

# CSR Progress Report 2022



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# CEO's Statement

## WHY WE BECAME B CORPORATION CERTIFIED!

We believe that chocolate specialties can be a force for good - and it's been a key part of who we are since we joined the United Nations Global Compact movement in 2012.

Since I joined the company in 2017, I have witnessed how 'engage and commit' has been a driving force for our business. Natra employees' grassroots connections to local communities surrounding our factories and their deep concerns about communities behind our raw materials. Each year, we receive enormous support from the close-knit villages and cities that surround us, be it in Valencia, Oñati, Saint-Etienne, Bredene, Malle or London (Canada), but also across communities linked to our suppliers. Because of this, we're always looking for grassroots ways we can get involved and give back.

Likewise, we've always aimed to keep the environmental impacts of our cocoa/chocolate processes as minimal as possible, as we believe nurturing and protecting the environment that surrounds our shareholders, our employees and the end-consumers (the "chocolate-lovers") is an integral part of doing good business.

The B Corp certification provides guidelines and standards for what it means to be a great business and helps us to keep returning to these principles.

And around me, many wonder : what exactly is a B Corp? A B Corp is a company that is certified for meeting high standards of transparency and accountability, as well as excellent environmental and social performance across all aspects of the business. The B Corp movement exists to inspire business people to balance purpose against profit and to empower consumers to make ethical choices, in Spain, France, Belgium, Canada and all the countries where a B Lab association promotes B Corp activities.

So how do we incorporate these guidelines into our aim to use chocolate specialties as a force for good? We engage in best environmental practices in our day-to-day business through our global sustainability programme and we connect to our communities through not-for-profit associations, our factories and some of our suppliers to work with local communities at a grassroots level to help improve the lives of those depending on us.

After all, chocolate is all about sharing and connecting communities from bean-to-bar. This is in our company's values: integrity, excellence, team work, entrepreneurship and innovation.

**Dominique Luna Tudela**  
CEO Natra



Proud to  
be B Corp

# Our purpose & values



Spreading our passion  
for chocolate around the  
world



## Global industrial footprint and sales representations



**Head Offices**  
1 Madrid - Spain

**Plants**  
2 Malle - Belgium  
3 Bredene - Belgium  
4 St. Étienne - France  
5 Oñati - Spain  
6 Valencia - Spain  
7 London - Canada

**Sales Offices**  
8 San Diego - USA  
9 Hong Kong - China

# The largest chocolatier in the B Corp family

BEING A **B CORP** MEANS THAT NATRA MEETS THE HIGHEST STANDARDS OF SOCIAL AND ENVIRONMENTAL PERFORMANCE, PUBLIC TRANSPARENCY AND LEGAL ACCOUNTABILITY, AND IS RECOGNISED AS A COMPANY WITH A PURPOSE. NATRA HAS JOINED THIS INITIATIVE TO SHOW THE EFFORT WE ARE MAKING IN SUSTAINABILITY AND INFORM STAKEHOLDERS OF OUR SOCIAL AND ENVIRONMENTAL IMPACTS.

We seek to generate a positive long-term impact on our professionals, suppliers, their communities and the environment, working within an innovative, responsible supply chain and focusing on the generation of economic and social value that helps to alleviate poverty and protect ecosystems, while producing excellent chocolate.

Certified



Corporation

Natra's  
B Impact Score

83.3

out of 250



Governance

15.8



Community

16.2



Environment

22.7



Workers

25.8



Note: Most relevant areas for Natra in the framework of B Corp certification.

# Our Impact Business Model

WE DELIVER OUTSTANDING COCOA AND CHOCOLATE SOLUTIONS FOR THE LEADING RETAILERS AND BRANDED MANUFACTURERS, WITH EXCELLENCE, SAFETY, HIGH QUALITY STANDARDS AND PASSIONATE PEOPLE CONTRIBUTING TOWARDS MAKING CONSUMERS' DREAMS COME TRUE WORLDWIDE.



Strengthening our Mission and its impacts

Strategic sustainability plan 2020-2026



Extending our commitment to stakeholders

During 2022, the Board of Directors of Natra decided to alter its articles of association in respect of the Board's powers, to highlight the importance for directors to take into account the interests of a broader group of stakeholders in its decisions and actions.



Chocolate Lovers. Health, Quality and Innovation



100% plants certified in quality and food safety



Healthy Products  
Natural ingredients, less sugar...



Improving the quality of life in communities. Our supply chain



2%

Net Profit invested in cocoa-producing communities in countries where Natra sources our principal raw materials and near our chocolate factories

1#

ISO 20400  
One of the first companies to be certified



26% certified cocoa

Code of Ethics and Compliance Programme



100% of new suppliers approved have signed the sourcing policy



34,000 kg of product donated

125 thousand euros Investment



Taking care of our ecosystems



12,873 carbon credits for t CO<sub>2</sub> equivalent

100% of residual carbon emissions offset in forestry projects



93% of primary packaging is recyclable or compostable

94% of secondary packaging is recyclable or compostable



99% fibre packaging made from certified wood



32% electricity used in factories from renewable sources



# Our 2022 impact highlights

# Strategic sustainability plan 2023-2026

Natra has a Sustainability Strategy up to 2026 with ambitious goals and clearly geared towards our operations, customers and suppliers. The cross-cutting goals of this strategy focus on protection and development of our employees, excellence in operations, care of the planet, social impact, promotion of healthy lifestyles, responsible sourcing, innovation and ecodesign, as well as recognition as a company committed to sustainability.



	2026 Goals	2022	Key Performance Indicator
<b>Responsible Sourcing</b>	<b>50% and 100%</b> of our cocoa obtained from sustainable sources (at the request of our customers) by 2025 and 2030, respectively.	26	% certified sustainable cocoa out of total cocoa sourced.
	<b>100%</b> cocoa traceability by 2025.	9	% traced cocoa sourced from a farmers' association or a farm.
	<b>100%</b> of our suppliers assessed under the NATRA Responsible Sourcing Code.	12	% NATRA suppliers who have been assessed according to our responsible sourcing code.
<b>Environmental Protection</b>	<b>100%</b> of our plants ISO-14001 certified by 2025.	2	No. of plants ISO-14001 certified.
	<b>50%</b> of our plants ISO-50001 certified by 2025.	1	No. of plants ISO-50001 certified.
	<b>Cut</b> our energy consumption by <b>20%</b> .	678	kWh of electricity/gas consumed per tonne of end product (energy efficiency).
	<b>100%</b> of electricity used by NATRA plants from renewable sources (approx. 60% of total energy consumed).	32	% green energy consumed out of total energy consumption.
	Offset our residual GHG emissions by investing in carbon credit forestry projects related with the countries in which we source cocoa beans.	100	% NATRA's GHG emissions (Scope 1 & 2) offset with projects in cocoa-producing communities.
	<b>100%</b> of our packaging (including plastic) recyclable or compostable.	94	% recyclable or compostable packaging out of total packaging.
<b>Natra Team</b>	<b>Zero</b> cost time injuries.	33	No. of lost time injuries.
	Reduce gender pay gap.	19	% pay gap (all categories).
	Double the ESG training hours.	Not measured (only H&S)	No. of training hours.
<b>Concern for Communities</b>	<b>Invest 2% of our net profit</b> in projects in cocoa-producing communities.	2	% net profit invested in cocoa-producing communities.
<b>Healthy Nutrition</b>	<b>1/3 of the new products we develop</b> follow best sustainability practices (sustainable ingredients, sustainable packaging).	Not reported	% new products that comply with NATRA's ecodesign policy.



**Carbon Neutral**  
Scope 1 and 2 emissions mitigated through annual purchase of carbon credits / supporting forest preservation projects.

**Net Zero** by 2040 including Scope 3.

# Sustainability management

AT NATRA, ALL ISSUES RELATED WITH SUSTAINABILITY ARE DEALT WITH AT THE TOP LEVEL OF OUR ORGANISATION. THE BOARD OF DIRECTORS, REGULARLY MONITORS PERFORMANCE AND THE PROGRESS OF OUR STRATEGIC SUSTAINABILITY PLAN.



Within the **Board of Directors, the CEO** is responsible for ESG issues.



The **Corporate Sustainability Director**, who is on the Executive Committee, coordinates Natra's sustainability performance.

## Natra's Sustainability Committee

is a cross-cutting body in which the company's different corporate and business areas are represented. Its members are the CEO and the managers or chief officers of Operations, People, Quality, procurement, Legal and Compliance, Internal Audit, Marketing, R&D and Sustainability.

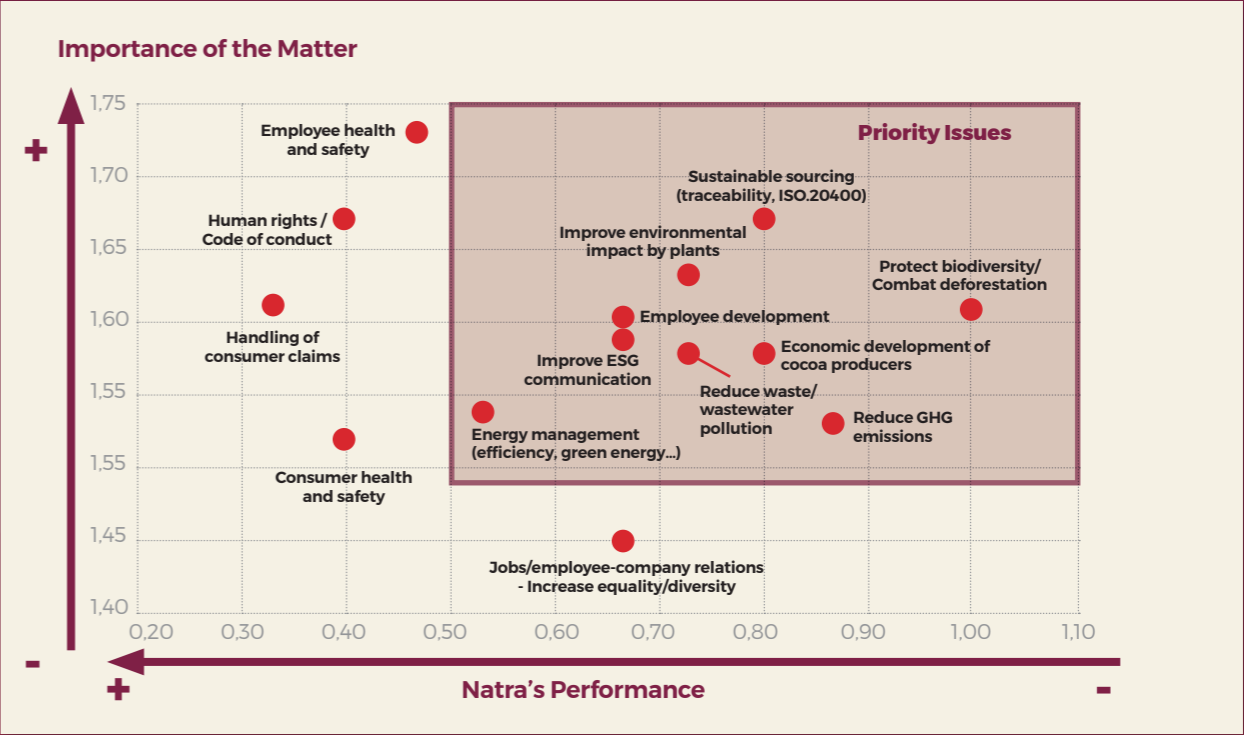
The Sustainability Committee met on three occasions in 2022.

The Sustainability Committee monitors progress of the principal indicators in the different areas of action indicated in the Strategic Plan and identifies any corrective or additional actions required to implement the plan. It also submits a monthly report to the Board on Natra's overall performance in Sustainability.

# Materiality Analysis



The Sustainability Committee confirmed for 2022 the material issues identified in 2021.



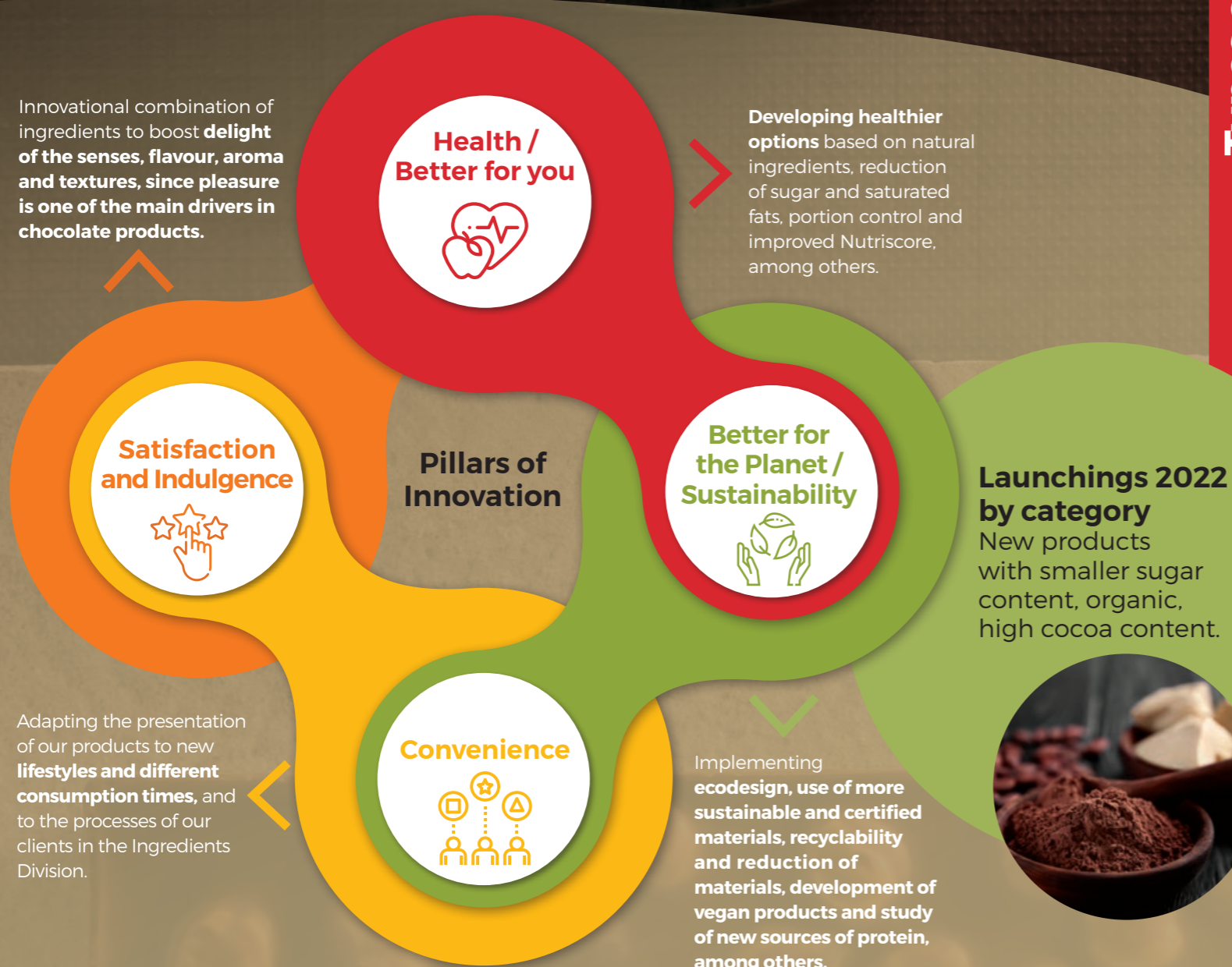
One of Natra's goals for 2023 is to assess its material issues taking account of the ESG priorities of our new investor, CapVest, and in accordance with the concept of double materiality. This means that Natra will assess both the risks and opportunities associated with the ESG issues that might affect the Group's value (financial materiality) and their impacts on people and the planet (impact materiality).

A wooden cutting board with a star-shaped chocolate cookie and other cookies, overlaid with a red and orange abstract graphic.

# Creating Good for All

# Chocolate lovers

NATRA FOCUSES ON INNOVATION AS ITS PRINCIPAL RESOURCE FOR ADAPTING TO MARKET TRENDS AND MEETING THE GROWING NEEDS OF INFORMED CONSUMERS COMMITTED TO HEALTHY EATING HABITS. IN THIS LINE, NATRA STRUCTURES ITS INNOVATION AROUND CHOCOLATE, SEEKING TO OFFER HEALTHIER PRODUCTS: ORGANIC, LOW-SUGAR WITH A HIGH CONTENT OF BOTH COCOA AND NUTS.



## Types of innovation



### Spreads

Many successful recipes have been launched with a broader range of formats: small portions for HORECA or large formats for Food Services. This category maintains its great attraction for major confectionery brands, for whom in 2022 Natra developed and launched recipes replicating their star products in confectionery and chocolate. Launches have continued with low sugar content and high nut and coconut content.



### Tablets

Innovation has focused on the pillars Better for you and Sustainability, launching our first vegan tablets under a leading brand and extending our range of sugar-free tablets. Formats have also been adapted to the new circumstances, with 10% lighter tablets.

There have been important launches under Kosher certification, a new category for Natra in its tablets. Indulgence has also been reflected in tablets, launching 2 product ranges playing with flavours and textures.



### Snacks

Innovation has focused on the bites category, with several launches of nut butter cups in doypack format. These pouches have a zipper to keep products fresh once opened.



### Pralines

It has been an intense year for our core categories, with cocoa dusted truffles, new formats and flavours.

Easter eggs have also been renovated and major brands seek differentiation with products that work each year. This is the case of a large biscuit firm that collaborated with Natra in the launching of easter eggs with a biscuit filling.

Another large praline family incorporated by Natra is chocolate bombs.



**Chocolate: where health, well-being and desire come together**

# Thinking of you and your well-being



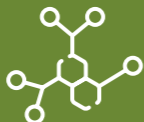
**Vegan products**  
(vegan chocolate)



**Continued use of peanuts**  
in different formats, from small bites to countlines



**Replacement of sugar with natural sources other than polyols**, which will lead to further expansion of the range of chocolates in this popular segment



**Protein-enriched ranges** to improve the nutritional value of indulgent products



**How about a few ounces of chocolate a day?**



It is an antioxidant, keeps your heart healthy, good for the brain, a natural stimulant, good for skin health, helps combat fatigue and contains natural nutrients.



"Companies need talent that is able to work in international environments with people from different cultures. Within the **Master of Business Innovation and Project Management at the Mondragon Goi Eskola Politeknikoa** we strive to ensure that the training acquired during the course, as well as the technical skills, gives students the opportunity to work in these multicultural environments and open their minds. They are skills demanded by companies in the sector, including Natra.

We have been working on this challenge with Natra for two years and hope to continue collaborating with them as the relationship is very good and the results have been satisfactory. We approached them because they have a production plant in Malle, very close to TU Delft (which is also participating in this challenge) and it has indeed worked out very well. Our students are familiar with the product, which is also very attractive!

During the 2022-2023 academic year, seven multicultural teams have worked on identifying new sustainable, healthy, innovative products for NATRA, from the point of view of the product itself (chocolate) and the packaging. This has provided NATRA with a portfolio of possible innovation projects in line with its needs."

Dr Noemi Zabaleta Etxebarria, PMP Innovation - Mondragon Unibertsitatea - Faculty of Engineering

## Generating changes

NATRA COLLABORATES ACTIVELY WITH DIFFERENT UNIVERSITIES, RESEARCH CENTRES AND PLATFORMS IN EUROPE AND AMERICA, SUCH AS THE UNIVERSITY OF GHENT, AZTI-TECNALIA, FLANDERS FOOD, AINIA, INSTITUTE KIRCHHOFF, BASQUE CULINARY CENTER, CACAOLAB, GUELPH FOOD TECHNOLOGY CENTRE AND MAXXAM ANALYTICS, WITH THE AIM OF FINDING TOGETHER INNOVATIONS THAT IMPROVE THE PRODUCT WHILE BOOSTING CONSUMER HEALTH ENHANCEMENTS.

Project	Description	Co-innovation
REHUSK	Assesses the potential of transforming cocoa husk (waste by-product from cocoa processing) into different bio-products and their applications, and re-use of one of the bio-products of interest (polyphenol extracts) to develop functional chocolates rich in polyphenols.	Ainia
REVICO	<b>Aims to develop innovative methods of fermentation</b> and subsequent processing to enable an optimal, sustainable use of the different components of the cocoa bean and their specific applications.	Vrije Universiteit Brussel; University of Ghent; Antwerp University and Food2Know
VEGAN	<b>Develops a new range of multi-layer plant-based countlines</b> in which ingredients of animal origin are replaced with plant-based ingredients, while maintaining the functionality of the original ingredients in each of the recipes and the organoleptic properties of the end product.	Azti Tecnalia technological centre
LOW CARB	<b>Develops a new range of snacks low in carbohydrates and protein-enriched</b> , beneficial for digestive health thanks to the inclusion of functional ingredients, by developing a new formula and re-designing the manufacturing process, which complies with the Natra Quality and Food Safety Policy in that it uses exclusively natural ingredients free from certain allergens and cross-contamination, achieving the desired organoleptic properties in the end product.	Azti Tecnalia technological centre
SABORCACAO	<b>Studies the factors affecting the flavour of cocoa</b> and development of a more efficient, innovative process for the company to control the flavour of cocoa, which is optimum and efficient for application in industry.	

# Excellence, food safety and high quality standards

  
**100%**  
of plants certified in  
quality and food safety



We work to offer our customers and consumers safe products of outstanding quality, giving priority at all times to their health and safety.

Natra's Food Safety and Quality Policy reflects this commitment and sets the goal of Zero Defects.

The Natra Food Safety and Quality Management System meets the legal requirements, customer demands and the most stringent, recognised standards in the sector.

The Management System is certified under international standards

Plants	BRC	IFS	FSSC 22000	Kosher*	Halal*
Natra Malle	✓	✓		✓	✓
Natra Oñati	✓	✓		✓	
Natra St. Étienne	✓	✓		✓	
Natra Bredene	✓	✓		✓	
Natra Valencia			✓	✓	✓
Natra London	✓			✓	

\*Specific certifications of Kosher and Halal products, indicating that they are suitable for consumption by Jews and Muslims, respectively.

  
**97%**  
Complaints solved  
at year-end

  
**2.8**  
No. of complaints  
per million units

**-15%**  
Variation 2021-2022  
No. complaints per  
million units sold



## Achievement indicator - Sustainability Strategy - ESG Strategy

1/3 of the new products we develop follow best sustainability practices (sustainable ingredients, sustainable packaging...)



# People in Natra

NATRA HAS CONTINUED CONSOLIDATING ITS PEOPLE MANAGEMENT WITHIN AN UNCERTAIN ENVIRONMENT AND A CONSTANTLY CHANGING LABOUR MARKET, WORKING ON THE LINES OF ACTION THAT CONTRIBUTE TOWARDS CREATING A SAFE, HEALTHY WORKING ENVIRONMENT, BEING AN AGILE, EFFICIENT ORGANISATION, INTEGRATING A 360° VISION OF SUSTAINABILITY WITHIN THE COMPANY'S CULTURE DEVELOPING THE SKILLS AND EXPERTISE OF OUR EMPLOYEES AND BOOSTING COMMITMENT THROUGH COMMUNICATION THAT REACHES THE ENTIRE WORKFORCE.

## We incorporate female talent

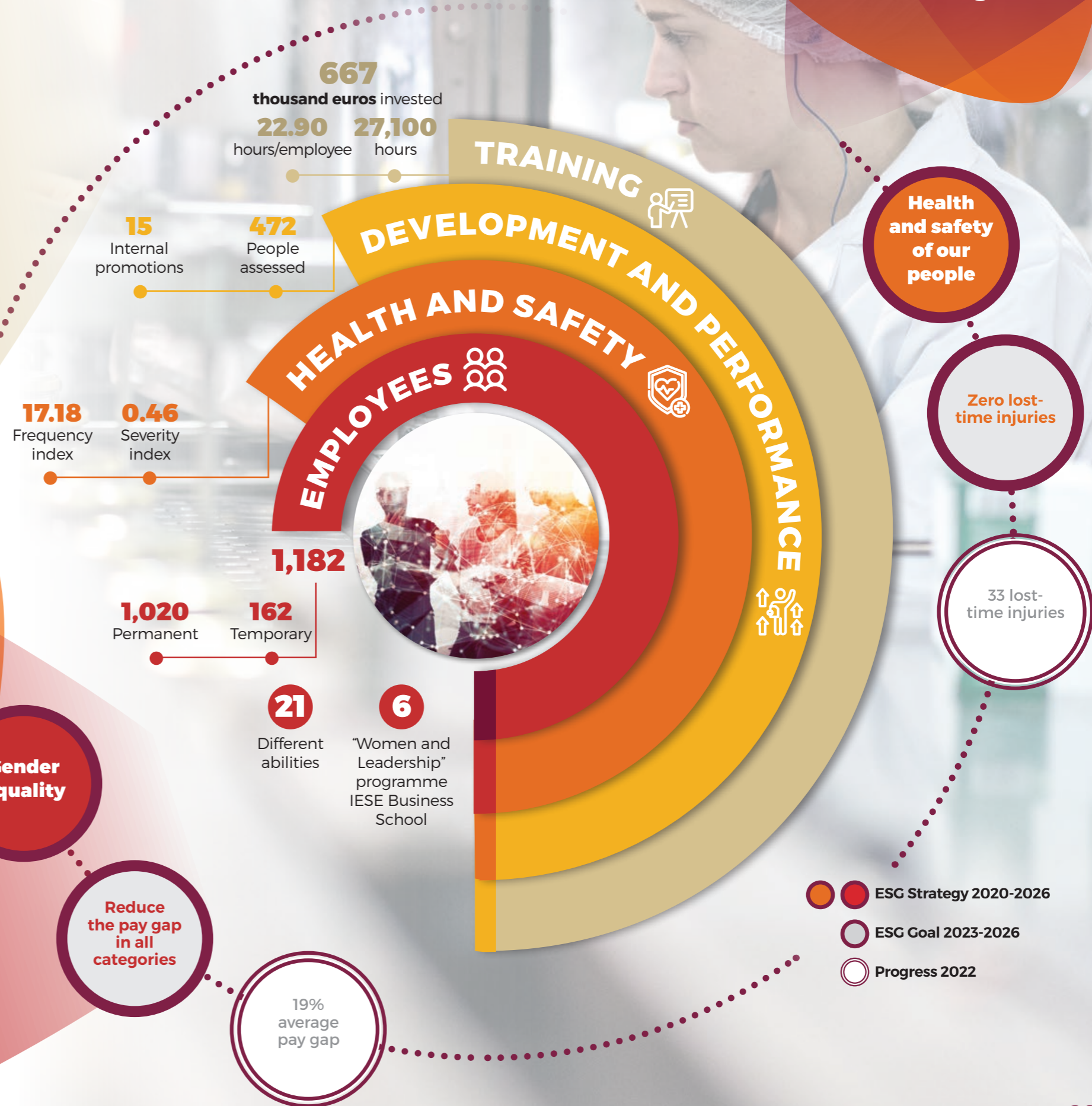
*"I attended the "Women and Leadership" programme run by the IESE Business School.*

*In this programme we covered a very wide range of important topics for enhancing the delivery of value to our company, discussing matters such as conflict negotiation and resolution, as well as points to be taken into account in order to guarantee a good work-life balance.*

*This programme gave me perspective, together with the necessary global vision to manage better each of the important aspects of my job, bearing in mind the value of women's approach to many business situations."*

María Fernández Gazapo - IT Director - Natra

Focus on **Safety, Well-Being, Communication and Talent Management**



# We put our money on you

We create stable employment  
+14% growth  
86% permanent contracts

## TALENT DEVELOPMENT



Natra values people's abilities, providing internal growth opportunities that enable them to experience new professional challenges, assessing and promoting internal talent.

Hours training by subject	2021	2022
Health and Safety	3,840	6,552
Technical specialisation and personal skills	11,715	13,012
Languages	1,748	3,546
Quality, Food Safety and Environment	2,821	2,750
Others	196	1,240
<b>Total</b>	<b>20,320</b>	<b>27,100</b>

## WELL-BEING



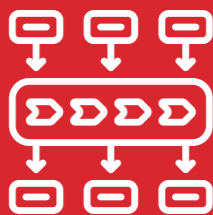
We help our employees to balance their professional and personal lives and promote their **well-being with work-life balance measures**: teleworking, flexitime, condensed working hours at certain times of year, leave for personal affairs, subsidised company canteen, among others.

## EMPOWERMENT OF WOMEN



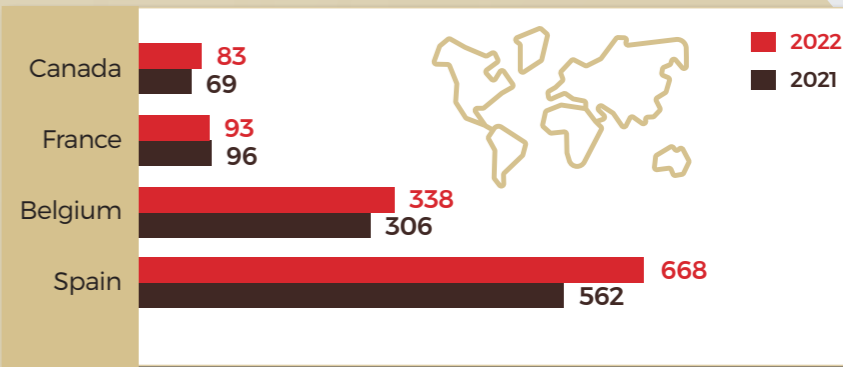
We improve women's competitiveness and promote their skills through female leadership programmes (currently for the Spanish employees).

## ENGAGEMENT

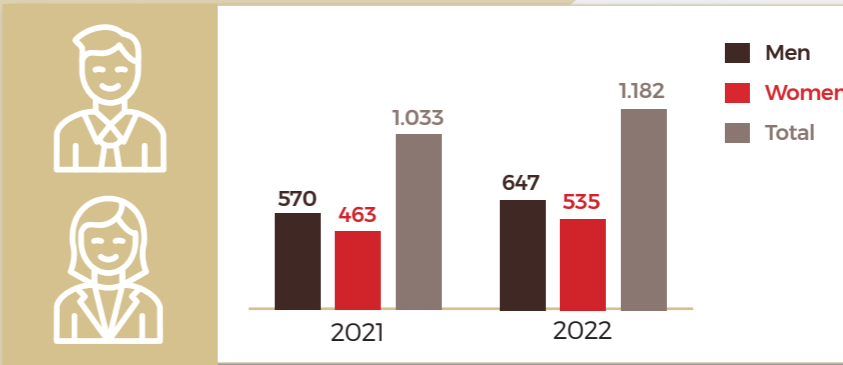
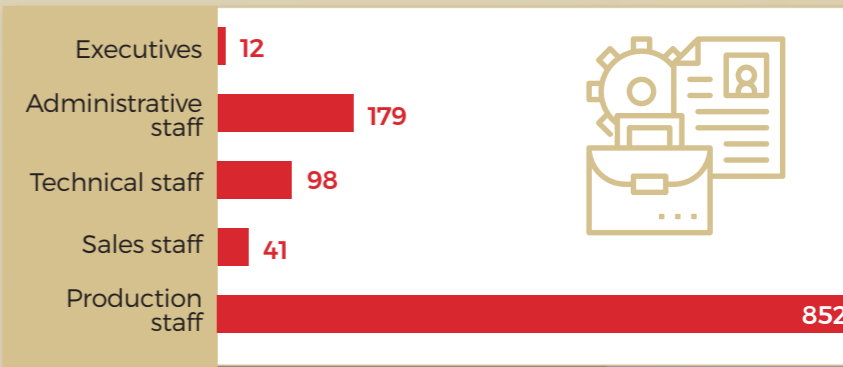


We generate engagement through continuous communication, top down and vice versa, putting across messages that are consistent with the Group's strategy and goals. In 2022, progress was also achieved in designing an engagement survey, due to be launched in 2023.

### HEADCOUNT BY COUNTRIES



### HEADCOUNT BY PROFESSIONAL CATEGORY



# Innovative, responsible supply chain

THE USE OF HIGH QUALITY INGREDIENTS OBTAINED FROM SUSTAINABLE SOURCES IS ESSENTIAL TO CREATE AN OUTSTANDING CHOCOLATE THAT BENEFITS BOTH CONSUMERS AND THE COMMUNITIES AFFECTED BY OUR SUPPLY CHAIN. FOR THIS REASON, NATRA SOURCES RESPONSIBLY, MEETING INTERNATIONAL QUALITY STANDARDS, ENCOURAGING AND PROMOTING A SUSTAINABLE SUPPLY CHAIN AND PAYING SPECIAL ATTENTION TO THE ECONOMIC AND SOCIAL BENEFIT OF COCOA-PRODUCING COMMUNITIES.

## Our raw materials and their origin

The main raw materials used by Natra are cocoa and cocoa products, sugar, dry fruit, dairy and oils.



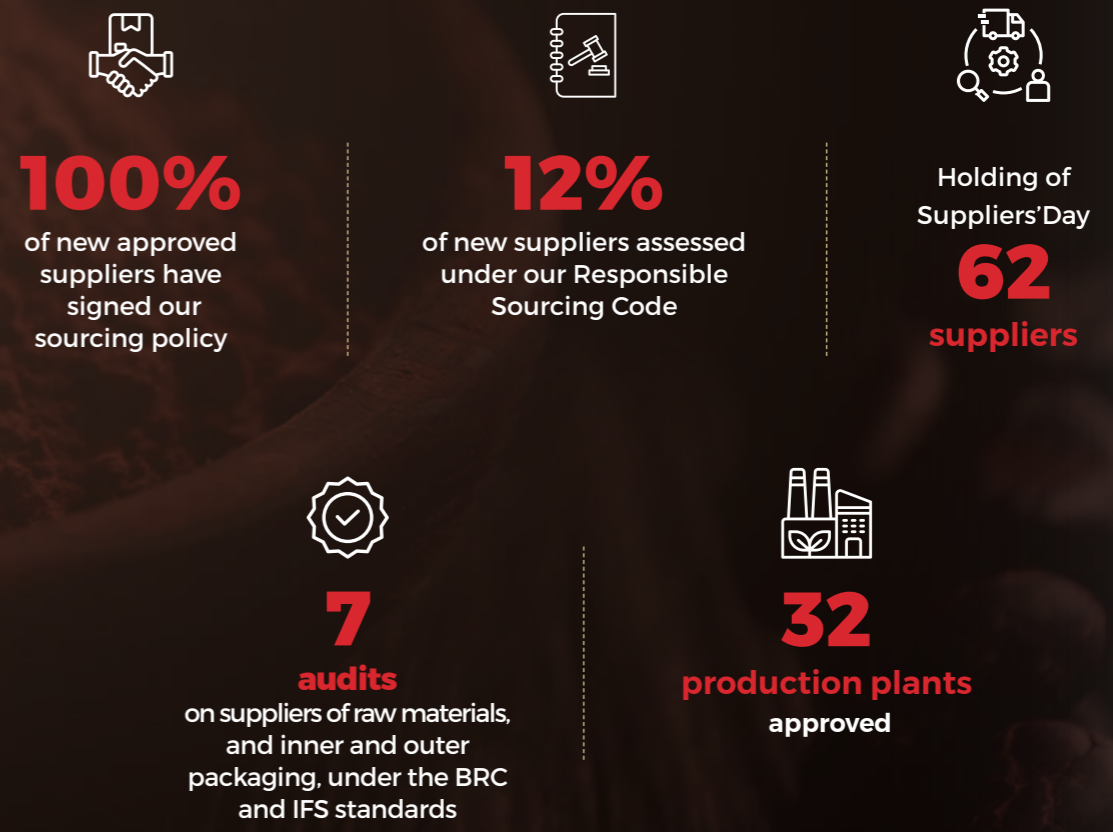
At Natra we are aware of the strong impact our purchases make on agricultural communities in the countries in which we operate.

We continue to improve our management towards more responsible, fair, sustainable, excellent sourcing.



The Natra Group has established and certified a sustainable procurement management system in keeping with international standard ISO-20400, providing it with different tools:

Sourcing Policy <i>(Sourcing Policy for the acquisition of goods and services)</i>	Responsible Sourcing Code	Third Party Risks Policy
<ul style="list-style-type: none"><li>• Comply with the corporate frameworks, principles and strategies, ensuring legal compliance, integrity, ethics and environmental regulations.</li><li>• Ensure that objectivity and impartiality criteria are met in the selection of suppliers.</li><li>• Ensure efficiency and continuity of supply.</li><li>• Maintain adequate quality levels.</li></ul>	<ul style="list-style-type: none"><li>• Defines the responsible sourcing principles to be implemented by suppliers in their operations and commercial relationships. It includes aspects related with human rights (forced labour, child labour, regulation of working time, salaries and benefits, etc.), the environment and business integrity, etc.</li></ul>	<ul style="list-style-type: none"><li>• To preclude any commercial relations with third parties affected by international trade sanctions.</li></ul>



Achievement Indicators - Sustainable Strategy 2022



Working together with the principal associations in the cocoa / chocolate industry that promote sustainable sourcing.

- International Cocoa Initiative (ICI)
- World Cocoa Foundation (WCF)
- European Cocoa Association (ECA)
- Belgian Alliance for Sustainable Palm Oil (BASP)
- Fundación Española del Aceite de Palma Sostenible (Spanish Sustainable Palm Oil Foundation)
- Fairtrade International
- Rainforest Alliance
- Roundtable on Sustainable Palm Oil (RSPO)
- SEDEX
- Ecovadis
- Red Española del Pacto Mundial de Naciones Unidas (Spanish Network of the UN Global Compact)
- Beyond Chocolate
- French Sustainable Cocoa Initiative
- B Corp



100% of new suppliers assessed according to the NATRA Responsible Sourcing Code

% of NATRA suppliers that have been assessed according to our responsible sourcing code\*

2021  
**<5%**

2022  
**12%**

2026  
**100%**

\*new outcome indicator replacing the % of suppliers who have signed the Natra responsible sourcing code, as this new indicator is more in keeping with the sustainability ambition for 2026



50% and 100% of our cocoa from sustainable sources by 2025 and 2030, respectively

Responsible sourcing



% certified sustainable cocoa out of total cocoa sourced

2021  
**38%**

2022  
**26%**

2026  
**50%-100%**



100% traceability of cocoa by 2025

% traced cocoa sourced from a farmers' association or a farm

2021  
**12%**

2022  
**9%**

2026  
**100%**


We increase the number of assessments of our principal suppliers to identify the principal risks and opportunities of our collaboration with them.

The percentage of certified cocoa was lower in 2022 than in 2021 owing to a drop in organic chocolate sales and the effect of reduced chocolate production with sustainability seals due to strong inflation.


The percentage of cocoa traceable to producing communities has fallen slightly due to the drop in organic chocolate sales.

# Protecting ecosystems


FOCUS ON THE EFFICIENT USE OF RESOURCES, CARBON NEUTRALITY AND PROTECTION OF BIODIVERSITY




**CLIMATE PLEDGE FRIENDLY**




**Net Zero**  
by 2040



**12,873**  
t CO<sub>2</sub>eq  
Carbon footprint



**57%**  
electricity consumption  
Guarantee of origin certificates



**13,616**  
carbon credits  
for t CO<sub>2</sub>eq

**Alliances**



**Traceability**

Natra uses a cocoa traceability tool to improve monitoring of the deforestation risk in our cocoa sourcing

**Sustainable sourcing**

50% of cocoa to be obtained from sustainable sources by 2025 and all palm oil used from sustainable plantations that reduce the consumption of land and seek to counteract the deforestation of tropical ecosystems



Natra's environmental commitment is embodied in our **Environmental Management System and Zero Carbon Strategy**, which consists in carbon neutrality, sustainable use of the principal resources (water and energy), traceability to the origin of raw materials, adequate waste management and impact monitoring to guarantee minimisation

**Nii Kaniti Project**  
Community forest management with Indigenous Communities, Peruvian Amazon

This project helps to reduce deforestation and degradation in the indigenous communities Shipibo Conibo and Cacataibo in the Ucayali region (Peru). The project works with 7 indigenous communities on the preservation of more than 127,000 ha of protected Amazon rainforest.

**Guatemalan coastal conservation project**

This project seeks to protect the forests of the Guatemalan Caribbean coast and reduce greenhouse gas emissions, aligning conservation with viable and sustainable economic activities. In this project, run by the local NGO FUNDAECO, hundreds of landowners, including local communities, have joined forces to protect more than 54,000 ha of endangered forest and coastline.

Consolidated Data of the project in which Natra participates partially


**2.5**  
million t CO<sub>2</sub>  
removed from the air

**127,004** ha  
of rainforest protected

**5.3**  
million t CO<sub>2</sub>  
avoided

**54,157** ha  
of forest protected

**5.3** kg/t  
waste sent to landfill/incinerated  
Total waste/t of end product

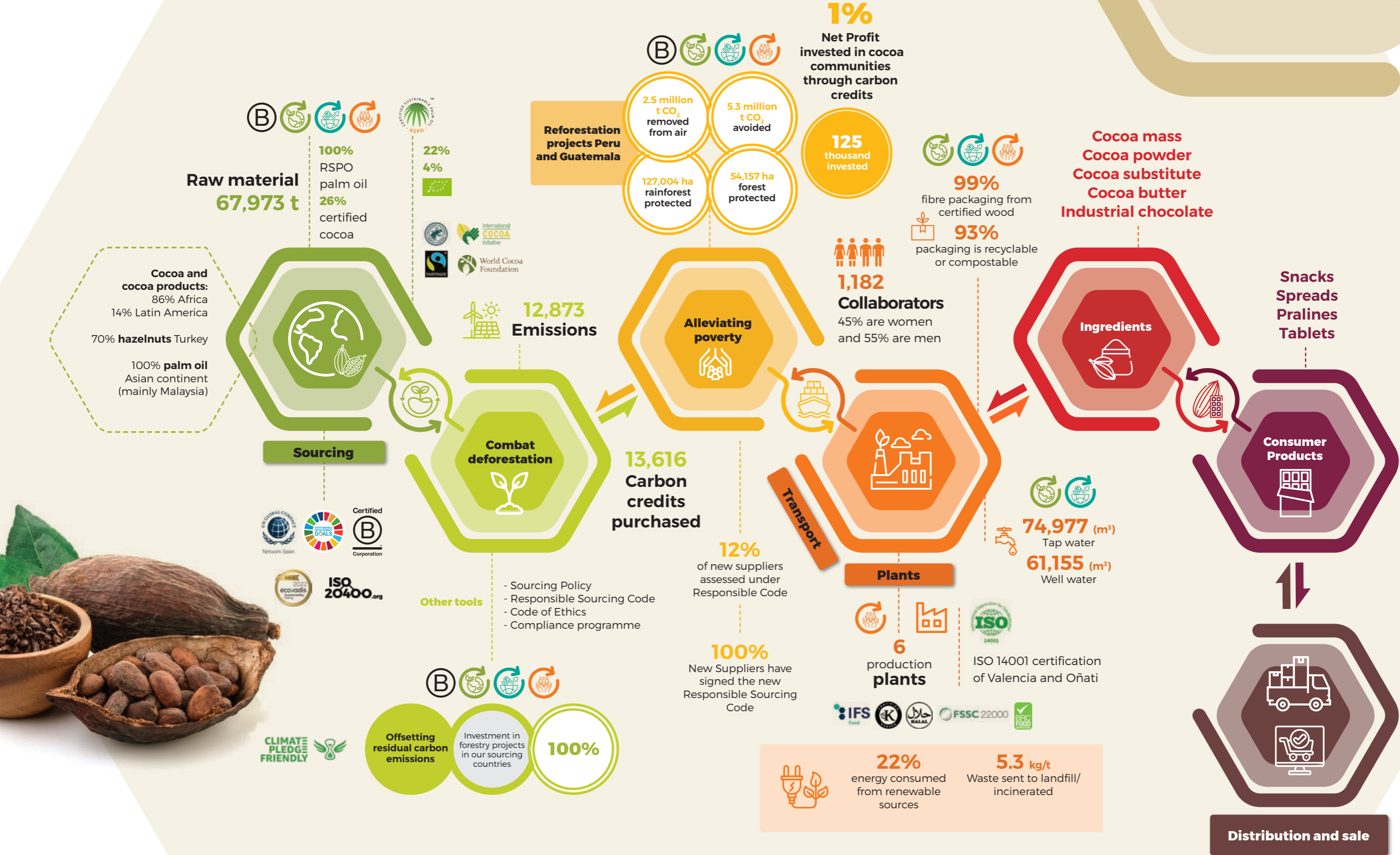


**Circular economy. REPAC Project**

Secondary packaging is one of the most important aspects in food production, and primary packaging is what guarantees the quality and safety of the product, lengthening its useful life. So the choice of packaging is crucial in the production process.

This project aims to support industry through fast-track development of highly functional and recyclable coated paper and cardboard, specifically for dry products.

# Our Impact Journey



# Social commitment

## Combatting poverty and investing in the growth of local communities

The Natra group focuses its social action on the cocoa-producing communities in the countries of origin of our raw materials. Our actions are intended to promote fair trade, foster the development of local cooperatives and pay special attention to the most vulnerable groups.

Part of this investments are made directly in the cocoa-producing communities within the countries where we obtain our principal raw materials, as well as social actions in the proximity of our chocolate factories. Another part of this investment is used to offset Natra's carbon footprint by purchasing carbon credits in reforestation projects in the cocoa-producing communities.

*"Empowerment of cocoa communities in Peru through the development of digital and financial skills, focusing on young people and women."*

Community project with the NGOs AVSI and Entreculturas

This project seeks to build on their digital and technological knowledge and skills, improve their employment and self-employment conditions and provide basic financial training.

**290**  
cocoa-producing families

**50%**  
women or young people

**€125**  
thousand Investment

**2%**  
Net Profit in community projects

## Our social impact through reforestation projects

Our long-term commitment to the communities where we source our materials

**Nii Kaniti Project**  
Community forest management with Indigenous Communities, Peruvian Amazon

This project helps to reduce deforestation and degradation in the indigenous communities Shipibo Conibo and Cacataibo in the Ucayali region (Peru).



**357**  
jobs

**35%**  
jobs held by women

**18**  
new sustainable companies in the cocoa industry

**Guatemalan coastal conservation project**

This project seeks to protect the forests of the Guatemalan Caribbean coast and reduce greenhouse gas emissions, aligning conservation with viable and sustainable economic activities. Local NGO FUNDAECO



**487**  
jobs

**24%**  
jobs held by women

**3**  
new sustainable companies

Natra also participates, through the Rainforest Advisory Group, in a project that is being developed in Ivory Coast, aiming especially to help raise the incomes of families who make their living from cocoa production, so that they obtain a living income.



“The participants share their experience”

## PROJECT

Digital technologies and financial skills for the crop, processing and sale of the dry native cocoa beans, for the sustainable development of young people and women in Bagua Grande, Amazon, Peru

### RAQUEL QUISPE ESTELA,

38 years old, mother of four children. Cocoa producer, wife of shareholding partner Eliceo Hernández Castrejón. Chair of the Community Bank “Delta Women Entrepreneurs”, set up in the hamlet Delta in the District of Bagua Grande, Utcubamba, Amazon.



23 14:08  
Cacao Natra Fundación A.  
mujeres emprendedoras



When the **Cacao Natra project** started, we had no idea what a bank was. We worked independently of one another, nobody gave us any advice or training. Now, **with counselling from the AVSI staff, we have been trained** and in a short time we have managed to set up a small credit and savings bank, which helps us to meet our expenses and emergencies.

We have also learnt how to make an organic garden with technified irrigation and how to sow vegetables or manage cocoa husk to earn a little more.

We are very grateful to Natra and the AVSI professionals.



Organic Garden Enterprise, Community Bank of Delta Women Entrepreneurs, Bagua Grande, Utcubamba, Amazon

### JOEL FIGUEROA COTRINA,

49 years old, father of two children. Has been a cocoa producer for 12 years, in the hamlet Misquiyacu Alto, Bagua Grande, Amazon, shareholding partner of Amazonas Trading Perú SAC.



In this **project NATRA** has taught us a lot. First, how to calculate the value of husk in economic terms and how to use it as fertilizer. They also taught us how to make biol [liquid organic fertilizer] and how to find out the pH of my soil and fertilize better.

Another important matter was realising that we have good plants on our plot. **When the AVSI technicians visited, we selected very productive plants, or what they call “elite plants”.**

This is very important because now I can say that I have my own genetic material and I can rehabilitate my cocoa plantation.

We farmers need this kind of projects and Natra and AVSI are doing things well.



## Promotion of healthy lifestyles and solidarity



Natra also collaborates with certain initiatives tied to sport and healthy lifestyles. To give a couple of examples, the Bredene plant continues encouraging running activities, and participation in the Ghent half-marathon and Whaleboat Race in Ostend; while the Malle and Oñati plants continue supporting local sport. Finally, the Canada plant set up a Social Welfare Committee in 2022.

Over the year, our plants donated product to food banks and other welfare organisations.



**34,000 kg**

Product donated

# Ethics and integrity

Natra is firmly committed to defending human rights and preventing corruption, bribery and money laundering

Growing with integrity

NATRA IS COMMITTED TO FOSTERING AND PROMOTING A CULTURE OF ETHICS AND COMPLIANCE IN ALL ITS ACTIVITIES AND AT ALL LEVELS, IN LINE WITH ITS OWN REQUIREMENTS AND IN KEEPING WITH THE PRACTICES DEMANDED BY SOCIETY. WE AIM TO CONTRIBUTE TOWARDS TRAINING PEOPLE AND BUILDING QUALITY BUSINESSES, PURSUING CONTINUOUS IMPROVEMENT IN BOTH ASPECTS.



Committed to the SDGs



Code of ethics and compliance programme

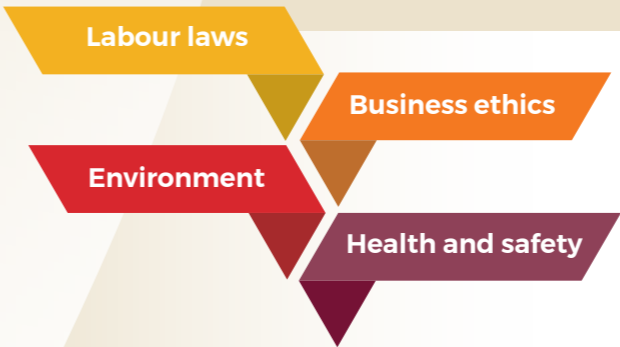


United Nations Global Compact

Signatory since 2012

Compliance System	Code of Ethics	Ethics Channel
Establishes Natra's opposition to the commission of any unlawful criminal act or non-compliance and our commitment to the surveillance, prevention and detection of non-compliance of whatsoever nature. It also determines the principles for action and describes the model of risk management system.	Defines the internal regulations of Natra and contains the principles and conduct that must prevail in all the Group's activities and that develop its values, as well as the types of conduct that the company considers unacceptable.	Through which any suspected non-compliance or unethical conduct by Natra employees, executives or directors under the internal or external laws and regulations applicable to the Group can be reported.

Natra conducts annual audits at our plants in accordance with the international standard SMETA, which is most requested by our customers.



Sedex

SMETA



Natra will continue to progress in the consolidation of our compliance system. In 2023 we plan to update our Code of Ethics and draw up several Policies:

- Policy for preventing money laundering and the financing of terrorism
- Policy on conflicts of interest
- Policy against slavery and child labour
- Policy on Equality and Diversity

Natra's sustainability reports have been audited every year since 2018 by PWC or KPMG to verify the reliability and integrity of the information.

100%

New Hires have received and signed the Code of Ethics

667

Participants training in Antibribery and Corruption, Antitrust and Third Parties

420

hours training



# Human rights



Natra has been a signatory of the United Nations Global Compact since 2012.



We apply the principle of equality, non-discrimination and respect for people.



We require cocoa suppliers to certify in writing that the cocoa is produced under decent working conditions according to conventions such as the International Labour Organization (ILO), paying special attention to the eradication of child and forced labour, non-discrimination in employment and respect for the freedom of association.



We continue learning from the best practices in the cocoa / chocolate industry for handling human rights incidents in our supply chains, participating in task forces within associations such as the International Cocoa Initiative, the World Cocoa Foundation and the European Cocoa Association.



In our Responsible Sourcing Code, we request suppliers to identify, avoid and address any negative impacts related with child labour, forced labour, freedom of association, safety in the workplace, equal treatment, working hours and minimum wage.

# Annexes

## Index of Global Compact contents

Principles		Chapter of Report	Related GRI Standards
Human Rights			
1	Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence	Ethics and integrity Innovative, responsible supply chain	GRI 3-3 GRI 2-23 GRI 2-26 GRI 406-1
2	Businesses should make sure that they are not complicit in human rights abuses	Ethics and integrity Innovative, responsible supply chain	GRI 3-3 GRI 2-23 GRI 2-26 GRI 308-1 GRI 414-1
Labour			
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Ethics and integrity Our people	GRI 3-3 GRI 2-30 GRI 403-4
4	Businesses should uphold the elimination of all forms of forced and compulsory labour	Ethics and integrity Our people Innovative, responsible supply chain	GRI 3-3 GRI 308-1 GRI 414-1
5	Businesses should uphold the effective abolition of child labour	Ethics and integrity Our people Innovative, responsible supply chain	GRI 3-3 GRI 308-1 GRI 414-1
6	Businesses should uphold the elimination of discrimination in respect of employment and occupation	Ethics and integrity Our people Innovative, responsible supply chain	GRI 3-3 GRI 406-1 GRI 405-1 GRI 308-1 GRI 414-1
Environment			
7	Businesses should support a precautionary approach to environmental challenges	Protecting ecosystems	GRI 3-3 GRI 306-1 GRI 306-2 GRI 306-3 GRI 306-4 GRI 306-5 GRI 303-5 GRI 301-1 GRI 301-2 GRI 302-1 GRI 302-3 GRI 305-1 GRI 305-2 GRI 305-5 GRI 308-1 GRI 414-1
8	Businesses should undertake initiatives to promote greater environmental responsibility	Protecting ecosystems Innovative, responsible supply chain	
9	Businesses should encourage the development and diffusion of environmentally friendly technologies	Protecting ecosystems	
Anti-Corruption			
10	Businesses should work against corruption in all its forms, including extortion and bribery	Ethics and integrity	GRI 3-3 GRI 2-23 GRI 2-26 GRI 2-28 GRI 205-1 GRI 205-2

# Natra's Contribution to the Sustainable Development Goals (SDGs)

NATRA'S SUSTAINABILITY STRATEGY IS STRONGLY ALIGNED WITH SOME OF THE CHALLENGES CONTEMPLATED IN THE SDGS: END POVERTY IN ALL ITS FORMS EVERYWHERE, HUNGER AND INEQUALITY, AND PRESERVING THE NATURAL RESOURCES OF OUR PLANET.



In fact, through our activities Natra contributes directly to several Sustainable Development Goals, including: **Goal 2**, End hunger, achieve food security and improved nutrition and promote sustainable agriculture; **Goal 3**, Ensure healthy lives and promote well-being for all at all ages; and **Goal 12**, Ensure sustainable consumption and production patterns.

The following table sets out some actions that contribute towards achieving some of the Sustainable Development Goals.

## Sustainable Development Goals

## Some of Natra's initiatives

	<b>Goal 1</b> Eradicate extreme poverty	<ul style="list-style-type: none"><li>• Buy Fairtrade, Rainforest Alliance and organic cocoa in Africa and Latin America.</li></ul>
	<b>Goal 2</b> End hunger, achieve food security and improved nutrition and promote sustainable agriculture.	<ul style="list-style-type: none"><li>• Obtain food safety and quality certifications (IFS, BRC, FSSC 22000).</li><li>• Participation in sustainability certification standard audits: Rainforest, Fairtrade and RSPO.</li><li>• Sustainable sourcing of cocoa, palm oil, hazelnuts and paper packaging.</li><li>• Membership of organisations that promote sustainable sourcing (for cocoa: World Cocoa Foundation, European Cocoa Association, Rainforest Alliance and Fairtrade International; for hazelnuts: Rainforest Alliance).</li></ul>
	<b>Goal 3</b> Ensure healthy lives and promote well-being for all at all ages	<ul style="list-style-type: none"><li>• Innovation and development of healthier products/chocolates.</li><li>• Collaboration with sports and healthy eating initiatives.</li><li>• Action plan to improve working conditions and minimise risks of work-related injuries.</li></ul>
	<b>Goal 4</b> Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	<ul style="list-style-type: none"><li>• Project for Empowerment of Cocoa-Producing Communities in Peru through the development of digital and financial skills, focusing on women and young people.</li><li>• Annual training plans.</li></ul>
	<b>Goal 8</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	<ul style="list-style-type: none"><li>• Commitment to local employment and employability in our cocoa / chocolate plants.</li><li>• Investment in employee training.</li><li>• Impact project in Ivory Coast with 2 cocoa cooperatives.</li></ul>
	<b>Goal 9</b> Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.	<ul style="list-style-type: none"><li>• Innovation strategy (sustainable packaging, healthy chocolates).</li><li>• Collaborative innovation projects.</li></ul>
	<b>Goal 10</b> Reduce inequality within and among countries.	<ul style="list-style-type: none"><li>• Projects in Peru and Guatemala.</li><li>• Ivory Coast project.</li><li>• Sustainable sourcing of cocoa, hazelnuts and oil.</li></ul>
	<b>Goal 12</b> Ensure sustainable consumption and production patterns.	<ul style="list-style-type: none"><li>• Sustainable sourcing of cocoa, hazelnuts and palm oil.</li><li>• Development of healthy, sustainable products (with certification of ingredients, new sustainable packaging...).</li><li>• Membership of different organisations that promote sustainable production: RSPO, Spanish Sustainable Palm Oil Foundation, Belgian Alliance on Sustainable Palm Oil, Beyond Chocolate, among others.</li><li>• ISO 20400 certification.</li></ul>
	<b>Objetivo 13</b> Take urgent action to combat climate change and its impacts.	<ul style="list-style-type: none"><li>• ISO 14001 certification Valencia and Oñati.</li><li>• "Carbon neutrality" of our operations offsetting our Scope 1 &amp; 2 emissions.</li><li>• Carbon offset projects in Peru and Guatemala.</li><li>• Energy efficiency initiatives at all our plants.</li><li>• Purchase of guarantee of origin certificates (GOs) for "green" electricity.</li><li>• Installation of solar panels at Malle, Bredene and Valencia plants.</li><li>• Cogeneration at Valencia plant.</li><li>• Sustainable packaging strategy (certified paper, transition towards plastic-free packaging).</li></ul>
	<b>Objetivo 15</b> Sustainably manage forests, halt and reverse land degradation and halt biodiversity loss.	<ul style="list-style-type: none"><li>• Sustainable sourcing of cocoa and palm oil.</li><li>• Carbon offset project in Peru and Guatemala.</li></ul>

80 YEARS

  
**Natra**

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