



PACIFIC
Nuts & Dried Fruits
CHILE

Empresa



Certificada

SUSTAINABILITY Report

—
2023

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01

Introduction

Message from the CEO
Sustainability Committee



Letter from the CEO

Welcome to the fourth sustainability report of Pacific Nut, this time corresponding to the year 2023, where we share with you the indicators that show our path towards improvements in our organization.

I present our Sustainability Report for the year 2023, which allows us to showcase our management and progress in social, environmental, productive, and economic matters. Our mission is to connect producers and customers worldwide through our high-quality products, for which the work of our collaborators is a key factor. We have continued to work on the culture of Pacific Nut to instill our values of responsibility, excellence, clarity, and good relationships in every action taken by our team.

Every day and in each season, we build long-term relationships with our fruit suppliers and customers worldwide based on mutual trust. During the year 2023, fruit volumes have increased, aiming to reach more people around the world through increasingly efficient processes.

In environmental matters, we have been working on reducing our carbon footprint to achieve carbon neutrality for scopes 1 and 2 by 2030. With good initiatives and by being increasingly efficient, we have managed to reduce carbon emissions per ton of product by over 30% since 2020. We must continue on this path to achieve our goal, paying attention to energy consumption as we have done this year. With all this, we have obtained the reduction seal from Huella Chile. Regarding the water footprint, which is extremely relevant for the agriculture and agro-industrial sector in which we participate,

we have also been reducing water consumption in our processing plants significantly, thanks to the projects and approaches suggested by our collaborators for the efficient use of this vital resource. Additionally, this year we have focused on recycling waste in all our refuse, ensuring their initial reuse and subsequent recycling for other processes. We have contributed from day one to the Rep Law that came into effect this year.

Regarding our collaborators, I want to thank them for their daily efforts and commitment to achieving our goals, working with much care and dedication to deliver our products to many customers around the globe, with the quality and service that distinguishes us. The well-being of each person working at Pacific Nut is a daily concern for us, and I especially want to highlight those working at our raisin plant for having completed more than two years without accidents.

Finally, I want to say goodbye and share with you the joy of having obtained recertification as a B Corp this year, guiding our path in all our actions with a triple impact perspective, always seeking to combine economic benefit with care for the environment and the community, as the demands of this certification increase year by year, pushing us to work better. I invite everyone to continue supporting this path of sustainability!



Cristián Infante
CEO

Sustainability Committee

Since Pacific voluntarily joined the challenge of becoming a B Corporation, a sustainability committee was created with a multidisciplinary team consisting of representatives from various areas and roles leading the action plan "Pacific + B."

This committee has undergone changes as new volunteers have joined each year. This plan mainly aims to address environmental needs generated by our operations, contribute to the community, and promote sustainability pillars in our internal culture.



Sutil Companies

Nicolás Sutil
Sustainability and Communications Manager



Sutil Companies

Edmundo Ruiz
CEO



CEO

Cristian Infante



Operations

Claudia Clavel
Plant Administrator



Operations

Camila Gallardo
Plant Administrator



Commercial

Juan Widmer
Deputy Commercial Manager



Quality

María Tapia Head of Quality and Microbiology



Quality

Beatriz Jara
Deputy Quality Assurance Manager



Quality

Romina Orellana Head of Certifications and Sustainability



Production

Patricia Alfaro
Head of Process



Commercial

Elizabeth Neicuan
Account Executive



Agricultural

Pelayo Quesney
Agronomist Central Zone



People

María José Gonzalez
Deputy People Area Manager



People

Cristina Valdovinos
Wellness Manager



Safety

Iván Silva
Risk Preventionist

Sustainability Committee

Milestones



Carbon Footprint

Building gardens at each site with ambassadors and volunteers. Seeds are given to each collaborator to construct their own family gardens.



Water Footprint

Video contest "Water saving methods at home." Water bottles and gift cards were awarded to winners.



Waste Footprint

Re-launch of clean points, featuring activities with recycling board games.



Environmental anniversaries and activities through monthly email and Talana HR Portal.



Participation in thematic online meetings "Conectados"



Publication on social media of Pacific Nut.

Communication

02

Who we are

Our History
Our Mission
Plants and
Processes
Producers
Our Products



Our History

1992

Pacific Nut is founded, starting the process of nuts with shell



1994

Nuts without shells begin to be marketed



1996

The process and marketing of almonds starts



1999

The San Bernardo Plant is built for processing dried Prunes



2011

The marketing of raisins begins



2015

BRC certifications at all processing plants and the raisin processing plant is incorporated



2016

Kosher certifications



2018

Chile Footprint certification and the sun-drying process for raisins operated by the company begins



2019

Certified as B Company



2020

Sedex Smeta certifications



2021

Halal certifications. The almond plant is moved from San Bernardo to San Francisco de Mostazal



2022

Raisin Plant obtains BRCGS AA+ certification during an unannounced audit.

The drying of Prunes on Pacific Nut drying fields is consolidated



2023

Recertification of B Companies

Prunes Plant obtains BRCGS AA+ certification during an unannounced audit

Huella Chile reduction certificate 2023

Our mission

We connect nut producers with consumers around the world, delivering high-value and quality products along with great service.

The quality of our products is partly achieved through collaboration with our producers and through our processes, which focus on meeting environmental responsibilities while maintaining the integrity of the work done by our collaborators. In this way, we have committed as a company to achieving carbon neutrality based on the NETZERO 2030 agreement.

Furthermore, through the delivery of our products, we aim to promote healthy eating among our internal and external clients and to contribute to our local community through various CSR initiatives.



Responsibility

At Pacific, we take responsibility and deliver on our promises; each collaborator takes charge of their tasks, goals, and results.



Excellence

Tasks are carried out with planning from start to finish, evaluating various alternatives and using best practices to achieve a high level of proactivity.



Good Relationships

We build long-term relationships based on integrity and trust. Always keeping all communication channels open.



Clarity

Our actions are oriented towards the well-being of our company, beyond our own interests.

Plants and Processes



San Esteban:
Raisins

50.000 m²

8.000 ton
capacity

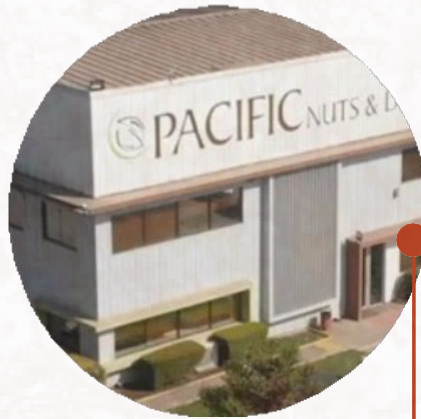


San Francisco de Mostazal:
Walnuts and Almonds

100.000 m²

12.000 ton
capacity in walnuts

1.500 ton
capacity in Almonds



San Bernardo:
Plunes

13.000 m²

7.000 ton
capacity

Producers

At Pacific Nut, we have been working for 30 years

with over 150 producers located in different agricultural valleys throughout our country.

This allows us to generate a stable and consistent supply of fruit over time. We aim to provide the best service at various stages of the process, with established programs for volume, logistics, and marketing that ultimately seek a good return for the producer.

We work with a highly experienced Agricultural Technical-Commercial team, close to the producers, to support and advise them throughout the year, aiming for optimal agricultural management in their fields.

During the last seasons, we have maintained activities such as Field Days and Seminars where we review relevant points of interest for each season, whether commercial, technical, or related to food safety, always aiming for the main goal of developing sustainable agriculture over time.



Our Products

National Ranking

#1



Almonds

- **Variety:** Non Pareil, Caramel, California
- **Volume 2021:** 1,337 Tons
- **Volume 2022:** 1,380 Tons
- **Volume 2023:** 1,285 Tons.

#5



Walnuts

- **Variety:** Chandler, Serr, Howard
- **Volume 2021:** 7,021 Tons
- **Volume 2022:** 8,140 Tons
- **Volume 2023:** 8,985 Tons.

#4



Prunes

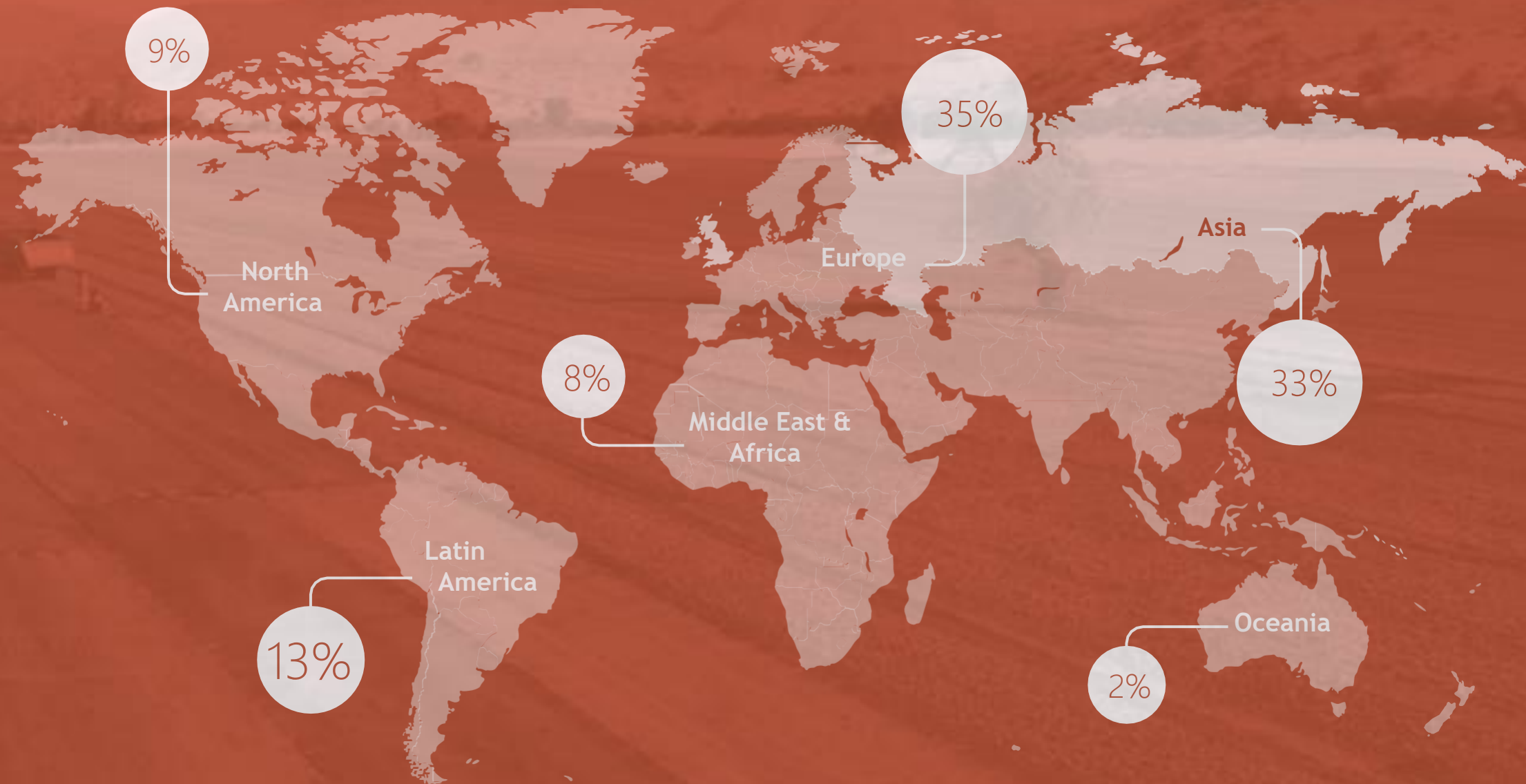
- **Variety:** European Prunes
- **Volume 2021:** 2,889 Tons
- **Volume 2022:** 4,945 Tons
- **Volume 2023:** 4,968 Tons.

#3



Raisins

- **Variety:** Flame, Thompson, Crimson, Black, Golden
- **Volume 2021:** 6,840 Tons
- **Volume 2022:** 6,231 Tons
- **Volume 2023:** 7,376 Tons.



Market Distribution

Commercial Area

In recent years, the commercial area has sought to be closer to our clients in various destinations. For this reason, we have opened commercial offices in Germany, Poland, and Australia to better meet our clients' requirements and needs. Additionally, we have expanded our commercial ties by participating in various events at the destinations, such as:

- Gulfood in Dubai, United Arab Emirates
- Annual INC Congress
- SIAL in Paris, France / ANUGA in Cologne, Germany
- Biofach in Nuremberg, Germany
- Warsaw Food Expo in Warsaw, Poland
- WorldFood in Moscow, Russia.
- Thaifex in Bangkok, Thailand

On the other hand, we have worked hard on automating our foreign trade area, which has allowed us to increase the volume of our operations while keeping costs low and reducing errors. This is reflected in the results of our 2023 satisfaction survey directed at clients, where we see an 8% improvement in the document delivery rate (timeliness and compliance), and a 97% satisfaction rate from our clients regarding the service provided. This survey has been conducted since 2020 with the aim of:

“Understanding our clients' perceptions of our service, always striving to exceed expectations and orient ourselves towards continuous improvement.”

(José Tomas Quezada, Commercial Manager PN).



PNC Agricultural Team 2023

Pacific Nut has a team of professionals with extensive experience in the agricultural sector who play a key role in the development of crops and the production of dehydrates and nuts.

This team is responsible for ensuring that crops develop sustainably, meaning efficient management of water resources, food safety, Global GAP certification, and adequate nutrition, which enhances agricultural practices. Pacific Nut works with over 150 producers located from the III to IX Regions, which

creates a lasting relationship based on trust. Together, they manage the program for receiving, supplying, processing, and marketing the fruit.

Finally, it is important to mention that as a qualified technical Agricultural Team, we work to support and advise producers to increase productivity and improve profitability. We also conduct extension activities such as technical-commercial seminars and on-site technical talks.

Pacific Nut's Agricultural Team consists of technically trained professionals.

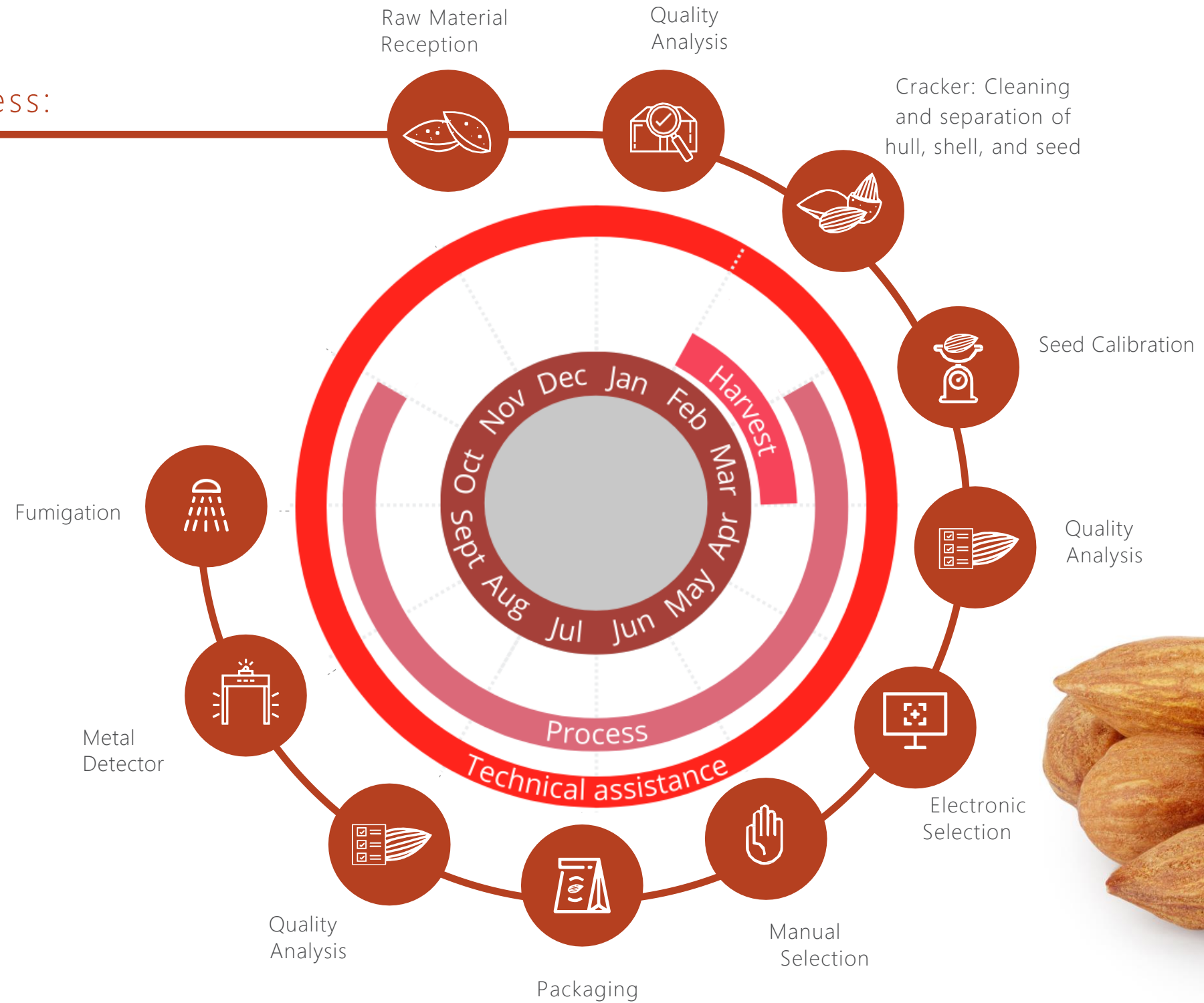


Almonds

The almonds processed in our plant come from our own farms and from producers with whom we collaborate year after year, incorporating new producers each season. During the process, almonds are selected combining the highest technology in digital detection and the expertise of highly qualified personnel, strictly adhering to the quality standards of Pacific Nut.

Varieties: Non
Pareil, Carmel, Non
Pareil Type

Process:

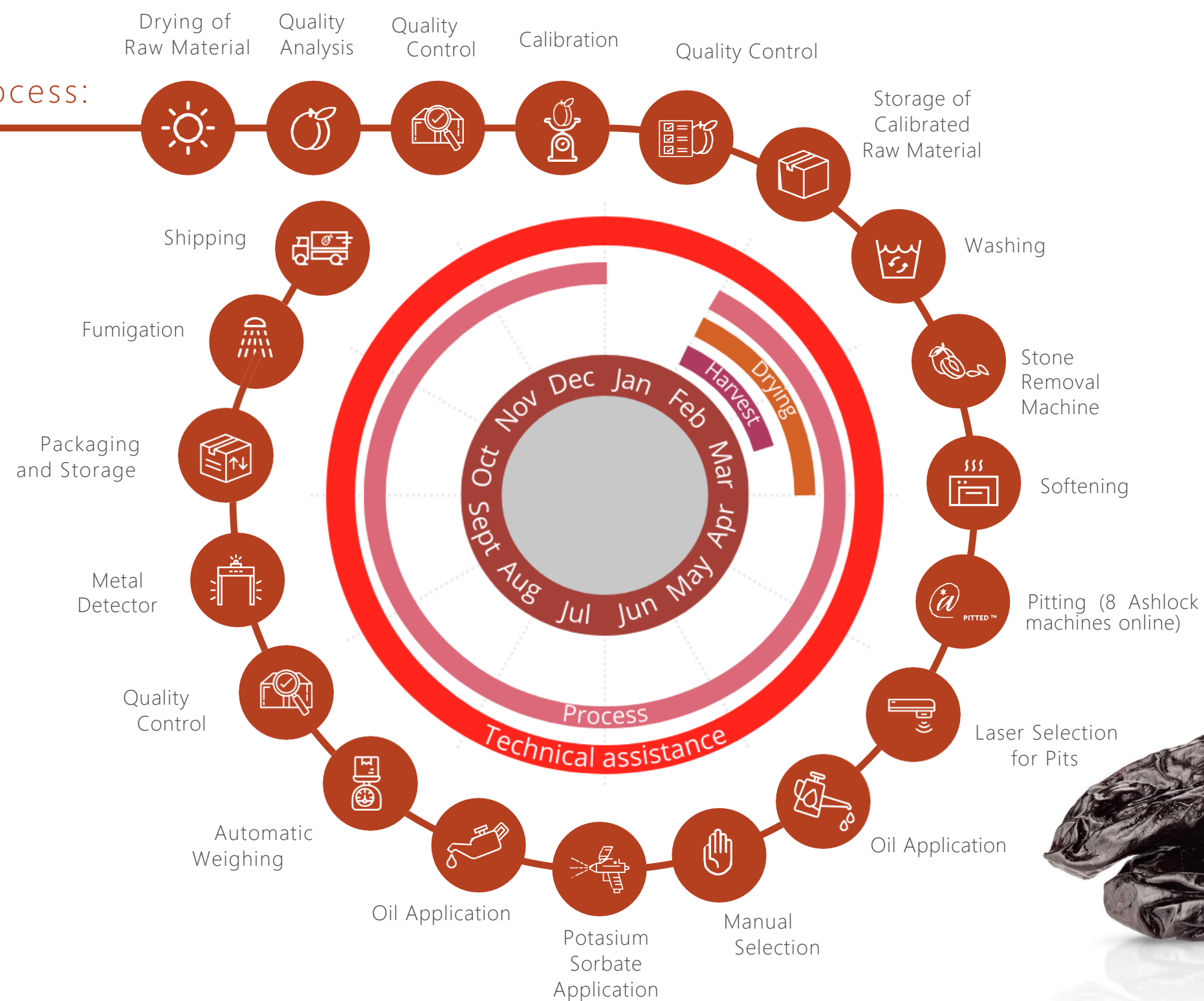


Prunes

We process European Prunes from our own plantations or from producers that meet our high quality standards. Once in our facility, the dehydrated Prunes is calibrated, softened, and pitted with the latest technology machines. We offer Prunes in natural condition, softened with pits and pitted by Ashlock or Elliot machines.

Varieties:
European
Prunes

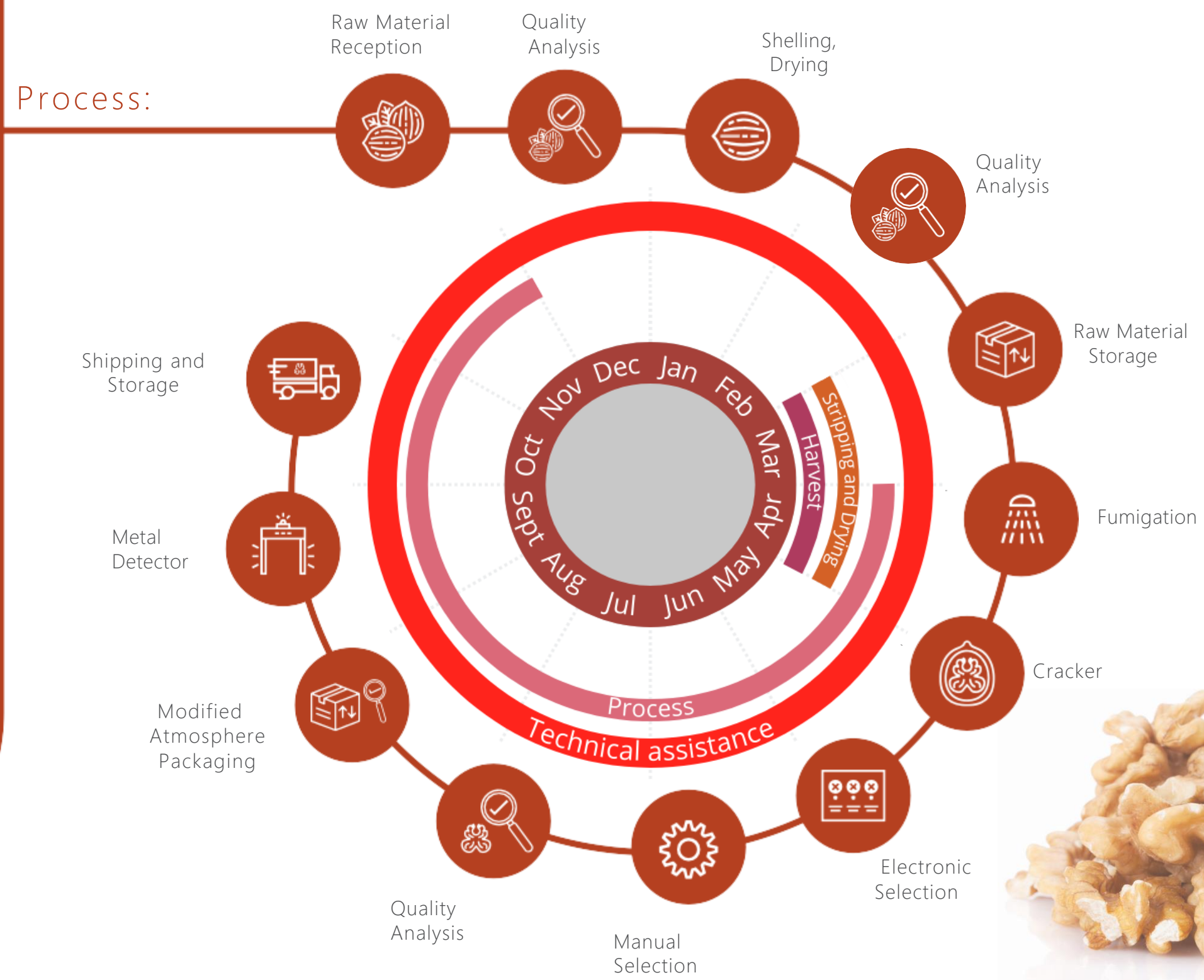
Process:



Machine cracker Walnuts

Chilean nuts sourced from our own farms and producers who meet our stringent quality standards. They are meticulously cleaned and dried before entering the mechanical sorting and laser selection line equipped with cutting-edge technology, allowing us to provide a premium quality product.

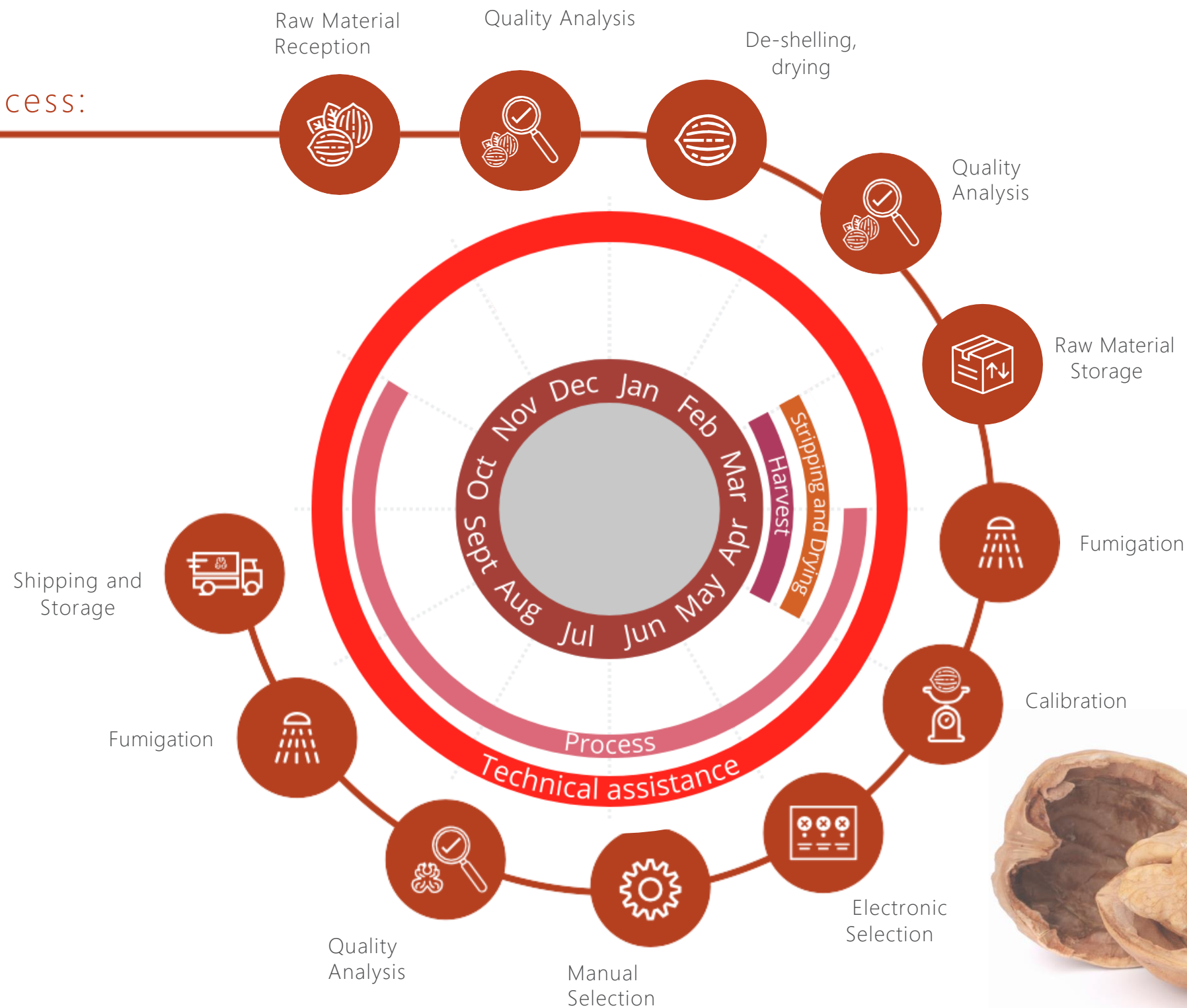
We offer the following colors:
Extra Light; Extra Light/Light; Light; and Light Amber.



Walnuts IN shell

Chilean nuts coming from our own fields and from producers who meet our high quality requirements. They are carefully cleaned and dried before entering the mechanical sorting and laser selection line with the highest technology, allowing us to offer a premium quality product.

Process:



Varieties:
Chandler, Serr,
and Howard

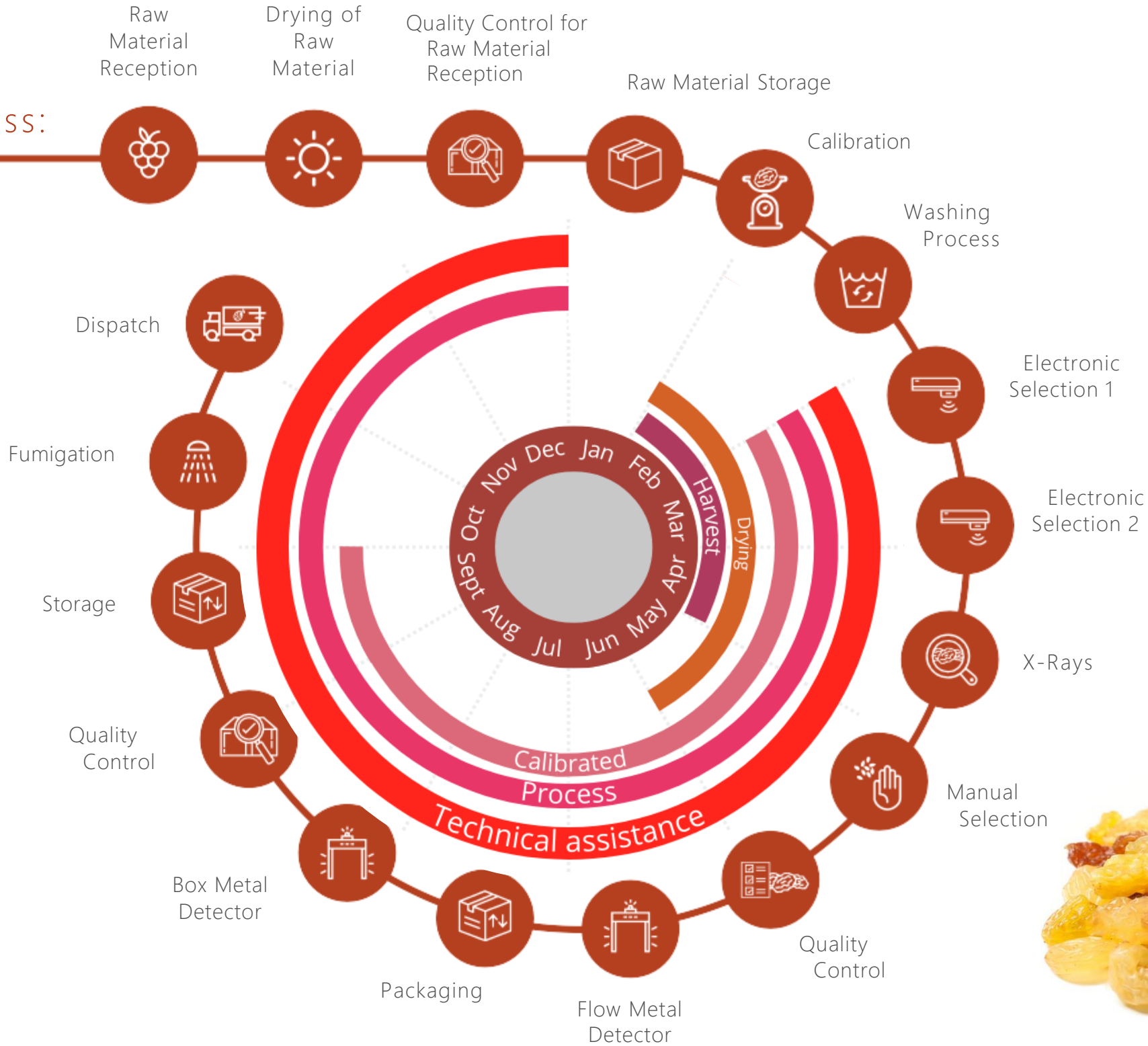


Raisins

With the quality that identifies us, and from the heart of the Chilean countryside, we offer the three main varieties of seedless raisins produced in our country: Thompson Seedless, Flame Seedless, Golden Seedless, and Crimson Seedless, among others; which are processed and packed in our own plant north of Santiago.

Varieties:
Thompson Seedless,
Flame Seedless,
Golden Seedless,
Crimson Seedless,
among others.

Process:



03

Certifications

B Corporation
Certifications
Recertifications
2023



B Corporation

At Pacific, we have integrated a sustainable approach into our business model, as being profitable alone is not enough; it is essential to generate a positive impact on social and environmental aspects to sustain ourselves over time. Being a B corporation holds us accountable for our impacts:

To be designated a 'B corporation', it is necessary to obtain a certification that confirms compliance with the required parameters. At Pacific Nut, we have been certified since 2018, and since then, we have implemented improvement actions that allowed us to achieve recertification as a B corporation in 2023.



Economic Impact



Social Impact



Environmental Impact

Pacific Nut is part of the B Movement!



Certifications



Sedex

SEDEX is a collaborative platform focused on sharing information about ethics, social practices, safety, and the environment throughout the supply chain. SMETA 4P certified since 2020.



Huella Chile

Huella Chile is the national program for the management of greenhouse gas (GHG) emissions in small, medium, and large institutions. Certified since 2018.



BRCGS: Food Safety

“Food safety certification that has 4 pillars: safety, integrity, legality, and quality of products.”¹ Certified since 2015. AA grade acquired at all plants.



Kosher Certification

Kosher certification is the kosher approval mark from a rabbinical agency that verifies the ingredients of the products, the production facility, and the actual production to ensure that all ingredients, derivatives, tools, and machinery are free from non-kosher substances. Certified since 2014.



Halal

Certification that verifies that all processes of product preparation comply with various religious principles related to what is lawful and unlawful for a Muslim. Certified since 2021.

1.- BRCGS, Food Safety Overview, retrieved on June 10, 2021, from <https://www.brcgs.com/our-standards/food-safety/>

Recertifications 2023



Recertification as a B Company:

In September 2023, the recertification as a B Company is obtained for a period of 3 years.



Recertification of Quantification Seal:

The recertification of the GHG quantification seal is obtained, with annual renewal. See seal and diplomas.



04

Environment

Water Footprint

Electricity Consumption

Fuel Consumption

Carbon Footprint and GHG Emissions

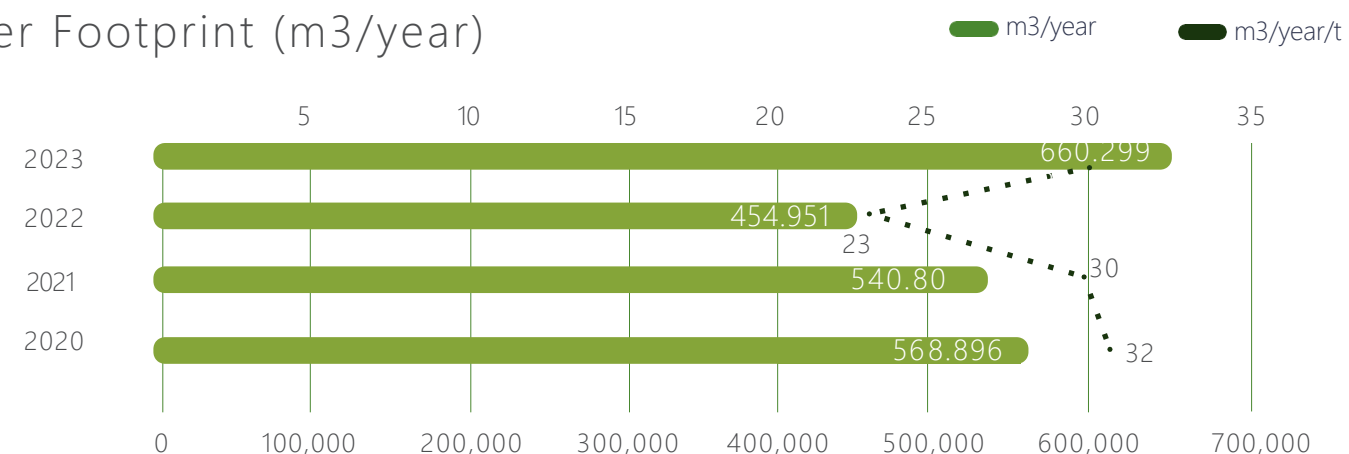
Waste and Byproduct Management



Water Footprint

The Water Footprint is an environmental indicator that measures the volume of freshwater used throughout the entire production chain. Key metrics include measuring wastewater (liquid industrial waste) and water consumption.

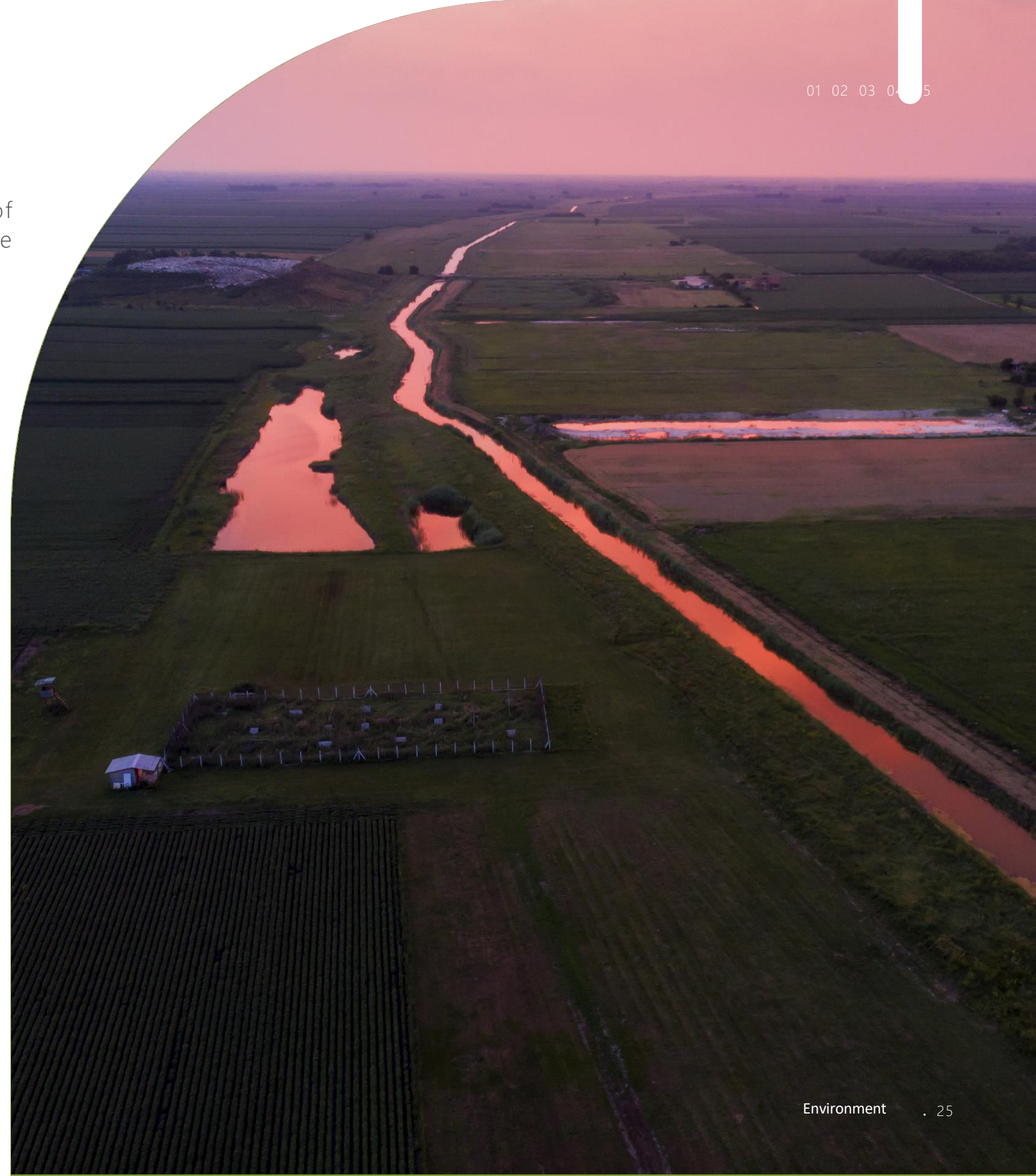
Water Footprint (m3/year)



Direct and Indirect Water Footprint (m3/year/t)



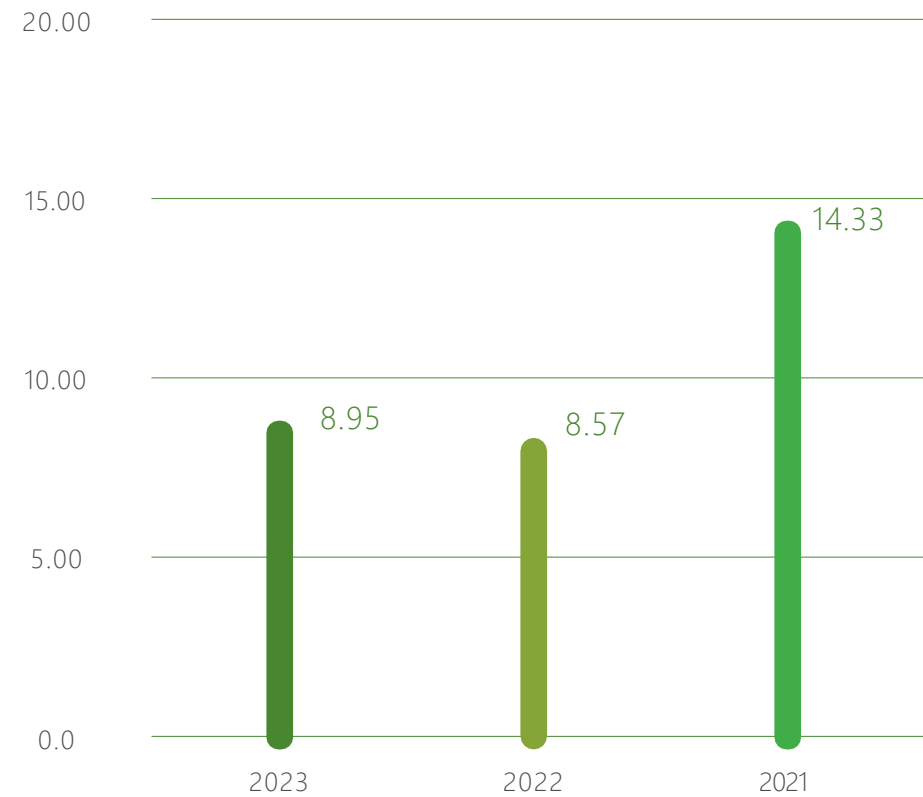
- 1.- It is noted that the amount of drinking water used by the company increased in 2023, which directly impacts the blue and grey footprint.
- 2.- The green footprint increased because 2023 had more rainfall in areas where the company plants are located.
- 3.- The indirect footprint rose because the factor associated with electricity increased significantly; as the amount of rain in the country rises, so does hydropower generation, benefiting the carbon footprint but being detrimental to the water footprint.



Water Footprint - Water Consumption

Annual Water Consumption (m3/Year)

2023 2022 2021

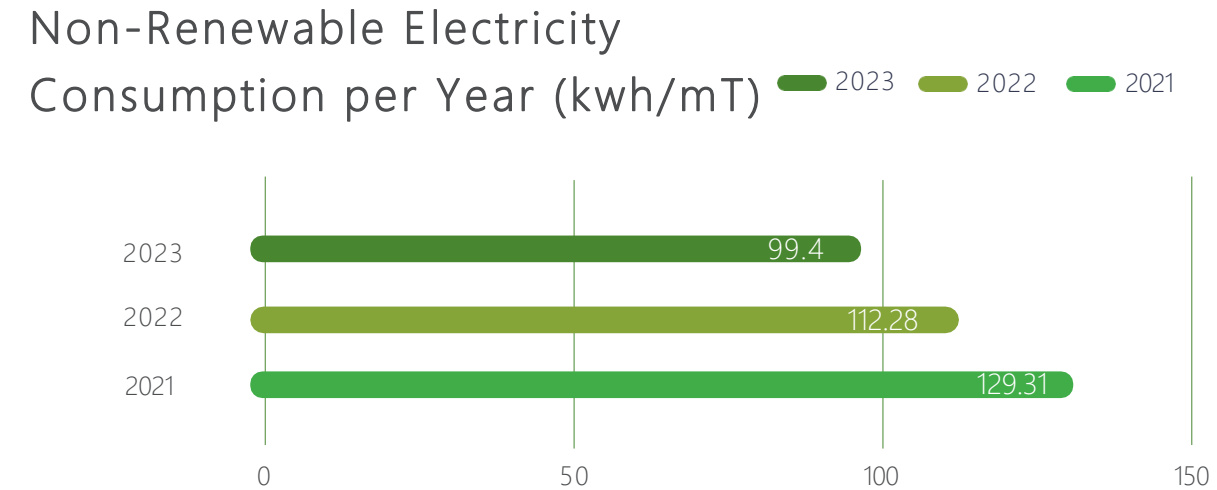
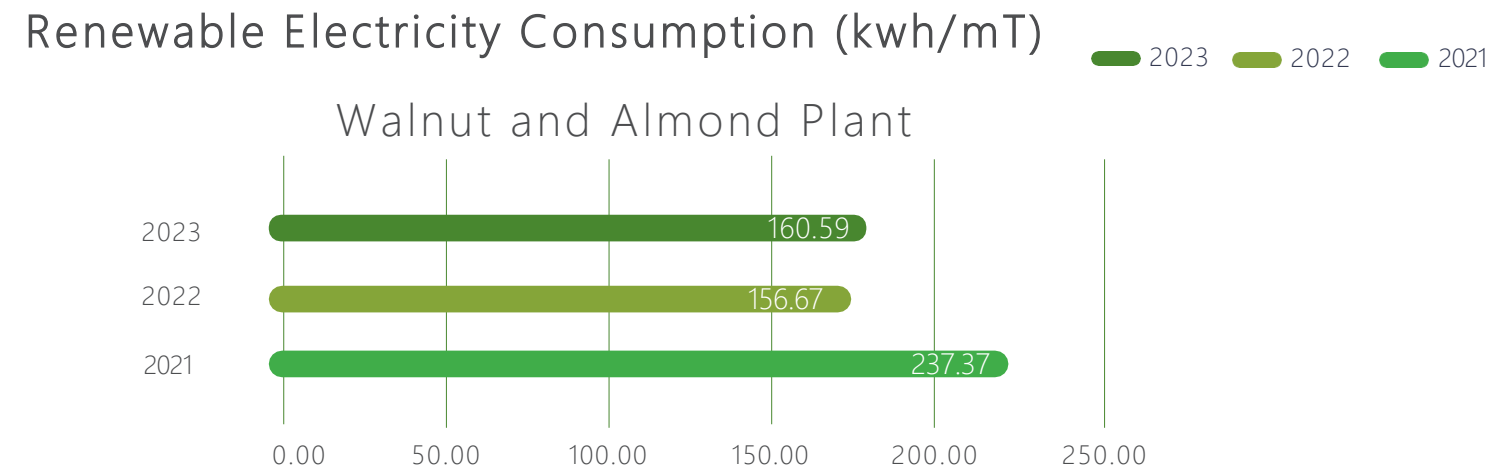


In 2023, we used **5.188m³** for alfalfa irrigation at the Raisin Plant, located in a drought area, which is used for goat feeding in the region.



Electricity Consumption

In the food industry sector, electricity and fuels are used as energy sources for production processes.



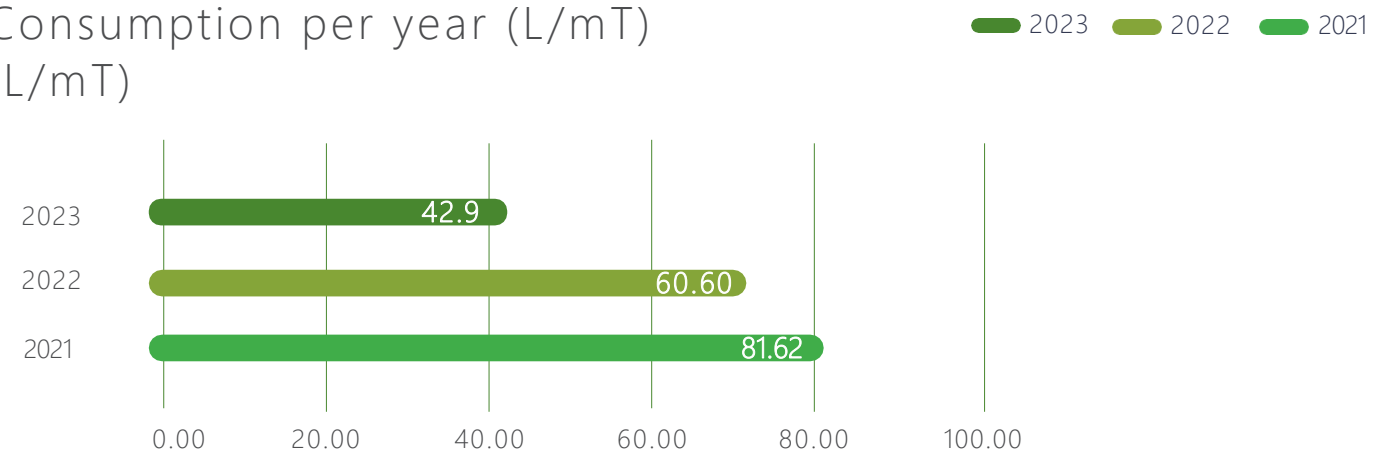
At Pacific Nut, electricity consumption has been decreasing by making processes more efficient, reducing energy consumption per ton of product for both renewable and non-renewable electric energy.

At the San Francisco de Mostazal Plant, in 2023 we used 1,589 MWh of electricity, which corresponds to renewable energy generated and injected into the National Electric System of Chile, accredited by RENOVA.

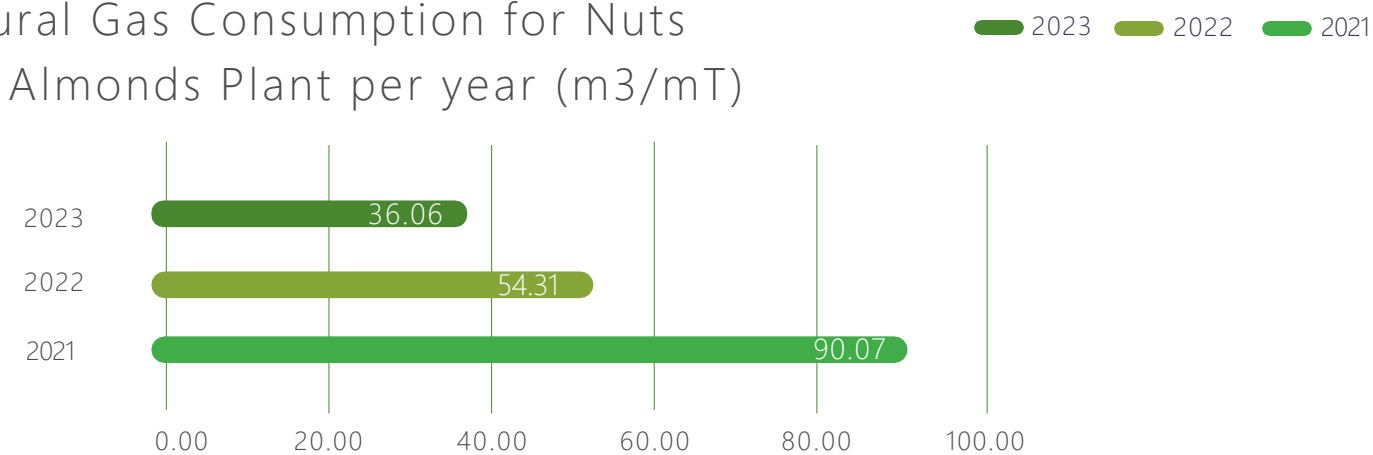
Fuel Consumption

The fuels used by Pacific Nut are: Natural gas, liquefied gas, oil, and wood, primarily used for drying nuts and almonds, increasing water temperature for hydration and steam, and operating fork lifts.

Oil Consumption per year (L/mT)
Oil (L/mT)



Natural Gas Consumption for Nuts and Almonds Plant per year (m3/mT)



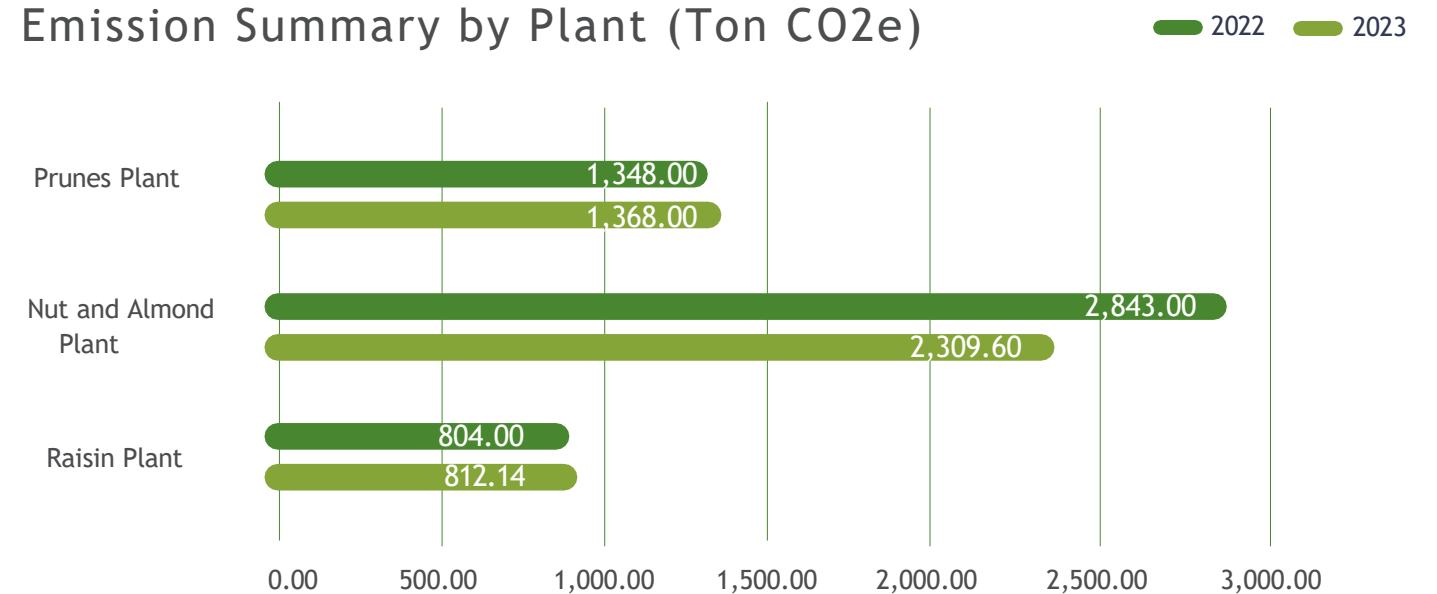
Carbon Footprint




The carbon footprint arises as a measure to quantify and generate an indicator of the impact that an activity has on climate change, defined as:

“The total emissions of greenhouse gases from emissions produced, directly or indirectly, by people, organizations, products, events, or geographical regions, in terms of CO2 equivalents, serving as a useful management tool to understand the behaviors or actions contributing to increasing our emissions, how we can improve them, and make more efficient use of resources. “



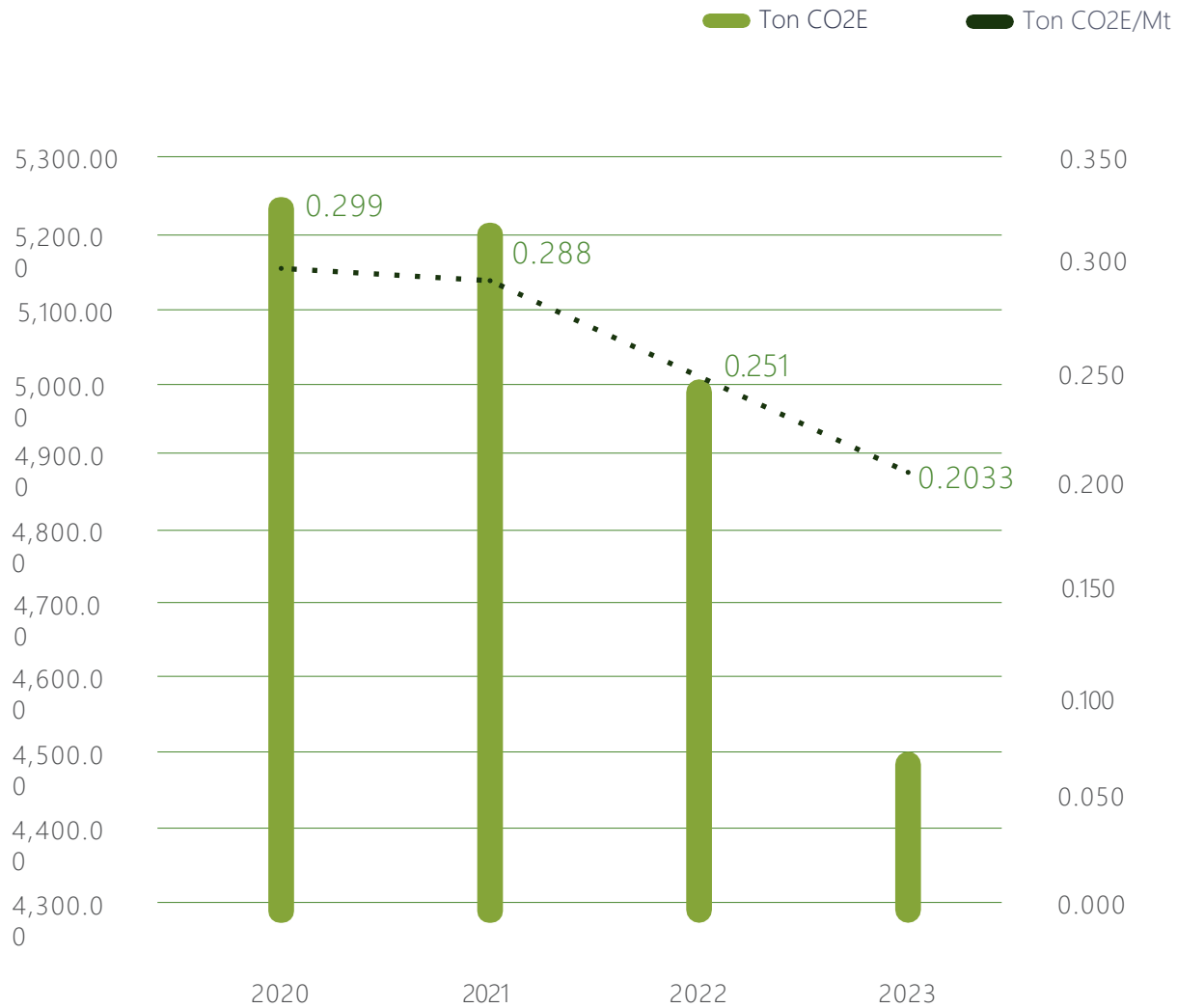
Emission Summary by Plant (Ton CO2e)



-  **Scope 1** Direct emissions from owned or controlled sources used in production.
-  **Scope 2** Indirect emissions from energy purchased by the company (e.g., electricity) used in production.
-  **Scope 3** Indirect emissions from sources not owned or controlled by the company.

Organizational GHG Emissions

The Carbon Footprint is a tool that estimates greenhouse gas (GHG) emissions released into the atmosphere from direct and indirect consumption of materials and energy, expressed in CO₂ equivalent emissions. At Pacific, we have worked towards reducing our carbon footprint with the goal of achieving carbon neutrality by 2030.

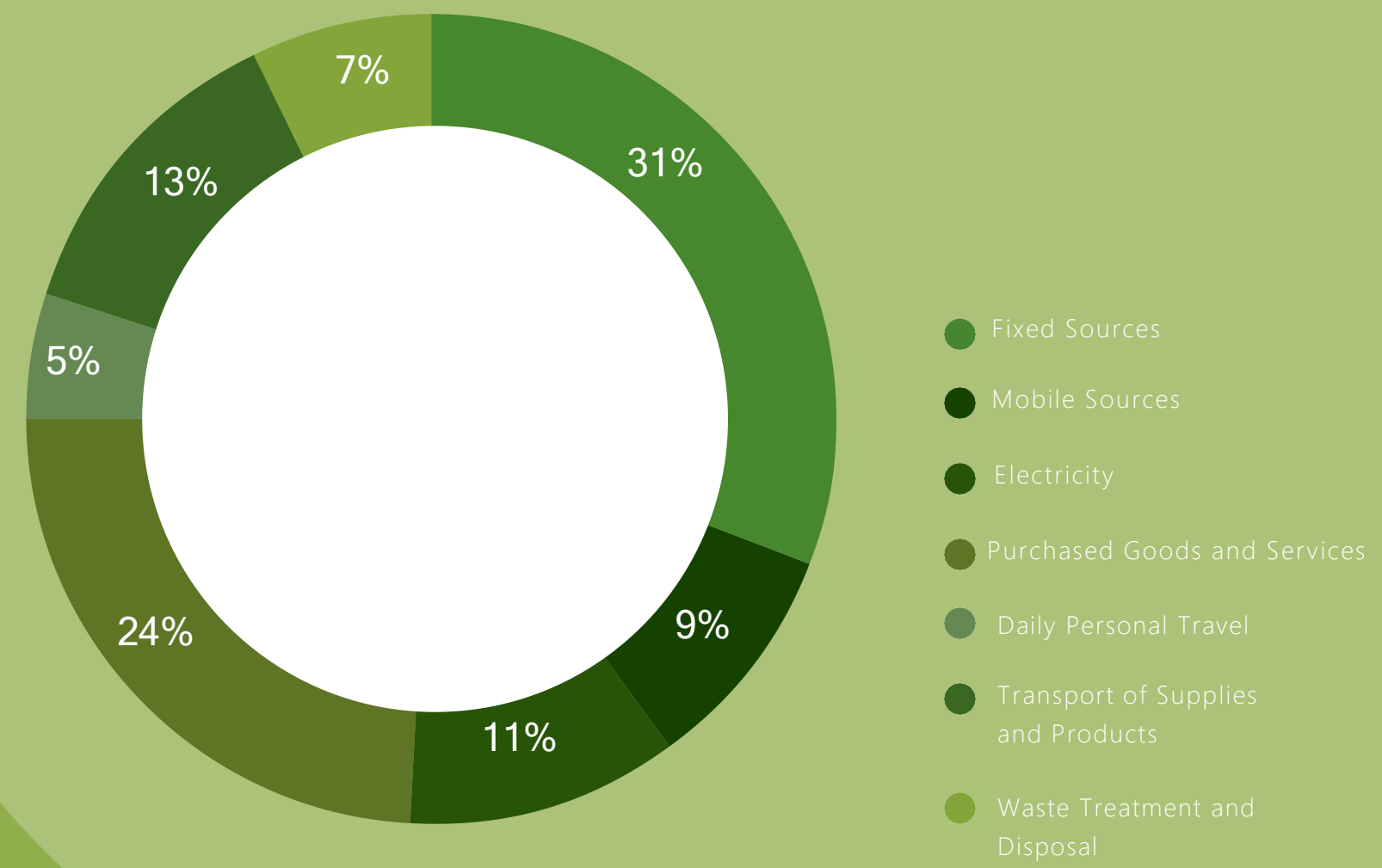


Carbon Footprint Contribution by Category 2023

The highest percentage of GHG emissions distribution is based on "Fixed Sources," as production processes use this energy for tasks such as dehulling, washing, drying, and selecting raw materials to produce finished products that will subsequently reach our customers.

The sale of our products is mainly CFR, meaning to the port of destination, thus the carbon footprint generated by the transport of our products contributes to the second highest percentage of "Goods and Services."

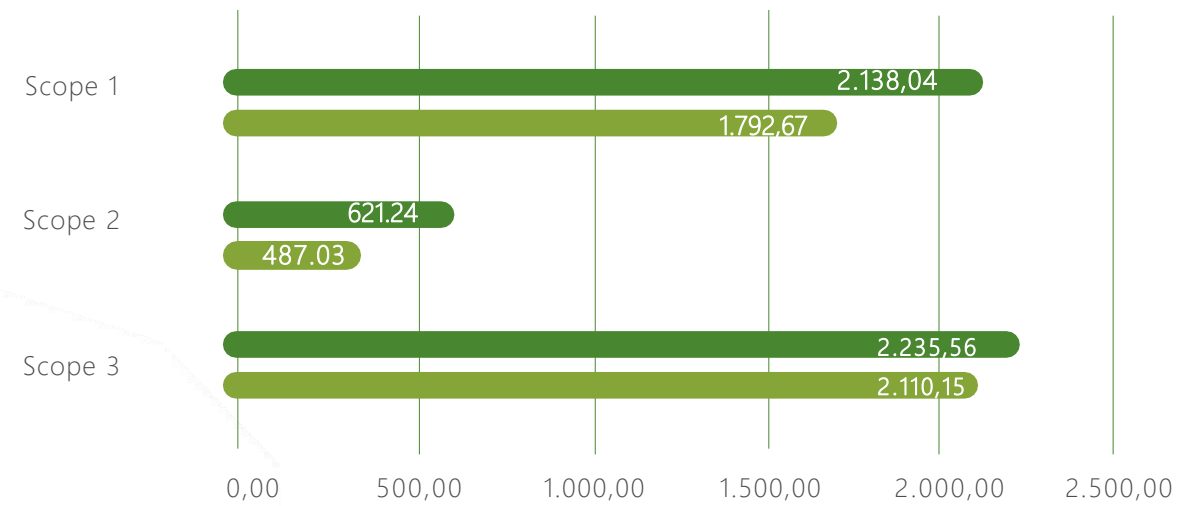
Direct and Indirect GHG Emissions by Scope and Emissions Comparison



Carbon Footprint by Scope

GHG Emissions by Scope (Ton CO2e)

2022 2023



The reduction of all scopes in greenhouse gas measurement during 2023 is highlighted, decreasing by 20.10%

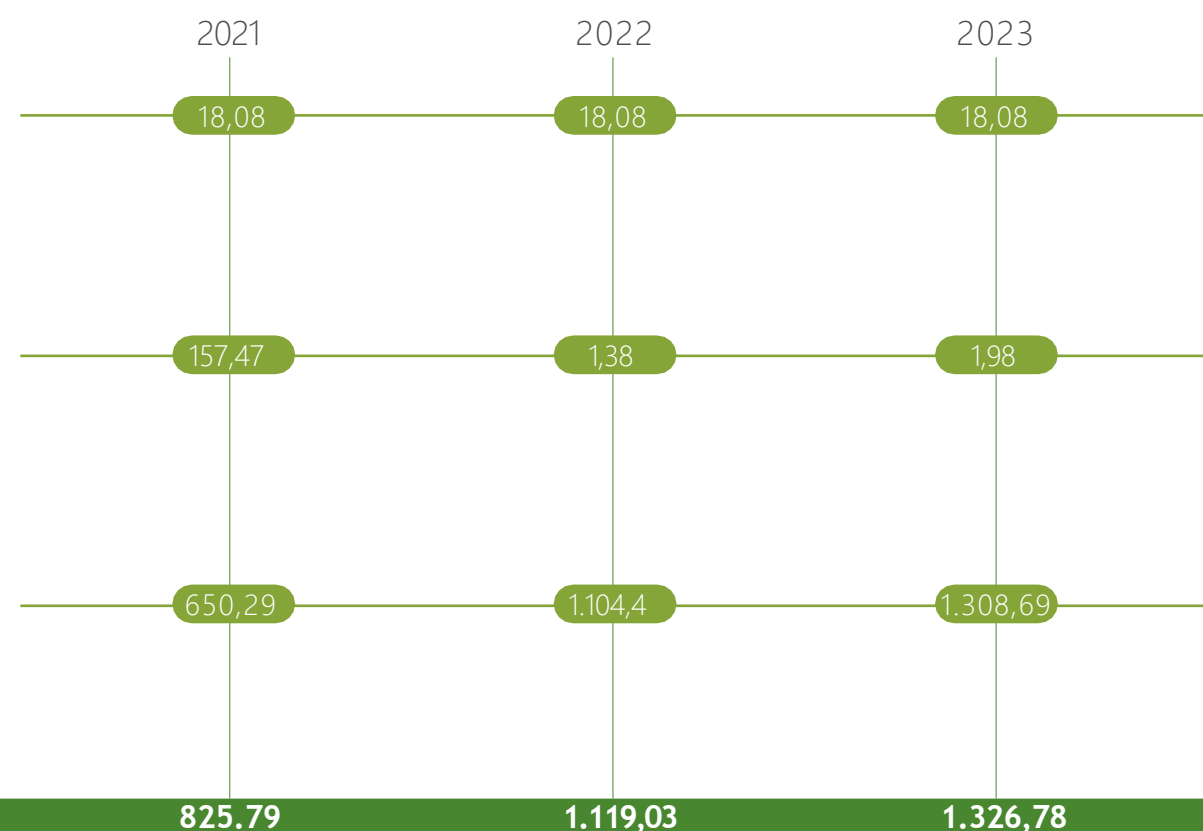


Results - Success Case of Reduction and Compensation

To decrease waste generation, Pacific Nut allocates, with the help of external agents, by reusing by-products that were previously designated as waste:

These actions allow us to reduce the Carbon Footprint, achieving an annual reduction of:
Project Emissions (TCO2e)

-  Prunes by-product (Pit) intended for juice production instead of combustion
-  Wet Prunes Waste, used for juice production instead of sanitary composting
-  Almond by-product for animal feed instead of being sent to landfill.

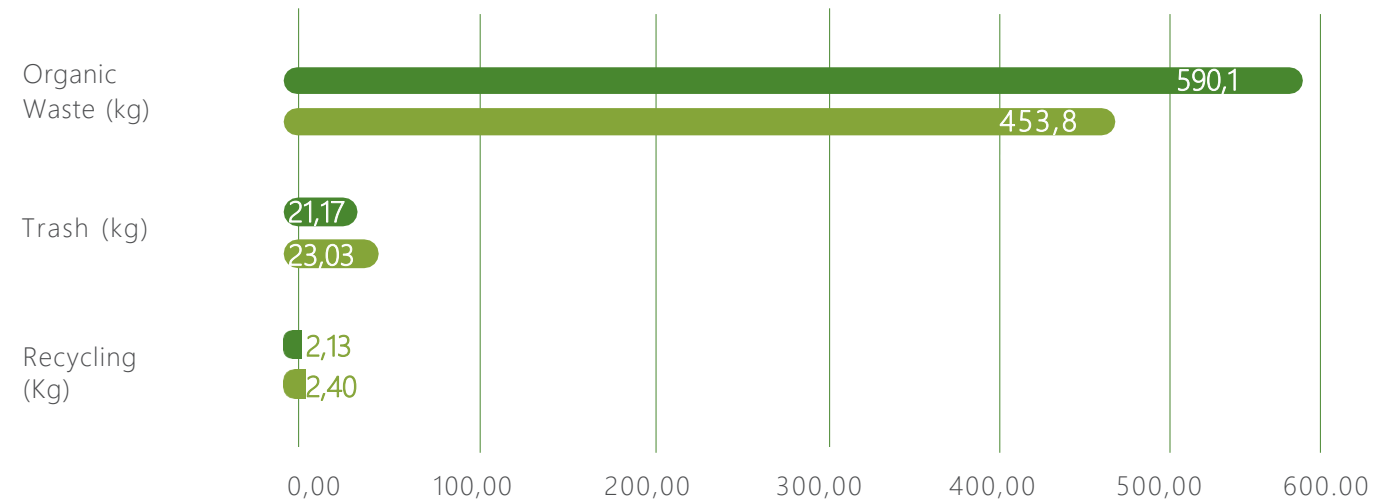


Such projects have helped us consolidate and reduce our carbon footprint, obtaining the reduction seal from Huella Chile during 2023.

Waste and Byproduct Management

Waste and Waste Management (Kg/mT)

2023 2022



The year 2023 highlights the focus on producing more tons of finished product, working with cleaner processes, reducing waste generation, enhancing recycling, and not neglecting reuse, which allows us to lower the kilograms of waste and recycling generated during the season.



PUNTO LIMPIO

#YORECICLOENPACIFIC

PLÁSTICO
Botellas desechables, agua, bebida, jugos, lacteos, bolsas de alimentos, vasos plásticos, bidones.

PAPEL
Papel blanco, cartón, cajas, coarrugado, cartulina, diario, revistas, boletas.

ALUMINIO
Latas de conserva, bebida, jugo. Tapas metálicas.

ORGÁNICO
Cascara de fruta, verduras, semillas, hojas secas, restos de comida.



05

People and community

People
Social Responsibility



People

At Pacific, we work daily to improve the quality of life of our employees by generating actions focused on safety, satisfaction, and the development of their individual skills.

In this way, we are constantly diagnosing short, medium, and long-term needs through the information provided in our climate survey, field visits, communication channels, RPSO, among other means, creating specific work plans aimed at addressing these needs.

We activate benefits focused on work-family reconciliation, training plans, health operations, educational participation with the local network, social guidance and support, performance evaluations, recognition opportunities, policy and procedure development, among others.

In this way, Pacific Nut seeks to create a sense of belonging among our employees, fostering commitment and a sense of internal community through mutual collaboration among various involved parties.



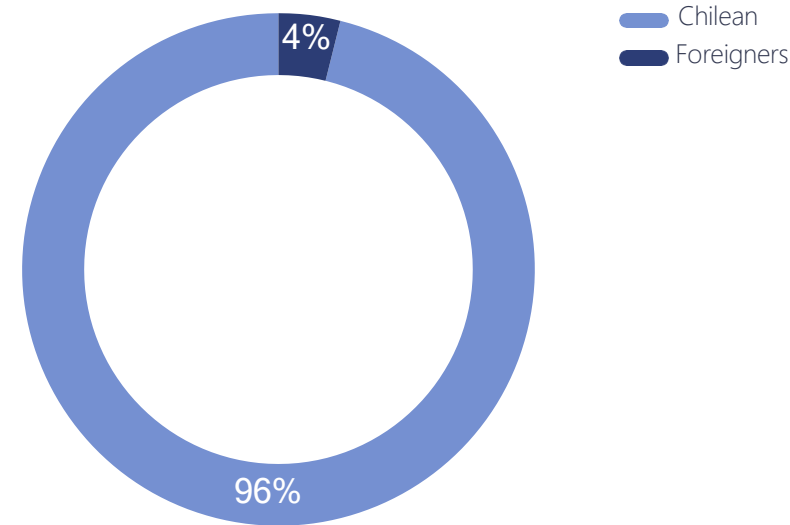
Prunes Plant Team

Walnuts and Almond Plant Team



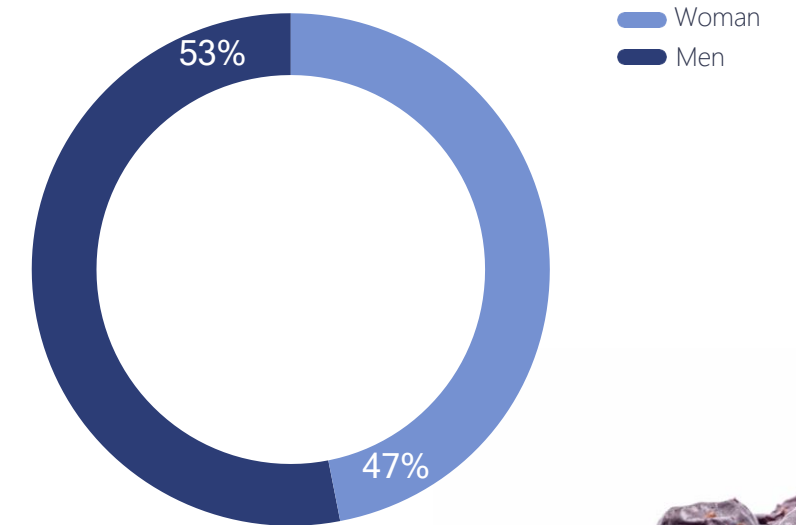
In 2023, we focused on measuring and managing a more inclusive culture in our company through the awareness and promotion of our core values/behaviors. We developed the following actions: Participation in inclusion events organized by the municipalities of Mostazal and San Bernardo. Annual survey of all our collaborators aimed at measuring diversity indicators in our company and subsequent development of a work plan. Participation in educational inclusion events organized by the municipalities where our plants are located. Presence in work events organized by the Chilean Foundation for Disability. Collaboration with OMIL and support in the request for disability credentials. Awareness training directed at management and work teams on inclusion topics and special conditions conducted by external professionals and social workers. Support from the Wellbeing area regarding guidance and referral to local networks, health services, and other agencies. Certification of our Inclusion Manager through Chile Alimentos.

Annual average of foreigners 2023



Foreigners: 4% annual average, increasing the incorporation of diverse nationalities compared to 2022.

Gender diversity peak season 2023



- As a company, it is important to note that we are always updating ourselves on these topics to acquire the necessary tools for growth in inclusion.

- Pacific is committed to equality of opportunities, which is why we promote gender equity in all areas, incorporate collaborators of various ages, and reinforce the inclusion of women in our workforce. Additionally, we have individuals from diverse nationalities and cultures (always complying with the percentage authorized by law).

Personas

At Pacific Nut, we strive to stay connected and promote transparency in our relationships. To achieve this, we have implemented the following communication channels directed both at internal employees and external stakeholders:



Mailbox per plant

Each plant has a physical mailbox allowing all its employees and also producers to make contributions (issues, complaints or gratitude) that they consider important regarding safety, integrity, quality, legality or human resources.



Administrative Committee (every three months)

Focused on identifying needs of administrative staff, with one employee participating from each area.



“Connected” (every two months)

Meetings via Google Meet led by the COE where primarily business and sustainability topics are presented. The aim is to make the company results transparent in the mentioned areas and involve employees in these goals.



Physical Murals in the Plants

Information dissemination installed in strategically located areas of each plant.



Social Networks

Activation of Pacific's accounts on Instagram and LinkedIn where employees and external parties have access.



Wellbeing Committee

In constant concern for improving the quality of life of each employee, the company has created the wellbeing committee to provide support on required topics. It consists of a Social Assistant, Head of Human Resources and Organizational Development, and Head of Remuneration.



Climate Survey

100% participation from our employees. Identifying needs and opportunities for improvement, accompanied by a specific action plan for each area.



Holding Reporting Channel

Empresas Sutil provides any employee or external party related to the Company with a confidential reporting channel platform.



In-person Talks with Social Assistant

Provision of relevant information and weekly addressing of concerns by our Wellness Manager in each of our plants.



Connected Emails

Directed to all employees with an @pacificnut.com email to disseminate topics related to the people area (organizational development and wellbeing), sustainability, quality, among others.

People

At Pacific, an annual training plan is developed to cover technical knowledge and soft skills among employees, aiming to professionalize them and offer new growth opportunities.

98% of trained personnel



7.684 total training hours

Certification of competencies led by Chile Alimentos and certified by Chile Valora ('University of Life'), limited spots: A program that allows for the formal recognition of knowledge, skills, and abilities of workers to perform specific functions in a job, regardless of how they were acquired.



Activated positions: operators, line leaders, and shift supervisors.

Slots per plant: 10 cases at San Bernardo plant, 7 at Los Andes plant, and 70 at Mostazal plant.



Program 'Building the Leader PN' where all our company leaders participated in a team training workshop.



People

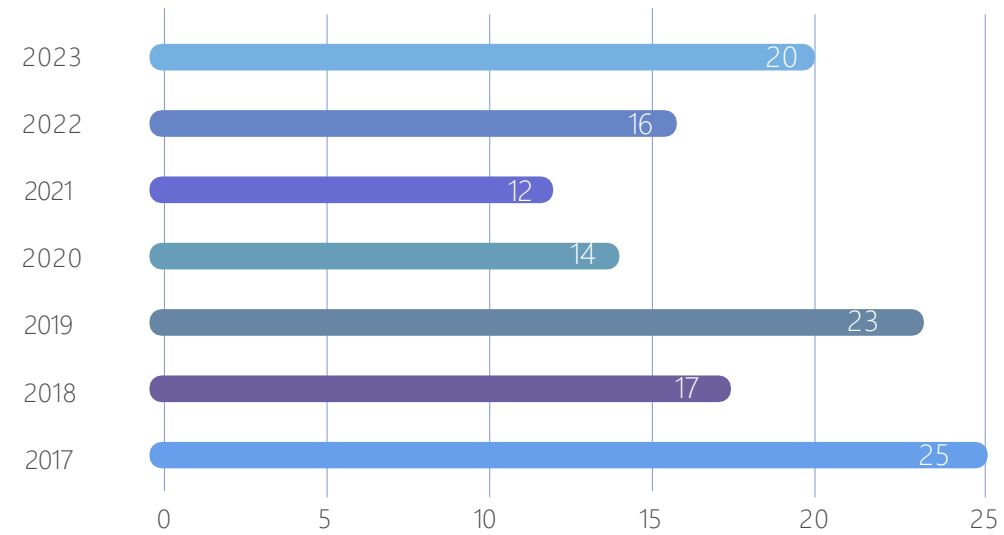
34%

During 2023, 34% of the temporary staff worked in 2022.

The raisin plant has had no accidents in 2 years.

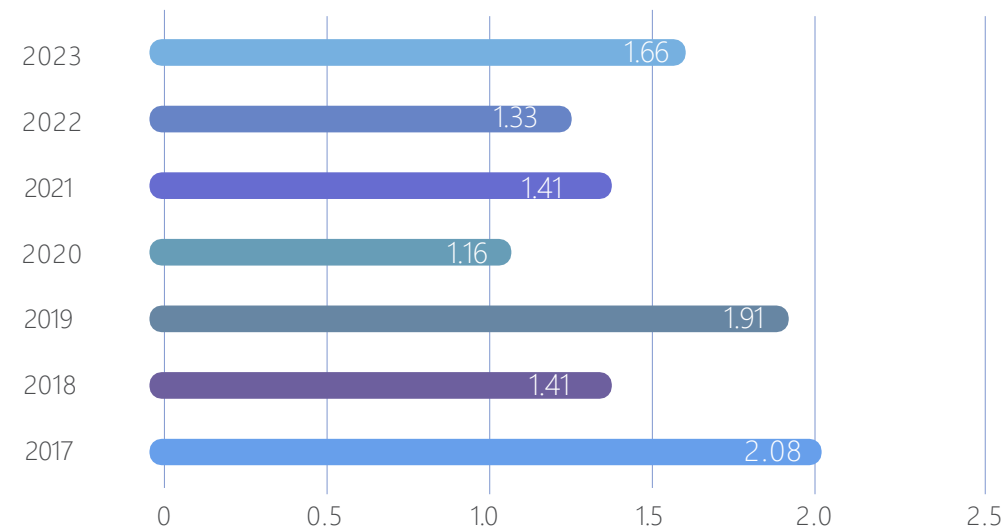


Number of accidents per year



Comparative historical data on the number of accidents per year in the company shows a decreasing trend since 2017.

Average monthly incidents



The average monthly accident rate for the company shows a decreasing trend since 2017.

People

At Pacific, we update our wellness manual annually based on identified needs to positively contribute to the quality of life for employees and their families. In 2023, the following benefits were provided:



Health Operations

Preventive health operations: 4 annually (flu vaccine and bivalent Covid-19, EMPA, ophthalmological, and preventive breast cancer self-exam).



Gift Cards

Monthly gift card distribution to employees based on performance indicators.



Scholarships

Academic excellence scholarship and recognition for responsibility (outstanding behavior): 6 awarded.



Social Responsibility

Pacific focused on forming a collaborative alliance with key local community organizations where our plants are located (municipalities, Omil, family health centers, educational centers, among others). This year, we contributed through the following donations:

Ángel Gabriel Kindergarten, San Bernardo:

- Donation of influenza vaccines for kindergarten teachers.
- Educational talk aimed at teaching staff about respiratory diseases, EMPA, and nutrition together with the San Bernardo Cesfam.
- Economic contribution:
\$12.593.650

María de la Luz Foundation, Metropolitan Region:

- Donation of 60 kilos of dried fruits for an event attended by 500 people.

Cecof Rivera de Maipo, San Bernardo

- Donation of 250 Covid antigen tests to be given to staff and patients.

Municipality of Mostazal:

- Donation of 20 kg of dried fruits for a family run.





PACIFIC
Nuts & Dried Fruits
CHILE

