



make it a beautiful day

CSR-RAPPORT

2020 / ECKES-GRANINI DANMARK RYNKEBY FOODS



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RYNKEBY FOODS A/S IS FULLY OWNED BY ECKES-GRANINI GMBH.

This report constitutes the statutory account of corporate social responsibility and composition of the management, cf sections 99a and 99b of the Danish Financial Statements Act.

The report covers the 2020 financial year from 01.01.20 to 31.12.20.

Management

General Manager
Ivan Snogdal Thyregod

Finance

Jens Christian Plauborg, Director Finance & IT

Marketing

Lone Brandt, Director Marketing

Salg

Anders Myltoft, Director Sales

HR

Sidsel Marie Sindal, Director HR

Supply Chain

Jens Bang Termansen, Director Supply Chain

Board members

On the board of Rynkeby Foods A/S 4 members are elected by the shareholders and 2 by employees in Rynkeby Foods

By shareholders:

Tim Berger, Eckes-Granini (chairman)

Sidney Coffeng, Eckes-Granini (vice-chairman)

Agnes Kovacs, Eckes-Granini

Ulrik Bunk, Eckes-Granini

By employees:

Kim Smedegaard Nielsen, Warehouse operator

Lisa Howe Jepsen, Procurement Manager

Responsible for the report:

Quality and CSR Manager
Rikke Bekker Henriksen



make it a beautiful day





INTRODUCTION

BY IVAN THYREGOD

PERSISTENTLY RESPONSIBLE

Despite a year where everything was turned upside down, we at Eckes-Granini Denmark Rynkeby Foods (hereafter EG DK Rynkeby) have maintained our focus on taking proactive responsibility within CSR and sustainability. Our many years of dedication to the focus areas in the UN Global Compact translates daily into a committed work with several initiatives across our value chain. This CSR report outlines our sustainability strategy and how the strategy is translated into concrete action.

Most recently, based on 2019, we were in 2020 able to concretize our CO2 footprint and environmental impact. Using ClimatePartners® model, a detailed review of our CO2 has illustrated and quantified our CO2 footprint in the individual phases in our value chain. This has led to more effort being spent on concrete environmental improvement initiatives here and now, both in the factory and in the value chain, and at the same time it allows us to plan new and larger initiatives that require investments over time. While we work to reduce our emissions, we have chosen to climate compensate our direct CO2 footprint from the factory in Ringe via ClimatePartner® from 1 January 2021.

2020 has presented major business challenges due to the repeated closure of several parts of Danish society. Sales have therefore been significantly negatively affected, and it has also been necessary to set aside costs in connection with necessary structural changes. Turnover has fallen from DKK 923 million to DKK 849 million, and the result for the year was only a plus of DKK 1 million.

Our commitment via Team Rynkeby is increasing year by year. Over the years, the project has raised almost DKK 500 million with the help of dedicated volunteers across now eight countries. The funds go to cancer-stricken and lung-sick children and their families. The annual bike ride to Paris was canceled in 2020 due to COVID-19, but the majority of the sponsors maintained their commitment, and once again a large sum of DKK 65 million was transferred to the charities. In Denmark, DKK 20 million was transferred to the Children's Cancer Foundation and the Children's Lung Foundation.

In EG DK Rynkeby our CSR and sustainability foundation are based on two main areas; people and the environment, which again are specified into six focus areas that are crucial for our CSR work. The same strategic starting point applies for the entire Eckes-Granini Group. The areas are closely linked and form the overall backbone of our CSR activities.

We look forward to presenting our initiatives in CSR and sustainability carried out by all our proud employees on the following pages.
Happy reading!

IVAN THYREGOD
General Manager Eckes-Granini Denmark Rynkeby Foods A/S.



BUSINESS RESULT 2020

The COVID-19 pandemic significantly affected our Foodservice segment in 2020, and together with fierce competition on especially chilled juices, it was the reason for a decline in our turnover. The result for the year therefore ended with a small profit of DKK 1 million after tax.

Temporary economic decline

The business development at EG DK Rynkeby has after an extensive loss of DKK 328 million in 2018, where the operation itself delivered a loss of DKK 17 million, showed progress over 2019 and was on its way to it also in 2020. COVID-19, however, meant a decline in turnover from 2019 to 2020, which has affected the result negatively.

Turnover and profit 2020

Driven by the COVID-19 closure in Foodservice and increased price and campaign pressure in selected business areas in retail sales in Denmark and in other markets, EG DK Rynkeby realized a total turnover of DKK 849 million in 2020 in relation to 923 million in 2019.

The significantly lower turnover necessitated an increased cost focus during the year. At the same time, it has been necessary to look at further measures to reduce structural costs. Thus, the financial year 2020 delivers a profit after tax for the year of DKK 1 million in relation to DKK 12 million the year before.

Economic restructuring

In 2018, a restructuring plan was drawn up in close collaboration with the Eckes-Granini Group with the aim of reducing costs and increasing production efficiency. This plan delivered significant improvements in 2019 and 2020.

Market development

Overall, the Danish market for juice, smoothie, nectar and delutables increased by 5.0% in value in 2020 according to market data. In this market, EG DK Rynkeby's market shares in the total market fell from 26.3% to 24.8%. The decrease is primarily due to the decline in chilled juices, where fierce competition through sales promotion activities has driven the volume agenda in the retail trade in juice.

Expectation for the future

COVID-19 will affect sales as a minimum in the first half of 2021. However, management expects a better result in relation to the restructured business platform.

Goals for gender distribution in the board and management

The Board of Directors of EG DK Rynkeby consists of four owner-elected members from Eckes-Granini Group and two employee-elected members. It was the company's goal that both sexes should be represented in top management with min. 25% from the underrepresented gender. This goal will be achieved in 2021, when Agnes Kovacs joins the board.

For the gender distribution at the other management levels the goal is a 50/50 distribution. In 2020, the distribution was 41% women / 59% men. Through our recruitment and promotion work, we expect to be able to further balance the gender distribution if candidates with the right qualifications can be found.

It is management's assessment that a balanced gender distribution provides increased employee satisfaction, as the two sexes handle professional and personal situations in different ways.



STRATEGY AND BUSINESS

The Eckes-Granini Group is currently undergoing a major strategy shift from a decentralized focus on each country to a focus on creating synergies across the Group's companies in Europe; ONE Eckes-Granini 2025.

History

In 2016, Arla Foods sold Rynkeby Foods A / S to Eckes-Granini Group. Following this, Eckes-Granini's production platforms in Scandinavia were consolidated by closing and relocating the Swedish plant to Ringe. Today, the factory in Ringe accounts for by far the largest part of the group's production for sale in Scandinavia. The actual transfer and integration in Ringe is only considered completed in 2020 and has thus occupied the organization internally. The brand portfolio today consists of the brands Rynkeby, God Morgen® and Brämhults. All strong brands with clear brand profiles and strong appeal to their respective target groups.

The present

The organization has lived through and delivered a difficult but successful integration into the Eckes-Granini Group over the past three years and is now ready to focus its efforts on the Scandinavian market.

Consumers have identical needs in Scandinavia and, especially during the COVID-19 pandemic, have searched for product categories such as juices and delutables, where they feel safe, and where a need for e.g. a healthier breakfast or vitamins can be covered. The product development therefore includes new, exciting products with functional properties.

At the same time, we are seeing a shift in our customers' sales in different sales channels. This is evident, for example, in the form of e-commerce, which has grown sharply over the past year. Our future market approach will therefore reflect this broader sales channel picture.

The future

Eckes-Granini is currently undergoing a major strategy shift from a decentralized focus on each country to a focus on creating synergies across the Group's companies in Europe; ONE Eckes-Granini 2025. This strategic focus will result in several initiatives and will thus also shape the strategic direction in EG DK Rynkeby in Denmark and in Scandinavia.

The main lines are:

#1 Clarity

A greater degree of transparency will be created and collaborations established across the companies.

#2 Economy of scale

Production in Ringe will have the opportunity to offer its products in a larger perspective and thus achieve better production utilization and efficiency. At the same time, there will be a focus on better conditions in purchasing and in optimizations in systems and processes that support the business.

#3 Organizational development

There has been, and will continue to be, a strong focus on developing the professional and human competencies of all employees across functions. There is also a focus on both the physical and mental work environment, including a dedication to promoting a more equal representation of both sexes.

#4 Innovation

Through a more coordinated collection of consumer insight and understanding as well as a common approach to R&D, there is a focus on producing products for tomorrow's consumers, which i.a. have greater health focus.

#5 Brands and digitization

With its three brands, EG DK Rynkeby has a strong brand product portfolio and will seek to further strengthen these among consumers through marketing that suits the target groups. It will be both through traditional and increasingly digital media. Already today, two of the branded goods use almost exclusively digital media.

#6 Sustainability - people and the environment

Where this CSR report reviews the initiatives within our CSR and sustainability activities, it is important to emphasize that we see it as our fundamental responsibility to act responsibly towards the company's environment and in our position in the value chain - both with our suppliers and their activity and with the consumers of our products.

Sustainable future

The Eckes-Granini Group's vision is: "We offer every consumer the best of the world of fruit for a healthy and good life." For us, it also means that we take active responsibility for the environment and people.

Eckes-Granini Group is a family-owned company with over 160 years of history. In order for us to offer natural products of the highest quality in an environment worth being a part of, we are committed to sustainable resource protection.

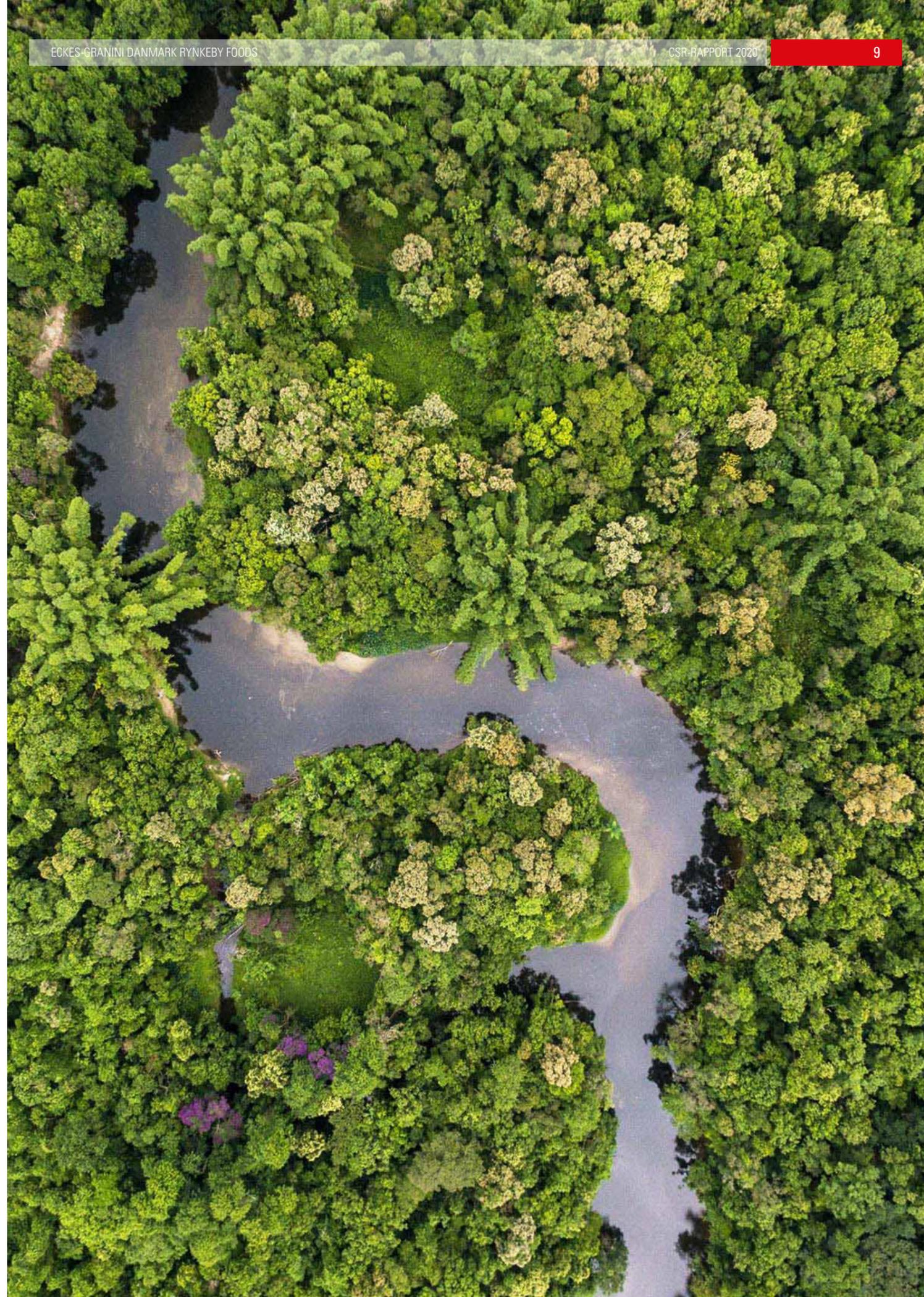
We engage with our employees, customers and consumers, who buy our products and who are inspired by our juices every day. Our goal is very clear:

We want to become one of the world's most sustainable juice producers.

Our sustainability strategy results in two overall areas, where we take responsibility for 1) people and 2) the environment, respectively. Here, we have identified six specific focus areas, each of which has working groups across the group.

Each of the six areas also has dedicated resources at the Danish factory in Ringe. On the following pages, we will show our status, progress and upcoming initiatives for each focus area.

For a healthy and good life - with respect and responsibility for people and the environment



RESPONSIBLE MANAGEMENT

At EG DK Rynkeby, we take responsibility for the decisions that are made. We distance ourselves from bribery, corruption and food fraud. In addition, we focus on ensuring that human rights are respected.

Understanding of responsible management

EG DK Rynkeby must comply with the UN conventions and principles defined in the UN Global Compact, which means that we must work according to sustainable principles and seek solutions that take into account human and environmental conditions. We undertake to show consideration for the issues that concern the local community around our company as well as in the countries where our raw materials come from.

At EG DK Rynkeby, we distance ourselves from any form of bribery and corruption, both with our own employees and with the suppliers we work with. In addition, we want a high level of food security and we do not tolerate food fraud.

We support and respect the enforcement of international human rights rules and ensure that we, as a company or through the company's activities, are not guilty of any violation of human rights. For EG DK Rynkeby, human rights include, for example, health and safety in the workplace, which are given high priority by, among other things, offering health activities, ongoing competence development and training of all employee groups.

For EG DK Rynkeby, human rights also include that we offer fair salaries, insurance schemes, senior schemes and that we naturally follow current agreements and rules.

Risks

We are aware of potential risks related to corruption, bribery and human rights violations, especially in the countries from which our raw materials are purchased.

We are aware of the risk of food fraud; eg. ecological status of foods or the addition of non-original fruit to juices.

We are aware of these potential risks, but at the same time we believe that timely care is exercised through requirements for suppliers and implemented procedures throughout the value chain, and that we therefore have an appropriate preparedness in relation to counteracting or completely eliminating any adverse events in the field.

We are also aware of potential risks related to our production and related activities, including environmental risks such as violation of our environmental and wastewater permits. With the planned environmental certification 2021, these risks are expected to be significantly reduced through timely care and continued improvements in our environmental efforts.

Actions

To ensure compliance with current legislation, both in relation to corruption, bribery and human rights, we have drawn up a code of conduct with specific guidelines on how we should behave in these areas.

All employees have been given the Eckes-Granini Group's "Code of Conduct", just as it is handed out to all new employees when they are hired. We naturally expect employees to familiarize themselves with the content. The code is usually also communicated at internal meetings and at the seminars for new employees that we hold several times a year. In 2020, however, it has not been possible to hold these seminars due to COVID-19. Therefore, it is up to the individual managers to ensure that employees in their own department are familiar with the content.

A large group of managers and relevant employees in EG DK Rynkeby have also participated in a course where we worked in depth with compliance with the guidelines in several areas, including our Code of Conduct.

To ensure that our suppliers also comply with the principles, all raw material suppliers must sign our Supplier Code of Conduct when we enter into the contract.

In addition, the largest suppliers must undergo an EcoVadis CSR evaluation at least once every year and a half. Targets have been set for what score our suppliers must achieve. The goals are described in more detail in the section on responsible procurement.

In 2020, we have prepared an environmental management system according to the requirements of ISO 14001 and EMAS to be ready for implementation and certification in early 2021.

In addition, we have set a number of goals for the health, safety and well-being of our employees. These are described later in this report.

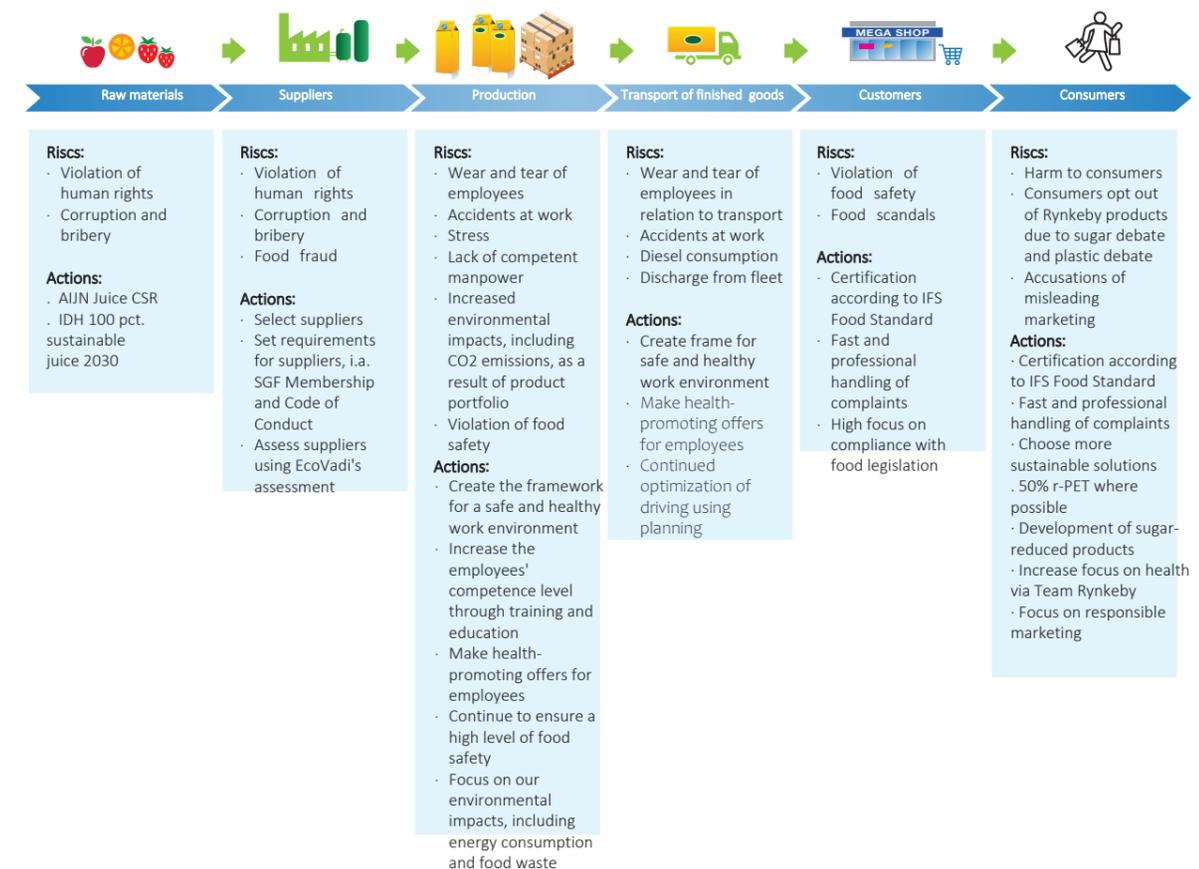
FOCUS AREAS

The Eckes-Granini Group and EG DK Rynkeby's work with CSR and sustainability is rooted in the Group's sustainability strategy. In particular, five of the UN's world goals are clearly rooted in the strategy that embraces our two main areas, people and the environment.

Due to COVID-19, 2020 was a different year in every way, with e.g. restrictions and consequences. Many planned initiatives and projects were postponed and even canceled. As an example, our EMAS and ISO 14001 certification was only implemented in early 2021 instead of in 2020, as originally planned. Preparations for the certification were hampered by the fact that necessary restrictions have been implemented in relation to the conduct and moving around in the production facilities, as production has had to be protected against the risk of COVID-19 infection.

In connection with the preparations for environmental certification, we have carried out a major risk analysis of the company's strategy and environmental impacts. This has not resulted in significant changes to the overall risk assessment. (See figure).

Value chain: From grower to consumer



UN Global Compact and UN World Goals

EG DK Rynkeby has been affiliated to the UN Global Compacts (UNGC) 10 principles since 2011. The principles must promote ethical business conduct. UNGC is based on international conventions in the field of human rights, labor rights, environmental protection and anti-corruption.

UNGC has two purposes; on the one hand, to encourage companies to support and implement the 10 principles in their practice, and on the other hand, to encourage companies to contribute with voluntary initiatives to promote the UN's goals of sustainability. The 10 principles are integrated into our sustainability strategy through our activities, which can be seen in the overview below:

The company should:

Anchoring in sustainability strategy:

Human rights

Support and respect the protection of international declared human rights

Ensure that it does not contribute to human rights violations

"More sustainable juice"
"Employees"



Worker rights

Maintain the freedom of association and effectively recognize the right to collective bargaining

Fight all forms of forced labor
Support effective abolition of child labor

Eliminate discrimination in relation to working and employment conditions

"More sustainable juice"
"Employees"



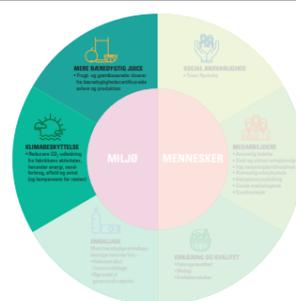
Environment

Support a precautionary approach to environmental challenges

Take the initiative to promote greater environmental responsibility

Encourage the development and diffusion of environmentally friendly technologies

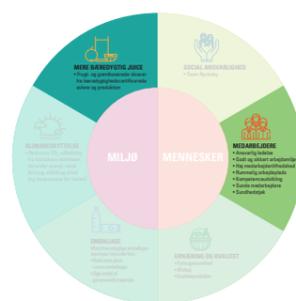
"More sustainable juice"
"Climate protection"



Anti corruption

Counteract all forms of corruption, including extortion and bribery

"More sustainable juice"
"Employees"

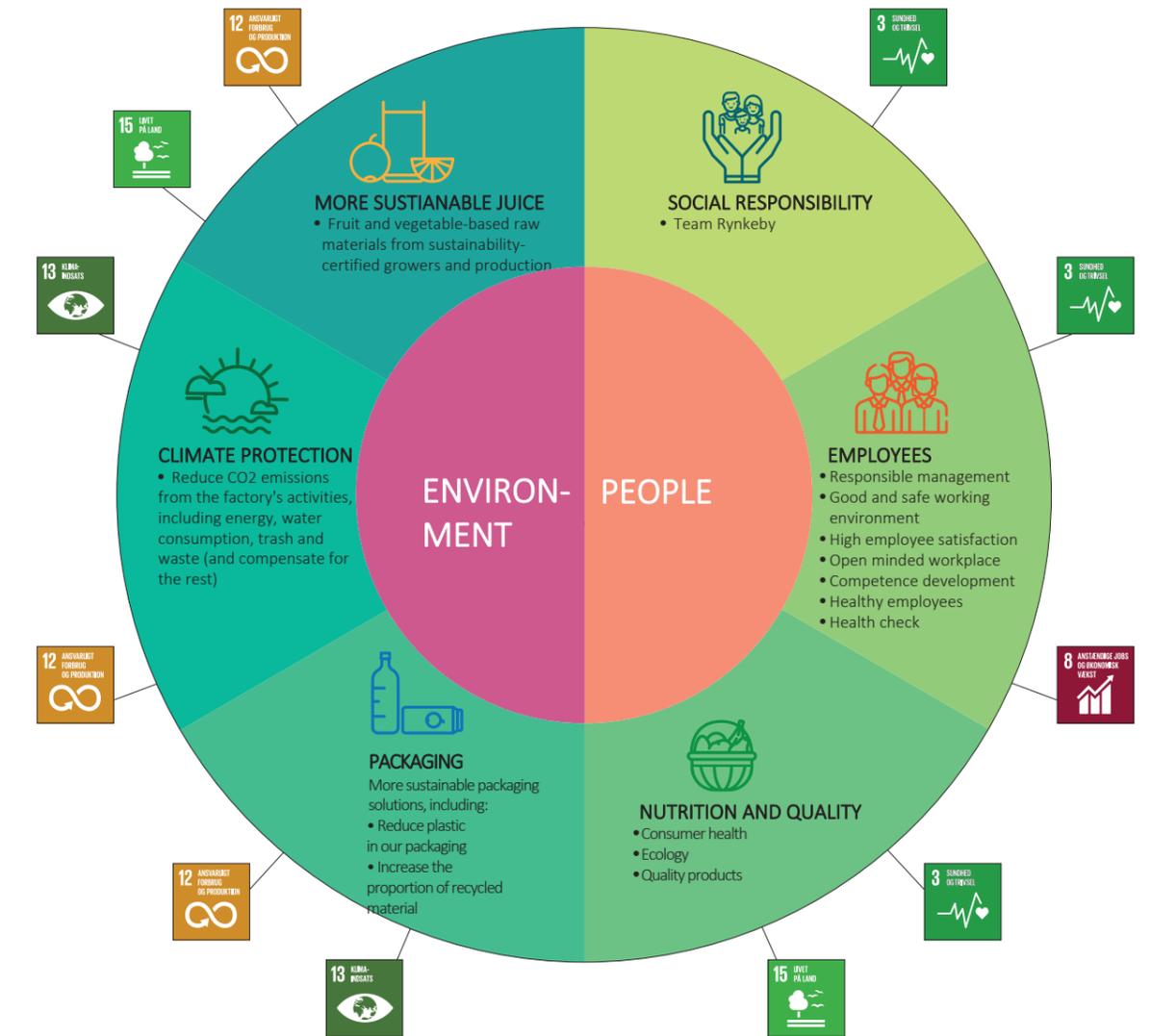


Several areas of EG DK Rynkeby's sustainability strategy thus support the UN's 10 principles for sustainable development, but the overall strategy also contributes to the realization of the UN's World Goals.

It happens through our business behavior and the way we act towards our outside world, which is described in the Code of Conduct, but also through our activities linked to the entire value chain.

With the new strategy, we can support the world goals in activities that EG DK Rynkeby either influences itself or indirectly via our owners Eckes-Granini Group. In the group, we have a special focus on five of the world goals.

The figure below illustrates how the five selected global goals are supported by our CSR strategy.



ENVIRONMENT

In our work with “environment”, we focus on three focus areas where we can help make a difference. It's about more sustainable juices, protecting the environment and packaging.



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Signature of AIJN Code of Business Conduct, covering compliance with the 10 principles of the UN Global Compact, including human rights, anti-corruption and environmental protection. Compliance with AIJN CoC is demonstrated by SGF audit.

Membership of SGF (Sure Global Fair), which is an independent organization that conducts annual audits of its members. SGF audit includes control of hygiene, authenticity, traceability and sustainability. For those suppliers who are not yet SGF members, other proof of the quality and authenticity of the raw materials is required, and in addition, e.g. authenticity and pesticide analyzes by an externally accredited laboratory.

Evaluation of the supplier's performance on sustainability using EcoVadis.

Membership of IDH Sustainable Juice Covenant.

EcoVadis - assessment of suppliers' sustainability performance

EcoVadis Evaluation takes place as an online audit that covers four topics:

1. Environmental impacts
2. Human rights
3. Sustainable procurement
4. Fair business practices (ethics)

Suppliers must upload documentation for their performance online, after which the documentation is evaluated by independent experts at EcoVadis. The results of the audit are reported for each of the four segments with a points score from 0 - 100. Eckes-Granini Group has set minimum targets for achieving scores for its suppliers.

The goal is that min. 80% of suppliers score over 45 points. At the end of 2020, the status is as follows:

- 138 suppliers have been evaluated
- Of the 138 suppliers, 77% have achieved min. 45 points, which is an improvement over 2019 and close to the goal, which is min. 80% of suppliers must achieve more than 45 points.

To achieve the set goal for supplier performance, Eckes-Granini Group analyzes the data received from EcoVadis and works with suppliers to improve their efforts within the four defined sustainability areas.

IDH Sustainable Juice Covenant Sustainable juice by 2030

In early 2019, the Eckes-Granini Group joined IDH Sustainable Juice Covenant, a sector-driven activity in which members work towards purchasing all fruit and vegetable-based raw materials from sustainability-certified growers and producers in 2030 based on the mass balance principle.

The mass balance principle implies that the purchase of fruit and vegetables can consist of a mixture of both sustainably certified and unsustainably certified fruit and vegetables.

CSR GOALS	Result 2018 New baseline	Result 2019	Result 2020
EcoVadi's assessment of suppliers. Mine. 80% > 45 points.	>Proportion of Sustainably Certified Juice. Target: 100% by 2030	72% >45 point	77% > 45 point
Proportion of Sustainably Certified Juice. Target: 100% by 2030	0%	22%	Results will not be known until mid-2021

For every tonne of raw materials we need, we have purchased one tonne of sustainably certified raw materials, but cannot guarantee that EG DK Rynkeby will receive exactly the certified raw materials. The mass balance principle is also applied in other categories such as coffee, electricity, cocoa, tea, etc. IDH Sustainable Juice Covenant measures sustainability at the primary producer level using the SAI FSA audit system as well as at ETI / SMETA / SA8000 certified companies at the producer level. By "sustainability-certified" is meant that all primary producers have been verified with a minimum SAI FSA Bronze level as a result, and that manufacturers of juice,

puree and juice concentrate is certified according to SMETA (Sedex Members Ethical Trade Audit) or an equivalent standard.

This is a very ambitious goal, and to ensure momentum and valid documentation, Eckes-Granini Group will be certified annually by an independent third party. The first audit was carried out by PWC in 2020 with a satisfactory result, which showed that the total volume of sustainably certified raw materials was 22% in 2019. The goal is for this figure to be 100% by 2030. The result for 2020 will only be available later in 2021.



CLIMATE PROTECTION

Environmental policy

We are committed to complying with applicable environmental and occupational health and safety legislation, and we want to protect the environment and prevent pollution from our company. Based on our environmental management system, we will also work with continuous improvements of the environmental conditions in our company. We do this i.a. by focusing on the following areas:

Energy and transport

We must save energy, and we always work for energy-efficient solutions in both existing and new processes in production. We want to reduce our fuel consumption through investing in our trucks and optimizing our driving.

Water and wastewater

We must ensure solutions that minimize water consumption without compromising on quality and food safety through optimizations and investments. We can also reduce our wastewater discharge by minimizing water consumption in our processes.

Waste and recycling

We work consistently to avoid all types of waste, including materials, fuel, energy, raw materials and other types of resources in connection with our operations. We also ensure that our waste is recycled and reused to the greatest possible extent. If waste still occurs, we ensure a sustainable disposal. Overconsumption also leads to waste. Therefore, operation and consumption are monitored and optimized on an ongoing basis.

Packaging and plastic

We want to reduce our consumption of plastic and cardboard for packaging through increased focus on more sustainable packaging solutions.

Actions and status of environmental improvements 2020 - on the way to better utilization of resources

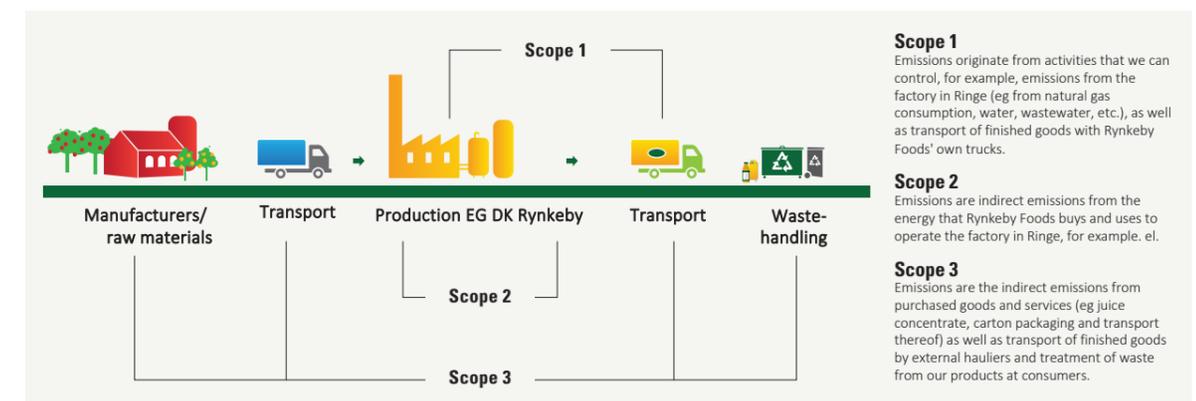
Our sustainability strategy and the upcoming EMAS and ISO 14001 certification commit EG DK Rynkeby to continuously improve the company's environmental efforts. Therefore, at the end of 2020, we carried out a survey of our CO2 footprint for 2019 according to the Greenhouse Gas Protocol (GHGP) Scope 1 + 2 + 3 with the help of an independent third party, ClimatePartner®.

The results of the survey show that the largest contribution to the CO2 footprint on juice production comes from raw materials and packaging. This is not surprising, as our raw materials, such as orange, pineapple and mango juices, are purchased from countries around the world. This is a fact that we as a company have no real influence on if we are to continue to produce the products that consumers demand. In return, we influence how we use our raw materials and packaging and ensure that we minimize waste during production.

Likewise, we influence how much energy and water we use in our production. The survey shows that there is potential to further reduce our consumption. As described below, we will use 2021 to map opportunities for reducing energy and water consumption.

The first priority is to reduce our emissions, but as of January 2021 EG DK Rynkeby also wants to compensate the part of the total CO2 footprint, which is directly derived from our activities at the factory in Ringe, ie. GHGP scope 1 + 2 as well as parts of scope 3 (business trips, leased cars and footprints from workers' private transport to / from work).

The CO2 compensation will go to an offset project for rainforest conservation in Brazil - via ClimatePartner®. You can read more about the project [here](#).



Fokus on waste

In 2019 and 2020, the focus has been on environmental improvement measures prioritized around minimizing waste in production.

New environmental targets have been set for waste:

- Product waste which is defined as loss of product from mixing to filling in%.
- Product loss expressed as total destruction costs, which is incl. both production losses and e.g. loss of products running on date before sale.

Despite the fact that many resources have been spent on training and education of our employees, and that there has been focus and follow-up on KPIs, we have not succeeded in reducing product waste since 2018. The reason is that the product composition has become more complex with several types of products being bottled in smaller batch sizes. Since product waste per batch is constant regardless of batch size, our KPI has increased in both 2019 and 2020, as seen in the table below.

However, we expect that during 2021 we will have implemented technical solutions and reduced complexity, so it is realistic to achieve a reduction in product waste of 5% compared to 2020.

By reducing product waste, we achieve that we have to purchase smaller quantities of raw materials per liter of juice produced, just as it reduces the COD content of our wastewater. Although product waste in% has increased, the training effort and the competence boost have meant that the amount of internal mixing and filling errors in production has decreased, with a positive environmental effect as a consequence.

As can be seen from the chart below, the destruction costs have more than halved from 2018 to 2019 and a further reduction in 2020. The target for 2021 is ambitious, but we believe we can improve further.

Energy and water

On 1 January 2018, EG DK Rynkeby took over production

	Result 2018 New baseline	Result 2019	Result 2020	Goal 2021
Product waste*	2,9%	3,4%	4,2%	4%
Losses expressed as destruction costs, 2018 = index 100	100	47,8	47,0	36,9
Purchase 100% green el.	0%	0%	100%	Achieved
El. consumption 1000 L product	76,77	78,18	79,28	Carry out mapping and determine actions for the coming year.
Water consump. 1000 L product	3,22	3,21**	2,97	
Wastewater per 1000 L product	1,46	1,52	1,53	
Gas consump. m3 1000 L product	11,65	12,21	12,31	

* The KPI for product waste has changed since last year's report.

** This figure was incorrectly stated in last year's CSR report to be 3.57

of freshly squeezed juice from Eckes-Granini Group's factory in Sweden. The production of freshly squeezed juice is a different process than our other products, which are produced from juice concentrate or from NFC (Not From Concentrate). Both the pressing and filling process requires more energy and water, and therefore 2018 was chosen as the new baseline to get a fair basis for the development in the consumption of water and energy.

The key figures for electricity and gas have increased in 2020 compared to 2019. The reason is a lower production volume, as we produced 4 million fewer liters of juice in 2020 compared to 2019, corresponding to a decrease of 3.5%. It thus has an influence on the key figures, which are calculated per 1000 liters of produced product. The actual consumption of electricity and natural gas has actually fallen. Electricity consumption has fallen by 2% in 2020, and consumption of natural gas has fallen by 3%. The energy consumption does not decrease in proportion to the production volume, as lights, machines, heat, etc. are used, even if fewer liters of juice are produced.

On 1 January 2020, EG DK Rynkeby purchased electricity from renewable energy sources (wind energy) corresponding to 100% of our electricity consumption. This is documented through guarantees of origin, the so-called RECS certificates, which are auditor-approved.

Total water consumption has decreased by 11% compared to 2019, and this is also reflected in the key figure, which has decreased by 8%. Total wastewater discharge has decreased by 3% compared to 2019, but due to the corresponding decrease in production volume, this is not reflected in the key figure. Water is included in juice from concentrate as well as in nectar and fruit drinks, so water consumption also depends on the product composition.

Our goal for 2021 is to carry out a survey of our energy consumption, a so-called energy inspection, carried out by a third party with expertise in energy improvements.

The result of this mapping is to be used for decision making and prioritization of future energy saving activities.

In 2021, we will also carry out an internal survey of our water consumption, which will be used as a basis for planning water-saving activities in the coming years.

Trash

For many years, we have sorted at source the most important recyclable trash fractions in our production, such as corrugated cardboard and plastic foil. As part of the preparations for the environmental certification, we have carried out a full mapping of our trash streams and identified options for increased sorting, which we will work to implement with the aim of increasing the amounts of recyclable trash and thus reducing the amount of trash sent for incineration.

The climate plan for a green trash sector and circular economy, which was concluded as a broad political agreement in June 2020, means that by the end of 2022 we must sort our household-like trash into 10 fractions. As a first step, we have now started to mark our existing trash containers with the relevant pictograms from the common pictogram system, which in future will be used for trash sorting throughout Denmark, and until 2022 we will gradually introduce increased sorting.

Transport og logistic

All EG DK Rynkeby's seven trucks are the new environmentally friendly models with Ecolution system, which make the vehicles specified for the current tasks. Maintenance of the trucks focuses on reducing fuel consumption.

At the end of 2020, we began replacing the so-called fleet management system in the trucks. A fleet management system is used i.a. to optimize route planning, and compared to the old system, the new system includes additional features that can help us further improve our route planning. In addition, we use the fleet management system to analyze

the drivers' driving performance on several different parameters - and the driving performance is evaluated together with the individual driver.

For many years we have followed the fuel consumption by looking at the key figure km / l - number of kilometers driven per liter diesel. In recent years, however, we have seen that this key figure cannot be used sufficiently to assess the environmental performance of our trucks. Despite the replacement for new trucks, the key figure for km / l has fallen due to a combination of several things. Most importantly, the planning of the trips has been optimized so that the cars now drive with larger quantities of goods, which gives a greater diesel consumption when looking alone at km / l. However, driving optimization means we drive fewer trips. Going forward, the goal is to define one or more new key figures for transport and logistics, so that we can work even more focused on optimizing the area from an environmental perspective.

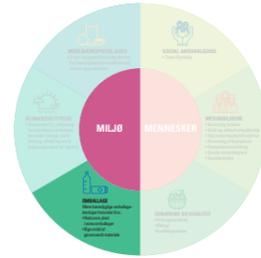
Civil complaints

In 2020, we received a total of four complaints from our closest neighbors to the company, all of which are due to noise nuisance caused by activities in the company, primarily when unloading juice barrels in the summer. All complaints are settled directly with the neighbors. There have been no complaints via the authorities.

Planned environmental certification

It has been EG DK Rynkeby's goal that the company should be EMAS and ISO 14001 certified in 2020. Environmental certification of the company entails a more strategic and systematic work with environmental improvements. Unfortunately, the COVID-19 pandemic delayed and made preparations for environmental certification difficult. Therefore, environmental certification was postponed until the beginning of 2021. However, preparations were initiated, and we have come a long way in building the system and processes to be ready for the upcoming certification.





PACKAGING

At EG DK Rynkeby, we strive to act socially responsible by incorporating sustainability in all our packaging development. We work with an ambitious sustainability strategy with the environment at the center. We want to be as sustainable as possible without compromising on quality.

Access to packaging

We want to reduce our consumption of plastic and cardboard for packaging through increased focus on more sustainable packaging solutions. All packaging development is evaluated by our environmental group, which ensures that our packaging development takes the necessary environmental views. At the same time, there is a sub-supply of more recyclable materials for more sustainable packaging, which results in higher packaging prices.

Actions

We are constantly working to make our packaging more environmentally friendly. This applies to both our primary and secondary packaging. One of our focus areas in primary packaging is our plastic bottles. All our plastic bottles have gone from consisting of 25% recycled plastic to now consisting of 50% recycled plastic. The goal for 2021 is to increase the proportion of recycled plastic on our mono-layer plastic bottles from 50% to 100%, which we are already working purposefully to be able to realize. In addition to increasing the recycling rate, we have also reduced the gram weight in 2020 all our plastic bottles. On our large bottles have we reduced

the weight from 36 grams to 31 grams, and on our small bottles, the gram weight has changed from 22.4 grams to 21 grams.

Another area of focus is our cartons. Here, through close dialogue with our suppliers, we ensure knowledge of the latest initiatives in the market. In 2020, we introduced a new 1 liter carton to our organic juice with a lower CO2 footprint than the traditional carton. The cardboard in this carton is made of brown cardboard made from natural materials from wood and plants completely without the use of bleaching processes. This means that a white chalk layer is removed, bleaching is avoided and the carton weight is reduced, thus reducing the carton's CO2 emissions by 5%.

Furthermore, we changed our 1 liter God Morgen carton and screw cap to a more environmentally friendly alternative with bioplastic. In addition to the lower CO2 footprint that this has led to, we have gone all the way and CO2 compensated packaging through our supplier. The CO2 compensation means, in short, that we pay a tax per packaging which, among other things, goes to a rainforest protection project; Rimba Raya.

By compensating for the residual CO2 emissions emitted by the packaging layer, it is certified: Carbon Neutral.



Klar fordel for miljøet

- Årlig besparelse på 21,9 mio plasticsugerør
- Årlig besparelse på 13,6 tons plast

The goal for 2021 is to expand our choice of more environmentally friendly packaging to more product groups. Initially, we are looking at our 1.75 liter carton, where we aim to increase the bioplastics share from 76% to 83% by moving from the use of fossil-based to plant-based plastics.

A small difference with a clear benefit for the environment

Our journey towards reducing the consumption of plastic also applies to our planned switch from plastic straws to paper straws. This means that in the spring of 2021 we can send our products to market with a paper alternative that helps to save the environment 21.9 million plastic straws - a total saving of 13.6 tons of plastic. This without compromising our high demands on function and quality.

Responsible use of natural resources - sustainable future

To help ensure responsible forestry, we only use



FSC-certified suppliers to supply of cardboard for both our beverage cartons and transport packaging.

All our promotional materials are the next step. An FSC certification is, among other things, a guarantee that no more wood is felled than the forest itself can reproduce - and that local workers are trained, receive safety equipment and a decent wage. FSC is thus one solid certification that contributes directly or indirectly to 14 out of the 17 world goals.

We are proud of the ongoing optimizations that take place on our secondary packaging. In 2020, our 12 pcs. transport box from Rynkeby was updated and now consists of 100% recycled cardboard. The box is reduced

by 11 grams, which has resulted in 5.8 tonnes less cardboard on an annual basis. In general, we have increased the proportion of recycled cardboard in our transport packaging from 78.8% to 81.6%.



PEOPLE

In our work with "People", we focus on three areas. It's about employees, Team Rynkeby and nutrition & quality.



EMPLOYEES

In 2020, EG DK Rynkeby has continued its journey of developing employees, managers and the organization. Rynkeby's clear goal is to create happy, healthy, flexible and skilled employees through development and education.

Organization and employee development

After a few years with many changes, there has been a need to work on strengthening the culture and supporting organizational processes better. It is a multi-year work, and although we have got off to a good start, it is not over yet. In addition, an organization the size of EG DK Rynkeby will always need to develop and improve.

2020 started with many plans and good intentions, but it has, as for everyone, been a different year. The COVID-19 pandemic has meant many changes in the plans originally laid for 2020. The plans were to continue the development of employees, managers and organization that was initiated in 2019. But plans could not be carried through. We had to think differently, and unfortunately something had to be postponed.

Employee well-being and actions

At the end of 2019, we conducted an employee satisfaction survey. The result was translated into a series of action plans. We decided to focus on, among other things:

- Development of the leaders, including strengthening the leaders in their decision-making. Through education and training in management tools, support managers in working to increase employee motivation and commitment.
- Focus on feedback, as a development tool for both managers and employees.
- General competence development, continue initiated training activities in both production and administration. Focus on strengthening the use of employees' abilities and competencies.

Feedback

In 2020, we focused on feedback as a tool for development. In EG DK Rynkeby, we see feedback as crucial for learning and development. We demand positive and constructive feedback. We use both our success and failure for constant learning and improvement.

If we can give each other constructive and learning feedback, we will always be able to focus on improving ourselves both as individuals, as a team and as an organization.

Well-functioning feedback requires training, and therefore we developed our own training, which we launched in 2020. The training consists of small exercises, dialogue and reflection on the concept of feedback. The goal was that employees and managers could immediately use feedback in everyday life.

COVID-19 came to play a role in the last months of the year, and therefore we have had to postpone some of the planned training until 2021. However, we maintain a focus on feedback.

Psychological security

At EG DK Rynkeby, we believe that mental health is of great importance for employees' happiness, job satisfaction and general well-being. That is why in 2019 we joined Project Psychological Security. Together with eight other companies and the organization Job Life back in 2019, we applied for funding to carry out a project on Psychological Security in the Workplace. The project aims to work on how to create a high degree of psychological security and thus better well-being and job satisfaction. The project began in October 2020.

A high degree of psychological security is an essential parameter for improving the mental work environment as well as promoting well-being and commitment. High levels of psychological security help to shift focus from problem-focused to development-focused.

Psychological security is the belief that one can freely and without consequences talk about one's own or others' mistakes, ask questions, discuss disagreements or come up with new ideas. Psychological security is also the experience that you do not have to hold back in your group. It is therefore the path to learning and smooth collaboration. With high psychological security among the employees, we achieve much more of what we want, because everyone is confident of taking an important chance or admitting something that everyone can learn from.

We expect that through the project we will have employees who experience better well-being, less sick leave, greater job satisfaction and a better mental work environment. We expect that we will experience a strengthened development culture, where everyone thrives on improving and developing themselves and the organization.

Progress

The project will run over a year and a half. The start-up has included a mapping of the psychological security at the production in Ringe. At the end of November 2020 we conducted a survey on cooperation, well-being and work pressure.

To our great delight, the results of the study show that we have a high degree of psychological security in the organization. By and large, employees feel that they can raise difficult issues with colleagues and that they are not blamed for any mistakes made. It is a positive starting point to continue working with.

Based on the study, we will organize education and select relevant focus areas. This is done in collaboration with our work environment representatives and shop stewards, who are part of the project group. We have already decided that an educational effort focusing on teamwork will be the first important effort.



The COVID-19 situation

It is difficult to get around the fact that the year 2020 has been under influence of COVID-19. Back in March 2020, we sent all office staff home so they could work from home. In the production, restrictions were introduced for where you could go, breaks between team changes and not least a whole range of measures to raise the standard of hygiene. It required a great willingness to change from all parties.

Despite the upheavals, it has gone beyond all expectations. To that extent, all employees have handled the situation responsibly and professionally and have thus contributed to the fact that we have had very few cases of COVID-19.

Health, safety and working environment

EG DK Rynkeby attaches great importance to health for both consumers and our employees. We believe that health

leads to better quality of life and joy of life. That is why we have a constant focus on health.

Health check

We are constantly working to ensure that we are a workplace with high well-being, a good working environment and good development opportunities. We believe that the health of employees is crucial for well-being and job satisfaction. Our employees are the most important asset for EG DK Rynkeby. We have had focus on health for many years, and in 2020 we decided that we will try even harder to help everyone to a healthier lifestyle.

In 2020, 185 employees underwent a health check, which corresponds to 76% of all employees. The result of the health check shows that we could use more focus on our health. Over half of us have too much fat compared to the recommended values. Approx. 1/3 of everyone who has completed the health check has too high a cholesterol level. They have all been encouraged to seek their own doctor.

Fitness is not too good either, as 1/3 has too low fitness figures, and approx. half have too high a pulse. Both increase the risk of developing lifestyle diseases. There is a large part of the employees who participate in sports regularly, and approx. 65% have an average fitness figure or above.

Health interventions

In 2020, we decided to focus further on diet and physical exercise. So far, we have had a number of good initiatives that we will continue, including:

- Dietary guidance by our own diet and exercise counselor
- Joint training
- Weight loss team
- Grant for gym
- Team Rynkeby
- Healthy eating in the canteen

We have also decided on a number of new initiatives, that



will support our focus on health and well-being in EG DK Rynkeby:

- We introduce "Daily joint training for 5 minutes" for the entire company.
- "Theme week in the canteen", where the menu will be untraditional, healthy and delicious. It will live up to the health authorities' recommendations on the composition of carbohydrates and proteins.
- We introduce "Challenges", which run over an entire month. In March, May, September and November, each month has a theme that supports a mindset about health and well-being. Eg. exercise, healthy eating, mental well-being.
- In addition, in 2021 we will focus on mental health through the project "psychological safety"

Smoking

For more than 10 years, we have had a smoking policy that bans smoking and thus supports the ambition of a healthy company. We decided in 2020 that we would give additional focus to help employees quit smoking.

We are pleased to note that 12 employees immediately signed up for an intensive smoking cessation course.

Fitness center

2020 was also the year when our fitness center got a boost. An old building was given new life when it was renovated and our fitness center was relocated. Unfortunately, we still have to look forward to using it, as we could not open in style at the end of the year due to COVID-19.

Safety and working environment

In 2019, we set a clear target of 0 occupational accidents. The focus was on prevention and change in behavior. In 2020, we prepared a new safety handbook, which in addition to being electronically available, has been printed out and distributed to all employees.

We have especially focused on the importance of preventing accidents, and prevention comes especially through learning from previous accidents and learning from "near-by" situations. Therefore, in 2020, a great deal of work was done to inform employees about how to register near-by situations. This is evident from the figures. We have thus had an increase in registration from 89 in 2019 to 238 registrations in 2020. We are very proud of that. It suggests that our focus is working, and hopefully it means that we can reduce the risk

	2017	2018	2019	2020	Goal 2021
Near-by situations	41	31	89	238	No goal
Minor accidents without absence	20	17	22	24	0
Work accidents	6	17	13	15	0
Total sick leave	5,1%	4,5%	5,1%	4,4%	max. 4%

of injury to employees.

Safety board

Visibility means a lot if you continuously focus on safety and the working environment. And precisely visibility has been created in 2020 with the installation of a safety board at the entrance to the canteen. On that board you can always follow the number of work injuries, number of near-by situations, the focus area of the month and not least, you can see how many days we have worked without a work injury. It is a very motivating board that creates daily attention among the individual employee.

We were able to celebrate 100 days at the end of 2020 without a work injury, and it was done with manners.



Hard hat

In 2020, it was decided that all production workers should wear a new headgear, a so-called hard hat. It is a kind of cap with a built-in safety helmet. The decision was made on the basis of a series of minor accidents and near-by registrations where employees had turned their heads up in an edge, steel pipe, tank or the like. It can already be seen from the figures that it has worked, as the number of head injuries has dropped.

SOCIAL ANSVARLIGHED



TEAM RYNKEBY

In 2020, it was 19 years ago that Team Rynkeby saw the light of day by virtue of a fantastic initiative from a fiery soul at Rynkeby Foods. An initiative backed by a number of colleagues in addition to various friends, and in the summer of 2002, the group of 11 people, supplemented by a service car, cycled the trip to Paris for the first time. At the time, they subsequently donated the trip's profit of DKK 38,000 to the pediatric cancer ward at Odense University Hospital.

In 2020, Team Rynkeby donated DKK 65.4 million DKK to organizations that help children with critical illnesses - of which DKK 20.1 million went to the Children's Cancer Foundation and the Children's Lung Foundation in Denmark.

However, the summer of 2020 was the first time that the traditional trip to Paris could not be completed. The COVID-19 situation changed a lot for the project; the many joint trainings could not be completed, many events were canceled, the school run was greatly reduced. On the whole, the project was challenged not least in relation to the crucial social community.

As a natural consequence, it was impossible to maintain the record-breaking collection from 2019. However, it must be emphasized that everyone in and around Team Rynkeby has every reason to keep their heads high and be seriously proud of the fact that they succeeded to collect 65.4 million. An impressive result in a very difficult situation.

Bike ride in own country

The trip to Paris was canceled on April 17, 2020. The board saw no other option with respect for the many participants around Europe. On the many teams, of course, there was great understanding for such a decision. Notwithstanding the disappointment was evident. Most teams then took up the challenge and started planning a bike ride around their own country of 3-7 days.

It turned out that the implementation of an alternative cycle route in their own country was a great success in many ways - and in all countries. There was a huge support from both riders and service people. Alternative hotels were booked, new routes planned, the local and national press contacted. It could seriously be ascertained that the participants on Team Rynkeby are made of something special - that they do not let themselves be beaten, quickly think of alternative options and stick to the community and high spirits.

A meaningful community

The many riders and service people invest a lot in the participation. Everyone spends their free time on common

training, fundraising events, contact with sponsors, and then comes the actual trip to Paris in eight days, which instead became a trip in own country. They pay for their own bike, bike clothes, hotel and food.

We are convinced that it is about Team Rynkeby uniting three strong elements and motivational factors, "the three legs". The participants do something good for their own health, the project makes a huge, positive difference for children with critical illnesses, and thirdly, Team Rynkeby represents a social, committed community. This is exactly the DNA we at EG DK Rynkeby would very much like to support.

Team Rynkeby Ringe 2020

EG DK Rynkeby encourages all employees to participate in the Team Rynkeby Ringe team. Among other things, because it has a positive effect on the daily well-being at the workplace.

Team Rynkeby Ringe has successfully maintained the desire for the local team to be run and developed in every way according to the exact same principles that apply everywhere else. The local steering group has managed this wish with a sure hand, and Team Rynkeby Ringe is today still a team with many employees from EG DK Rynkeby supplemented with other interested participants from Funen.

Hope for a trip to Paris in 2021

At the time of writing (end of March 2021), the big question remains whether the season this year can end with a joint bike ride to Paris in July. This question occupies everyone a great deal, and the board of the Team Rynkeby Foundation naturally follows developments closely.

Should this prove impossible, the teams in all the countries have in recent months worked on a Plan B, in the same way as last year, a bike ride in own country. And it can be predicted with great certainty that such a trip will in every way be experienced as a success - for riders, service people and sponsors.



børne cancer fonden
En styrke for børnene

"Tusind tak for jeres vedholdenhed i kampen mod børnekræft. I udgør en fantastisk kerne for Børnecancerfondens arbejde. Vi er meget taknemmelige for jeres indsats og den forskel, det gør for børn med kræft. Vi værdsætter vores store loyalitet I udviser.

Hver anden dag får et barn i Danmark kræft. Børnekræft er et voksenproblem. Børn skal have lov til at være børn, selvom de er syge. Team Rynkeby udviser en stor styrke for børnene og tager dem i hånden, når de danner fælles front og giver kræften kamp til stregen med den vedholdende indsats år efter år efter år.

Team Rynkeby har opbygget et fællesskab, som sikrer bedre betingelser for forskning i børnekræft, og som direkte er med til at redde liv og mindske kræfttyper end voksne. Børn rammes af andre og mere aggressive fremtidens generationer. Derfor giver dette særskilte forsknings-fokus håb for

Heldigvis er overlevelsen steget med 25 % de seneste 25 år, men vi er stadig langt fra i mål. 1 ud af 7 børn overlever stadig ikke kræft, og mange oplever akutte og alvorlige senfølger af behandlingen. Her sætter Team Rynkeby en kæp i hjulet og tager ansvar. Vejen til øget overlevelse og højere livskvalitet hos børnekræftoverlevende går gennem forskning, og dén vej er de mange tusinder ildsjæle hos Team Rynkeby fortsat med til at bane.

Tak! Vi glæder os til vores fremtidige virke sammen."

Direktør i Børnecancerfonden,
Marianne Benzon Nielsen





NUTRITION AND QUALITY

Approach

As a responsible food production company one of our important tasks is to offer consumers healthy, high-quality products made in an environmentally friendly way. That is why we have many organic products in our range and continue to focus on ecology. In order to contribute to public health, we have in 2020 begun a strategic effort on sugar reduction and products with 'benefits' in the form of functional qualities that, for example, strengthen the immune system.

Actions

Organic products

An increasing demand for organic products from both retail and out-of-home customers has led to a growth in the organic product range in both Rynkeby and God Morgen brands. In 2017, we launched the concept God Morgen organic in PET bottles, that are recycled in the returnable packaging system in Denmark and the other Nordic countries. It was a successful launch, to which new exciting varieties are added every year.

With regard to the Rynkeby brand, it has previously been mainly the public sector that has demanded organic products for juice, delatables and products such as jam and fruit porridge, but we are also seeing increasing interest from retail customers.

A strategic effort on ecology has meant that the share of organic raw material and finished good in 2020 was 10% of the total volume. In 2020, we launch the following organic products:

- God Morgen organic orange/blood orange, which thus became the sixth variant in the 2020 range on the market. It helps to ensure the good position of God Morgen organic in the market.
- God Morgen organic on-the-go strawberry / elderberry smoothies as a rotation in the concept.
- Two organic fruit drinks for mixing in the Rynkeby brand.

In the launch plans for 2021, more organic products are pending.

Healthier products

As part of Eckes-Granini and EG DK Rynkeby's overall policy, the goal is to launch products that follow the general health recommendations. Therefore, we have started a reduction of added sugar in our products and also launched new products with what we call 'with benefit' (benefit products). 'With benefit' means products, that have been supplemented

with vitamins, minerals, fiber and proteins, and which can be labelled with approved health claims. For sugar reduction, the goal is to reduce by 10% in 2020 and a total of 20% in 2025. (measured against consumption in 2015). For products with benefits, the goal is that 30% of our new launches by 2025 must have a so-called EFSA-approved health claim.

In 2020, we have begun activities on this journey. Here we managed to:

- implement sugar reduction in 18-20 delutable and nectar products with an expected annual reduction of 5.3% in sugar addition. We therefore have a task in relation to goals in 2025. Our strategy is to make small step-by-step changes over time that do not affect the taste of the products.
- launch a new concept God Morgen Benefit with two products for the Nordic market
 - **Sun Power** enriched with vitamin C + D (strengthens the immune system) and
 - **Berry Protect** enriched with vitamin C + E (strengthens the immune system, protects the cells).
- launch a new Brämhults Active smoothies with vitamin C (contributes to energy conversion)
- enrich our three existing Rynkeby Shots for the Nordic market with vitamin C (strengthens the immune system)
- In 2020 we have developed recipes for launch in 2021: Five products in the Rynkeby Selection+-series with vitamins, three Brämhults shots with vitamins and God Morgen Prebiotic with vitamin C and prebiotic fiber for the benefit of the stomach.

Quality and food safety

As a responsible manufacturer, it is our most important task to ensure that our products are safe to consume. We have ensured this for many years through good management of raw materials, supply, hygiene, production and finished goods via our certified management system. Rynkeby Foods is certified according to the IFS Food standard with the result "Higher level".

It is EG DK Rynkeby's overall policy to process and deliver safe food to the retail and Food Service sectors, taking into account the surrounding environment as well as the working environment. This must be done by:

- food safety and quality management continue to meet the requirements of standards, authorities, customers and consumers
- Defects are dealt with immediately and are not passed on to customers.

- motivate and inspire all employees to increase their understanding of the importance of quality, food safety and environmental considerations.
- relevant environmental, quality and food safety requirements are set for suppliers.
- great demands are placed on the communication in the supply chain so that correct information can reach all levels and thereby ensure that subcontractors, suppliers, customers, etc. have the necessary information to be able to deliver safe food.

To ensure the high quality as well as produce safe products, we have implemented a wide range of procedures and instructions in all stages of our production.

The IFS Food certification is, among other things, a check that these procedures are in control. We are also approved by the Danish Veterinary and Food Administration for organic production.

We can name some of the most important parameters in our quality and food safety system:

- We place high demands on the quality of the raw materials via raw material specifications
- We analyze and approve all raw materials before they enter the factory
- Further checks are made of e.g. food fraud and organic status of external laboratory
- We process control at all levels
- We ensure management of deviating products
- We conduct internal audits of processes and procedures
- We respond to customer complaints quickly and professionally, taking into account GDPR rules
- We control access to the factory
- We set goals for e.g. quality costs
- and complaints

EG DK Rynkeby has its own laboratory with four laboratory staff employed.



Complaint processing and recall

In spite of good management of the entire supply chain and processes as well as controls of our raw materials and products, both before, during and after production, there will in the case of products made from fruits, that vary in taste and change in taste profile in relation to harvest time, still be inquiries from consumers who are not satisfied with our products.

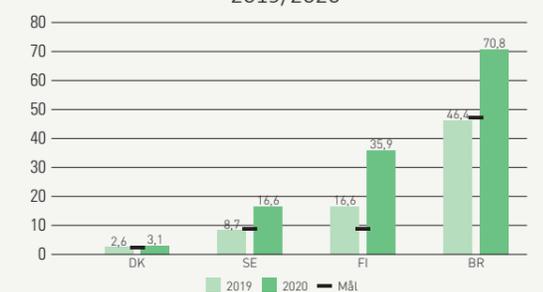
The table below shows the number of complaints per 1 million liters of product sold for resp. Denmark, Sweden, Finland and specifically the Brämhults brand, which is sold primarily in Sweden.

The results show that there is a big difference in consumer behavior in the Nordic countries. In Sweden and Finland, we generally experience a higher level of consumer complaints per 1 million liters of product sold in relation to Denmark. As can also be seen from the figure, we receive the most complaints about Brämhults products measured in ppm. This is because this is a premium product, where the raw materials come from different parts of the world during the year, and the product is a fresh product with a shorter shelf life.

Our measure of the number of complaints in ppm is indicated by the black line in the figure. As can be seen, in 2020 we were at a significantly higher level of complaints than in 2019. Part of the explanation is a smaller sales volume in 2020 compared to 2019, but in addition we have also had a few, but larger complaint cases with raw materials from new suppliers and various durability profiles, which have given rise to several consumer inquiries. These cases have been thoroughly investigated and action plans have been launched to avoid similar situations in the future.

None of the consumer inquiries have given rise to a risk to food safety, which is our primary target for complaints. In 2020, we did not have any recalls or withdrawals from customers or consumers.

PRIVATE CUSTOMER COMPLAINTS IN PPM
2019/2020



COMPLETE OVERVIEW CSR GOALS AND RESULTS

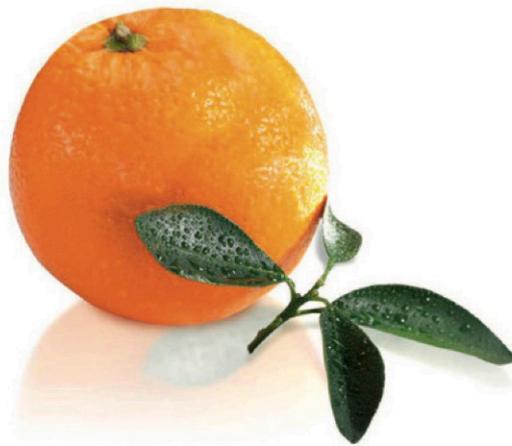
	Result 2018 New baseline	Result 2019	Result 2020	Goal 2021
Proportion of women in top management level (board)	0%	0%	0%	Minimum 1 woman among the owner-elected 4 members of the board. Achieved in 2021, when Agnes Kovacs joins the Board.
Proportion of women at other management level	35%	41%	41%	50%
Orders / judgements re. misleading marketing	0	0	0	0
EcoVadis Self-assessment for suppliers	>90% of suppliers obtained >35 points	72% > 45 points	77% > 45 points	Min. 80% > 45 points
Proportion of raw materials that are sustainability certified (based on mass balance principle)	N/A	22 %	Ikke opgjort endnu	100% i 2030
Complaints from local communities (nos of citizens)	4	8	4	0
Staff turnover	17%	17%	17%	12%
Private customer complaints in ppm - Denmark	N/A	2,6	3,1	Max. 2,0
h	N/A	8,7	16,6	Max. 9,0
h	N/A	46,4	70,8	Max. 48
7	Tilbudt til alle	Tilbudt til alle	Tilbudt til alle	Tilbydes min. 1 gang per år.
k	38	89	238	Ikke målsat
k	17	22	24	0
k	17	13	15	0
.	4,5 %	5,1 %	4,4%	Max. 4%
k	2,9 %	3,4 %	4,2%	4%
O	100	47,8	47,0	36,9
h	-	-	100% green el implemented	100% green electricity implemented
-	76,77	78,18	79,28	
‡	3,22	3,21	2,97	Carry out mapping and set actions for coming years.
‡	1,46	1,52	1,53	
8	11,65	12,21	12,31	
#\	NA	NA	NA	Climate neutral factory pr. January 2021. Compensation of CO2
@\	NA	NA	NA	Certification in 2021
Reduce plastic consumption for packaging: Reduce gram weight on PET bottles (2020).	-	-	OK	- 100% r-PET in monolayer PET bottles - Replace plastic straws on small pieces with paper straws
Sugar reduction	-	Decided to start projects	5 %	Total 7% i 2021
Carry out health checks every 2 years	75% participation	-	76% participation	Next check is in 2022





make it a beautiful day

Rynkeby Foods A/S • Vestergade 30 • 5750 Ringe
www.rynkeby.dk



ECKES granini

the best of fruit