

1 Dialogue with stakeholders



[G4-18] [G4-24] [G4-27]

This report was prepared following the guidelines of the International Integrated Reporting Council (IIRC) and the Global Reporting Initiative (GRI), G4 guidelines and the food sector supplement. Consequently, the report includes some of the basic contents promoted by both guidelines, those of the GRI being marked with the corresponding indicator.

Dialogue with stakeholders

The Ebro Group engages in constant dialogue with its stakeholders to identify their principal concerns and incorporate their suggestions in the design and implementation of its Corporate Social Responsibility (CSR) action plans.

The company's main groups of stakeholders are:

- ▶ Shareholders
- ▶ Customers, consumers and distributors
- ▶ Employees
- ▶ Suppliers
- ▶ Society (Administration, NGOs and other institutions)
- ▶ Media

The frequency and form of communication with each group varies according to the company of the Ebro Group and the reason for the consultation or meeting, with at least one a year. Much of this dialogue is conducted directly by the parent company.

Channels of dialogue with our stakeholders

STAKEHOLDERS	CHANNELS OF DIALOGUE BETWEEN THE EBRO GROUP AND ITS STAKEHOLDERS
Shareholders	Corporate website Electronic shareholders' mailbox Shareholders' office CNMV regulatory announcements Investor Relations Department Meetings with analysts and investors Roadshows General Meeting of Shareholders Quarterly reports Annual Report Social networks Press releases Reporting channel of the Code of Conduct (COC)

Channels of dialogue with our stakeholders

STAKEHOLDERS	CHANNELS OF DIALOGUE BETWEEN THE EBRO GROUP AND ITS STAKEHOLDERS
Employees	<ul style="list-style-type: none"> Corporate website and websites of our subsidiaries Corporate Intranet Suggestion box Social networks Mailbox Digital newsletter Blogs (corporate and brand) Mailshots Department Days Works Council HR contacts Corporate Communications Department Annual Report Reporting channel of the COC
Customers, consumers and distributors	<ul style="list-style-type: none"> Corporate website and websites of our subsidiaries Customer services department Electronic mailboxes in each of the Group companies Parent company mailbox (comunicacion@ebrofoods.es) Advertising and Marketing Satisfaction surveys Regular one-to-one meetings and visits Social networks Blogs (corporate and brand) Trade fairs, forums and conferences Annual Report Reporting channel of the COC
Suppliers	<ul style="list-style-type: none"> Corporate website and websites of our subsidiaries Meetings with the Purchasing Departments of Group companies Supplier Code of Conduct Regular visits to suppliers Surveys Assessments through Sedex Annual Report Social networks Reporting channel of the COC

Channels of dialogue with our stakeholders

STAKEHOLDERS	CHANNELS OF DIALOGUE BETWEEN THE EBRO GROUP AND ITS STAKEHOLDERS
Society	<p>Corporate website and websites of our subsidiaries</p> <p>Website of the Ebro Foods Foundation</p> <p>Social networks</p> <p>Corporate blog</p> <p>Annual Report</p> <p>Communications and CSR Department</p> <p>Press releases</p> <p>Parent company mailbox (comunicacion@ebrofoods.es)</p> <p>Meetings with NGOs and social action institutions</p> <p>Meetings with local authorities</p> <p>Meetings with resident associations</p> <p>Reporting channel of the COC</p>
Media	<p>Corporate website and websites of our subsidiaries</p> <p>Corporate Communications Department</p> <p>Parent company mailbox (comunicacion@ebrofoods.es)</p> <p>Press releases</p> <p>CNMV regulatory announcements</p> <p>Social networks</p> <p>Corporate blog</p> <p>Regular meetings with different media</p> <p>Interviews</p> <p>Surveys and questionnaires</p> <p>Annual Report</p>

