8% from water provided by third parties. Based on this information, we know that our facilities are located in a medium-high water stress zone.

During 2023, Catalonia suffered a period of prolonged drought that severely affected the region's water resources. A lack of rainfall throughout the year affected both the supply of water for human consumption, agriculture and other productive sectors. Because of the decline in water resources, we are in an extraordinary situation. This situation involves the implementation of restrictions on water usage and the activation of emergency plans to manage available resources in the most efficient way possible. To achieve this, at Indcresa we have developed the Water Efficient Use Plan in line with the guidelines of the City Council of Terrassa.

The water we use during our production process is intended for essential operations such as sterilisation and alkalisation. Between 2021 and 2022, we managed to reduce our consumption by 1.7%. However, although our water consumption is not particularly high, this year we have significantly increased our water needs due to the opening of the new facilities. Specifically, our total water consumption due to production expansion reached 15,632 m<sup>3</sup> of water, compared to 10,447 m<sup>3</sup> for the previous year.

Aware of the increase in water consumption, we accompanied the opening of the new production site with strategies for efficient management, through our Plan for Efficient Use of Water, which includes measures such as the optimisation of processes to reduce consumption or the reuse and use of water, among others.

Our plan, developed throughout the year, includes a management and saving programme for the water consumed, with specific efficiency measures such as flow reducers or timers on taps; measures to be taken in exceptional periods, such as the interruption of irrigation of green areas; and finally, a plan of specific measures to be implemented in the future, such as the automated control of the flow meter in the

entrance area or the change of garden model to other green spaces with low water requirements, among other measures.

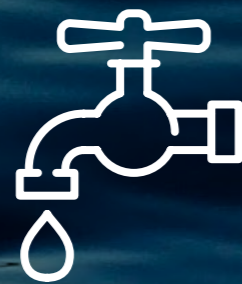
This year, we commemorated World Water Day on 22 March with training courses, poster campaigns and a survey to assess the level of knowledge, attitude and involvement of our employees in the use of water at Indcresa, with very satisfactory results that demonstrate the exhaustive knowledge of the use of water by our personnel.

In addition to all these actions, at Indcresa, we consider it essential to raise awareness among the entire workforce on these material issues, and more specifically the importance of water during periods of drought. For this reason, our personnel receive regular training and awareness-raising and business culture sessions. They are also given the specific training that everyone who joins our company receives—the Best Practices Guide, which includes explanations for an adequate and efficient use of water.

### Efficient Water Use Plan



**Process water reuse**



**Flow reducers**

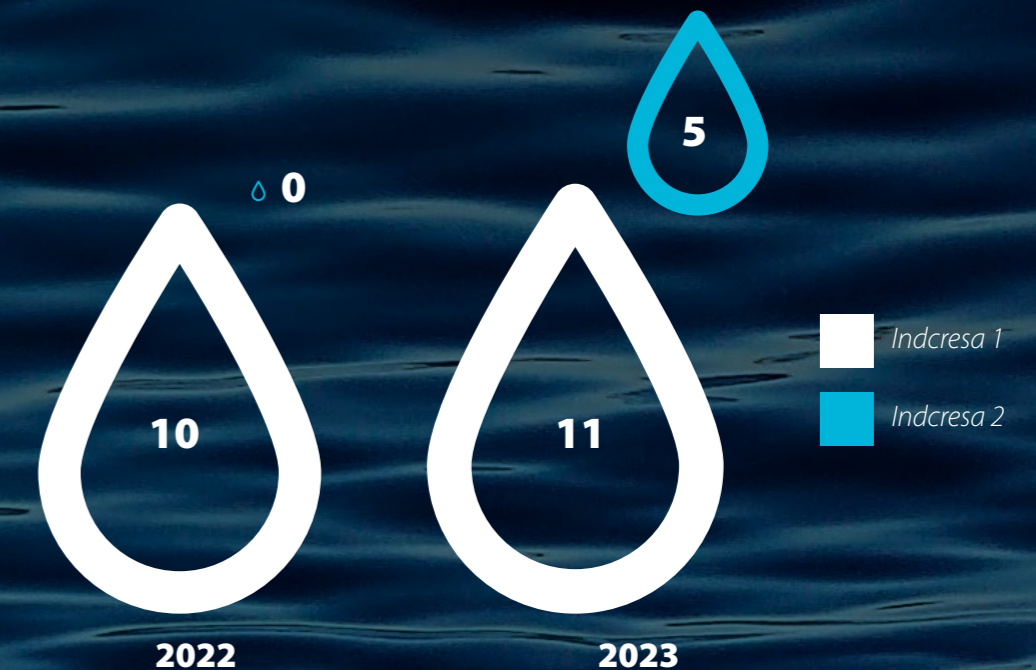


**Timers on taps**



**STOP irrigation**

### Water consumption per site (ML)



*\*The increase is due to the opening of the new production centre.*



## Responsible sourcing

At Indcresa, we believe sustainability starts with the way we obtain our resources. Responsible sourcing, in addition to ensuring the quality and safety of our products, also protects the environment and supports local communities. We work with our suppliers to ensure that our cocoa comes from ethical and sustainable sources. This enables us to offer products that meet the quality standards we demand for our customers and promote a greener future.

**In 2023, we began implementing the EU Deforestation Regulation (EUDR)** and we are working towards a new policy based on the due diligence system that we must implement to comply with this regulation, applicable from 30/12/2024. As part of our commitment to the United Nations Global Compact, we have established our own guidelines for responsible sourcing.

We are committed to working together with our suppliers for a better future, and that is why we have our own Responsible Cocoa Supply Policy. In terms of the environment, we prioritise the selection of raw materials from sustainable sources that support the local economy, and we prefer products with certifications that ensure a low environmental impact. In addition, we encourage the use of products that are aligned with the Circular Economy and Low Energy Consumption Goods from renewable sources, avoiding those that involve the use of hazardous materials.

As for ethical and social criteria, our responsible procurement guidelines lead us to look for suppliers committed to the 10 principles of the Global Compact and respect international labour conventions, promoting transparency in the value chain and ensuring occupational health and safety. We also prioritise those that promote equal opportunities and the inclusion of more disadvantaged groups.

### Commitment to Responsible Practices

We are members of SEDEX, a platform that assists companies in the improvement of responsible and sustainable business practices. This platform helps us to fulfil our own supplies responsibly, and our most important customers and some of our main suppliers already adhere to SEDEX. We would encourage our other suppliers to join this initiative to strengthen our sustainable supply chain.





## We are committed to the planet

Main indicators	Units	I1	I1 + I2 *	I1 + I2
		2021	2022	2023
Gas consumption	MWh	11,216	11,165	14,842
Gas consumption/ t Intermediate product	kWh/t	258	293	315
Electricity consumption	MkWh	9,262	9,161	10,653
Solar electricity produced	MWh	0	273**	1,089***
Electricity consumed/ t of end product	kWh/t	213	240	226
Petrol consumption	ML	6	6.3	6.3
Total energy consumed/ t of end product	kWh/t	471	534	565
Water consumption	ML	10.6	10.4	15.6
Water consumption/ t intermediate product	L/t	244	274	332
Total waste produced	t	1052	913	974
Total waste/no. employees	t/n° emplea.	6,5	5	5,3
Non-hazardous waste produced	t	66	36	31
Hazardous waste produced	t	7.3	10.9	10.6
By-product generated/ t product manufactured	t	0.35%	0.38%	0.34%



**18% of our cocoa with sustainable certifications**



**Implementation of the EU Deforestation-Free Products Regulation (EUDR)**



**Indcresa's Responsible Cocoa Sourcing Policy**



**Commitment to the principles of the UN Global Compact**



**Supply chain transparency**

\*In 2022, the indicators of the new Indcresa 2 factory were partially counted, as it was still finishing start-up and it was not launched until the beginning of 2023.

\*\* Solar panels start operating in August 2022 for Indcresa 1.

\*\*\* Solar panels start operating in August 2023 for Indcresa 2.



## Climate change and biodiversity

Our organisation is committed to the planet, working hard every year to minimise the environmental impact that Indcresa's activity can cause along the entire value chain.

The Department of Sustainability and Environment monitors monthly key indicators that are reviewed quarterly together with management and the operations team. This enables us to identify the most critical environmental aspects on an annual basis and to establish a strategy for continuous improvement, with specific goals and actions to ensure our efforts are aligned with climate change mitigation. In addition, we insist on ensuring a sustainable future for farmers in cocoa-producing countries, as well as on preventing deforestation.

We respond to the CDP (Climate Disclosure Project) in order to monitor our progress and evaluate the effectiveness of environmental actions developed over time, specifically the climate and water sections. This enables us to report transparently on our impacts and strategies on issues related to climate change, forests and water resources.

In the CDP Climate Change Questionnaire, we provide data on our direct and indirect greenhouse gas (GHG) emissions, as well as our goals and strategies to reduce them, and explore how climate change impacts our business, considering physical and transition risks, incorporating these issues into our corporate governance and determining how they influence our financial performance and investments.

In the area of water security, the CDP evaluates how we manage water use and associated risks, requesting information on the amount of water used, its origin, efficiency strategies, water risks, impact on watersheds, conservation policies and our commitment to communities and stakeholders to improve water security.

Indcresa is a signatory to the Cocoa & Forests Initiative (CFI), along with other leading companies in the sector. This initiative, which focuses on eliminating deforestation associated with cocoa cultivation, has enabled us to collaborate on important environmental projects. From 2019-2022, we developed the first CFI plan with specific actions in the Brong Ahafo region of central Ghana to combat deforestation and promote sustainable agricultural practices.



For the new CFI 2.0 action plan launched in 2023, we had another strategic supplier to develop a new plan in Ivory Coast, which is the majority origin of our cocoa. The plan includes plantation mapping, training of farmers in the best agricultural practices, and distribution of shade trees to improve plantation yields. Also, communities are trained in alternative activities that help diversify farmers' sources of income, contributing to greater economic stability and sustainability. This plan has introduced family support activities under the International Cocoa Initiative (ICI) and the Child Labor Monitoring and Remediation System (CLMRS). This initiative aims to provide training and awareness for child protection and to monitor farm groups, acting on high-risk cases, all in line with the priorities of the governments of Ivory Coast and Ghana.

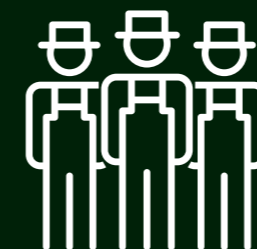
In the 22/23 season, Indcresa made significant progress. Through collaborative efforts and strategic initiatives, we made remarkable progress across all pillars of our action plan. Deforestation risk assessments, Forest Code education, Climate Smart Cocoa practices and participation in women's empowerment projects have been conducted. We continue to foster positive changes within the cocoa sector by driving an impact that helps create a more sustainable future for cocoa producers and their communities.



Adama Ouedraogo, cocoa producer in the Marahoué region, Ivory Coast. Testimony to the impact of climate change and the importance of sharing sustainable land use knowledge practices for building resilience.



Total investment Indcresa CFI Programs € 106,390



Farmers reach by training programs 3,049



Farms mapped 2,035



Trees distributed 11,221










Empowering our people



## Goals and objectives ASG | PEOPLE

TOPIC AND GOAL	COMPLETED ACTIONS IN 2023	ACTIONS IN PROGRESS IN 2024	SDGs
<p><b>PRODUCT QUALITY AND SAFETY</b></p> <p>Continuous improvement of the quality and safety of our products at competitive prices</p>	<ul style="list-style-type: none"> <li>Maintenance of FS and Quality certifications: FSSC 22000, BRC, Kosher, Halal, and CCPAE.</li> <li>Annual FS training and quality for all employees.</li> <li>Evaluation with specialised consultancy, the validation study of cocoa paste in a tank at 80°C for the new factory.</li> <li>Approval of approval documents, and audits of new customers who are in the process of approval.</li> </ul>	<ul style="list-style-type: none"> <li>Audits to product suppliers, stopped by COVID-19.</li> <li>Design and development of a FS and quality-control system for the new factory.</li> <li>Design and implement FS and Quality certifications for the new factory (BRC, FSSC, Kosher and Halal).</li> <li>Maintaining our certifications in quality control and food safety.</li> </ul>	 
<p><b>INNOVATION AND DIGITISATION</b></p> <p>Investment in innovation and industrialisation of processes and infrastructures</p>	<ul style="list-style-type: none"> <li>Developing management system documentation for the new factory.</li> <li>Developing and implementing digital applications for entry registration of external personnel, truck inspections and tanker loads, making paper unnecessary.</li> <li>New company website.</li> </ul>	<ul style="list-style-type: none"> <li>Digitisation of printed processes in the departments of our management systems.</li> <li>Improvements to the product packaging systems and sealing processes.</li> <li>Continuing to innovate and improve our new factory processes.</li> </ul>	 
<p><b>TALENT AND DEVELOPMENT</b></p> <p>Promoting the training and development of our employees' skills and educating them in SDGs</p>	<ul style="list-style-type: none"> <li>Conducting of the 2023 Cultural Plans for our Management Systems.</li> <li>Annual update of training in OHS, Quality and FS, and environment for all our employees.</li> <li>Continuous talent search for the company, mainly for the new factory.</li> <li>Updating position-based job descriptions for the present factory.</li> <li>Creating partnerships with training schools and universities to bring young talent into the world of work.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct of the 2024 Cultural Plans for each management system.</li> <li>Updating position-based job descriptions for the new factory.</li> <li>Continuous search for talent.</li> <li>Updating of onboarding training for new employees.</li> </ul>	



## Goals and objectives ASG | PEOPLE

### TOPIC AND GOAL

### COMPLETED ACTIONS IN 2023

### ACTIONS IN PROGRESS IN 2024

### SDGs

#### FAIR AND DECENT WORKPLACE

Creating a safe and healthy working environment

- Continuous monitoring of our grievance ethics channel.
- Creating internal communication mailboxes for all our management systems.
- Continuous monitoring of trade union meetings.
- New ethics channel available to everyone.

- Four-year trade union elections.
- Review and updating of our code of ethics.



#### SUSTAINABLE COMMUNITIES AND LOCAL SUPPORT

Promoting strategies for job creation, as well as safe smart cities

- 2022-2025 CFI Plan, to encourage support for farmers where cacao is grown.
- Participation of workers in the 2023 Magic Line.
- Collaboration and encouraging of participation by all employees in the 2023 Cursa Per la Infancia de Terrassa race.
- Collection of books in the company for the Saint George's Day charity sale by the CODESPA Foundation.

- Continuing to work with local associations to prevent poverty and promote a healthy lifestyle: INSOC, Festa Major de Terrassa, and Magic Line.
- Continuing to support farmers where cocoa is grown along with our CFI Plan.
- 2024 CFI Report



#### HUMAN RIGHTS

Encouraging diversity, equality and labour integration

- Presentation of the new 2022-2026 Equality Plan.
- Creation of partnerships with entities involved in the social integration of vulnerable people.
- Recruitment and search for talent following international standards of equality and diversity.

- Updating and drafting of the workplace harassment protocol and the positive management of labour disputes.
- Training all employees in the new 2022-2026 Equality Plan.
- Drafting of the LGTBIQ+ Protocol.

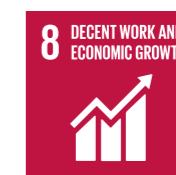


#### FORCED AND CHILD LABOUR

Eradicating forced and child labour

- ICI Reporting Member 2022-2023.

- Application of the Due Diligence Directive in our Responsible Procurement Code, taking child labour into account.





## Goals and objectives ASG | PEOPLE

### TOPIC AND GOAL

### COMPLETED ACTIONS IN 2023

### ACTIONS IN PROGRESS IN 2024

### SDGs

#### EMPLOYEE HEALTH AND SAFETY

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

- Constant update of Safety Corners.
- Conducting of emergency drills in 2023 in the existing factory.
- OHS document system based on ISO45001 implemented in both factories.
- Regular meetings of the Health and Safety committee, and creation of working groups for the implementation of measures arising from psychosocial assessment.
- Preparing of the explosion protection document.
- Drafting of the document on special work.

- Conducting of emergency drills for both factories, the first being held in the new factory.
- Drafting of the Preventive Measures Plan for both factories.
- Implementing of the new factory's Self-Protection Plan.
- Control of chemical safety conditions.
- ISO45001 Internal Audit.
- Training in road safety education in the workplace.



#### GENDER EQUALITY

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

- Presentation of the 2022-2026 Equality Plan.
- Encouragement of flexible hours and work-life balance.
- Recruitment and search with a gender perspective.

- Equality Plan training for all employees.
- Training capsule on definitions for gender equality.
- Inclusion of training capsules on Equality and Ethics in the Cultural Plan for Sustainability and Environment, working with the HR department.



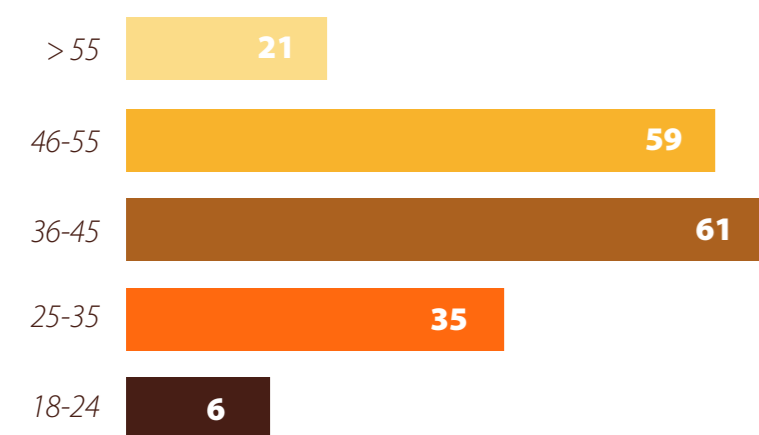


## Our workforce

Our employees are the core of Indcresa and a cornerstone of our commitment to be our customers' trusted cocoa supplier and to continue growing together. We promote gender equality, diversity and inclusion, rejecting any form of discrimination in the workplace. We also strive to maintain a positive social environment, as set out in our Code of Ethics and Equality Plan, signed on 13/06/2022.

### Number of employees per age group

♀ 21% ♂ 79%



Full time **95%**  
Part time **5%**  
Temporary contracts **1%**  
Permanent contracts **99%**



**3,3%** employees  
with disabilities



Our employees  
come from  
**10 different  
countries**

### Employees by department

Management Committee

**6** ♀ 17% ♂ 83%

Managers

**13** ♀ 31% ♂ 69%

Heads

**16** ♀ 38% ♂ 63%

Administrative and technical personnel

**42** ♀ 48% ♂ 52%

Factory and laboratory

**105** ♀ 6% ♂ 94%





## Occupational Health and Safety

Occupational Health and Safety (OHS) are core values in our company, as reflected in our Management System Policy and the department specialising in this area. Our commitment to OHS encompasses all personnel, including employees, contractors, suppliers, customers and visitors, and is focused on the state of complete physical, mental and social well-being of our entire team.

Throughout this year, we carried out several initiatives to ensure a safe working environment for all our employees and colleagues. The following is a summary of the main measures taken:

### Fire prevention

We carried out several external fire-fighting training courses, with the participation of 20 people, members of Indcresa's second response team. These training courses were given by expert firefighters from the Generalitat de Catalunya, thus guaranteeing high-quality training to act in the best possible way in the event of a fire in our facilities.

Our top priority is to ensure the health and safety of all the people who work in Indcresa and our facilities. Therefore, in 2023 we increased active fire protection beyond what is required, and improved access to the Fire Hose Cabinets (FHCs).



### Safety Corners

Since they were started in 2022, Safety Corners have been a valuable resource for the company's preventive culture. These spaces, frequently maintained and updated, serve as information points on occupational risk prevention. They contain lessons learned from relevant industry accidents, tips on healthy habits and updates on plant ORP measures. This resource serves to raise awareness among our employees on the importance of occupational health and safety and promotes a preventive culture in our company.



### Cardio-protected Workspaces

At Indcresa, we are firmly committed to the health and safety of the workforce. Although we are not a healthcare company, we have trained personnel and defibrillators in our facilities, making our workspace a cardio-protected environment.



### More sustainable

In 2023, we also adopted the policy of acquiring, wherever possible, more sustainable Personal Protective Equipment (PPE), selecting products from our suppliers that contribute to the protection of the environment and reinforce our corporate responsibility.

In addition, within the framework of our 2023 Cultural Plan, we launched several employee awareness campaigns focusing on analysing and learning from our mistakes with a view to improving the company's preventive culture.

### Our purposes

For 2024, we propose several goals, including road safety training for the entire workforce, which will be conducted online and will seek to promote the safe and sustainable use of transport. In addition, we plan to expand the provision of defibrillators to cover new processes and facilities, and will also prioritise the communication and dissemination of OHS actions to our employees to ensure the prevention of occupational risks is included in all areas of the company, encouraging the participation and consultation of employees.

With these actions and goals completed, we underline our commitment to the health, safety and well-being of our employees and the importance of creating a safe, healthy and sustainable work environment.

As a family-run company, we strive to be friendly and attentive to our customers, providing added value to our organisation through non-tangible work.



## Creation, professional development and talent retention

We acknowledge that the talent and growth of our team are critical to our company's progress. Therefore, we encourage the development of knowledge and skills by offering training adapted to the specific needs of each department and job. In addition, **we fully support the work-life balance** by providing options such as flexible working hours to balance the day throughout the week, freedom to choose annual leave, shift rotation for those who request it at production sites, and the chance to work from home.

Due to the growth experienced in our company after the opening of the new work site, we **have developed specific plans for the integration of talent and the professionalisation of human resources**. This effort includes the implementation of new selection and recruitment policies that range from the more complete and inclusive onboarding plan for new employees to the recruitment of personnel with varied profiles.

As a result of our expansion in 2023, we also made several internal promotions in the factory, encouraging the development and professional growth of our employees. These initiatives, in addition to strengthening our team, have significantly improved our operations.

### Establishing of virtual mailboxes

With the aim of promoting internal communication and continuous improvement, we have established virtual mailboxes accessible to all personnel through a QR code. These mailboxes allow any member of our team, both internal and external, to propose improvements, communicate the detection of risks in the workplace, and help improve equipment and facilities. To support this initiative, we launched an awareness campaign on 28 April, on the occasion of World Day for Health and Safety at Work. The campaign included a contest to increase preventive culture and evaluate the knowledge of our employees in occupational risk prevention. After reviewing the proposals in the Occupational Health and Safety Committee, we immediately rewarded and implemented the automation of a critical task.



### Our Company Culture

Another point on which we have placed special emphasis is **the reinforcement of the company culture through the onboarding process**, ensuring that new recruits are quickly integrated and understand the company's values, mission and goals. The human resources department and each area's managers have studied, updated and improved job descriptions, providing greater clarity and alignment of expectations between employees and employers. This proactive approach has offered a more fluid and effective adaptation of newcomers who have joined our organisation throughout the year.

During the year, we provided training adapted to the workplace, covering areas such as Human Resources (HR), Occupational Risk Prevention (ORP), the Environment, Continuous Improvement, and Food Safety.



**3,810 Hours** of training total  
**20.93 Hours** of training per person  
**28,098€** Investment in training  
**€154** Investment in training per person

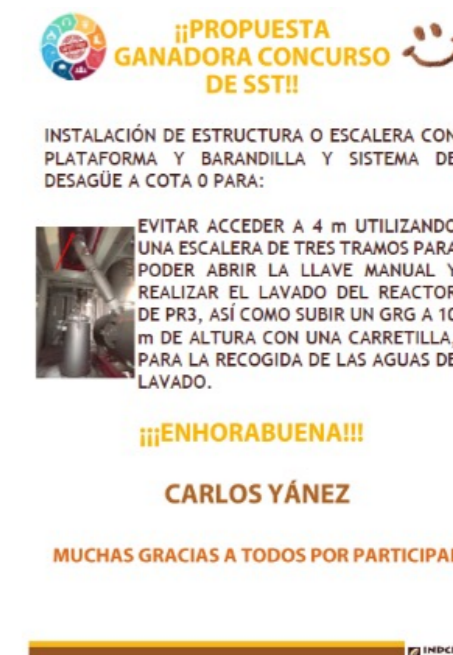
### Total hours of training by type

**399** Languages  
**404** Food Quality and Safety  
**484** OHS  
**477** ESG  
**1,210** Professional development  
**1,532** Technical specialisation

### Awareness-raising

In addition to the specific continuing training plans for each position, all management areas have their own Cultural Plan aimed at increasing the knowledge of employees through various initiatives carried out throughout the year.

Thus, as part of World Day for Safety and Health at Work on 28 April, we launched an awareness campaign through the recently established virtual mailbox. The campaign included a contest to increase preventive culture and assess employees' knowledge of occupational risk prevention. After reviewing the proposals presented, the Occupational Health and Safety Committee awarded the winner an Amazon gift card and immediately implemented the automation of the proposed critical task as an improvement in safety.





On World Recycling Day on 17 May, the Department of Sustainability and Environment held a competition open to all employees to evaluate their knowledge of waste and recycling systems in the company. The winner won a T-shirt.

Also with a view to sustainability and **reinforcing training and awareness-raising in the workforce throughout the year**, a sustainable advent calendar was put up in December, with questions about best practices and the SDG objectives. The winners of this initiative were given a basket of local fruit and vegetables.

In terms of recruiting new talent, we continue to prioritise our strategic partnerships with universities such as the UPC, UB and UAB or training cycles INS Terrassa, INS La Romanica and INS Badia del Vallès. These collaborations have allowed several students to carry out internships in areas such as quality control, quality management and engineering. Some of this young talent has become a permanent member of our workforce, bringing new perspectives to our work team. Specifically in 2023, we gave three people the opportunity to stay in our company after their internships.

We are convinced that this approach, in addition to enriching our human capital, also strengthens our ability to continuously innovate and improve.

### Benefits for our employees

Throughout the year, we implemented several significant actions that have contributed to the well-being and satisfaction of our employees:

We wanted to address the demands of our personnel by offering a healthy catering service at competitive prices, thus improving their quality of life at work. An external food company is responsible for the daily management of orders, so that all Indcresa employees can choose this service whenever they require it.

Also in 2023, we set up specific parking spaces for scooters and bicycles, promoting green and sustainable transport. This initiative had a positive impact and was received positively, increasing the number of employees who opt for green means of transport. Specifically, between twelve and fifteen people travel daily to our company by bicycle or scooter.

In the field of health, our company continues to ensure the occupational health and safety of everyone at Indcresa, so the medical tests associated with the protocols established in the regular medical examinations were expanded including, among others, tumour markers, and thyroid and iron monitoring in women.

### Goals for 2024

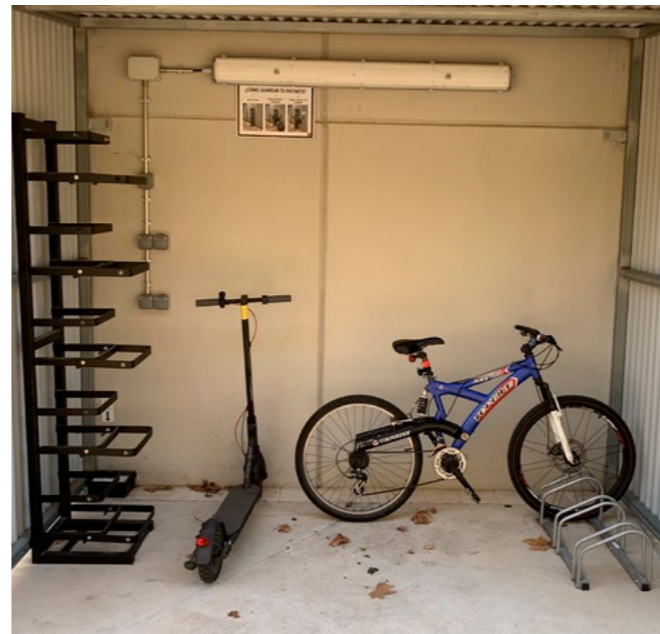
For next year, we have proposed a series of goals focused on the continuous improvement of the work climate and the well-being of our personnel:

We will implement team building activities to strengthen interpersonal relationships and continue to promote a good work environment among colleagues in the organisation. These activities are designed to promote collaboration, communication and teamwork, elements that we consider essential for a healthy work environment at Indcresa.

We also have a series of training courses in the field of leadership and training capsules focused on strengthening teams, as well as providing tools and gaining confidence in their management.

We will expand our equality training plans by ensuring all employees are informed and trained in the protocols mentioned above. We are aware that this type of continuing education is crucial to maintaining an inclusive and equal work environment.

With all the initiatives we want to launch in Indcresa over the coming months, and in addition to adapting to the growth of the company, we strive to constantly improve the work climate and the well-being of our employees, and to strengthen our commitment to equality and inclusion in the work environment.










Encouraging  
best practices



## Goals and objectives ASG | GOVERNANCE

TOPIC AND GOAL	COMPLETED ACTIONS IN 2023	ACTIONS IN PROGRESS IN 2024	SDGs
<p><b>ETHICS AND GOVERNANCE</b> Combating injustice with good governance practices and compliance with the law</p>	<ul style="list-style-type: none"> <li>Updating SEDEX SAQ for both factories.</li> <li>Working with the ASECORP portal to keep our legal responsibilities up to date.</li> </ul>	<ul style="list-style-type: none"> <li>New Due Diligence policy.</li> <li>4-pillar SMETA audit</li> <li>Updating of the ECOVADIS questionnaire.</li> <li>Updating the Code of Ethics in accordance with new legal requirements.</li> </ul>	
<p><b>ALLIANCE FOR BUSINESS TRANSPARENCY</b> Building partnerships by mobilising financial resources, knowledge, technical capacity, technology and human resources in a transparent manner</p>	<ul style="list-style-type: none"> <li>Answering the first questionnaire of the UN Global Compact (COP 2023).</li> <li>Responding to the questionnaires sent to us by customers.</li> <li>Updating of the new corporate website and the new ethics channel for whistleblowing.</li> <li>Publishing annual sustainability reports publicly for all our stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Searching for corporate partnerships aligned with the SDGs to help our local communities achieve better economic growth.</li> <li>Annual sustainability report with double materiality following the new EFRAG standards.</li> </ul>	
<p><b>ANTI-CORRUPTION MANAGEMENT</b> Fighting financial, political and administrative corruption through the legal and ethics department</p>	<ul style="list-style-type: none"> <li>Continuous monitoring of complaints through the ethics channel.</li> </ul>	<ul style="list-style-type: none"> <li>Updating the anti-corruption manual, taking into account the due diligence process.</li> </ul>	





Management

Departments



Executive Committee



## Corporate governance

Within the framework of our corporate responsibility, governance is the basis that ensures the integrity and sustainability of our activities. Our organisational structure is designed to promote ethics, transparency and respect for human rights.



## Compliance and anti-corruption

In the field of **compliance and anti-corruption**, we adhere strictly to applicable laws and regulations and promote a corporate culture based on ethics, honesty and transparency.

We have our own code of conduct that sets standards and behavioural expectations for all employees. Our code helps ensure that everyone acts consistently and professionally, fostering a respectful and collaborative work environment.

We also have an **Anti-Corruption Manual** that details the measures and procedures to prevent, detect and address corruption within the company to protect the integrity of the organisation and ensure compliance with anti-corruption laws and regulations, safeguarding Indcresa's reputation and long-term sustainability.

During 2023, we also worked on the development of our sustainability policy to fulfil our performance in managing our activities in a way that strikes a balance between economic growth, environmental responsibility and social well-being.

### Information Security

A key part of our compliance system is our Policy on Good Use of Information and ICTs, defining the company's security protocols and the proper use of communication equipment and technologies. This policy covers all information available on the various media used by the organisation and is accessible to all personnel.

In addition, we conduct annual audits, both internal and external, to ensure the effectiveness of our policies. Continuously improving the security of our IT infrastructure is a significant challenge, as we must manage different systems that coexist in the same environment. This includes everything from the computers and servers of the administrative area, with specific characteristics, to the systems of the production zone, as well as other elements such as IoT devices, printers and mobile devices. All this, together with the training in cybersecurity for employees, is essential for maintaining effective protection.

Among our advances this year, we implemented a new generation of antivirus software (MDR) in all job positions, which is based on constant monitoring and behaviour patterns. In addition, the adaptation to the new European legislation NIS2 requires us to comply with minimum standards of safety and quality in the installed infrastructures.







## Ethics and integrity, and promotion of human rights

In our company, we value ethics and integrity and promote the protection of human rights by creating a fair and respectful work environment for all. With clear policies and responsible practices, we strive to ensure our employees and the communities around us are treated with dignity and respect. We believe that, by doing this, we improve the lives of those around us and also build a more sustainable and equal future.

Since 2020, Indcresa has been committed to **the United Nations Global Compact** corporate responsibility initiative and its principles in the areas of human rights, labor, environment and anti-corruption. Following this commitment we contribute, , among others, to the **SDG's**:



**Since the launch of this platform and throughout 2023, we have not received any complaints**

### Ethics Committee

This ensures that our organisation's practices and decisions are aligned with the ethical and regulatory principles of our Code of Ethics

### Code of Ethics

This defines the fundamental principles and values of Indcresa, guiding the decisions and actions of all the members of the company



### The Ethics Channel

promotes transparency and ethics in all our operations by allowing employees and other stakeholders to report any irregularities or concerns confidentially.



In the field of ethics and human rights, we also contribute to the Sustainable Development Goals (SDGs) throughout our activity, promoting the protection of fundamental human rights.



### Integration of the Equality Plan

In the area of human rights, a comprehensive process of negotiation, implementation and presentation of the Equality Plan was conducted at the end of 2022. In January 2023, it was approved by the Generalitat. This plan aims to guarantee equal opportunities for all Indcresa employees, promoting an inclusive and equal work environment in our company.

The negotiating phase involved different areas of the company and workers' representatives, ensuring the agreed policies and procedures reflect the current needs and expectations of all stakeholders. The implementation of this plan was instrumental in consolidating an organisational culture based on equality and mutual respect.

For next year, we will continue to work on the development and implementation of specific protocols to prevent and address workplace harassment, sexual and gender-based harassment, as well as gender-based violence and the LGBTI protocol. We believe that these protocols are fundamental in ensuring a safe and respectful work environment for all employees.

### Continuous Evaluation and Audit in Ethical Practices

Through SEDEX, we complete a social responsibility questionnaire that provides us with a score from our clients. This not only facilitates the evaluation of our practices, but also gives us the possibility to evaluate our suppliers, ensuring we all meet the standards of sustainability and social responsibility. In addition, **we regularly conduct the SMETA Audit**, which evaluates four fundamental pillars: labour standards, health and safety, environment, and business ethics.



### Accolades in Sustainability

Another of our sustainability assessments is carried out by Ecovadis, a platform recognised worldwide for its strict standards. We are pleased to report that we have held the Ecovadis Gold Medal since 2020, an acknowledgement of our continued commitment to sustainability and social responsibility, which we update every two years. In 2024, we plan to renew this accolade.





Relationship with the community  
and social work



## Community support and development

Our relationship with the community and social work is an essential part of Indcresa's sustainability strategy. We want to create strong and lasting ties with the communities in which we are present, based on cooperation and mutual respect. Through various support and development initiatives, we seek to contribute to social well-being and inclusive growth by addressing the most urgent needs. We believe that a responsible company should be an active ally in the progress of its environment, promoting projects that generate a positive and lasting impact.

As part of our Corporate Social Responsibility, we have continued to support the CODESPA Foundation in its charity initiative for Saint George's Day. Our goal, through this collaboration, is to contribute to improving the living conditions of people at risk of social exclusion, especially women and children from communities centred around growing cocoa. The action consisted of inviting our employees and the community to donate books in good condition that were sold at the CODESPA stall on Saint George's day in Barcelona. The funds raised went to projects that promote economic growth and job creation in vulnerable communities in Africa, South America and Asia. This action underlines Indcresa's commitment to sustainable development and social inclusion.



This year, we were also part of the Magic Line. This is a charity walk organised annually by Obra Social de San Joan de Déu with the aim of raising funds for projects that support people in vulnerable situations, as well as for research and direct assistance to families in need.

At Indcresa, a team was put together to raise money through charity breakfasts and coffee breaks, and these events were a great success. The total amount collected was allocated entirely to the social and healthcare projects of the San Joan de Déu hospital. In addition to being a fundraising activity, the Magic Line also promotes values such as solidarity, social commitment and teamwork, encouraging the participation of people of all ages in an event that combines sport and social responsibility.



For yet another year, Indcresa sponsored the Chocolatada Solidaria (Charity Chocolate Event) promoted by Sant Joan de Déu hospital to raise money for pediatric cancer research. The initiative seeks to raise funds and to raise awareness of the importance of supporting research.



### CHOCOLATADA SOLIDARIA

Para impulsar la investigación del cáncer infantil

A beneficio de SJD Sant Joan de Déu Barcelona - Hospital

Another collaboration during 2023 with the Association INSOC-CEG Guadalupe was the sponsorship of the T-shirts for the annual charity race organised by this social entity. INSOC works for the inclusion and social cohesion of vulnerable children and adolescents. They promote the comprehensive education of this group, as well as organising extracurricular and school support activities to improve their situation, thus contributing to the fight against child and youth poverty.







Joining forces



## Strategic collaborations and partnerships

To meet our sustainability goals, we work together with key partners, both locally and internationally. Through strategic partnerships and our participation in various initiatives, we want to lead a positive and responsible change in the cocoa industry.



### ECA (European Cocoa Association)

We are part of the European Cocoa Association, which was created in 2000 with the purpose of representing the cocoa processor sector in Europe. Its main mission is to research, study and develop effective solutions for any problem that impacts the cocoa sector, acting as a link between the European Union and cocoa producing countries.

Our participation in the different working groups enables us to remain up to date and to contribute to all the regulations that are appearing or are modified. We are active in the following 4 groups: Quality and productivity, Pollutants and Pesticides, Sustainability and Environmental. This allows us to ensure that our business practices are aligned with international regulations that seek to minimise the impact of industrial activity on people and the planet.



**FEDERATION OF  
COCOA COMMERCE**

### FCC Federation of Cocoa Commerce

FCC was established to serve the growing trade in physical cocoa with the aim to develop a single robust commercial framework for the cocoa market, to achieve contract harmonisation and provide supporting services and education programmes.



### WCF (World Cocoa Foundation)

We are members of the **World Cocoa Foundation**, an organisation that promotes sustainability in cocoa-producing countries with the aim of generating significant change in the supply chain. Its vision is to act as a driving force for a fair and equal cocoa sector, focused on increasing farmers' incomes, stopping deforestation, and eradicating child labour.

Our commitment to this foundation allows us to work together with companies in the cocoa sector to improve the living and working conditions of cocoa farmers and ensure more sustainable practices.



### International Cocoa Initiative (ICI)

We are also members of the **International Cocoa Initiative (ICI)**, an organisation that works to improve the living conditions of children and protect their rights in cocoa-producing communities, especially in West Africa, where most of the world's cocoa is grown. Its main goal is to combat child labour in cocoa plantations and promote sustainable and ethical production. This initiative reinforces our commitment to improving working conditions and protecting children in countries of origin.

In addition, we are actively working on adopting the rules of the European Directive on Deforestation (EUDR), which seeks to stop deforestation and promote responsible practices. This law prohibits the sale of products linked to deforestation. Companies will need to demonstrate that products such as cocoa, coffee and soya do not come from deforested areas after December 2020, to protect forests and promote sustainability. This regulation will become mandatory in 2025.



### Cocoa Forests initiative

It is a public-private partnership launched in 2017, to eliminate deforestation from the cocoa supply chain, restore forests, and promote sustainable cocoa production. It focuses on Côte d'Ivoire and Ghana and Colombia, with commitments from governments and chocolate and cocoa companies to end deforestation and restore forest areas, through no further conversion of any forest land for cocoa production.



### CECOT and Terrassa Chamber of Commerce: Alliance for Local Industry

We recognise the importance of strengthening local industry for sustainable territorial development. For this reason, we have maintained an alliance with CECOT and the Terrassa Chamber of Commerce for many years, with the aim of promoting industrial growth in the region under principles of sustainability and social responsibility. This collaboration aims to foster innovation, improve competitiveness and promote sustainable practices among local businesses, thus contributing to the economic and social well-being of our community.



# Table of contents of the Global Compact, GRIs and SDGs

UN principles

GRI indicators

SDGs

Chapter of the report

## Human Rights

### Principle1:

Businesses must support and respect the protection of internationally recognised fundamental human rights within their sphere of influence

- **GRI 300 Environmental Issues**
- **301**
- **GRI 400 Social Issues**
- **403, 404, 406, 407, 408, 409, 410, 413-1, 416, 418**



- Innovation in products
- Responsible sourcing
- Creation, professional development and talent retention
- Occupational Health and Safety

- Community support and development
- Ethics and integrity, and promotion of human rights
- Compliance and anti-corruption

### Principle2:

Businesses must ensure that they are not complicit in the violation of Human Rights

- **GRI 400 Social Issues**
- **412, 414**



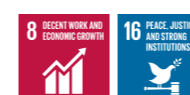
- Responsible sourcing
- Ethics and integrity, and promotion of human rights
- Compliance and anti-corruption

## Labour standards

### Principle3:

Businesses must support freedom of association and the effective recognition of the right to collective bargaining

- **GRI 400 Social Issues**
- **407**



- Ethics and integrity, and promotion of human rights
- Compliance and anti-corruption

### Principle4:

Companies must support the eradication of all forms of forced or coercive labour carried out under duress

- **GRI 400 Social Issues**
- **409**



- Strategic collaborations and partnerships
- Ethics and integrity, and promotion of human rights
- Compliance and anti-corruption

### Principle5:

Businesses must support the eradication of child labour

- **GRI 100 General Issues** • **102-13**
- **GRI 400 General Issues** • **408, 409**



- Strategic collaborations and partnerships

### Principle6:

Businesses must support the abolition of discriminatory practices in employment and occupation

- **GRI 100 General Issues** • **102-8**
- **GRI 400 General Issues** • **401-1, 402, 405, 406**



- Our workforce
- Creation, professional development and talent retention
- Occupational Health and Safety
- Ethics and integrity, and promotion of human rights
- Compliance and anti-corruption



## Table of contents of the Global Compact, GRIs and SDGs

UN principles

GRI indicators

SDGs

Chapter of the report

### Environment

**Principle7:**

Businesses must adopt a preventive, environmentally friendly approach

**Principle8:**

Businesses must encourage initiatives that promote greater environmental responsibility

**Principle9:**

Businesses must encourage the development and diffusion of environmentally friendly technologies

- **GRI 200 Economic Issues**
- **201-2**
- **GRI 300 Environmental Issues**
- **301-2, 301-3, 302-1, 302-2, 302-4, 303, 304-2, 304-3, 305, 306**



- Our Sustainable commitment
- Our Sustainability strategy
- GHG emissions
- Energy efficiency
- Circular economy and waste management
- Sustainable water usage
- Responsible sourcing
- Climate change and biodiversity

### Norma Anticorrupción

**Principle10:**

Companies must work against corruption in all its forms, including extortion and bribery

- **GRI 100 General Issues**
- **GRI 200 Economic Issues**
- **102-16, 102-17**
- **205-1, 205-2, 205-3**



- Ethics and integrity, and promotion of human rights
- Compliance and anti-corruption









[indcresa.com](http://indcresa.com)