

Remia®

Introduction

Remia is a manufacturer of sauces, margarines and special fats which has been operating as an independent company since 1925. Our many products are sold under our own brand and private labels in both the domestic and foreign markets. The company is very conscious of its responsibility and model role and in this connection it pursues an active policy in terms of Corporate Social Responsibility. Under Corporate Social Responsibility we understand: an ethical basic attitude adopted by a company, with action being focused on striking a balance between the interests of the company and the interests of its stakeholders and the integration of this into its operating processes. Through CSR and sustainability, we aim to find a balance between the 3 Ps: People, Planet and Profit (Prosperity). Each day the inspirational and challenging Remia organisation motivates its staff to create the best and most innovative food products. In doing so, we continually analyse and evaluate Remia's products, processes and our potential impact on society. Based on the results, Remia products are valued by increasing numbers of consumers both in the Netherlands and abroad.



CORPORATE SOCIAL RESPONSIBILITY

Word from the management

Corporate Social Responsibility touches on a number of aspects which have played an important role for many years at Remia C.V. as a privately owned company. Sustainability, in the sense that we avoid wasting resources as much as possible. We focus on minimising energy use, minimising packaging materials and recycling waste – for the sake of the environment and because it saves costs. Taking the lead when it comes to new developments. In the past, this has led to important innovations which have contributed to health & welfare and continue to do so up until today– such as the introduction of liquid baking & frying products and liquid deep-frying fats which contain fewer saturated fats and trans fats.

Today, we produce delicious frites sauces which contain only 5% oil and so contribute towards reducing the number of calories we consume. Remia was one of the first companies in the Netherlands to be a member of the 'Ik Kies Bewust' (Conscious Choices) foundation. In this way, we are contributing towards the reduced consumption of sugar, salt and saturated fat as recommended by the WHO (World Health Organization).

Besides this, the debate on the felling of rain forests for palm oil plantations has led to Remia becoming a member of the Round Table of Sustainable Palm Oil (RSPO). From 2011, only RSPO certified palm oil will be used in Remia products, meaning that Remia is taking its responsibility and making a contribution to sustainable palm oil production.

This report sets out the most important activities which Remia is undertaking in order to do business in a way which demonstrates Corporate Social Responsibility – i.e. doing business ethically. However, it is not the final word because there is always room for improvement. We will update this report from time to time.

Karel de Rooij, CEO

1. Sustainability

The report of the Brundtland Commission sponsored by the United Nations describes sustainability as:

“Sustainable development is development that meets the needs of the present generation without compromising the ability of future generations to meet their own needs.”

Sustainability is corporate responsibility with respect for the environment in the social and economic field. It is about acting today with respect for the future. We did not inherit the earth from our parents but were given it on loan from our children. As a food manufacturer, Remia is particularly dependent on natural raw materials in order to produce high-quality products for our consumers. We understand our responsibility in the use of these raw materials. The demand for raw materials is increasing all the time. Experts say the global population may grow to 9 billion by 2050. This growth will be accompanied by further increases in the standard of living in developing countries. All of this places enormous pressure on the planet. Experts say that in some regions, resources are running out more quickly than the earth can recover. Clean water and usable land are becoming scarcer. Change is essential. We are adapting our way of doing business in order to promote sustainability.

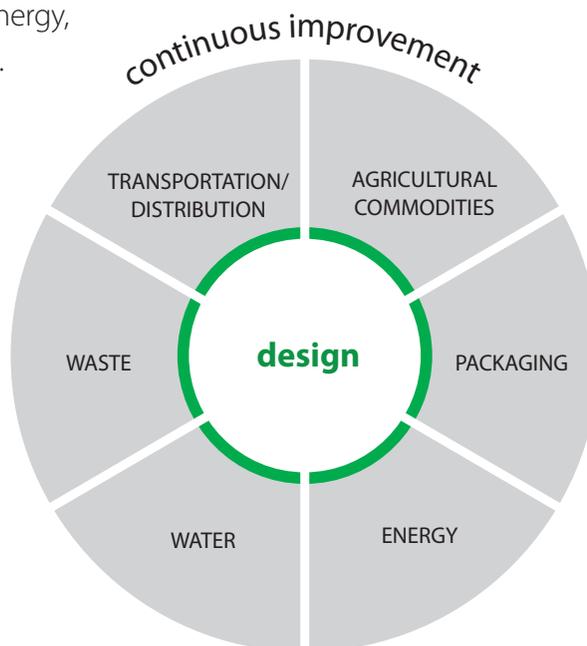
The major environmental, social and economic challenges demand cooperation. For this reason, we work together with other companies, government, industry and other bodies, suppliers and consumers to find innovative solutions.

Six items for on-going improvement

In order to prioritise our sustainability activities, Remia has made a classification of where the biggest improvements can be achieved:

agricultural commodities, packaging, energy, water, waste, transport and distribution.

We have developed a system which builds sustainability into a new product or project – the so-called sustainability circle.



We build sustainability into our existing processes, give our staff the right tools to pursue sustainability and develop systems to measure sustainability and identify progress. We are committed to improving the entire system from farm and raw material to end user.

Agricultural Commodities

Sustainable Agriculture: Good for Our Planet, for Farmers and for Business

Supporting sustainability in the agrarian sector assures us of high-quality ingredients, while improving and protecting the environment, animal welfare and the social & economic conditions of local communities. Our efforts are primarily focused on Europe, South America and Asia, where ingredients which are important for Remia are cultivated. The Round Table on Sustainable Palm Oil (RSPO) was set up to establish a generic standard for Sustainable Palm Oil. Remia is a member of the RSPO and supports the production of sustainable palm oil.

In the ideal situation, we would use sustainable palm oil from a plantation which scores well in terms of the environment, staff, etc. However, palm oil is like energy: all palm oil is contained in a large imaginary reservoir.

The system does not provide for tracing the palm oil in terms of its provenance per palm tree. For this reason, in the area of sustainable palm oil, the industry works with an independent organisation which is comparable to the one for green energy. This body (Green Palm) issues certificates to sources which produce the oil sustainably.

In turn, the certificates are available for purchase by users such as Remia. The reservoir becomes more transparent the more the quantity of sustainably produced oil increases. From 2011, all Remia branded products worldwide will use sustainable palm oil with Green Palm certificates. Our consumers can now be confident of choosing Remia products in the knowledge that we actively support the development of sustainable palm oil.

Although there are now considerable quantities of certified sustainable palm oil available on the market, there is not yet a sufficient certified segregated volume (plantation, mill and refinery) to meet existing demand.

A Round Table for Responsible Soy has also been formed. The basic principle upon which this organisation was founded is the prevention of deforestation of tropical rain forest (Amazon region) for the cultivation of soy by means of a moratorium. All soy oil used by Remia in its products complies with the conditions and commitments stated in this moratorium.

Remia uses tomato paste in the preparation of various sauces. Tomato puree suppliers have a positive water balance: they only use surface water, and the water which is recovered from the evaporation process is reused for irrigation in tomato cultivation.

Egg yolk is used in the production of various sauces which contain oil. For reasons of animal welfare, only barn-egg yolk is used in Remia-brand sauces. Remia was awarded the Good Egg Award in 2009 for the use of barn-egg yolk.

Packaging

Doing More With Less

Packaging can have a major impact on the environment, from the production of packaging material, through supplying finished products to shops, to the eventual waste that is burned or dumped. New technologies are helping us develop packaging types which are better for the environment. We are developing packaging which uses less material, weighs less and has less impact when it is ultimately dumped as waste – all of this, of course, without making concessions in terms of food safety and sustainability.



GLASBAK



BOTTLE BANK



**PAPER & CARDBOARD
RECYCLING**



**PLASTIC AFVAL KUN
JE BETER SCHEIDEN**

**IT IS BETTER TO SEPARATE
PLASTIC WASTE**

Various sustainability projects:

- Remia only uses reusable or recyclable packaging materials. Glass, cardboard and plastics ("Plastic Hero"). Plastic Hero is an initiative to encourage consumers to dispose of plastics via a separate recycling channel.
- When creating new packaging types, we always aim for optimum pallet loading with the greatest possible spatial utilisation. The aim of this is to achieve the highest number of units per m³.
- All the cardboard used by Remia is FSC (Forest Stewardship Council) certified. Our cardboard is made from raw materials that come from a certified sustainably managed forest.
- Replacing glass bottles (dressings, meat sauces) by polypropylene tubs and PET bottles.

In the period 1994–2009, Remia succeeded in reducing the total amount of packaging materials (glass, paper/cardboard, plastic and metal) used for the Dutch market by 24%.

Energy

Using Less Energy, Finding New and Better Sources

CO₂ emissions, caused by the burning of fuel, have a significant negative impact on the environment. Part of our corporate energy plan is to reduce our CO₂ footprint.

To this end, Remia wants to use energy more efficiently and to investigate the possibilities of new, cleaner energy sources. Remia only uses green electricity and, increasingly, green gas.

Results achieved:

- Gas: 1999–2009 period => a reduction of 14% per ton of product
- Electricity: 1999–2009 period => a reduction of 3.5% per ton of product

A survey has been initiated as part of the company energy plan with the goal of reducing stand-by energy consumption.

Water

Using Less Water, Treating and Reusing it in Better Ways

In a large part of the world, clean water is still taken for granted. It is an important part of many Remia products. However, in the future, clean water will become ever scarcer. As such, Remia is investigating options for reducing water consumption as much as possible. Results achieved: reduction of the quantity of cleaning water: 1999–2009 period => a reduction of 36% per ton of product.

Waste

Making Less Waste, Putting Waste to Work

Reduction in waste means better ecosystems and reduced CO₂ emissions.

We do not focus only on reducing waste in the production process, we also find new and better ways to reuse and even add value to existing waste flows.

All production waste (= waste product) in the form of oil, fats and sludge is used to produce biofuel. To this end, Remia has installed a separation installation at the production site. Production waste in the form of oil and fat is used in the production of biodiesel and sludge is converted into biogas by means of co-fermentation. Waste plastic is separated and made suitable for recycling. All other waste flows are separated from one another in order to enable optimum recycling.

In addition, Remia supports the collection of used deep-frying fat for the production of biofuel. The new 2 and 3 litre Remia packaging for liquid deep-frying fat is perfectly suited for pouring used deep-frying fat back into. These cans can easily be returned to supermarkets in special collection containers. In this way, Remia is supporting an initiative set up by Hergebruikfrituurvet BV for recycling deep-frying fat. The basic principle is to completely reuse the used deep-frying fats and oils from consumers, plus its packaging. Today, there are over 1,000 collection points where people can bring their used frying fat for recycling. This initiative is being strongly backed by Remia. It means that an ever-increasing proportion of the deep-frying fats and oils produced no longer find their way into waste flows and so makes a positive contribution to the reduction of CO₂. In the Netherlands, Remia uses the adjacent image mark on all packaging for frying fats and oils. In addition, the initiative is being communicated in a separate TV commercial together with *Hergebruikfrituurvet*, an organisation which promotes the re-use of deep-frying fat.



Transportation and Distribution

Reducing Distances Travelled, Cutting Fuel Usage, Boosting Efficiencies

Remia has outsourced the transportation and storage of finished products to Van Uden Logistics. This company has set itself a target of reducing its CO₂ emissions by more than 20% in the period from 2007–2012. It aims to achieve this by increasing the number of longer and heavier articulated lorry combinations, an improved load factor, reduction in the number of stops per distribution journey and bringing together parties supplying each other in one warehouse. In 2010, a link was established with the sustainable logistics programme supported by Connekt. This has involved a further raising of the ambitions of Van Uden Logistics, leading to the achievement of a Lean & Green Award.



2. Health and welfare

Remia has set itself the goal of making consumers aware of what they are eating and helping them to choose better and tasty alternatives.

In doing so, we observe the following principles:

- Marketing better choice options;
- Providing clear nutritional value information to make this choice easy;
- Responsible use of advertising messages, especially where the target group is children;
- Encouraging physical exercise and a healthy lifestyle.

Innovation in healthier and better choice products is a core value for the Remia organisation. For example, Remia invented liquid frying fat and liquid baking & frying fat. Both products are characterised by low levels of trans and fatty acids /saturated fats. The total trans-fat content for all retail margarines, spreads, deep-frying fats and baking & frying products has now been reduced to less than 1%. An important contribution has been the responsible deep-frying campaign, which is supported by Remia together with other deep-frying fat manufacturers. Thanks to the promotion of deep-frying fat with a healthier composition, this campaign has secured a significant health gain in the food service industry. The trans-fat content of Remia's solid deep-frying fats for the food service industry have been reduced to less than 5% by the end of 2010.

Illnesses such as obesity, diabetes and cardiovascular disease are significantly related to the quantity and composition of food. Remia is responding to this by developing new products and processes based on the health recommendations of the World Health Organisation: reducing trans fats, saturated fats, sugar and sodium (NaCl = salt). By making use of healthier ingredients, an improvement in the composition of foods has been achieved. In this way, Remia has already developed more than 80 new products in the period 2008–2010 (44% of all new Remia products) which meet the IKB (Integrated Chain Management) norms, an important contribution towards healthy food.



Remia products are printed with comprehensive nutritional value and other information to enable easier and better choices. Examples of these healthy/better choice products are: Mayolite (50% less calories), light frites sauce (50% less fat), extra light frites sauce (only 5% fat), satay light (30% less calories and 40% less fat), light ketchup, liquid baking oil rich in vitamin E, omega 3 and unsaturated fatty acids, dressings, hot sauces, liquid deep-frying fat, liquid baking oil, etc.



Remia is a joint signatory of the Obesity Covenant and is committed to combating obesity. It does so by making healthy choices easy, attractive and natural. In addition, Remia has set itself the goal of meeting the ever-increasing demand for clean label products. These products are distinguished by their lack of preservatives, artificial aromas, colourings, flavourings and sweeteners. Remia has state-of-the-art production processes and technology and now has a complete range of clean label products in its assortment.

Remia has also had an extensive organic product line in its range since as long ago as 1997. In this way, Remia contributes to meeting the guidelines of the Ministry of Agriculture, Nature and Food Quality.



Remia considers consumers' opinions to be very important. By means of continuous market research, we keep track of how we can improve our Remia products in order to meet the ever increasing expectations of our consumers. Remia provides clear and unambiguous information to consumers about the composition of products and about ingredients, nutritional values, additives and allergies by means of its website, trade shows and labels. In addition, we have a special helpdesk where consumers can contact us with questions and comments. We will provide them with a quick and accurate response.

3. Food safety and quality

Product safety and quality are Remia's number 1 priority. Consumers have been trusting Remia products for over 85 years. This trust cannot be taken for granted. We do our very best to earn it each day.

Remia products are produced in modern factories which meet the highest product safety and quality standards:

- HACCP
- ISO9001:2008
- BRC
- IFS
- SKAL/EKO



Origin and production

More and more customers (particularly retailers) wish to have information about the provenance and production of a product in the form of a tracking and tracing system. This kind of system increases the transparency of the food chain. In 2010, Remia completed the introduction of a new raw materials specification system. Information about the origin, production and quality marks & certificates is part of this system.

Based on scientific research, the EU has identified 14 food allergens which must be declared. The label and the website alert the consumer to the presence or possible presence of allergens in end products. Remia has launched a project to minimise the number of allergens in recipes where possible.

Remia products in Europe are non-GMO (Genetically Modified Organism). For the other continents, we weigh up the arguments for and against using GMO ingredients. These include:

- Customers' wishes;
- Scientific consensus regarding safety, backed up by facts;
- Acceptance by the consumer;
- Local statutory approval for use;
- Our own strict safety and quality standards.

4. Workplace and corporate culture

The Remia organisation offers its staff a pleasant, inspiring and challenging environment, within which they work daily on more sustainable and tasty quality foods. Within our open and socially committed culture, there is a strong emphasis on safety and prevention. Production and other staff all take our courses in computer work, lifting and handling chemicals. We have modern protective clothing with accompanying safety equipment. In the production departments, there is an in-house emergency team. In addition, the company has an emergency plan and procedures for working alone and raising the alarm in case of accidents or unsafe situations.

The health of employees is very important to us. For example, a company doctor is in attendance weekly whom employees can consult if they have complaints. Each year, staff are offered a flu vaccination. An active prevention programme has significantly reduced sickness absenteeism.

In addition, Remia encourages exercise by operating a cycle scheme and offering membership of a gym at rates subsidised by the company. Staff have the opportunity to further develop their skills by means of training and education.

In 2009, an employee satisfaction survey was held to establish whether staff were satisfied and identify possible areas of improvement.

The results may be described as overwhelmingly positive. This is no surprise considering the length of the labour-contracts: more than a quarter of our employees have been working for Remia for over 20 years!

5. Compliance and integrity

We consider it very important that we do business in a way which is reliable, open and shows integrity. For us that means:

- Doing what you say
- Keeping to the rules
- Keeping to agreements
- Taking ownership

Remia has a works council, an employee co-determination and participation body. It consists of employees who maintain a dialogue with the employer on behalf of staff about company policy and employees' interests. A confidential adviser is also on hand.

Holding suppliers to high standards

As a manufacturer in the food industry, Remia purchases a large number of ingredients. These ingredients generally come from abroad. When buying raw materials, we take account of the conditions under which they have been produced and how they are transported to their destination. Remia encourages vendors to supply products and services with the best value for money and respect for humans, animals and the environment. A survey has been incorporated into our purchasing conditions which asks the supplier about the current status of its corporate social responsibility, based on The CSR Performance Ladder, Management System Requirements and certification standard for Corporate Social Responsibility. People, Planet, Profit (Prosperity) is an internationally accepted CSR concept embracing 3 management aspects in sustainable business operations. Through CSR and sustainability, we seek to strike a balance between the 3 aspects of People, Planet and Profit. At the time of this report's publication, Remia had started sending out the survey. The results of the survey will be included in the annual supplier evaluations.

