

Bringing life to farming

2019-2020 CSR Report



Anecoop

Structure, scope and boundary of this Report

This is Anecoop S. Coop.'s Corporate Social Responsibility Report (CSR) for the 2019/2020 trading year (from 1st October 2019 to 30th September 2020), which details the company's economic, environmental and social performance. Reporting is carried out on an annual basis and coincides with the trading year.

This is the eleventh CSR Report we have published. The previous report was compiled for the 2018/2019 trading year and was presented to the cooperative's members at the Annual General Meeting in March 2020.

This Report complies with Anecoop's commitment as a social economy sector enterprise, and evidences the social responsibility policies we have developed over the years in conjunction with our members, workforce, customers and the broader community.

The 'General Disclosures' information refers to the Anecoop Group, whose headquarters are in Valencia (Spain), and to our subsidiaries and other companies in which we have a stakeholding in Europe.

The 'Materials' information refers to Anecoop S. Coop. (Spain), as we have direct control over these details. The audited Non-Financial Reporting Statement on the companies that are part of the Anecoop Group's consolidated accounts will be published on www.anecoop.com.

This Report has been produced according to the standards contained in the Global Reporting Initiative (GRI)*, taking into account the principles of materiality, stakeholder inclusiveness, the sustainability context and the boundaries in determining the content of the Report. The stakeholders (members, employees, customers and society) were identified and defined according to EFQM criteria, maintaining ongoing communication through various channels provided by the company for this purpose. This Report was drawn up using the 2016 GRI Standards as a reference.

Contributions to the CSR Report may be sent to info@anecoop.com. We are confident that this will lead to further enhancement of future CSR Reports.

* The Global Reporting Initiative (GRI) is a not-for-profit organisation which lays down standards for the production of social responsibility reports.



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At **Anecoop** we have given it all in a year that put us to the test. Providing society with safe, sustainable fruit and vegetables continued to be a priority for everybody at Anecoop. We have given it all for our members, for our customers, for the wellbeing of our employees and for the environment. We have continued to give it all in the pursuit of a better, healthier, more respectful and more caring future. We continued and will continue to bring life to farming.



Anecoop



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Letter from the Chairman

It was a historic year for Anecoop. In financial terms, we reported a record turnover of €770.5 million. In management terms, we were faced with a health crisis that was unprecedented in our company's history.

We started the year on an already complex footing for production as a whole, with poor profitability, farms being abandoned and problems with generational renewal. This was at the root of a crisis that prompted farmers to march in protest across Spain at the beginning of 2020.

The irruption of COVID-19 forced the sector to temporarily 'put the protest movement on hold', focusing all its efforts on ensuring food supply at a truly critical time, with demand throughout Europe gripped by panic over fears of shortages.

The united response and the efficiency with which we dealt with the first few weeks of the pandemic put the sector, and Anecoop as an integral part of it, on the front line, and made its 'essential' role in emergency situations visible to society.

“The size of organisations is a major factor in successfully tackling the challenges facing the sector and boosting competitiveness.”

The agrifood sector is clearly in the spotlight and proof of this is the interest it has aroused among investment funds in recent years. According to leading sources, it accounts for 9.2% of the total national economy, making Spain the fifth largest agrifood economy in the European Union, and fourth in terms of job creation at 7.4% when only the primary sector is taken into account.



Alejandro Monzón
Chairman

As a result of the pandemic, the number of conferences, seminars and events organised by related associations and the media to discuss the future of the agrifood value chain and debate the effects of the various policies and measures proposed by the European Union increased over the course of the year.

All of them agreed on one thing: the size of organisations is a major factor in successfully tackling the challenges facing the sector and boosting competitiveness.

There are a growing number of factors influencing our activities that we are all aware of, including markets that are difficult to access due to the application of protectionist barriers, a well-known long-standing structural problem, which is lack of reciprocity, countries which restrict goods transit, unfair competition, and adapting production to consumer and environmental requirements that will lead to even higher costs. The European Green Deal highlights that climate change is a priority concern, and we will have to adjust our business to dovetail with its various strategies and plans.

Adjusting our structures, digitally transforming our business at every stage of the value chain, embracing new technologies in our day-to-day tasks, innovation in management and in products... All of these factors must play an important role in our roadmap if we want to



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continue to be a key distribution player. And we must return to our core principles: the larger we are, the greater the concentration and diversification of supply, and the better we use our resources, the greater our chances of success will be.

The cooperative model has many advantages as a formula for growth and, most importantly, for sustainability. These include its permanence in the territory, anchoring activities to a location, its contribution to preserving the rural environment and village life through job creation, support for small growers and the protection of ecosystems. And we should not forget the sense of identity it generates. Cooperatives belong to all the people who are part of them and they are projects that people identify with as though they were their own. They generate an emotional bond that other business models cannot compete with.

Before I end these lines, I would like to mention a number of events in the institutional sphere that took place during the 2019-2020 trading year.

The first was the Distinction for Business and Social Merit awarded to Anecoop by the Valencian Regional Government to mark the commemoration of 9 October, the Valencian Region Day. I would like to congratulate all the people who belong to Anecoop on this accolade. It rewards our track record and gives us the motivation to continue working and growing.

The hard work and commitment of Anecoop and its members during the COVID crisis earned us the privilege of speaking on behalf of the agricultural industry to Their Majesties the King and Queen of Spain, with whom we held a videoconference meeting at the beginning of May 2020. We also participated in the Special Commission for Social, Economic and Health Reconstruction set up by the Valencian Parliament in mid-June. In both meetings we were given the opportunity to explain the situation of the sector and to make recommendations for improvement.

I would like to end this letter by mentioning three valued colleagues who left us in 2020: Simón Copoví, Manager of the Camp de Llutxent-Otos Cooperative; Juan David Alandete, a member of the management team at the Algemés Cooperative, and Jesús Server, a member of the sales team at Anecoop Valencia. We hold you all in our hearts.

“Cooperatives belong to all the people who are part of them and they are projects that people identify with as though they were their own. They generate an emotional bond that other business models cannot compete with.”

To all the Group's staff, including members, field workers, packing house staff, and employees at Anecoop's offices and subsidiaries, thank you very much for your hard work. You have been an example to follow in a year in which things have been more difficult than we could ever have imagined.

Letter from the Managing Director

2020 will remain in our collective memory as a unique year: extremely hard, sad, full of uncertainty, frustration, loneliness and many losses.

Anecoop's financial year started on 1 October 2019 and ended on 30 September 2020. This meant half of the year, from March to September, was affected by the pandemic.

From the outset of the crisis, our priority was to safeguard the health of our workforce and to continue to responsibly supply our products, as they are staples that are vital to feed society.

Our first priority was achieved by implementing teleworking for a large number of our colleagues, and we immediately took on board the measures recommended and imposed by the authorities. And in many instances, we were even one step ahead of them. We reorganised and redesigned some of our facilities in order to work in more open, independent and safer spaces, and we conducted COVID tests on several occasions for the entire workforce at our offices, in addition to all those carried out at the mutual insurance company. From the word go, the various Anecoop managers worked together, providing the rest of the teams with the information we received on an almost daily basis, and in times of extreme uncertainty, we helped many of our members to implement precautionary measures.

“A powerful, diversified and independent primary sector is a strategic asset for a country, and we cannot afford to lose it. It would be a major national irresponsibility which future generations would probably never forgive us for.”

In addition to creating a sense of security for Anecoop's employees, we focused on a core aspect of our mission: to provide healthy products to end consumers.

And we did this very well, we believe, thanks to the commitment, involvement and sense of responsibility of all our staff, but also thanks to the efforts of the entire agrifood value chain, from the grower to the people working at every point of sale. Together we overcame many difficulties.



Joan Mir
Managing Director

Our SECTOR, with capital letters, and everybody involved in it, which is a lot of people, set a great example and reassured consumers during the toughest moments of the pandemic. It averted shortages and the social tension that this would have caused. It took on a huge responsibility in those sad days and also gave out a whole host of messages that more or less said: “You stay at home, we'll take care of you.” It was incredible!

I would like to highlight some almost premonitory and very relevant words written in my letter in last year's annual report: “We are simply going to remind ourselves and others, including governments, that we must support the primary sector, which is the weakest link in the agrifood chain, although it gives us independence in terms of food, boosts foreign trade, generates numerous jobs, and helps to keep people in rural areas.”

What would have happened if the problems we experienced at the beginning of the pandemic in obtaining health protection equipment manufactured in other countries for our medical staff had occurred with fruit and vegetables or other primary sector products? How would consumers have reacted if there had been a lack or shortage of fresh produce on the shelves? Can anyone imagine?

We all knew what the score was. A country needs food independence in a crisis like this one, but we have been in our comfort zone for a long time, and nobody was making waves. Well, we should have been making waves, because it's still happening. The primary sector has been struggling for years, income continues to fall and costs and demands continue to rise. Even when growers have made legitimate demands, many people in positions of authority have looked the other way, and society has perhaps not shown the sensitivity towards the sector that might have been expected.



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And it has taken a virus to make us remember how weak we are and how much we need a powerful, diversified and independent primary sector. It is a strategic asset for a country. Spain has it, and we cannot afford to lose it. It would be a major national irresponsibility which future generations would probably never forgive us for.

To prevent this from happening, we need the coordination of ALL, yes, of all those involved in the sector, in order to truly value the work and professionalism of our growers, boost their income and improve society's perception of the primary sector.

At Anecoop, we are committed to working along these lines. We are working to bring life to farming. We want a rural environment in which growers can make a living from their labour, one that is competitive, sustainable and has a future, one that inspires young people to take over from the previous generation, one that helps to prevent the rural population from moving to urban areas and one that is supported and valued by society.

At Anecoop, we believe that cooperation and integration, together with growth and good management, which are some of our key objectives, are essential to bring life to farming that is so necessary for our member cooperatives and their growers. In this regard, the following agreements were reached during the 2019-2020 trading year: the creation of the second-tier cooperative Ribercamp, made up of the Carlet and Guadacoop cooperatives, the cooperation agreement between the L'Alcúdia and Alzicoop cooperatives, and the marketing agreement between the second-tier cooperative Green Fruits and the Pedralba cooperative. We should also highlight that Costa de Almeria became a member of our organisation, and we are fully convinced that their incorporation will further strengthen our fruit and vegetable business.

A good example of cooperation was the 91,919 tonnes of our members' produce which was managed by our product platforms. These platforms provide us with a high degree of specialisation and better product optimisation.

Accomplishing all of the above has involved a great deal of effort on the part of many governing board members and many professionals, and it is great news. Though to be honest, when we analyse the evolution and the speed with which our sector is moving, the truth is that it is simply not enough. Right now, decisions have to be made, perhaps more than we would like, and at a faster pace than usual.

Despite the major complications caused by the pandemic, Anecoop S. Coop. closed the year with a record turnover of €770.5 million, up 8% on the previous year. Volume reached 826,000 tonnes, down 19% compared to 2018-2019. The excellent performance in wine was a major highlight. Despite the general decline in wine consumption due to the pandemic, Anecoop Bodegas achieved record figures in terms of volume and turnover. The combined turnover of the Anecoop Group rose from 901 million to €966 million, representing an increase of 6.7%.

We hope that COVID-19 will soon be over and will become an isolated episode in our lives. However, we will always remember and mourn the loss of Simón and Jesús, two good and very endearing people, as well as excellent colleagues. Thank you for everything you gave us. Farewell, dear friends.

“Right now, decisions have to be made, perhaps more than we would like, and at a faster pace than usual.”

In this difficult year, we would like to thank all the people who helped us to achieve the major feat of ensuring that there was no shortage of our fruit and vegetables either on the domestic or international markets at the most difficult of times. We would like to thank our growers, workers and members of our cooperative boards, all the companies that provided us with their services and, of course, thanks to our customers and all their staff, without whom our products would not have reached millions of consumers.

And finally, we would like to thank Anecoop's Governing Board for their unconditional support, and all our colleagues in our branches, subsidiaries, packing houses, experimental field stations and our head office who, despite the difficulties, never let their guard down, were always on hand, supporting and complying with the measures taken, and did so with great professionalism, dedication and commitment.

Thank you, thank you very much.



SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD



•Cooperation with different charity organisations and NGOs in projects aimed at improving the lives of the disadvantaged and socially vulnerable.



•Promotion of healthy lifestyles by supporting national and international sport and health-related events, both independently and through foundations, schools and other associations.



•All the company's recruitment processes are governed by equality of opportunities. •Recruitment criteria are based on candidates' level of education and training, their skills, job experience, and aptitude for the position. •Salary criteria are exactly the same for all staff, irrespective of gender. •Participation in the project "A cooperative village in Anantapur" (India), for disadvantaged families in order to dignify the role of women in Indian society. •Implementation of an Equality Plan.



•The company has a solar power plant on the roof of its packing house in Torrent (Valencia). •Development of a project to produce clean energy out of the waste produced in harvests and local cattle farms (biogas). •Participation in the project AgriREFIN to produce biofuel.



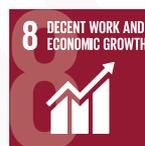
•Promotion of sustainable agricultural practices among its member farmers. •Participation in initiatives and the development of projects to minimise food waste. •Waste recovery: Biopro (national) and Pro-enrich (European) projects. •Promoting the future of food by participating in projects to adapt fruit and vegetables to climate change.



•Implementation of an Annual Training Plan adapted to the company's specific needs and aligned with the requirements of Anecoop's employees. •Training courses for cooperative members and member companies, especially in the areas of R&D and technological innovation, quality and systems, organisation and strategic management. •Offering work placements in the company. •Technical courses for farmers on best agricultural practices.



•Participation with members and other organisations in projects aimed at saving water in production processes, such as the Eco3wash project. •Promoting the use of water-saving irrigation systems among its members. •Participation in projects that ensure efficient water use, such as GO Climate change in stone fruit trees and DiKa-CoVal. •Promotion of the cultivation of alternative fruit trees with fewer water requirements.



•Application of quality employment policies, based on equality and training for staff and members. •Application of distributive justice among members. •R&D and technological innovation support for its member cooperatives, member companies and farmers. •Application of health and safety measures in the workplace.



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In 2015, a meeting of world leaders at the **UN** passed a new sustainable development mandate, the 2030 Agenda, which includes a series of Sustainable Development Goals (SDGs). There are 17 goals which have 169 targets that focus on eradicating poverty, combating climate change and reducing inequalities.

A high degree of involvement on the part of all the social

stakeholders involved in the system is required in order to comply with these SDGs.

In this report, Anecoop, a social economy company whose Corporate Social Responsibility values have been firmly implemented in all areas of the organisation, highlights the actions which, as part of its business operations, dovetailed with 15 of the 17 SDGs in the 2019-2020 trading year.



- Major annual investment in R&D and technological innovation.
- The company has two trial centres, one in Valencia and the other in Almeria, to develop R&D and technological innovation projects that benefit its member farmers.
- Involvement and participation in numerous national and international working groups and projects in conjunction with different government bodies and agencies.
- Support for more sustainable infrastructure, such as the Mediterranean Corridor.
- Development of new ways to consume fruit and vegetables (ready-to-eat, ready-to-cook).



- Thanks to its operations and its role as a social economy company, it contributes to safeguarding the future of its producer members, fostering the sustainability of farming and, with it, preventing the rural population from moving to urban areas.
- Participation in a project to recover abandoned plots of land: Innoland project.



- Practices to encourage sustainable farming, organic farming, zero residue and naturane certification.
- Promotion of the use of water-saving irrigation systems among its members.
- The company has a solar power plant on the roof of its packing house in Torrent (Valencia).
- Development of a project to produce clean energy out of the waste produced in harvests and local cattle farms (biogas).
- Participation in the project AgriREFIN to produce biofuel.
- Promotion of the future of food by participating in projects to adapt fruit and vegetables to climate change.
- Participation in a project to monitor and minimise packing house waste together with its members in Murcia.



- In company recruitment criteria, nationality, gender, race, religion or any other criteria that could cause discrimination are never taken into account.
- Inclusion of people with different nationalities on the staff.
- Inclusion of people with physical or mental disabilities on the staff.



- Certified growing systems that guarantee food safety.
- Participation in initiatives and the development of projects to minimise food waste.
- Practices to encourage sustainable farming, organic farming, zero residue and naturane certification.
- Implementation of policies to efficiently manage natural resources and waste in its activities.



- Participation in a project to recover abandoned plots of land: Innoland project.
- Encouraging its members to use biological pest control.
- Participation, together with its partners and the Asociación de Naturalistas del Sureste, in a project for the conservation of biodiversity.



- Public-private partnerships with the academic world and other organisations in development projects that contribute to achieving these SDGs.
- Participation in innovation forums to improve the industry.

1



GIVING IT ALL
*to supply
our produce*

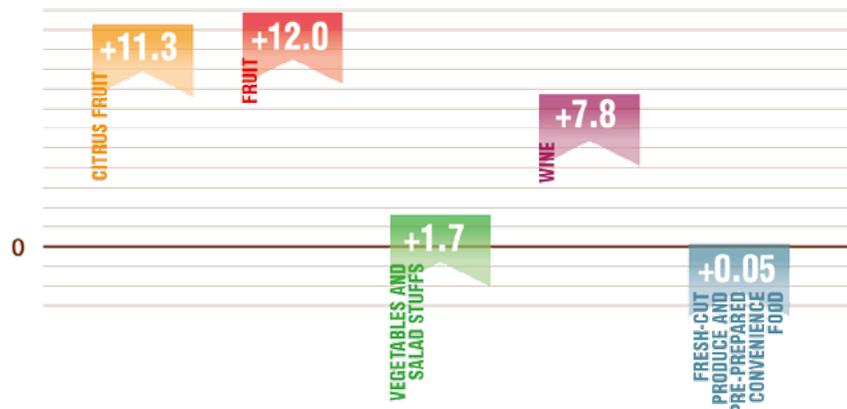


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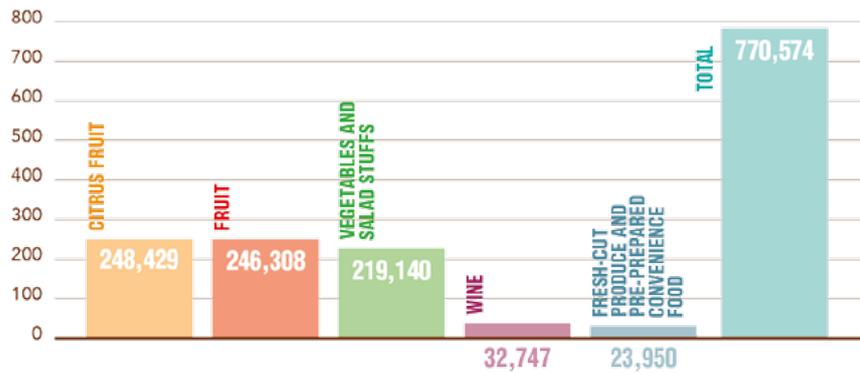
↑ € +8%

turnover

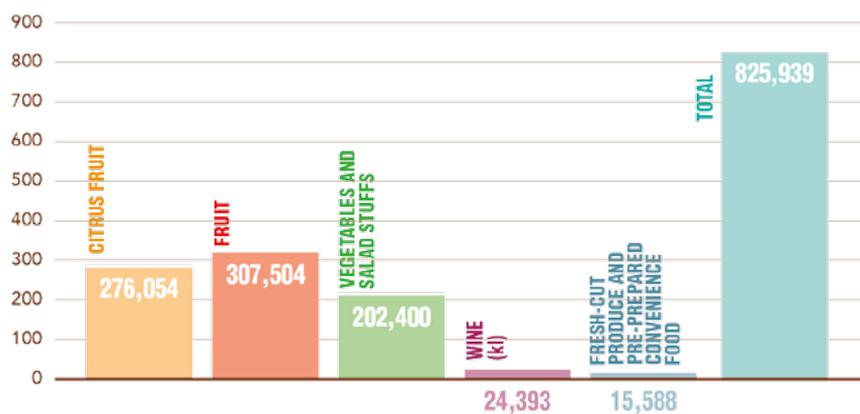


sales by products

(€ x 1,000)



(tonnes)



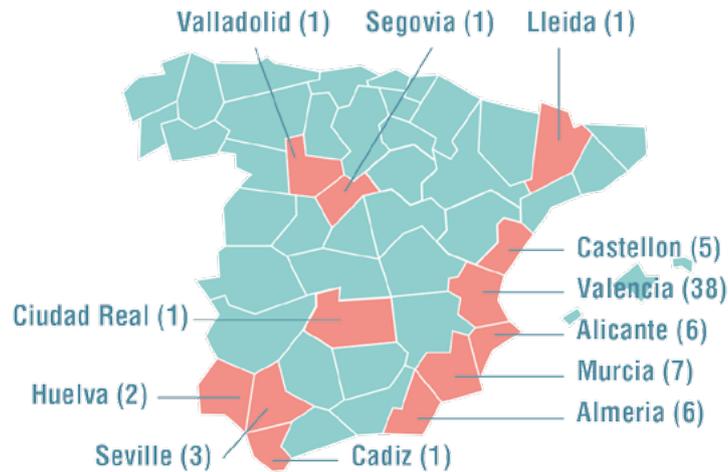
2



GIVING IT ALL
*to support
our farmers*



geographical location of Anecoop's member cooperatives



72 members / 6 regions / 12 provinces

our members

farmer members **24,351**

other members **24,347**

employees **25,727**

our land

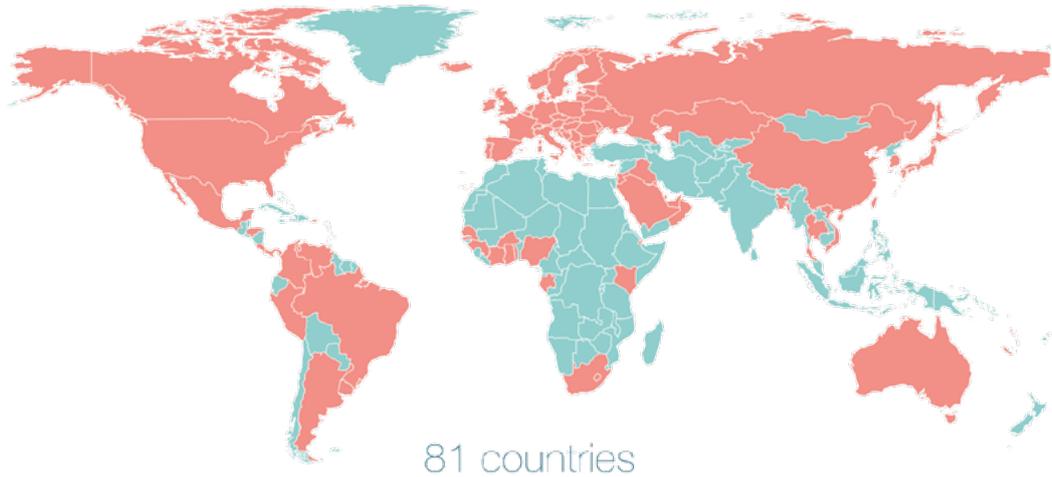
hectares cultivated **68,803.03**



GIVING IT ALL
*to improve
customer relations*



our markets



the Anecoop Group

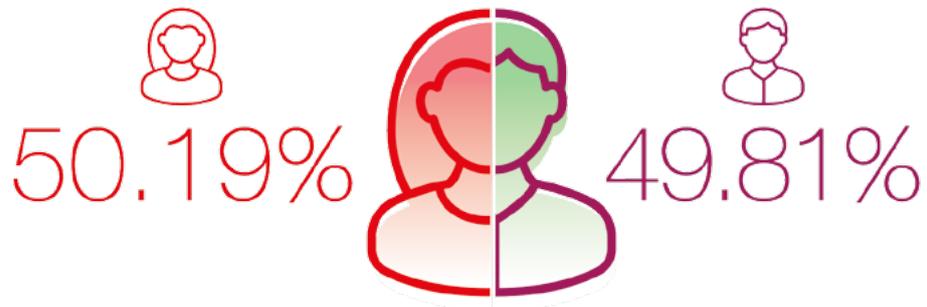


A woman with dark hair, wearing a white surgical face mask and a dark blazer over a light-colored top, is seated at a wooden desk in an office. She is focused on her work, with her hands on a silver laptop keyboard. A small, clear spray bottle with blue liquid is on the desk in front of her. In the background, another person wearing a mask is visible, working at a desk. Large windows with black frames let in natural light, showing greenery outside. The overall atmosphere is professional and safe.

GIVING IT ALL
*to improve
our employees'
conditions*



percentage of employees by gender



average age of workforce



training

31 hours
of training
per employee



€79,700
invested
in training



87.24%
employees
received training





GIVING IT ALL
*to contribute
to society*



Anecoop and solidarity

€52,943

donated to several charity organisations, NGOs and associations



333,000 kg
of fruit donated
during the pandemic
by the Anecoop Group

committed to healthy eating



cooperation in 20
sporting events
and recreational activities
in different countries

*held from October 2019 to March 2020



GIVING IT ALL
*to protect farmland
for future generations*



iDrone project

application of the latest hyperspectral machine vision technologies attached to unmanned flight devices

certification that guarantees food and resources management

GLOBALG.A.P.



our brands which are environmentally friendly and ensure food safety



57,362 Ha. certified*
by GLOBALG.A.P.



5,300 tonnes
marketed



30,302 tonnes
marketed

* Over 100% of our fruit and vegetable production is certified.



GIVING IT ALL
*to get ready
for the future*



our R&D resources

2 experimental
field stations



€1.5 million
spent on R&D
and technological
innovation



some projects we are taking part in



innovation in citrus fruit varietal
identification and management



social innovation
in land management



diversification of the range of
persimmon varieties in the
Valencian Region to respond
to climate change

Actions that Bring Life to Farming

The fruit and vegetable sector needs the support of consumers more than ever. European society is aware of the importance of the rural world and values the **commitment** of cooperatives in protecting the environment and their local surroundings, and promoting productive and social **sustainability** through development in their rural areas. Sustainability becomes an important indicator of their business competitiveness, a factor that is, in turn, aligned with the strategy of the European Union, which is immersed in implementing radical changes in its agrifood model, based on a much greener approach that is more protective of our biodiversity. However, this agricultural model, which is more respectful

of the planet, has an undeniable economic impact on our production. It means that growing our fruit and vegetables entails higher costs. Although they offer extraordinary quality, it is becoming increasingly difficult for our produce to compete on price with products from outside the EU, which are subject to much less stringent controls and are much cheaper to produce.

This pressure, which is pushing down prices in our own markets, has a particular impact on profitability for growers, who often find it very difficult to maintain their farms with the income they earn and are forced to abandon their fields.

However, in crisis situations such as the COVID-19 pandemic, as **Joan Mir**, Anecoop's Managing Director, points out in a number of his statements:

“ Cuando eliges frutas y verduras **”**

BOUQUET ...

DAS VIDA PARA EL CAMPO

Comprando **BOUQUET** das más

RACIONES DE VIDA PARA EL CAMPO

Y más valor a lo nuestro. A lo tuyo.

- Afianzas la **POBLACIÓN** al **MEDIO RURAL**
- Limitas el **ABANDONO** de **CAMPOS**
- Facilitas el **RELEVO GENERACIONAL**

Otras iniciativas en bouquet.es

RACIONES DE COOPERACIÓN • LIBERTAD • RECONOCIMIENTO • VALENTÍA • FUTURO

“Now is the time to realise just how valuable agriculture is.

The coronavirus crisis and the social and employment repercussions it has triggered in Spain have tested the national agricultural sector, which has stood firm in guaranteeing the supply of basic foodstuffs to the population despite all the obstacles that this exceptional situation has entailed.”

“The industry’s professionals have once again demonstrated that they thrive in the face of adversity and are more than capable of doing their job, which is to feed society. Their efforts, often putting their health at risk, deserve to be rewarded by enhancing the enormous value of national production.”



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The consequences of not having a strong agricultural system are unimaginable. The lack of health material and equipment in the first phase of the pandemic and our dependence on third countries to source it showed us that we have to defend our own production in order to be able to deal with any future adversities that may arise.

This is why the **fruit and vegetable sector must be more united than ever today**. It must vindicate its **strategic role**, which has been amply demonstrated, and **send out one sole message to society**: we need your support to be able to continue feeding you. **Help us to support our growers and their families today more than ever by CHOOSING BOUQUET FRUIT AND VEGETABLES**. 24,351 farmers, living in the main Spanish production areas, grow tasty, healthy fruit and vegetables to feed us every day based on hard work and a love for what they do.

At the beginning of 2020, when our growers' tractors marched to fight for a decent income for their labour, the wake-up call to combat the huge problem of empty rural areas of Spain, and the subsequent consequences of COVID-19, we launched the communication campaign "Actions that Bring Life to Farming" during the Bouquet watermelon campaign in spring 2020, with a threefold mission.

1. To promote the strategic value of strong, independent agriculture among the general public, so that it can deal with difficult situations such as the current crisis.

2. To defend farmers' ability to continue to make a living from the countryside, putting a stop to rural depopulation and the abandonment of land.

3. To publicise some of Anecoop's innovation projects as they help to improve the future of our growers and to facilitate generational renewal.



Projects with common objectives

- **Promoting cooperation** as a formula for competitiveness and local development, highlighting the strategic role of our member producers.
- **Preventing the rural population** from moving to urban areas. Putting a stop to rural depopulation.
- **Stopping farming land from being abandoned**.
- **Facilitating generational renewal** in farming. Creating new jobs in rural environments for young people.
- **Increasing employment opportunities** for intermediate generations.
- **Creating long-term employment opportunities** in agriculture and ancillary industries.
- **Incorporating technology** and technological advances into production.
- **Improving the competitiveness** of farms. Bringing farming closer to market demand.
- **Reducing crop uncertainty for growers** as much as possible in terms of varieties, more sustainable production systems, optimising the use of natural resources, etc.
- **Combating climate change**.
- **Safeguarding** a strong, independent **Spanish agricultural industry**.
- **Offering a consistent, profitable and high-quality range of products**.

Economic Information

21 Figures

We ended the year with a record turnover of €770.5 million, up 8% on the previous year. Volume dropped slightly compared to 2018-2019, from just over 842,000 mt+kl marketed to around 826,000 tonnes.

These figures were achieved in an absolutely atypical campaign due to a number of factors, with COVID-19 at the head. The pandemic, in addition to making our work more difficult, has undoubtedly hastened some of the trends that we had already been observing for some time, especially in relation to consumer and market behaviour, which is still a great unknown. On the other hand, the presence of investment funds in our sector is accelerating and is substantially changing the operator landscape. Both circumstances affect us very closely and we have to take them into account when designing our future strategies.

Product group summary

2019-2020 was a good year for **wine** and the group's wineries. We successfully defended our positions in the two channels that continued to operate during the pandemic: retail distribution and the Internet.

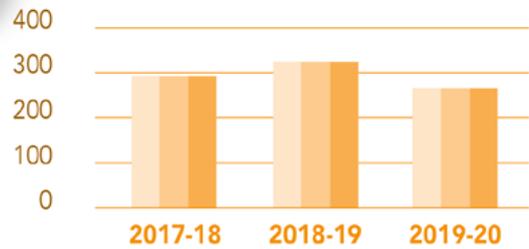
The year's results brought record numbers in terms of volume, with 24.4 million litres bottled, and a turnover of €32.7 million.

Our highly consolidated position in the target markets and the outstanding management of the pandemic by the wineries were key to achieving these results. Despite the problems caused by the situation, especially in human resource management and purchasing, the wineries managed to run smoothly, enabling us to honour our commitments to our customers and open up new sales opportunities.

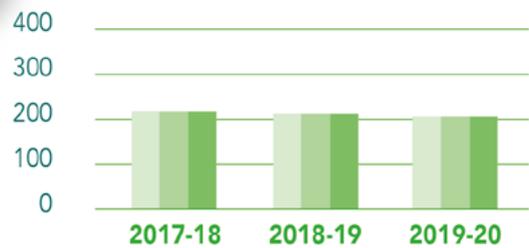
In **citrus fruit**, we started with a very short season in terms of production. Demand rocketed from March onwards because of COVID-19, which explains why, despite having marketed 13% fewer tonnes than the previous year, turnover in this product group increased by 11.3%, thanks



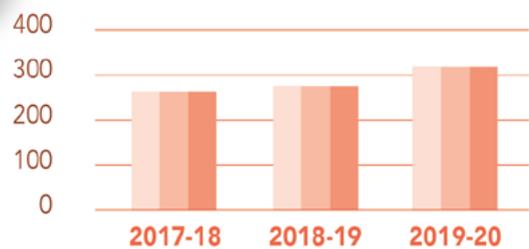
CITRUS FRUIT MARKETED (mt x 1,000)



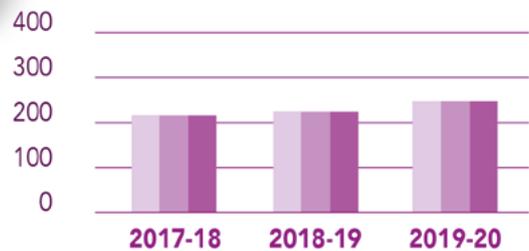
VEGETABLES AND SALAD STUFFS MARKETED (mt x 1,000)



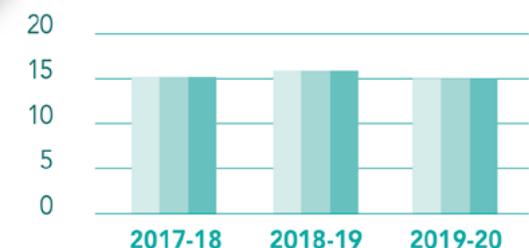
FRUIT MARKETED (mt x 1,000)



WINE MARKETED (hl x 1,000)



FRESH-CUT PRODUCE (mt x 1,000)





Bringing life to farming

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to prices that were much higher than in previous years. In general, we succeeded, not without difficulty, in meeting our commitments with the majority of our customers, thanks to joint strategies with our members and the smooth running of our product platforms, which has shown us the way forward for the coming years.

We marketed 307,500 tonnes of **fruit**, up 10.3% on the previous year, making this group the fastest growing in terms of volume. Two important products contributed to this increase: **watermelons**, thanks to improvements in supply and an excellent marketing campaign that has opened up a new line for future communication, and our **Persimon kakis**, which had a difficult year but continue to be a powerful crop with a bright future if we are able to make the most of the Persimon Group's potential. The pandemic had an adverse effect on the berry season, and lower stone fruit yields led to higher prices.

In **vegetables and salad stuffs**, the first part of the year was marked by supply shortages in some products, as a result of adverse weather conditions in the region of Murcia, one of our main product sources. However, average prices were higher than the previous year for most products. Anecoop continued to work with its members on crop planning and on expanding its presence in the main production areas in order to boost growth in this product group.

It was not a good year for **fresh-cut produce and pre-prepared convenience food** products,

mainly due to the closure of the HORECA channel and the replacement of some of our products in our target markets with local produce. These products need to be repositioned in this new reality.

This preference for national produce also had a negative impact on the organic segment, which saw a slowing in the high growth of previous years. We remain firmly committed to this line of products, as it has significant growth potential.

highlights

Launch of the campaign entitled Actions that Bring Life to Farming

Launch of the Sustainability Project

HR Plan: New business model

Consolidation of the Innovation Plan

Creation of the Member Coordinator figure

in progress

Persimon Group Improvement Plan

Platform Improvement Plan

Launch of vegetable growing programmes

Support for member cooperation and integration processes



Distribution of profit

In the 2019-2020 financial year, Anecoop obtained a profit of €1,406,419.

Surplus

100% of the surplus was allocated to collective or undistributable funds. Each year, the General Assembly agrees that the surplus will be allocated to the members' cooperative income, to increasing the mandatory reserve fund, and to the education and promotion fund.

Economic Information



SALES EVOLUTION

Tonnes	2017-18	2018-19	2019-20
Citrus fruit	296,617	317,389	276,054
Fruit	265,448	278,811	307,504
Vegetables, salad stuffs and plants	213,629	207,868	202,400
Fresh-cut produce	15,274	17,101	15,588
Total fruit, vegetables and salad stuffs	790,968	821,169	801,546
Total wine (hl)	212,986	216,820	243,934

Euros*	2017-18	2018-19	2019-20
Citrus fruit	239,358	223,270	248,429
Fruit	214,451	219,973	246,308
Vegetables, salad stuffs and plants	198,869	215,517	219,140
Fresh-cut produce	18,897	23,939	23,950
Total fruit, vegetables and salad stuffs	671,575	682,700	737,827
Total wine (hl)	30,985	30,382	32,747
Total	702,560	713,082	770,574

* Euros (x 1,000)

In 2019-2020, part of the cooperative's surplus was allocated to the education fund and the rest was assigned to the reserve fund.

According to article 48.2 of the Corporate Bylaws,

“From the surplus recognised for the purpose of calculating the cooperative's profit for the year, after deducting any previous years' losses, and prior to taking into account Corporation Tax, at least 20% will be allocated to the mandatory reserve fund; and 10% to the education and promotion fund”, and article 48.3, “At least 50% of the extra-cooperative or extraordinary profits [...] will be allocated to the mandatory reserve fund”.

Share capital

Anecoop's share capital at 30th September 2020 was €23,768,771. This consists of mandatory contributions and voluntary contributions added to members' share capital.

The mandatory reserve fund allocated to the consolidation, development and guarantee of the cooperative, which may not be distributed among members, amounted to €43,227,492 at 30th September 2020, as well as other reserves of €9,682,424. The percentage of liabilities belonging to collective or undistributable funds was 54.86%*.

*This percentage is calculated as follows:
 $(\text{Share capital} + \text{reserves} + \text{profit (loss)}) / \text{Total equity and liabilities} = (23,768,771 + 52,909,916 + 1,406,419) / 142,325,742 = 54.86\%$

Anecoop defends Spanish agriculture. The raw materials (fresh fruit, vegetables and salad

The Anecoop Governing Board with the Murcia Regional President, Fernando López Miras, and the then Valencian Regional Secretary for Agriculture, Francisco Rodríguez Mulero, after the members' General Assembly held at the beginning of March 2020.



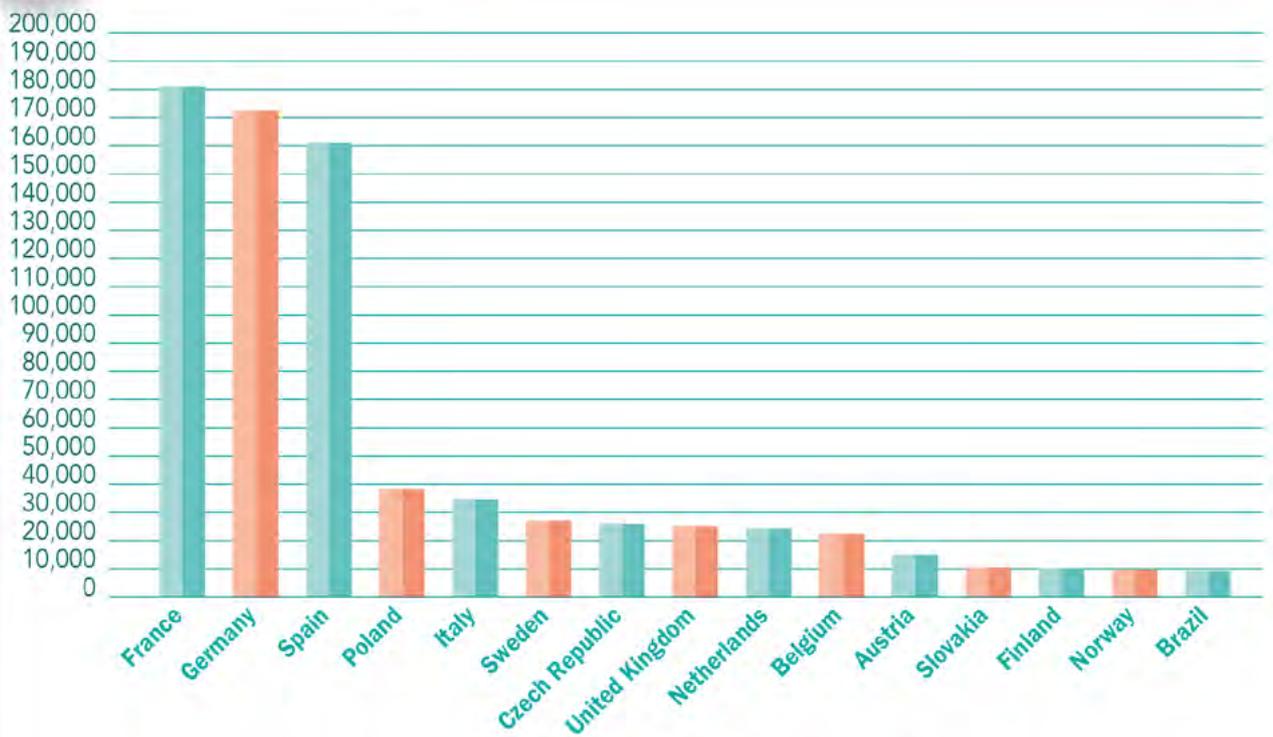


SALES BY GEOGRAPHICAL AREAS

	Citrus fruit (mt)	Fruit (mt)	Vegetables, salad stuffs and plants (mt)	Fresh-cut produce (kg)	Total fruit, vegetables and salad stuffs (mt)	Wine (hl)
European Union	254,188	287,693	197,321	15,215	754,417	167,897
Rest of Europe	8,682	14,979	4,376	372	28,409	50,477
America	9,551	3,093	695	0	13,339	8,393
Asia+Africa	3,633	1,739	8	1	5,381	17,167
Total	276,054	307,504	202,400	15,588	801,546	243,934



MAIN MARKETS (TONNES)



stuffs, and wine) marketed by Anecoop come from the Valencian Region, Andalusia, Murcia, Extremadura, Castile and Leon, Castile-La Mancha, Catalonia, Navarre, Aragon and the Canary Islands.

Materials, other purchases and the provision of services are supplied by other companies from different areas of Spain.

Taxes paid and grants received

Corporation Tax paid in 2019-2020 amounted to €56,421, compared to the €114,354 paid in the

previous year. Other taxes (council tax, business tax, road tax, etc.) amounted to €63,564 compared to €72,461 in 2018-2019.

Anecoop was awarded operating grants totalling €303,958, compared to €519,931 in the previous year.

Planning processes and budget management

We produce a budget forecast at the beginning of each financial year, which is monitored throughout the year.

Economic Information

ASSETS	30/09/2020	30/09/2019
NON-CURRENT ASSETS	48,173,872	49,814,517
Intangible assets	3,984,549	4,575,655
Patents, licenses, trademarks and similar rights	3,642,852	4,204,280
Computer software	81,735	111,413
Advance payments	259,962	259,962
Property, plant and equipment	12,702,493	12,549,360
Land and structures	11,141,084	11,172,187
Plant and other items of property, plant and equipment	1,408,152	1,317,323
Tangible assets in the course of construction and advances	153,257	59,850
Investment property	5,595,126	6,075,345
Land	1,133,842	1,133,842
Constructions	4,439,785	4,915,798
Plant and other items of property, plant and equipment	21,499	25,705
Non-current investments in Group and associated companies, and members	23,557,587	22,939,157
Equity instruments	21,159,935	20,564,935
Loans to Group companies	574,992	817,894
Loans to associated companies	278,257	-
Loans to members	1,544,403	1,556,328
Non-current investments	1,716,899	3,150,741
Equity instruments	71,671	71,671
Loans to third parties	1,340,042	1,273,884
Debt securities	300,506	300,506
Other financial assets	4,680	1,504,680
Deferred tax assets	617,218	524,259
CURRENT ASSETS	94,151,871	82,845,086
Inventories	1,251,332	810,701
Trade and other receivables	42,310,478	41,020,251
Trade receivables for sales and services	31,974,986	31,152,555
Receivable from Group and associated companies, and members		
Group companies	933,608	150,311
Associated companies	907,418	1,258,579
Members	255,365	131,863
Receivable from employees	275,823	262,522
Current tax assets	226,586	275,052
Other accounts receivable from public authorities	7,736,692	7,789,369
Current investments in Group and associated companies, and members	1,470,270	896,158
Loans to Group companies	394,714	678,688
Loans to associated companies	122,549	-
Loans to members	953,097	217,470
Current investments	5,071,857	3,473,456
Debt securities	73,394	73,394
Other financial assets	4,998,463	3,400,062
Current accruals and prepayments	45,064	99,372
Cash and cash equivalents	44,002,870	36,545,149
TOTAL ASSETS	142,325,742	132,659,602



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EQUITY AND LIABILITIES	30/09/2020	30/09/2019
EQUITY	79,452,489	77,115,658
SHAREHOLDERS' EQUITY	76,896,667	74,151,535
Subscribed cooperative share capital	22,580,332	21,246,849
Reserves	52,909,916	51,512,170
Compulsory reserve fund	43,227,492	41,829,746
Other reserves	9,682,424	9,682,424
Cooperative profit	1,406,419	1,392,516
GRANTS, DONATIONS AND BEQUESTS RECEIVED	2,555,822	2,964,122
NON-CURRENT LIABILITIES	9,594,577	9,145,073
Obligatory refundable "capital"	1,188,439	1,118,255
Non-current payables	147,297	90,561
Other financial liabilities	147,297	90,561
Non-current payables to Group and associated companies, and members	7,349,173	6,890,488
Payable to members	7,349,173	6,890,488
Deferred tax liabilities	909,669	1,045,769
CURRENT LIABILITIES	53,278,676	46,398,871
Current training and promotion fund	120,000	100,000
Current payables	1,071,125	1,194,908
Other financial liabilities	1,071,125	1,194,908
Current payables to Group and associated companies, and members	10,140,457	6,943,061
Payable to Group companies	6,337	5,887
Payable to members (current account in credit section and deposits received)	10,134,120	6,937,174
Trade and other payables	41,947,094	38,160,904
Payable to suppliers	15,469,348	15,089,517
Payable to suppliers - Group and associated companies, and members		
Goods and others	15,596,774	12,346,759
Supplier members (pending invoice)	7,288,033	7,028,216
Payable to suppliers - Group and associated companies	243,375	235,655
Sundry accounts payable	883,798	961,425
Remuneration payable	1,451,809	1,371,846
Current tax liabilities	3,448	112,727
Other accounts payable to public authorities	409,976	407,462
Customer advances	600,533	607,297
TOTAL EQUITY AND LIABILITIES	142,325,742	132,659,602

The annual financial statements have been audited by Ernst & Young.
Balance sheet at 30/09/2020.
Figures in euros.

Economic Information

2.2 Marketing and communication

Marketing and communication are key aspects in the organisation that help us to **promote our products**. Thanks to the initiatives we carry out in this area, which are aligned with the company's general strategy, both our customers and society get to know and appreciate our fruit, vegetables and wines.



2.2.1 Fruit, vegetables and salad stuffs

Bouquet is the flagship brand for our fruit and vegetables, and is a recognised symbol of quality and consistent supply. All the promotional activities that we undertake throughout the year are aimed at increasing awareness of our products and gaining consumer confidence through the brand, which is segmented according



to our target audience and to the different channels used to promote them.

Our Bouquet seedless watermelons and Persimon kakis have **product promotion campaigns** specifically aimed at the end consumer, and are the most ambitious in terms of investment, timeframe and channel, including radio, television and social networks. These campaigns are carried out in various European countries and are coordinated by the Anecoop Group's offices in Spain and mainly by its subsidiaries in France and the Czech Republic.

In promoting Persimon kakis, we work closely with the **PDO Kaki de la Ribera del Xúquer**, as a large part of our production of this fruit is certified under the D.O.'s label. In addition, we work with the **Valencian Citrus Fruit Protected Geographical Indication (PGI)** to promote Valencian oranges and mandarins in different European countries.

In May 2020, during the initial stage of the COVID-19 crisis, we started our promotional activities for our **Bouquet watermelons**, supported by the launch of a markedly social campaign, which we named **Actions that Bring Life to Farming (*)**.

*See pages 24 and 25.

In addition to the standard campaign initiatives, an informative micro-site was designed and included on our CSR website, **www.bouquet.es**, together with a new watermelon label and advertisements which were tailored to both specialist and general media. This continues to be one of the mainstays for positioning our company and our brand.



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This social awareness campaign constituted the backbone of all the promotional activities for this product carried out during the year and the aim is to continue with this message in the medium to long term.

With the emergence of COVID-19 across Europe at the end of the first quarter of 2020, our participation in trade fairs was severely limited. We attended **Fruit Attraction** (Madrid) in October 2019 and **Fruit Logistica** (Berlin) in February 2020. At the end of June, **AECOC** organised its **Fruit and Vegetable Congress** in Valencia in a hybrid format, as a tribute to the work of growers during the pandemic. Other fairs in which we normally participate as exhibitors, such as Biofach (Nuremberg), Organic Food Iberia (Madrid) and Asia Fruit Logistica (Hong Kong) were cancelled.

In the 2019-2020 trading year, we began with the idea of giving continuity to one of the initiatives that we had embarked upon in the previous year: support for inclusion through sport. However, due to the pandemic, all sporting events in this area were cancelled, mainly during the second half of the year, curtailing our contribution in kind. Despite this, we maintained our financial support for associations such as AVAPACE Corre and the Fundación Unión Rugby Almería Clan, as we are mindful of the difficult situation many of these organisations face.



Club Trencaones. Solidarity Swimming, Fundación AHUCE (Alzira, Valencia).

Other marketing initiatives

From the first weeks of lockdown onwards, we began to work on other initiatives aimed at recognising the work of the agri-food chain, and especially of the production sector.

We produced a corporate video entitled “Cadena de Valientes” (The Chain of the Brave) to support and vindicate the work carried out by our members, and we intensified our activity on our social networks, targeting both the industry and the end consumer. This included broadcasting the videos produced by Anecoop members on our YouTube channel and supporting industry campaigns such as #EstePaísLoAlimentamosUnidos, #ConfinamientoSaludable, and #LasCooperativasNoParan. We also worked with the 5-a-day TV campaign to promote the consumption of fruit and vegetables.



Economic Information

2.2.2 Wine

The promotion of the wines made in our wineries is defined and implemented according to our target markets, establishing different strategies for the domestic market and for international destinations.

Spanish market

Our wineries' most prestigious brands, and the ones that we promote most in Spain, are **Icono**, **Juan de Juanes**, **Reymos**, **Venta del Puerto**, **Amatista**, **Los Escribanos**, **Ola Caracola**, **El Enhebro**, **Dominio de Unx**, **Hacienda Uvanis** and **Unsi**. The aim is to reinforce these brands so that they are increasingly recognised by both the trade channel and the end consumer.

Our marketing activities are divided into three areas:



- **Advertising campaigns.** These are essentially based at local level, with permanent advertising on a monopole located at one of the main entrances to Valencia and a billboard in the city centre. Promotional and advertising activities are stepped up during the Christmas campaign and the Fallas festivities, though in 2019-2020 the latter was seriously affected by the pandemic. We place advertisements in the main cultural and food guides, industry magazines and local newspapers.

- **Wine guides and yearbooks.** We published the tasting notes and the points awarded to our wines in the main 2020 Spanish wine guides and yearbooks.

- **Events and promotions.** Our participation in events during the 2019-2020 trading year was significantly reduced. Once again, we sponsored the **Valencia Negra Festival** which was initially moved to an online format in 2020 and a few months later to a reduced on-site format, broadcasting the events via streaming. We continued to work with the Food&Fun cookery school through actions and publications on social networks. During the last quarter of 2019 we had the opportunity to participate in person in some highly significant events, such as the **Casa de la Caridad Gala** in Valencia. We were also present at the **Spanish Winetasters' Union (UEC) Show** held at the beginning of March, as well as at the **Vinoro Show**.

Throughout lockdown, and with the HORECA channel closed, we organised our own and sector-specific consumer campaigns on social networks, such as the **Pon un Vino en tu Cesta** (Put a Bottle of Wine in your Basket) campaign and **La Hora PROAVA** (Time for PROAVA).

Anecoop Bodegas, in conjunction with our distributors, launched a campaign under the hashtag **#Telollevamosacasa** (#Winehomedelivered) to boost sales of our wines whilst restaurants were closed.

We also launched new wines, such as **Amatista 0.0**, **Cala del Mar**, **La Cova Negra**, **Cañadelas** and our **Vermutante** vermouth.

International market

We promote the image and outreach of our wines abroad by participating in international fairs and events. Due to the pandemic, all the fairs we usually attend, such as **Prowein**, were cancelled, as occurred in the domestic market. Therefore, our promotional activity in this area focused on strengthening customer relations and on the participation of our wines in wine competitions.

Awards and recognition

Wine competitions are a powerful marketing tool to add value to our wines and position them in the market. This year, we won **254 medals** in **31 national and international competitions**, including one Grand Gold medal, 114 Gold medals, 131 Silver medals and 8 Bronze medals.

The organisers of the Berliner Wein Trophy competition chose Anecoop as the **Best Spanish Cooperative** for the third time. We were also

given the award of **Best Producer Spain** at the international Mundus Vini competition.

wine awards



2.2.3 Product and corporate communication

In conjunction with all the work we do to promote our fruit, vegetables and wine, the Communication Department also manages and publishes press releases, articles and interviews in the general and specialist media, as well as on our own channels, such as newsletters, websites, profiles and pages on social networks and video channels.

The Department's work also extends to our organisation's corporate operations, as well as those of our members, whom we support by providing coverage of their most significant events and developments.

In 2019-2020, we published 24 press releases, organised 114 articles and interviews in different written and audiovisual media and published 43 videos on our YouTube channels. These videos were produced in-house, coordinated by

the Marketing Department and also recorded and edited by our members during the initial months of the pandemic. They showed how they continued their operations during the crisis in order to supply society with fruit and vegetables.

We see social networks as an essential tool for engaging directly with society and consumers, as well as with the trade. They are totally embedded in our communication strategy and we have different profiles according to the audience we target, even within the same social network. The Anecoop Group currently has a community of over 150,000 followers, up 25% on the previous year, with a presence on **Facebook, Twitter, YouTube, Instagram** and **LinkedIn**.

Our online communications are supplemented by a series of informative websites on which we publicise our corporate, social and business activities.

follow us on

 <p>Spain @bouquetcultivamosfuturo @AnecoopBodegas @BouquetYsi France @CultivonsLeFutur Czech Rep. @BouquetOvoce</p>	 <p>Spain @bouquetcultivamosfuturo @AnecoopBodegas @BouquetYsi France @CultivonsLeFutur Czech Rep. @BouquetOvoce</p>
 <p>Spain @Bouquet_Ysi France @Bouquet_cultivonslefutur Czech Rep. @Bouquet_ovoce</p>	 <p>Spain Anecoop S. Coop France Anecoop France Solagora Czech Rep. Anecoop Praha Poland Anecoop Polska UK Fesa Uk Tropicak Direct Netherlands 4 Fruit Company</p>
 <p>@youtube.com/grupoanecoop @youtube.com/anecoopbodegas</p>	

specific accounts professional channel

Corporate Social Responsibility

3. Corporate Social Responsibility. Our values

Anecoop's **Corporate Social Responsibility** has four cornerstones:

I. Encouraging healthy eating habits in society, and especially in children, through the consumption of fruit and vegetables.

II. Guaranteeing the food safety of our products.

III. Respecting the environment and safeguarding natural resources.

IV. Creating social economy projects that promote the wellbeing of our farmers and of society in general.

All our marketing activities are ethical and responsible, and always present accurate information to the consumer. This is why Anecoop has never been accused or found guilty of unfair competition.

The values of our company are in line with those

of a society which is becoming aware of the need to respect the environment, improve its quality of life, and is in favour of healthy eating based on products that have been grown in line with environmentally friendly principles and comply with all the necessary food safety requirements.

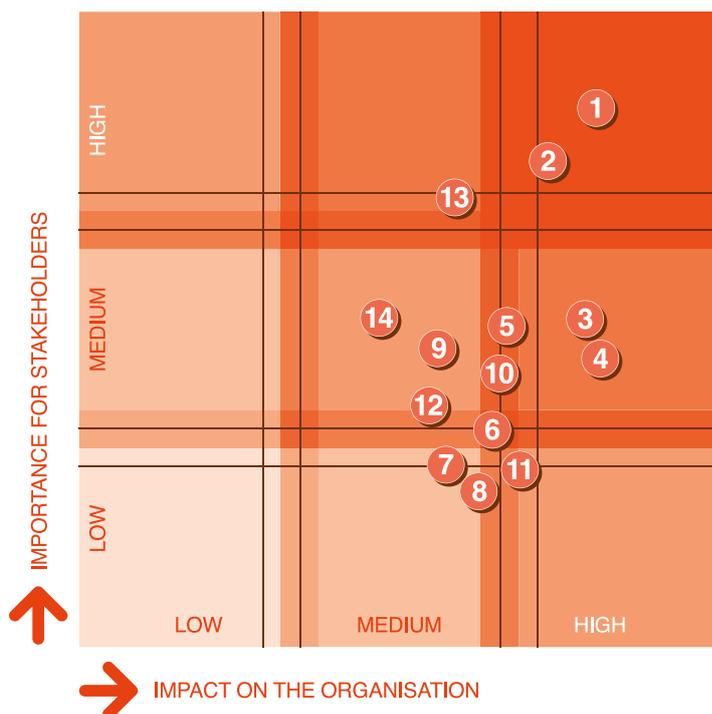
31 Encouraging healthy eating habits in society, and especially in children, through the consumption of fruit and vegetables

One of our priorities is to promote the benefits of eating fresh fruit and vegetables, especially for children.

The aim is to ensure that fruit and vegetables, which are essential from a health and nutrition standpoint, are part of the daily eating routines of children and adults.

A large part of our work in this area takes places at sporting and family leisure events. In a year marked by restrictions due to COVID-19, the number of initiatives we were able to carry out

3.0 materiality



This has enabled Anecoop to identify, prioritise and validate the aspects which are material or relevant to its organisation. The process has involved permanent contact with the company's stakeholders. The results of this process have been approved by the Management Committee, and are shown below, in order of priority:

1. Improving the income of our members. Sustainable agriculture.
2. Food safety. Product quality.
3. Integration. Bringing members, cooperatives, and third parties together.
4. Customer satisfaction and loyalty.
5. Partnerships with customers and suppliers.
6. Quality employment. Development of human capital.
7. Product innovation. R&D&TI.
8. Making management more effective and efficient.
9. Consolidating and developing markets.
10. Encouraging healthy eating.
11. Fair commercial practices.
12. Dialogue and engagement with stakeholders.
13. Creating social economy projects.
14. Promoting the viability of local economies.



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Anecoop's Quality and Systems team works closely with our members on the implementation of food safety and quality systems, and the continuous improvement of processes from production to distribution, while complying with food legislation and ensuring respect for the environment.

decreased considerably, limiting our product donations to the races and events that were held between October 2019 and the beginning of March 2020. Thus, during the year we gave out fresh fruit and vegetables in more than 20 sporting and leisure events held in Spain, France and the Czech Republic, in which both children and adults participated.

As we indicated in section 2.2.1 of this report, we intend to continue promoting inclusion through sport with the aim of raising the profile of groups that need the support of society as a whole through sport. Whilst it was possible, we combined financial support with the donation of produce at the events organised.

We also cooperate with non-profit institutions and associations whose objectives are the same as ours, such as the Foundation for Flavour and Health, the 5-a-day Association, Freshfel and the More Broccoli Association, supporting sporting events as well as other educational, cultural and gastronomic events.

which SDG do we have an impact on in this section?



3.2 Guaranteeing the food safety of our products

One of the commitments set out in Anecoop's mission is to provide healthy and safe products to consumers.

initiatives

Application of **naturane**, the quality control and food safety system used by Anecoop and its member cooperatives. This is a standardised production system based on Integrated Crop Management which is recognised by the international organisation GLOBALG.A.P. and certified by the majority of European supermarkets.

Supplier inspections and audits, traceability procedures, and the application of residue control plans based on HACCP and in compliance with Spanish and international production and sales legislation.

Development and implementation of Improvement Plans.

In 2019-2020, we again passed the **IFS Broker** audit, a standard that was set up to ensure that the process operations that fill the gap between production and distribution are performed according to requirements that guarantee the legality, quality and safety of the products supplied to the retail industry.

more initiatives in the Sustainable Development Goals



Corporate Social Responsibility

3.3 Respecting the environment and safeguarding natural resources

Ensuring the **sustainability of agriculture** is one of the cornerstones of our organisation. Protecting the environment in our different spheres of business is part and parcel of our management strategy.

3.3.1 In the field of agricultural production

To achieve this, we implement environmentally friendly production systems in our cooperatives and partner companies, as well as **naturane**, which is based on the principles of **Integrated Pest Management (IPM)** systems, promoting biological control, and the rational use of plant protection products during cultivation and in post-harvest treatments.

Anecoop's members produced 57,362 ha of fruit and vegetables certified by GLOBALG.A.P. This international standard ensures that good agricultural practices are applied in all areas of production and guarantees food safety.

We continued to work with our members on **organic production**. Anecoop's members who grow and market organic produce do so in line with the standard included in Regulation EC/834/2007. We hold the Valencian Region's Organic Farming Committee certificate (ES-ECO-020-CV), which accredits us as marketers of organic fruit and vegetables, grape juice, wine, seeds, plant material and nursery plants. In addition, an "organic crop" plot at our Masía del Doctor Field Station in Museros has been registered to study organic crop production and profitability.



ORGANIC PRODUCTS MARKETED

	2017-18	2018-19	2019-20
Tonnes	25,053	30,491	30,302

We continued to promote the system identified with the naturane zero residue label in conjunction with our members. This is a practical example of agricultural management



that takes economic, environmental and social sustainability aspects into consideration and through which we produce residue-free fruit and vegetables. (*)

(*) Pesticide residues not exceeding 0.01 mg/Kg on a minimum of 386 active substances analysed by an ENAC (Spanish National Accreditation Agency) accredited laboratory (according to UNE-EN ISO / IEC 17025).

more initiatives in the Sustainable Development Goals



3.3.2. In the working environment

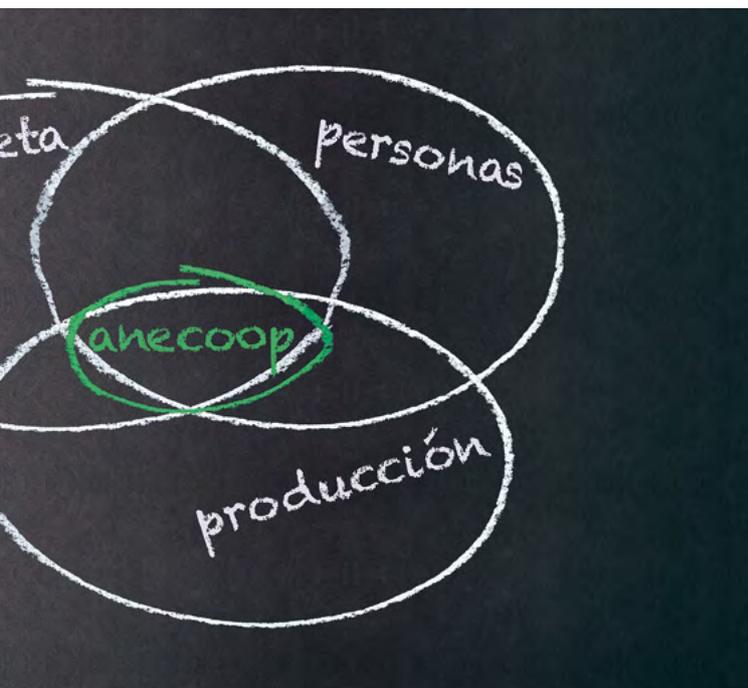
Material management

We made progress on our "paperless office" plan and continued to reduce paper consumption in



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WATER CONSUMPTION (m³)

	2017-18	2018-19	2019-20
Valencia	840	1,080	823
Seville	community	community	community
Murcia	203	98	73
Almeria	N/A	61	70
Algemesi	1,324	809	292
Museros F.S.	N/A	40,525	38,918
Total	2,367	42,573	40,176

with savings of up to 24% and 26%, respectively.

Energy management

The energy-saving measures implemented in all our offices, i.e., LED technology, light sensors, and air conditioning programming helped us to maintain energy consumption at all sites in 2019-2020 at similar levels to the previous year. The pandemic did not have an impact on consumption in this area, as our facilities remained operational.

Due to COVID-19, the offices were redesigned, enabling us to install new LED and sensor technologies in part of the facilities, the results



ENERGY CONSUMPTION (Electricity kWh)

	2017-18	2018-19	2019-20
Valencia (*)	340,999	304,116	311,596
Seville	14,935	14,156	15,887
Murcia	25,332	19,982	21,037
Almeria	23,346	20,321	17,673
Algemesi (**)	29,827	30,227	28,144
Museros F.S.	138,283	130,591	130,704
Total	572,722	519,393	525,041

(*) The amount of energy used for heating in the Valencia offices has been included in the data table since the 2017-2018 trading year.

(**) The consumption of the Algemesi logistics centre has been included in the data table since the 2017-2018 trading year.

of which will become apparent in the coming years.

Waste management

In order to comply with the GDPR, we safeguard



PAPER CONSUMPTION (kg)

	2017-18	2018-19	2019-20
Valencia	3,309	1,851	1,867
Seville	-	-	-
Murcia	25	125	63
Almeria	100	125	138
Museros F.S.	100	75	75
Total	3,534	2,176	2,142

2019-2020, both in printers and photocopiers, as well as in corporate stationery. Despite the COVID-19 pandemic, there was no significant impact in this area, as we continued to do business as normal.

Water management

The water used in Anecoop's offices is not recycled and simply enters the public drainage system. We have sensor taps and dual-flush toilets in our offices to save water.

In 2019-2020, we achieved a 6% saving in overall water consumption in Anecoop's offices in Spain. The impact of the pandemic was felt in this area, as lockdowns and a reduction of the on-site workforce, which was replaced by teleworking for a large percentage of the staff, led to a significant drop in some sites, such as Valencia and Murcia,

Corporate Social Responsibility

the privacy of our members' and customers' data. For this purpose, we differentiate between documents containing confidential information and discard them in paper bins that are specifically used for collecting documents that include personal details and data and that must subsequently be sent for destruction, as per the current legislation. In this respect, the reorganisation carried out in the offices to adapt them to the needs arising from the pandemic led to the clearance and destruction of files, increasing the volume of paper sent for shredding by 77%.

We have distributed special containers and eco bins for the collection of organic waste, plastics and cans and paper and cardboard in different areas of all our offices. We also have specific containers for batteries, small electrical appliances, electronic waste and printer cartridges.

Three types of waste are handled at the Masía del Doctor experimental field station in Museros: organic waste, which comes from harvest waste and from the recovery of the numerous crops planted on the estate. This includes firewood that cannot be shredded for reuse; inorganic waste includes plastic and old piping that is replaced. This waste is weighed when taken to controlled



PAPER SENT FOR DESTRUCTION (kg)

	2017-18	2018-19	2019-20
Valencia	1,836	1,312	2,763
Seville	.	120	-
Murcia	36	36	84
Almeria	90	210	131
Museros F.S.	-	-	-
Total	1,962	1,678	2,977

landfills; and chemical waste, which comes from empty containers of pesticides that are used to treat crops at the field station. This waste is collected in special containers, called Big Bags.

3.3.3 Energy-saving measures

In addition to the energy-saving measures mentioned in section 3.3.2, we also have a 1,000 kW (500 kW of our own and 500 kW rented) solar panel installation on the roof of our packing house in Torrent (Valencia). The photovoltaic plant, which is made up of 6,100 modules, has a nominal power of 1,124 kWp.

In 2019-2020, we generated sufficient energy, 721,527 kWh, to supply 207 homes, each with an average of three members per household.

The energy produced by this plant has avoided





the emission of 238.1 tonnes of CO₂ into the atmosphere, i.e. the annual emissions produced by 99 vehicles. Similarly, this amount of CO₂ would have required 36,631 trees to absorb it.

The plant emits zero CO₂ into the atmosphere, while the production of the same energy with other technologies would have resulted in the emission of 786.46 tonnes of CO₂ in the case of coal combustion, 295.83 tonnes of CO₂ in the case of combined-cycle plants and 577.22 tonnes of CO₂ in the case of fossil fuels.



Emissions of other polluting gases that have been avoided thanks to this initiative are 0.39 tonnes of sulphur dioxide (SO₂) and 0.29 tonnes of nitrates (NO_x).

3.3.4 Environmental legislation

Anecoop keeps a record of the environmental legislation which affects its activities. During 2019-2020 and the previous trading years, it was not fined or otherwise penalised for any environmentally unsound business practices due to non-compliance with the legislation to which it is subject.

3.3.5 Pollution

Noise pollution: Anecoop does not generate any significant noise since we only have offices. Thus, we have not assessed this aspect.

Air pollution: this aims to raise awareness about the CO₂ emissions that cause the greenhouse effect. The electricity consumption figures from



AIR POLLUTION (mt)

	2017-18	2018-19	2019-20
Electricity (*)	611,068	583,787	587,381
CO ₂ equivalent	312.66	285.29	292.60

(*) In addition to electrical energy, greenhouse heating consumption is included.

our offices are used to calculate “equivalent emissions” (the term used to measure these emissions). This figure rose by 3% during the year.

3.3.6 Soil pollution

Our main activity is to market the production of our members efficiently and competitively. Therefore, we do not directly engage in any activity that affects the soil. The work carried out in our experimental field stations is not significant given the size of Anecoop.

3.3.7 Environmental information and training

Environmental information: we provide information about the environment in general and about our environmental management in particular both on the www.bouquet.es web site, which is run in line with our CSR values, and in our newsletters aimed at our employees and members.

Environmental training: specific training is given to the head of the *naturane* unit in Anecoop’s Quality and Systems Department.

3.3.8 Relationship with the environment

Anecoop does not own any land in protected areas. It is not involved in any protection,

which SDG do we have an impact on in this section?



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conservation or restoration projects in any nearby nature areas, nor is it engaged in any activities related to the recovery or promotion of any natural or cultural heritage it owns.

3.4 Creating social economy projects that promote the wellbeing of our farmers and of society in general

Anecoop is a second-tier agri-food cooperative which brings together 72 farming cooperatives and businesses located in the main agricultural regions of Spain. Practically all the produce we market is of Spanish origin.

3.4.1 Rural development

One of our priorities, as a social enterprise, is to ensure the future of our member producers. Thus, we encourage comprehensive rural development projects that enable farming to continue to be a driving force in production areas. Creating quality employment and ensuring the viability of local economies is one of the cornerstones of our CSR policy, an objective which is also shared by our member cooperatives.

3.4.2 Product innovation

The main objective of Anecoop's Production and Development Department is to offer alternatives to our member farmers that help them to maintain the profitability of their businesses by constantly improving their crop production. To accomplish this, we are constantly looking for new products (crops and varieties) that offer a competitive advantage over current offerings, assessing their adaptation to our members' growing methods and areas, comparing them on an agronomic and commercial level with current products and crops, and providing support and technical advice in project development, including crop management, adaptability to members' plots and tailoring them to market needs.

The vast majority of R&D and technological innovation projects are carried out in our two experimental field stations, "La Masía del Doctor" in Museros (Valencia) for outdoor crops and the FUAL-Anecoop experimental farm in La Cañada de San Urbano (Almeria), which specialises



in greenhouse production and belongs to the Anecoop-University of Almeria Foundation, a unique partnership between a public university and the cooperative sector.

During the year, we participated in a variety of projects that have four general objectives:

- **Product innovation:** development of new products and varieties.
- **Sustainability:** assessment and implementation of different production methods and the adaptation of crops and varieties to respond better to climate change.
- **Biotechnology:** application of new genetic techniques to improve varieties.
- **Digital transformation:** use of digital technologies to improve variety selection and begin the digital transformation of our sector in the field.

These initiatives also aim to encourage young professionals to join and stay in agriculture, making it a more modern, more attractive option.

We continued to work on projects within the framework of the national Operational Groups (GO):

GO CARISMED. Resolution of technical



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problems and adaptation of papaya cultivation in Spain, adding the appropriate technology to greenhouse structures in order to improve climate conditions in the greenhouse.

GOCitrus. Development of a varietal identification system using genetic tools, and a digital decision-making tool for selecting varieties in a given plot.

Innoland. Evaluation of different land management mechanisms to address the problem of underutilised plots and lack of farm competitiveness.

CITRUSTECH. The main objective of the project is the modernisation of citrus plantations by introducing environmentally friendly techniques, thereby increasing their profitability and safety.

Stone fruit adaptation to climate change. Design, development and implementation of innovative strategies and tools to facilitate adaptation and mitigation of the effects of climate change.

We are also partners in the European Project entitled “**Integrated prevention and control of fruit flies**”, which establishes methods for sampling, prevention and control of damage caused by different fruit flies in multiple crops and, in our case, focusing on the Mediterranean

fruit fly (*Ceratitis capitata*).

In 2019-2020, we also started working on new projects. Some of the most relevant are listed below:

DiKaCoVal - Persimmon diversification. Improving the competitiveness of one of the Valencian Region’s strategic fruit crops.

Intercooperation in avocados. Introduction of this crop in a new production area and adaptation of its handling and marketing processes.

iDrone. Introduction of precision agriculture technologies such as hyperspectral vision attached to drones and autonomous robots, and big data to capture and analyse the influential parameters in a plantation.

All these projects are being developed with the participation of our partners and the technical support and know-how of institutions such as the Valencian Agricultural Research Institute (IVIA), the Centre for the Conservation and Improvement of Valencian Agrodiversity (COMAV), the University of Almeria, the Universidad Politécnic de Valencia, and the Centre for the Development of Industrial Technology (CDTI).

3.4.3 Management innovation

Company groups

Anecoop is well aware that innovation is the distinguishing feature that generates company excellence. Accordingly, we apply innovation in all areas of the organisation, from management through to product logistics. Our strategic plans help us to identify exactly where and when we need to innovate.

Anecoop Company Group (ACG)

The ACG was set up in 2001 and is made up of Anecoop and several of its member organisations. It has four objectives: improving management, optimising available resources, identifying synergies, and strengthening cooperatives and streamlining their businesses.

In 2019-2020, the ACG’s activity fell by 9.7% in volume due to an overall drop in production. This reduction was more pronounced in citrus fruit,



Corporate Social Responsibility

which is the main crop grown by the Group's cooperatives. Despite this decline, the ACG increased its share in Anecoop by half a point, accounting for 41.3% of the citrus fruit marketed by the company during the year.

At group level, this year saw the consolidation of the Green Fruits project, run by three Anecoop members (SAT Novacitrus, Coopcisa and Coopego). In 2020, the Pedralba Vinícola cooperative joined the project via a marketing agreement, contributing 100% of its production to Green Fruits as of 2020-2021.

The Persimon Group

During the year, we began work on the implementation of a strategic plan for the Persimon Group, aimed at gearing and adapting our management of this crop to current market trends in the medium and long term, maintaining profitability and consolidating our export leadership in this category, which in 2019-2020 accounted for 45% of Spanish exports of this fruit.

The Pomegranate Group

At the end of 2013, we became part of this initiative, which currently has 27 member cooperatives whose plantations are located in the provinces of Huelva, Murcia, Alicante, Valencia, Castellon and Lerida. This gives us an extensive, diversified production calendar with a range of varieties in which red pomegranates have been gaining in importance in recent years.

It is a well-established project in which Anecoop concentrates and markets 100% of the pomegranates produced by the Group's members.

In 2019-2020, work focused on varietal reconversion aimed at extending the calendar towards later varieties, thereby boosting production at the end of the season.

The Papaya Group: Exóticos del Sur Economic Interest Group (E.I.G.)

In 2017, Anecoop established the Exóticos del Sur EIG to organise, promote and consolidate

the marketing of locally grown papaya in Europe.

Currently, the group is made up of around twenty growers from Almeria. It supplements supply thanks to partnerships with growers from Murcia



and the Canary Islands. Anecoop, with around 30 hectares of land under cultivation, is the leading national papaya operator in terms of consolidated production volume. It also has specific papaya packing houses in the different production areas.

September 2020 saw the end of the GO CARISMED Operational Group project, which received national funding through the Ministry of Agriculture, Fisheries and Food's Operational Groups call. This project, led by Anecoop, aimed to achieve sustainable papaya production in areas with a subtropical-Mediterranean climate. One of



Presentation of the GO CARISMED project at the Ministry of Agriculture stand at Fruit Attraction 2019.



our members in Almeria, Hortamar, also took part in the project. The results of this initiative have shown excellent progress in crop and post-harvest handling, especially in transport and storage, as well as greater knowledge of the varieties that meet the demands of Anecoop's customers.

The Table Grape Group

In 2018, Anecoop, together with several member cooperatives and a number of partners, launched this initiative aimed at promoting the cultivation and marketing of seedless grape varieties by establishing a series of uniform quality and production standards to meet customer requirements.

Thanks to the work carried out in 2019-2020, the production calendar has been extended by broadening the range of varieties, which is one of the project's objectives.

It is worth highlighting the launch of the first organic table grape programme with almost 20 hectares of production at the Cooperativa Agrícola de Bétera (COABE) in Valencia. This initiative highlights the huge development potential of this crop.

The Avocado Group

The popularity of avocados and their growth potential has led to the creation, together with several of our members and partners, of a project whose starting point during the year consisted of field research into the future of this

fruit. Together with growers and researchers from Malaga, an area with many years of experience in avocado production, we had the opportunity to learn more about how to handle this crop and about the new technologies being used.

3.4.4 Stakeholder relations

Members, employees, customers and the society at large make up our stakeholder groups and are at the heart of our strategy.



As a cooperative, people are a priority in our day-to-day business and our social principles predominate over economic considerations. We apply distributive justice among all those who make up the Anecoop Group.

Members

Anecoop's members are its *raison d'être* and are the cornerstone of our organisation.

During the year, the different departments in the organisation coordinated a number of strategic, technical and informative activities, which complemented our day-to-day communications in order to promote interpersonal relations and the exchange of information between members. In 2019-2020, we organised 35 technical group visits to our experimental field stations in Valencia and Almeria, in addition to individual member visits. We also held 12 strategic management and product sessions, tailoring them in all cases to the circumstances at any given time.

more initiatives in the Sustainable Development Goals



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We also supported and took part in major corporate events organised by our members, and in which they play a leading role, i.e. congresses, conferences, opening ceremonies, anniversaries, award ceremonies and institutional visits.

On a less formal note, we should mention our Christmas Card Competition aimed at the children of members and employees in our cooperatives and member companies, as well as those of the staff in Anecoop Group's sales offices and subsidiaries. This year, over 1,500 children participated in the 19th competition.

communication channels



Employees

We are well aware that our workforce is one of our main assets. Maintaining fluent two-way communication is essential for the smooth running of the organisation. We use various channels to achieve this.

In addition to company news and announcements, employees can also use the Intranet to access the **most commonly used corporate documents**, facilitating internal management and knowledge of the company. The Employee Web, which is included in the Intranet, enables every employee to manage the details of their job in Anecoop (personal details, salary-related aspects, holidays) in conjunction with the Human Resources Department.

In order to ensure a good, safe workplace, a **Working Environment survey** is carried out every two years, in which Anecoop's staff freely assess the company and suggest points for improvement they feel should be implemented. These points are passed onto management to be evaluated and progressively introduced.

Anecoop's staff are also active participants in the various strategic and product sessions held with members, thus helping to consolidate relations between the organisation and its social base.

Customers

Our Mission states our commitment **“To establish business relations with our customers for the mutual benefit of all concerned.”** To achieve this, we maintain permanent contact with this stakeholder group, in terms of day-to-day management, offering them detailed information about different campaigns, standards, certifications, food safety, and any other general issues that are part of a business relationship with a customer. Transparency is essential.

Along these lines, we have implemented a CRM (Customer Relationship Management) programme to obtain all of the relevant business information about customers, suppliers and products.

We also organise visits and product presentation sessions for individual customers, in addition to those we already organise for our sales teams so that they can pass on this information to their clients.

Society

As a social economy organisation, we have a major impact on our environment. All the projects in which we participate and the initiatives that we undertake as a result of our operations must be aligned with our CSR values. The aim is none other than to make a positive contribution to society.

During the year, we took part in a large number of events and conferences related to the economy and agrifood, both in a general and cooperative context. All of these activities were disrupted as of March 2020. Some events were cancelled whilst others were switched from face-to-face to online via webinars or online seminars. In 2019-2020, we participated in 24 events and conferences, most of them as speakers.

In the institutional sphere, at the beginning of the trading year we were awarded the



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Distinction for Business and Social Merit by the Valencian Regional Government to mark the commemorative events organised for 9 October, the Valencian Region Day. This is a great honour which recognises the positive impact we have on society and the region's business fabric, and extends to all the provinces in which our members are located.

events

24 information days, congresses and forums

3 institutional visits

3 fairs

One of the events that arose out of the pandemic situation was the videoconference meeting held with **Their Majesties the King and Queen of Spain** at the beginning of May 2020 to assess the situation of the Spanish agri-food sector and its essential role in the country's economy.

3.4.5 Training

Our Mission states that the organisation shall ensure the **personal and professional development of its employees**. In the Training Plan, the company's needs are aligned with the training needs of the employees in their

different teams. The training covers both senior management courses, as well as other skills, languages and technical courses. These are held both outside and inside working hours.

This year, the Training Plan ran normally in January and February, with language courses and more specific courses on negotiation, time management, human resources and finance. After that date, and due to COVID-19, all training activities were suspended.

The total number of hours of training given was 7,370 hours to 237 workers in total. This represents an average of 31.09 hours of training per employee. The percentage of the workforce receiving training during the trading year under consideration was 87.24%.

Anecoop invested €79,700 in training.

Member training

In order to improve the services we provide to our customers, we gave our members ongoing training in different fields of expertise, tailored to different profiles (farmers, harvesters, warehouse staff, quality control technicians, sales staff, production managers, chairmen and chairwomen and managing directors). Anecoop's technical departments are the most active players in this field.

The Production and Development Department's face-to-face activities with members were limited in the second half of 2020. This mainly affected training and communication initiatives

Anecoop's top management held a videoconference meeting with Their Majesties the King and Queen of Spain in May 2020.



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which took the shape of courses and visits to its trial centres in Valencia and Almeria, where it normally presents the latest developments in each of the crops managed by the department, as well as agricultural aspects applied in its facilities. To solve this problem, the department implemented two different strategies:

- It maintained the meeting and field visit schedule by increasing their frequency but limiting the number of participants. As a result, more than 280 grower members received direct assistance.
- It promoted and participated in on-line training and communication activities, with more than 20 webinars linked to the projects under development.

The Quality and Systems Department followed a similar strategy, dividing its training activities between face-to-face and online events.



TRAINING COURSES

	No
Improving sorting	8
Labelling	1
Customer specifications refresher course	1
Organising and improving processes	6

3.4.6 Human resource management model

This year saw the launch of the Cultiva Project, with a three-year timeframe for the implementation of the Change Plan. This is based on three areas of transformation: definition of the ambition and development of HR management policies and processes; evolution of the business model and updating of the organisational model; and definition of the team management model and transformation of the leadership style.

The entire organisation was involved in the process through 78 individual interviews in Valencia, Murcia, Seville and Almeria, four group meetings (with 32 participants) and an analysis of information on commercial, remuneration and structural aspects, among others.

Workforce stability

Anecoop's workforce remained stable compared to the previous year. The average number of employees at Anecoop continued to increase, going up from 243 to 247. These figures were calculated based on the number of employees at the Valencia, Museros, Murcia, Seville and Almeria offices.

Breakdown of the workforce

In terms of gender, there was a slight variation in the number of women and men working at Anecoop with 49.81% male and 50.19% female employees.

The majority of the workforce (both men and women) are between 30-50 years of age and have been working at the company for 10 years or more, providing stability and considerable experience in the sector, which are essential to reach the company's objectives. The criterion in the age parameters has changed due to the developments introduced by the Non-Financial Information Survey.

Types of contract

One of the Anecoop management priorities is to ensure a stable working environment for its employees. At present, 93.5% of the workforce have a permanent contract, whilst only 6.5% have a temporary contract, a circumstance which is mainly used to cater for specific campaigns, the organisation of special events or short-term additions to the workforce.

Anecoop did not establish a minimum staff turnover rate threshold for this trading year.



AVERAGE AGE OF THE STAFF

Age	Men	%	Women	%	Total
> 50	36	29.01	39	31.11	74
30 - 50	77	62.81	76	60.90	153
< 30	10	8.18	10	8.00	20
Total	123	100.00	124	100.00	247

BOUQUET

calidad Premium residuo cero
mandarinas con hoja
variedades exclusivas

Clemensoon



Twenty people left the company during the year: two left of their own accord, twelve left because their temporary contract ended and six left for other reasons.

Anecoop does not have a formal written wage and salary policy, although this is one of the areas the Cultiva Project will be working on. However, salaries continue to be adjusted to reflect the responsibilities associated with each position. The gross amount invested in salaries stood at over €10 million in 2019-2020. This amount covers the period from 1 October 2019 to 30 September 2020. The above amounts, as shown in previous reports, correspond to the annual summary submitted to the Spanish Tax Agency.

his/her skills, job experience, and aptitude for the position in question. Nationality, gender, race, religion or any other criteria that could cause discrimination are never taken into account as relevant factors.

We have employees of eight different nationalities (from Denmark, Netherlands, Ireland, Germany, Belgium, Russia, Ukraine and Colombia), who work together in perfect harmony.

In its entire 45-year history, Anecoop has never seen a single incident resulting from discrimination. Our non-written wage and salary policy is the same for all employees.

Anecoop's First Equality Plan was drawn up and began to be implemented during the year. This will be extended over the next few years.



ANNUAL SALARIES

	2017-18	2018-19	2019-20
Gross salary costs	9,899,008	10,219,727	10,372,624

Equal opportunities

All of the company's recruitment processes, including hiring new staff and internal promotion, are governed by equality of opportunities. The criteria set out in the recruitment process approved in 2017-2018 are exclusively based on the candidate's level of education and training,



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Conditions of employment

As soon as a new member of staff is taken on at Anecoop, the Human Resources Department provides them with an overview of the company through its Welcome Manual, which helps to familiarise them with the workings of the organisation. From this moment on, employees are taken into account in all the processes undertaken by the company, and especially those which involve change. Their opinion and suggestions are valued and applied when necessary. This makes them a key element of Anecoop's growth.

We also have framework agreements with universities and training centres to carry out work placements.

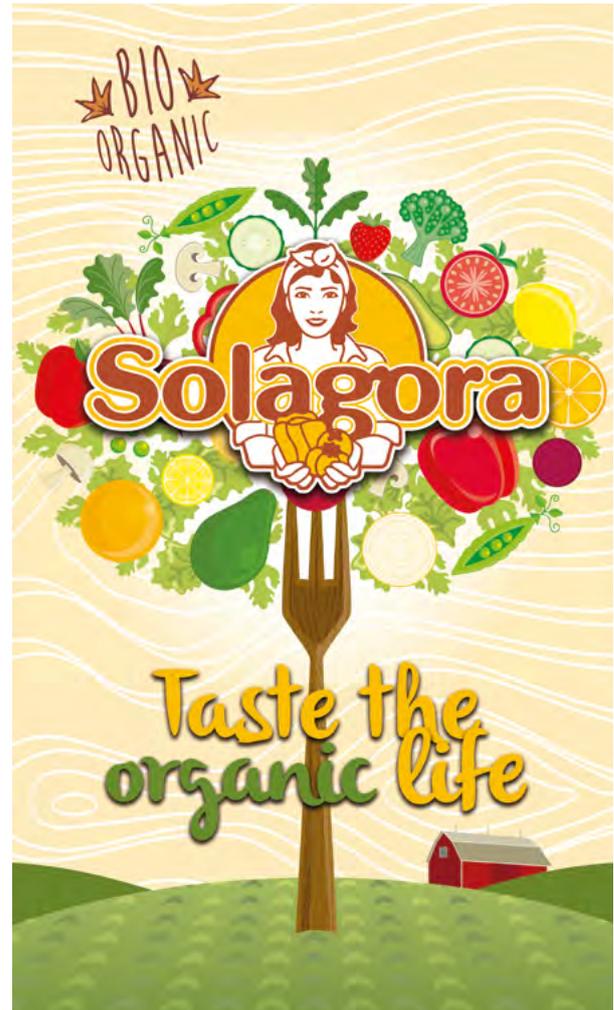
General accessibility

No general building accessibility audit has been carried out. There is a lift connecting the main entrance with the offices. However, the steps leading from the street to the main entrance are not accessible. In exceptional circumstances, access can be gained via the building's main lifts, which are exclusively used by residents and people who use the garage for parking.

Health and safety in the workplace

We have an agreement with an external occupational health and safety agency, Quirón Prevención, which updates the company's general working conditions and the specific conditions of individual workstations, through an annual review. In 2019-2020, general light intensity was also measured and glare measurements

for specific workstations were taken. We also have another contract with Quirón Prevención to provide a health monitoring service through which Anecoop offers an annual medical check-up for staff. Anecoop adds some extra tests to those included in the standard check-up, based on the different risks inherent to each job.



Anecoop Spain implemented a COVID-19 protocol for the pandemic situation, with a series of measures that were continuously updated from March 2020 onwards. These included taking people's temperature when they arrive at the facilities, the use of hand dispensers, the provision of face masks for all staff, increased separation between work stations (with extension work being carried out in some departments) and the cancellation of visits, trips and trade fairs. This protocol was updated on a





The Minister of Agriculture, Luis Planas, visited the Anecoop Group stand at Fruit Attraction 2019.



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regular basis as state regulations were modified. Staff were also provided with mobility permits, IT tools for teleworking and part-time attendance in person, as well as the establishment of shifts. In addition, in the event of suspicious cases, the company facilitated the performance of rapid, serological, antigen and PCR tests through Quirón Prevención. A total of 333 tests were carried out from the beginning of the pandemic until the end of the trading year.

Work-life balance

Under the Valencian Region's citrus fruit, fruit and vegetable handling and packing collective bargaining agreement, employees work a total of 1,790 hours per year. These hours are distributed unevenly, with longer hours being worked from 16th September to 14th June so as to facilitate a shorter working day in the summer (15th June to 15th September).

However, individual working agreements are reached to adapt to specific staff needs, such as a reduced working day to enable employees to continue their studies; flexible working hours, and extended leave of up to 14 days without pay.

This year, due to the pandemic, working hours were adapted to allow for face-to-face work in the morning and teleworking in the afternoon for all staff. The specifications are explained in the "Health and safety at work" section.

3.4.7 Human rights

Anecoop condemns any activity, commercial or otherwise, which directly or indirectly encourages child or forced labour, as well as any failure to respect human rights, human dignity, freedom, equality and solidarity.

3.4.8 Customer satisfaction

We believe that excellent management and service are essential to maintaining our leadership, and satisfying our customers' needs.

We use different systems to measure customer satisfaction: in a formal manner by the results of audits carried out by customers on our cooperatives' and member companies' premises, or based on the annual number of complaints received and their causes. On a more informal basis, we analyse the exchange of information at meetings, visits and encounters at industry events (trade fairs, congresses and forums) and through other channels on specific occasions.



We guarantee the confidentiality of personal data relating to customers, as laid down in the Spanish Organic Data Protection Law (LOPD). To date, there has been no claim or complaint in relation to privacy or disclosure of customers' personal data.

There have been no fines or other penalties relating to any failure to observe correct procedure over the supply and use of any product or service, in connection with our customers.



3.4.9 The Local Community

Anecoop and solidarity

In line with our cooperative philosophy and our values, we have an annual charity fund which we allocate to different organisations. In 2019-2020, we donated a total of €52,943, which was distributed as follows:

Different organisations and NGOs

- Cáritas: €8,000
- Casa de la Caridad Valencia. “365 Solidarity companies” project: €7,000
- Spanish Cancer Association: €5,000
- Ayuda en Acción: €3,743
- Fundación Novaterra: €2,500
- Asindown: €2,500

Fundación Vicente Ferrer: “A cooperative village in Anantapur (India) project: €2,200

Fundación por la Justicia: €1,000

- €500 was given to each of the following charities - Intermón-Oxfam, Fontilles, Médicos del Mundo, Misiones Salesianas, Cruz Roja Española, Manos Unidas, UNHCR-ACNUR, Aspadis, Acción contra el Hambre, Fundación Afín, the NGO Congo-Alginet, Médicos sin Fronteras, and Fundación Maides.

Inclusive sport

As part of our commitment to promote the inclusion of people with functional and intellectual disabilities through sport, we supported the following associations once again this year:

• Unión Rugby Almería. Fundación URA-Clan. We renewed our cooperation agreement for the entire 2019-2020 season, making a donation of €10,000 that was used to organise various club events to promote inclusive rugby.

• AVAPACE Association: €1,000 for its athletics club, AVAPACE Corre.



Other initiatives

• Valencian Businessowners Association (AVE). Donation of €2,500 for the purchase of surgical masks and gowns for various hospitals in the Valencian Region.

• Santiago Apóstol de Tomelloso Sdad. Coop.: €1,000. At a time of extreme emergency in Tomelloso during the pandemic, we made a



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contribution to the fund set up by our member cooperative to purchase medical equipment which was subsequently donated to various hospitals in the area.

In addition to the financial contributions made, the emergency situation caused by the pandemic increased product donations made by Anecoop's offices and subsidiaries, totalling 333,000 kilos of fruit and vegetables which were delivered to various charities and support communities. This contribution in kind was complemented by health supplies and disinfectant.

In addition to these initiatives, Anecoop's members were involved in disinfection work in their municipalities, donating their time, labour and machinery, as well as providing health products and supplies.

Participation in public policy

Anecoop is a private organisation, and thus does not take part in public policies.

Cost of fines or penalties arising from the failure to adhere to all regulatory and legal requirements

During the 2019-2020 trading year, Anecoop paid out €17,744.01 in transport fines for excess weight and other minor issues.

3.410 Competition

Our organisation's commercial practices are fair towards our competitors, and we undertake not

Anecoop took part in the presentation of a stone fruit tree project at the Climate Change Summit.



The President of the Valencian Regional Government, Ximo Puig, presents Anecoop with the Distinction for Business and Social Merit at the 9 October celebrations.

to engage in monopolistic behaviour or seek to undermine free competition. Anecoop has not been the subject of any accusation of unfair competition.

3.411 Social objectives

- To continue to make progress in the concentration and integration of our cooperatives in our Company Groups
- To progress in the implementation of the Integration Plan
- To consolidate the implementation of the Human Resource Management Model
- To promote the access of women to positions of responsibility.

which SDG do we have an impact on in this section?



Institutional information

4.1 The Anecoop Group

Anecoop is a food cooperative that **integrates, coordinates, and markets** its members' production in line with the highest **quality and food safety standards**, and provides these members with different services so they can streamline and optimise their activities.

Since it was founded in 1975, Anecoop has become one of the largest and most important international distributors of citrus fruit, vegetables, non-citrus fruit and wine, as well as grape juice, fruit juice, canned fruit, fresh-cut fruit and vegetables and pre-cooked vegetables.

The Anecoop Group is made up of a set of subsidiaries and invested companies. Its headquarters are located in Spain. The other companies are located in France, the United Kingdom, the Netherlands, Poland, the Czech Republic, Slovakia, Russia, China and the United States.

In addition, Anecoop has five offices in the heart of some of Spain's most important production areas: Valencia, Murcia, Almeria, Seville and the Ebro Valley.

Anecoop markets its products in **81 countries**. Its main sales destinations are in Europe, with France, Spain and Germany at the head, followed

by Italy, Slovakia, Poland, the United Kingdom, the Czech Republic and Sweden.

the Anecoop Group



THE ANECOOP GROUP

▶ The leading Mediterranean fruit and vegetable producer

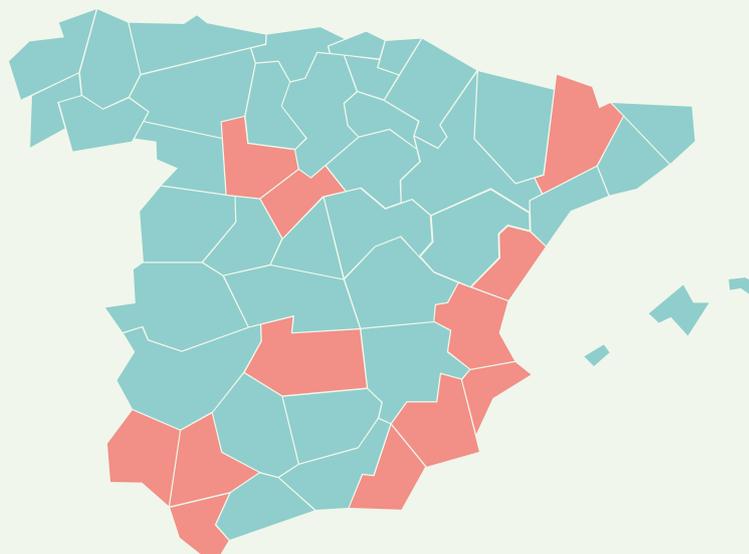
▶ The Spanish leader in marketing fruit, vegetables and salad stuffs

▶ One of the world's leading citrus, watermelon and kaki operators

Anecoop began the 2019-2020 trading year with 71 member cooperatives. In November 2020, the company **Hortofrutícola Costa de Almería S.L.** (Roquetas de Mar - Almería) joined Anecoop, increasing the number of members at the close of this report to 72.

According to the in-house census updated in January 2021, Anecoop's member cooperatives and companies make up a social base of 74,425 people, of which 24,351 are farmer members,

geographical location of Anecoop's member cooperatives



Valencian Region

Alicante	6
Castellon	5
Valencia	38

Andalusia

Almeria	6
Cadiz	1
Huelva	2
Seville	3

Murcia Region

Murcia	7
--------	---

Castile and Leon

Valladolid	1
Segovia	1

Catalonia

Lleida	1
--------	---

Castile - La Mancha

Ciudad Real	1
-------------	---

72 members / 6 regions / 12 provinces



the Anecoop Group



24,347 are members providing other types of services, and 25,727 are employees. The total surface area farmed by Anecoop's members was 68,803.03 hectares of fruit trees, vegetables and vines in this trading year.

In March 2020, approval was given for the creation of the second-tier cooperative **Ribercamp**, which is the result of an agreement between the Valencian cooperatives Sant Bernat de Carlet and Guadacoop de Guadassuar, both members of Anecoop, pooling the produce of their members. In addition, Pedralba Vinícola joined the second-tier cooperative **Green Fruits**, under a marketing agreement, and the cooperatives **CANSO** in L'Alcúdia and **Alzicoop** in Alzira signed a partnership agreement to jointly market citrus and Persimon kaki.

Growing systems

Anecoop makes sure that its growing systems show maximum respect for the environment. It grows naturane-certified conventional crops, organic produce and zero residue crops. (*)

*See CSR section, pages 37 and 38.

Products

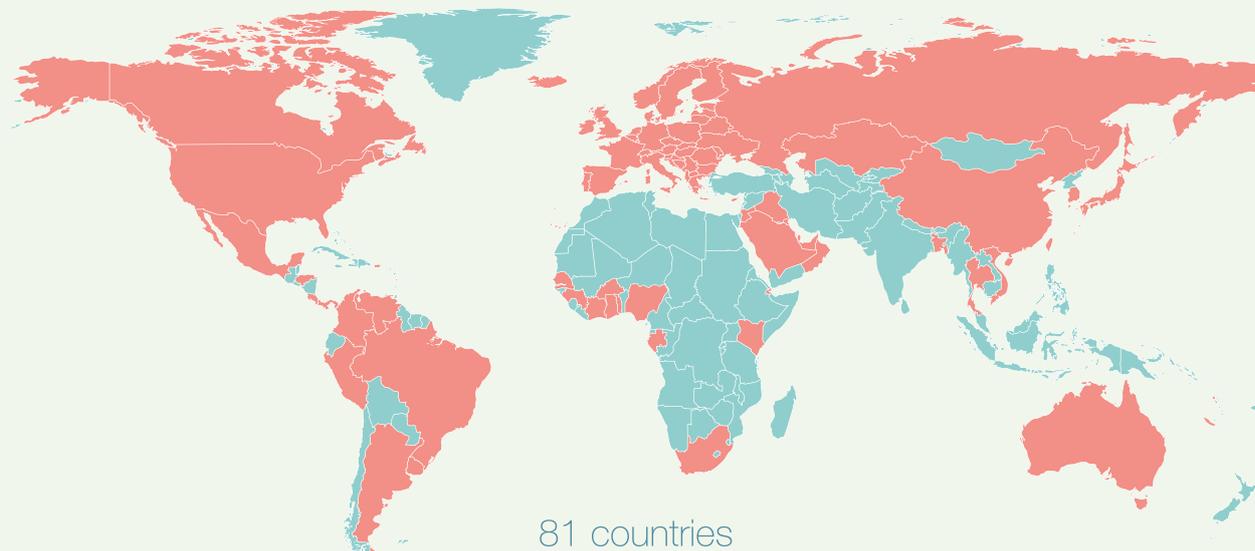
We market a wide range of products including citrus fruit, non-citrus fruit, exotic fruit, and fresh vegetables, as well as fresh-cut fruit and vegetables, pre-cooked vegetables, and wine. In addition to being one of the world's leading citrus fruit operators, Anecoop's other "star products" are its seedless watermelons and Persimon kakis, marketed under its prestigious Bouquet brand. In recent years, the company has promoted the cultivation of other products such as seedless grapes, and exotic fruit such as avocados and kiwis, by creating or participating in working groups.

Brands

In the fruit and vegetable markets, Anecoop continues to promote Bouquet, its most emblematic brand, in all its different categories: **Bouquet**, **Bouquet naturane**, **Bouquet Exotic**, **Bouquet Bio** and finally **Bouquet naturane zero**, which its labels its fruit and vegetables as having zero pesticide residue.

Institutional information

our markets



Our flagship wines are **Reymos, Venta del Puerto, Icono, Juan de Juanes, Amatista, Los Escribanos, El Enebro** and **Ola Caracola**.

Services

All Anecoop departments are involved in member cooperative activities and provide them with the services they require.

Market position of our products and services, and knowledge of our direct competitors

Anecoop's Sales Department carries out an in-depth yearly analysis of the market and of the company's competitors to establish the market position of its main products.

Anecoop currently handles around 8% of all Spanish citrus fruit exports.

In addition to citrus fruit, watermelons and kakis are another two of our reference products. Anecoop markets around 15% and 45%, respectively, of Spanish exports of these products.

4.2 Governing and management bodies

Anecoop is governed by Spanish Law 27/1999, of 16th July on Cooperative Societies. It is a social enterprise and, as such, is governed according to democratic values and principles, with people being a priority over share capital.

Its governing bodies are the General Assembly and the Governing Board.

The General Assembly is a members' meeting which is held at least once a year. All other assemblies are classed as extraordinary. It is made up of a representative from each of the cooperatives and member companies. Its competences, calls and operation are established in article 24 and the following articles of Anecoop's Corporate Bylaws.

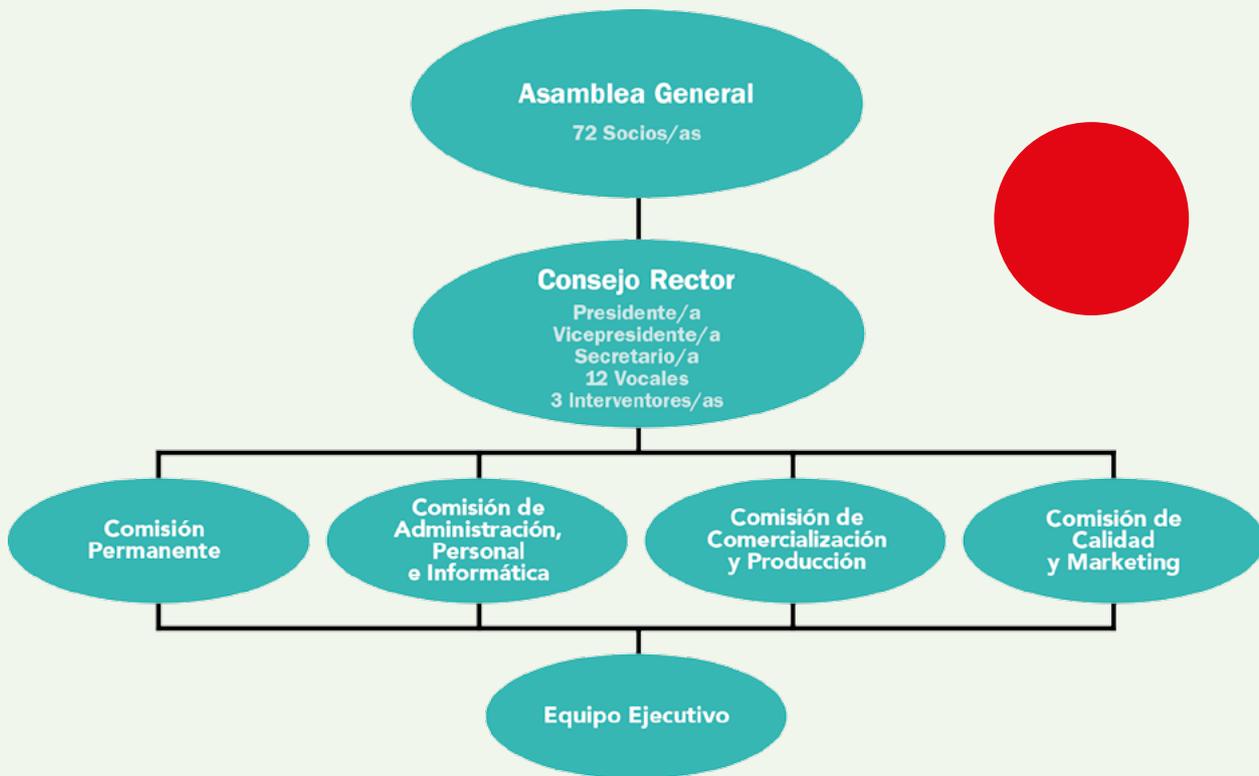
Voting at the General Assembly is done on a multiple basis. Voting rights are assigned in proportion to the cooperative activity between the members and Anecoop during the two most recent accounting periods, to which two coefficients are applied, one for participation and the other for historical relations.

The Governing Board is elected by members as the collegiate body handling the Cooperative's management and representation. The Board's members are elected for a period of four years, and can be indefinitely elected. It is partially renewed, by halves, every two years according to article 29.1 of the Corporate Bylaws.

The Governing Board elects the Chairman, Deputy Chairman and Secretary from amongst its members.



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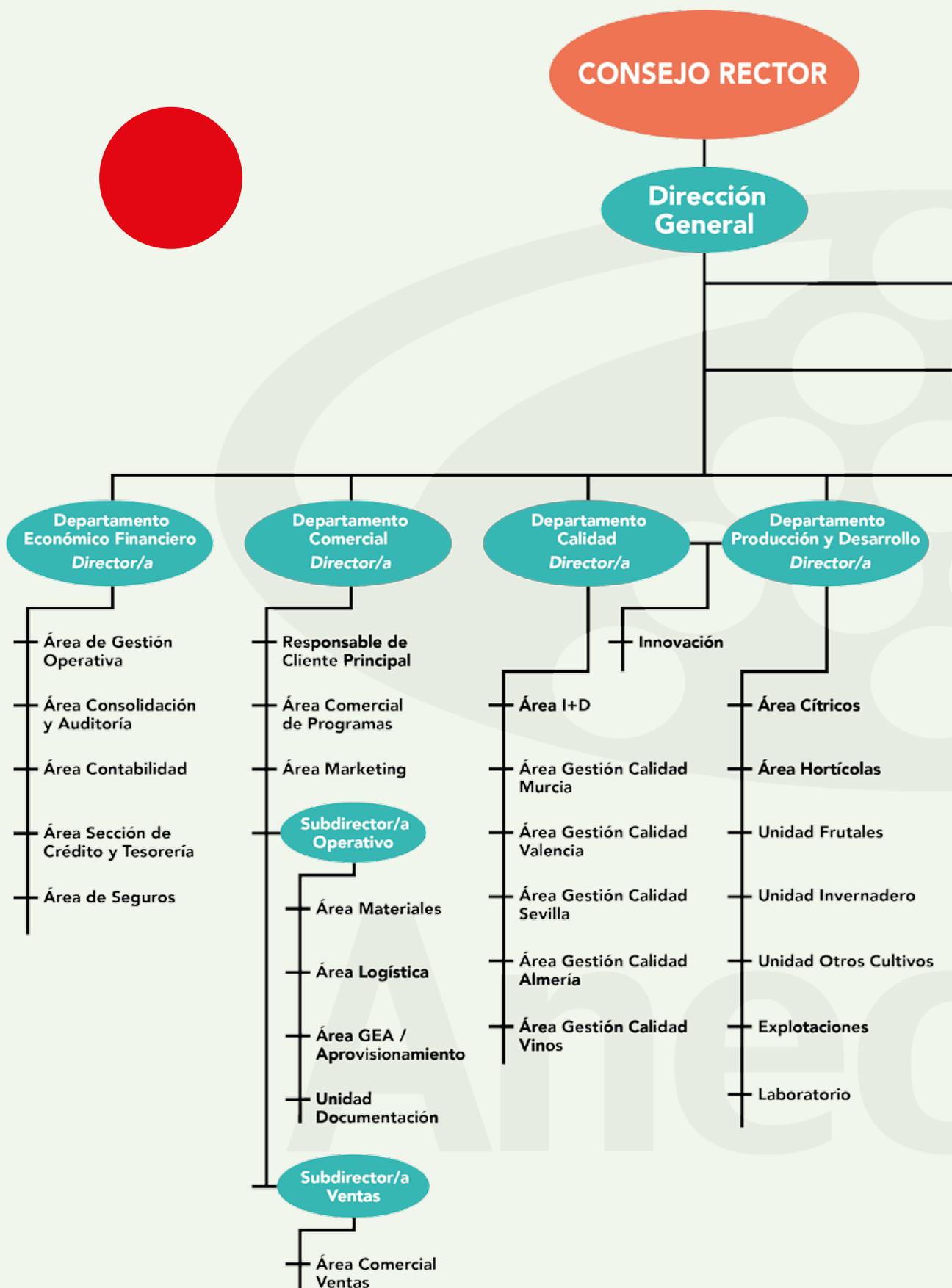
CONSEJO RECTOR

Presidente	Alejandro Monzón
Vicepresidente	Francisco Gilabert
Secretario	Juan José Gimeno
Vocales	Cirilo Arnandis, Juan Antonio Díaz, Pedro José González, Jesús Guzmán, Javier León, Alejandro Molina, José Vicente Navarro, José Vicente Rodrigo, Domingo Ruiz, Francisco José Ruiz, Juan Segura, Inma Vaquer
Suplentes	Rafael Rosendo Biosca, Vicente Bomboí, Juan Miguel Rodríguez
Interventores de Cuentas	Guillermo Vicente Edo, José López Cara, Álvaro Nogués

EQUIPO EJECUTIVO

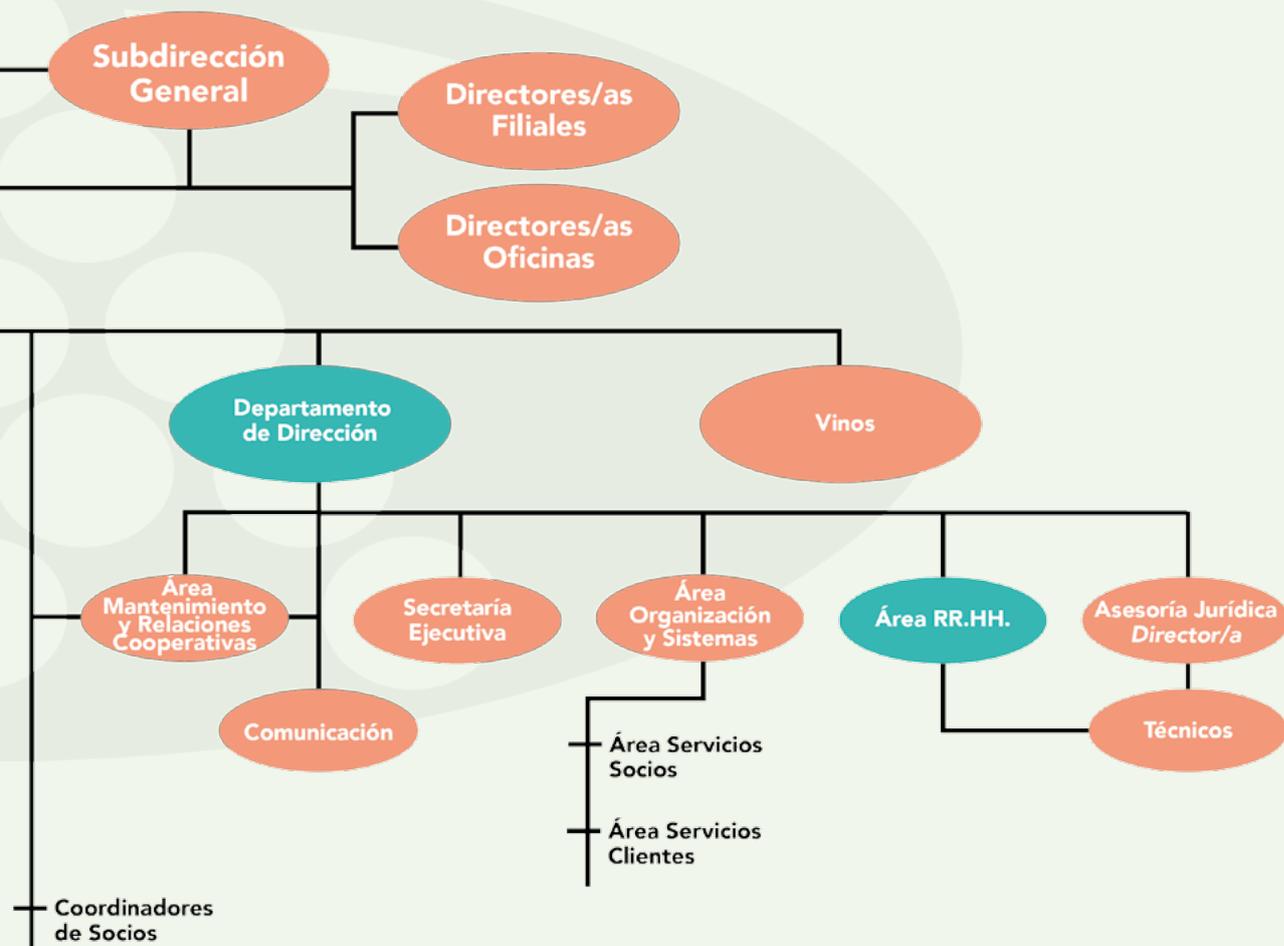
Director General	Joan Mir
Subdirector General y Director Comercial	Miguel Abril
Asesor Jurídico	José María Costa
Directora Administración y Finanzas	M ^a Carmen Traver
Director Producción y Desarrollo	Ángel del Pino
Directora Calidad y Sistemas	M ^a Carmen Morales
Director Oficina Murcia	José Hidalgo
Director Oficina Andalucía Oriental	Iván Rodríguez
Director Oficina Andalucía Occidental	Marco A. Fernández
Directora Oficina Valle del Ebro	Elisenda Casals
Director ANECOOP FRANCE	Jean-Luc Angles
Director SOLAGORA	Jean-Luc Angles
Director FESA U.K.	Justin Szymborski
Director 4FRUIT COMPANY	Pieter de Ruiter
Director ANECOOP POLSKA	Darek Wysocki
Director ANECOOP PRAHA	Ferrán Cabrera
Director AGRIKOOP	Alexei de los Llanos
Director AGRICONSA	José J. Felici
Director JANUS FRUIT	Juan Carlos Bolta

Institutional information





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 Comité de Dirección

Institutional information



Likewise, there are four Technical Committees which meet once a month and report directly to the Governing Board. These are:

- Standing Committee
- Administration, Personnel and IT Committee
- Sales and Production Committee
- Quality and Marketing Committee

The Management Committee is made up of different management teams and is responsible for the day-to-day running of the firm.

4.3 Members

The cooperative is a form of business organisation based on a democratic structure and operation. According to article 8 of the Corporate Bylaws, membership of Anecoop is available to “both cooperatives and other legal, public or private persons, joint ownership estates and individual entrepreneurs who have needs or interests which coincide with the corporate purpose of Anecoop S. Coop (...)”.

The figure of “cooperating member” is envisaged for natural or legal persons who, while not being able to develop or participate in the cooperative activity proper to the corporate purpose of this organisation, are admitted by the Governing Body, in accordance with the criteria set by the General Assembly.

Entry requirements and conditions

Article 9 of the Corporate Bylaws sets out the requirements needed to become a member.

Financial conditions

- Affiliation fee of €30.05, plus 10% per year of the compulsory contribution to share capital, i.e. €1,803.04, based on the number of years that have elapsed since 1st January 1982, when this was established (2019-2020 - €180.30 x 38 years = €6,851.40).

- An annual fee of €3,005.06, increased by the RPI (€4,483.05 in 2019-2020) and deductible from the activity contribution.

- Withholding of 2.5% of turnover for the payment of current expenses.

- Each member shall hold at least one title, according to article 39.1 of the Corporate Bylaws. Members shall make the compulsory contribution to share capital established in the Corporate Bylaws as well as any other contribution which the General Assembly may have established to acquire this status. This may vary according to the different types of membership. The General Assembly may agree (art. 40 of the Corporate Bylaws) to new compulsory contributions. Both the General Assembly and the Governing Body may agree to accept voluntary contributions from members. In the event of new compulsory or voluntary contributions being agreed, it will be decided whether these accrue interest or not.

Participation percentage

Each member cooperative must market a percentage of its production through Anecoop. In the 2019-2020 trading year, this percentage was 40%.

Anecoop received a visit from the Valencian Regional Minister for Agriculture, Mireia Mollà, at its Experimental Field Station in Museros (Valencia).





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4.4. Misión y valores

Mission

- To ensure optimum profitability, social and sustainable development, and **the maximum harmony and integration** of its farmers and members.
- To encourage the personal and professional development of its employees.
- To establish **business relations** with its customers for the **mutual benefit of all concerned**.
- To cater for the needs of end consumers and provide them with **healthy products**.

Vision

Anecoop aims to become a **leader** for its members, and an agrifood business that is globally recognised, meeting the expectations of its members and customers, thanks to excellent strategic and operational management, based on constant **innovation** and **adaptation, product quality, efficiency** and **growth**.

Values

MEMBERS - The relationship with our members is based on **transparency, participation, mutual benefit, and shared responsibility**, thanks to our deep-rooted commitment to agriculture and its future.

PERFORMANCE - Our performance aims to find a balance between **results** and **people**.

STAFF - Our staff work in a **stimulating, participatory environment**. Thanks to their **constant training**, they are able to create projects forged via **teamwork**. When implementing these projects, they take into account both our members and our end customers.

CUSTOMERS - The relationship with our customers is based on **trust, cooperation, long-term alliances**, and the supply of products suited to their markets which are **profitable** for both parties.

SOCIETY - Anecoop is committed to the **health** of those who consume its products and to the development of **sustainable agriculture**.

4.5 Cooperative objectives

Since 1975, Anecoop's roadmap, which has been adapted over time to take on board social and economic changes, and cater for market demands, has focused on the four objectives that gave rise to the founding of the company:

- Progressive concentration of its member cooperatives' product range.
- Diversification of total product range, both in terms of product variety and of production calendars.
- As a result of achieving the objectives mentioned above, the aim is to be in a stronger negotiating position when dealing with large-scale distribution chains.
- Promotion of cooperativism as a business and economic model by means of initiatives to enhance production and streamlined use of resources.



Institutional information

4.6 Strategic objectives

Anecoop's strategic lines are based on four cornerstones which have underpinned its roadmap since the implementation of the 2010 Action Plan:

strategic areas

- 1 Bringing members, cooperatives, and third parties together
- 2 Making Anecoop more effective and efficient
- 3 Adding value for customers
- 4 Consolidating and developing markets

4.7 Business strategy

Anecoop's prime goal is to ensure sustainable agriculture for its member cooperatives which is profitable for the producer and is environmentally friendly, at the same time. Therefore, Anecoop looks after its own future by looking after the future of its members, which are part of the same project.



After laying the company's strategic foundations thanks to the Action and Integration Plans developed between 2010 and 2018, Anecoop began implementing the AVANZA II Plan in the 2018-2019 trading year. This consisted of eight projects aimed at improving different management areas in the organisation, relations with its members and the competitiveness of its value chain.



October 2020. Visit from the Minister of Agriculture, Luis Planas, to Anecoop's Experimental Field Station in Museros (Valencia).

A key feature of Anecoop's strategy since 2001 has been the start-up and consolidation of its Company Groups. These have been created by Anecoop in conjunction with some of its members which comply with the requirements needed to be a part of these projects.

4.8 Impact, risks and opportunities

Anecoop is made up of its cooperatives and their members, its member companies and of a young, highly-educated, committed and dynamic workforce who embrace the company's values and the needs of member cooperatives, as though they were their own. The synergies between both groups have enabled Anecoop to reach its current market position, and to create a powerful trading network. This, alongside major investment in R&D and technological innovation to adapt its products to market requirements, has allowed the company to gain a privileged reputation in the eyes of the consumer.

Despite these strengths, the company also faces threats and risks. On one hand, these include those inherent to farming such as problems with generational renewal and farms being



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abandoned by members because of a lack of profitability, and on the other, those deriving from market instability as a result of political or economic issues. Finally, those linked to business, such as changes in the global retail industry.

To minimise the impact of these threats, Anecoop works hard on the values that identify its CSR: concentrating production, forging alliances with customers and suppliers in new markets, encouraging the consumption of fruit and vegetables, to comply with point one of its Mission Statement: obtaining maximum profits for its members.

4.9 Integrating CSR into our management systems

Anecoop applies Corporate Social Responsibility principles to each and every activity included in the organisation's systems and procedures.

4.10 Involvement in society

Anecoop takes part in a number of foundations and associations, such as the Spanish Quality Association (AEC), Freshfel Europe, the Five-a-Day Association, the Health and Flavour Foundation, the Anecoop Foundation, the University of Almeria-Anecoop Foundation, Spanish Food and Agriculture Cooperatives, the ETNOR Foundation and the Regulatory Board of the Ribera del Xúquer's Designation of Origin.

We also cooperate with research centres such as IVIA, AINIA and ITENE.

Anecoop belongs to cooperative farming associations such as FECOAV, FECOAM, FAECA



and ENGRUPO, as well as other agricultural associations, including Valencian Wines Designation of Origin, Fruit Logistica, the Protected Geographical Indication for Valencian Citrus Fruit, PROAVA, the Navarre Wines Designation of Origin, and the More Broccoli Association.

Finally, it also belongs to business associations such as AVE, CEV, ASCES, AECOC, Valencia Chamber of Commerce and SNIFL-Saint Charles (Perpignan) and to business schools such as EDEM.





Sustainability Indicators



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GRI 102: GENERAL DISCLOSURES 2016

General disclosures		Page
ORGANISATIONAL PROFILE		
102-1	Name of the organisation	Back cover
102-2	Activities, brands, products, and services	55-56
102-3	Location of headquarters	Back cover
102-4	Location of operations	54-56
102-5	Ownership and legal form	54
102-6	Markets served	54
102-7	Scale of the organisation	54, 56
102-8	Information on employees and other workers	48-51
102-9	Supply chain	54, 55
102-10	Significant changes to the organisation and its supply chain	54, 55
102-11	Precautionary Principle or approach	8-9, 37-43
102-12	External initiatives	8-9, 37-34
102-13	Membership of associations	63
STRATEGY		
102-14	Statement from senior decision-maker about the relevance of sustainability to the organisation and its strategy	4-7
102-15	Key impacts, risks and opportunities	62
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behaviour	61
102-17	Mechanisms for advice and concerns about ethics	46, 48
GOVERNANCE		
102-18	Governance structure	56-57
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	45-46
102-41	Collective bargaining agreements	100% of workforce
102-42	Identifying and selecting stakeholders	Inside front cover
102-43	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	45-46
102-44	Key topics and concerns that have been raised through stakeholder engagement	45-46
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	See NFRS Report at www.anecoop.com
102-46	Defining report content and topic Boundaries	Inside front cover
102-47	List of the material topics identified in the process for defining report content	36
102-48	Restatements of information	Inside front cover
102-49	Changes in reporting	Inside front cover
102-50	Reporting period	Inside front cover
102-51	Date of most recent report	Inside front cover
102-52	Reporting cycle	Inside front cover
102-53	Contact point for questions regarding the report	Inside front cover
102-54	Claims of reporting in accordance with the GRI Standards	Inside front cover
102-55	GRI content index	65-66
102-56	External assurance	Not applicable (*)

(*) The Anecoop Group's NFRS report has been verified by SGS and will be published on the www.anecoop.com website.

Sustainability Indicators

MATERIAL TOPICS

GRI standard	Content	Page URL	Omissions	Page indep. verif.	GRI standard	Content	Page URL	Omissions	Page indep. verif.
IMPROVING THE INCOME OF OUR MEMBERS					QUALITY EMPLOYMENT AND HUMAN CAPITAL DEVELOPMENT (CONT.)				
103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover, 11			403 Occupational health and safety 2016	403-1 Occupational health and safety management system	50		
	103-2 The management approach and its components	26, 28				403-2 Hazard identification, risk assessment, and incident investigation	50		
	103-3 Evaluation of the management approach	26				403-3 Occupational health services	50		
201 Economic performance 2016	201-1 Direct economic value generated	26, 28		31		403-4 Worker participation, consultation, and communication on occupational health and safety	50		
	201-2 Financial implications and other risks and opportunities due to climate change	8, 9, 41, 43			404 Training and education 2016	404-1 Training and education	47-48		
	201-3 Social benefit programs	Compulsory retirement plan				404-2 Programmes for upgrading employee skills and transition assistance programmes	47		
	201-4 Financial assistance received from government	29				404-3 Percentage of employees receiving regular performance and career development reviews	48		
SUSTAINABLE AGRICULTURE AND ENVIRONMENTAL PROTECTION					405 Diversity and equal opportunity 2016				
103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover, 8, 9, 41, 43			202 Market presence 2016	202-1 Standard entry level wage	Salario > SMI		
	103-2 The management approach and its components	8, 9, 37-41				202-2 Proportion of senior management hired from the local community	100% senior management from significant locations of operation		
	103-3 Evaluation of the management approach	37, 38			INNOVATION IN PRODUCT R&D				
301 Materials 2016	301-1 Materials used by weight or volume	38, 39			103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover		
302 Energy 2016	302-1 Energy consumption within the organisation	39				103-2 The management approach and its components	23, 42, 43, 61		
	302-4 Reduction of energy consumption	39, 41				103-3 Evaluation of the management approach	42, 43		
303 Water 2016	303-1 Water withdrawal by source	39			MAKING MANAGEMENT MORE EFFECTIVE AND EFFICIENT				
305 Emissions 2016	305-1 Direct (Scope 1) GHG emissions	41			103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36		
	305-5 Reduction of GHG emissions	41				103-2 The management approach and its components	43, 44		
307 Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	41				103-3 Evaluation of the management approach	43, 44		
FOOD SAFETY AND PRODUCT QUALITY					CONSOLIDATING AND DEVELOPING MARKETS				
103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover, 37			103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover, 62		
	103-2 The management approach and its components	9, 21, 37				103-2 The management approach and its components	25, 29, 62		
	103-3 Evaluation of the management approach	37				103-3 Evaluation of the management approach	25, 29		
414 Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	They all subscribe to Anecoop's basic fruit and vegetable supply standards (point 8) *			ENCOURAGING HEALTHY EATING				
	414-2 Environmental assessment of suppliers	37			103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover		
416 Customer health and safety 2016	416-1 Customer health and safety	37				103-2 The management approach and its components	36, 37		
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Have not occurred				103-3 Evaluation of the management approach	37		
417 Marketing and labelling 2016	417-1 Requirements for product and service information and labelling	Anecoop's basic fruit and vegetable supply standards (point 3) *			FAIR BUSINESS PRACTICES				
	417-2 Incidents of non-compliance concerning product and service information and labelling	Have not occurred			103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover		
	417-3 Incidents of non-compliance concerning marketing communications	Have not occurred				103-2 The management approach and its components	53		
INTEGRATION: BRINGING MEMBERS, COOPERATIVES, AND THIRD PARTIES TOGETHER						103-3 Evaluation of the management approach	36, 37, 53		
103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover, 61, 62			206 Anti-competitive behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	36		
	103-2 The management approach and its components	43-45, 61, 62			205 Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	No cases of corruption have been detected		
	103-3 Evaluation of the management approach	43-45			204 Procurement practices 2016	204-1 Proportion of spending on local suppliers	29		
CUSTOMER SATISFACTION AND LOYALTY					419 Socioeconomic compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	53		
103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, int, portada, 46, 61			DIALOGUE AND ENGAGEMENT WITH STAKEHOLDERS				
	103-2 The management approach and its components	46, 51, 61, 62			103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover		
	103-3 Evaluation of the management approach	51				103-2 The management approach and its components	45-47		
416 Customer health and safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Have not occurred				103-3 Evaluation of the management approach	45-47		
418 Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	51			CREATING SOCIAL ECONOMY PROJECTS				
PARTNERSHIPS WITH CUSTOMERS AND SUPPLIERS					103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover		
103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover, 61-63				103-2 The management approach and its components	42, 52, 53		
	103-2 The management approach and its components	43-46, 61-63				103-3 Evaluation of the management approach	52, 53		
	103-3 Evaluation of the management approach	45-46			413 Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	52, 53		
QUALITY EMPLOYMENT AND HUMAN CAPITAL DEVELOPMENT					PROMOTING THE VIABILITY OF LOCAL ECONOMIES				
103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover, 46, 47, 61, 62			103 Management approach 2016	103-1 Explanation of the material topic and its Boundary	36, inside front cover		
	103-2 The management approach and its components	48, 51				103-2 The management approach and its components	9, 42		
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(*) Basic rules for the supply of fruit and vegetables from Anecoop



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