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# SUSTAINABILITY REPORT 2022-2023



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# GREETING FROM THE MANAGERS

The year 2022 represented a milestone in the history of Biodistribuciones Terra, its brands Karavansay and Naff. Thanks to the commitment of our partners, workers, suppliers and the loyalty of our customers, we took a big step in the challenge of going from a small to a medium-sized company.

In 2022 we achieved the Gluten Free certification by the north american organization GFCO to give our consumers even more confidence. We aligned ourselves with the Sustainable



Development Goals (SDG) to evolve our commitment to sustainability. And also we prepared our team to obtain ISO 9001:2015 certification, which we achieved at the beginning of 2023, to tell the market and society that our quality promise is backed by internationally recognized standards.

With gratitude and motivation, we invite our stakeholders to continue contributing every day of the year 2023 with their commitment, effort and loyalty, to fulfill the dream of building a world-class company.



# STRATEGIC PRINCIPLES

## MISSION

We work with passion to create well-being and pleasure through food, promote a healthy lifestyle and contribute to sustainable development.

## VISION

To be the No. 1 brand of healthy and gluten-free foods, due to its credibility, culture of quality, innovation and closeness to its customers and consumers.

## VALUES

**TRANSPARENCY:** We are reliable, honest and coherent in what we say and do. We work from integrity and honesty.

**ENTHUSIASM:** We have active and propelling energy that leads us to achieve our goals and generate well-being.

**RESPECT:** We recognize and value each of the people and entities with which we relate. Our relationships are based on trust, cooperation and commitment.

**RESPONSIBILITY:** We are clear about our tasks, roles, functions and activities; we respond by doing or not doing and we strive for the best results.

**AGILITY:** We have the ability to think before acting, we go one step further, we seek to discover needs that may appear in the future, we anticipate, we strive to innovate and deliver the best every day.

# SDG (SUSTAINABLE DEVELOPMENT GOALS)



- Offer formal employment.
- Link people from population groups with a higher risk of unemployment, such as the disabled, young people, immigrants and women heads of households.
- Hire young people for their first formal job.



- Manufacture and distribute gluten-free foods.
- Promote the consumption of healthy trend foods and teach to consumers how to prepare and include them in their diet.
- Comply with current health regulations.



- Promote the employment of women.
- Women have participation in our Board of Directors.



Donate healthy trend foods to vulnerable populations through the Food Bank of Bogota and other foundations.



- Constantly train for our workers.
- Promote the continuity of the academic training of our workers through a scholarship-loan program.



Incorporate microorganisms designed for the elimination of fat or its separation from the water, in the grease trap.

## 7 Affordable and Clean Energy



Use lower consumption light bulbs in our offices.

## 9 Industry Innovation and Infrastructure



- Developed the Research and Development area to respond in an innovative and timely manner to the needs of consumers.
- Preparing for the ISO 9001:2015 certification and achieved it at the beginning of 2023, certified by Bureau Veritas.
- Obtained the Gluten Free certification by the north american organization GFCO.
- For the fifth consecutive year we maintained the Kosher (or Kasher) certification by the Jewish community.
- For the seventh consecutive year we maintained the GMP (Good Manufacturing Practices) certification from SGS.

## 8 Decent Work and Economic Growth



- Expand our offer of jobs.
- Our workers are formally hired and with all social benefits.
- Comply with the Occupational Health and Safety regulations.
- Give year-end bonuses to all our workers.
- Train the future executives of the company through development plans.
- Link young people who started as apprentices or recently graduated from the National Learning Service (SENA).

## 10 Reduced Inequalities

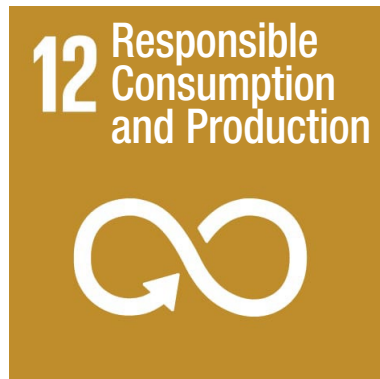


- Employ people with hearing disabilities in our production plant.
- Hire female heads of household.
- Meet the foreign worker quota by hiring Venezuelan immigrants.

## 11 Sustainable Cities and Communities



- The bins are designed by colors and signage, according to the recent laws for the correct disposal of solid waste.
- We have an exclusive storage room for hazardous waste, which is delivered to an authorized operator for proper disposal.
- Finance the purchase of bicycles for our workers and offer a parking space in the company.



- Modify the characteristics of our packaging to facilitate its recycling.
- Reduced the consumption of cardboard by reusing the boxes provided by the packaging supplier, under prior agreement and suitable parameters.
- Print on eco-friendly paper from sugarcane bagasse, promote the reuse of paper and use half sheets.
- Use rechargeable batteries and cartridges.
- Deliver vegetable oil waste to an authorized operator who allocates it for industrial recycling.



Incorporate a biological solution to improve the quality of the water discharged in our production process.



- Updated our No Child Hiring or Forced Labor policy.
- Updated our Non-Discrimination policy.
- Divulge our updated Ethics and anti-corruption policy.



Measure and offset our carbon footprint annually through reforestation projects managed by peasant families.



- Make donations of non-marketable food to foundations that are in charge of animal care.
- Dispose of the plastic lids by donating them to finance the operation of a foundation for the care of abandoned dogs and cats.

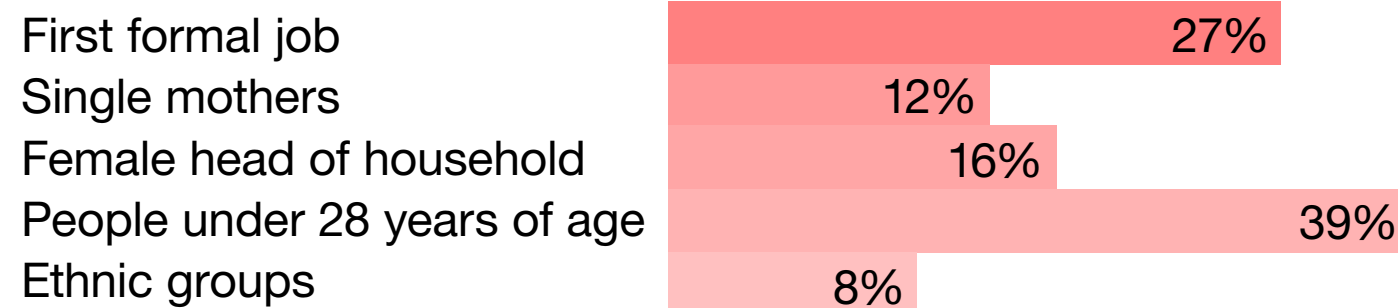


- We have alliances with foundations to donate food.
- Through the alliance with a university we promote the hiring of recent graduates.
- We made an alliance with a supplier to reduce the amount of cardboard used.
- Through alliances with a foundation and a compensation fund, we hire people with hearing disabilities.
- We report annually our environmental management in the RUA of the Environment Secretariat of Bogota.

# DIVERSITY AND INCLUSION

For some years now, we have institutionalized the annual demographic study of the company to better understand our workers and to have in a single instrument the information that we must report to State agencies and certifying entities. Below we share the most relevant results of the latest update of our Multipurpose Demographic Survey:

## EMPLOYEES BELONGING TO SPECIFIC POPULATION GROUPS

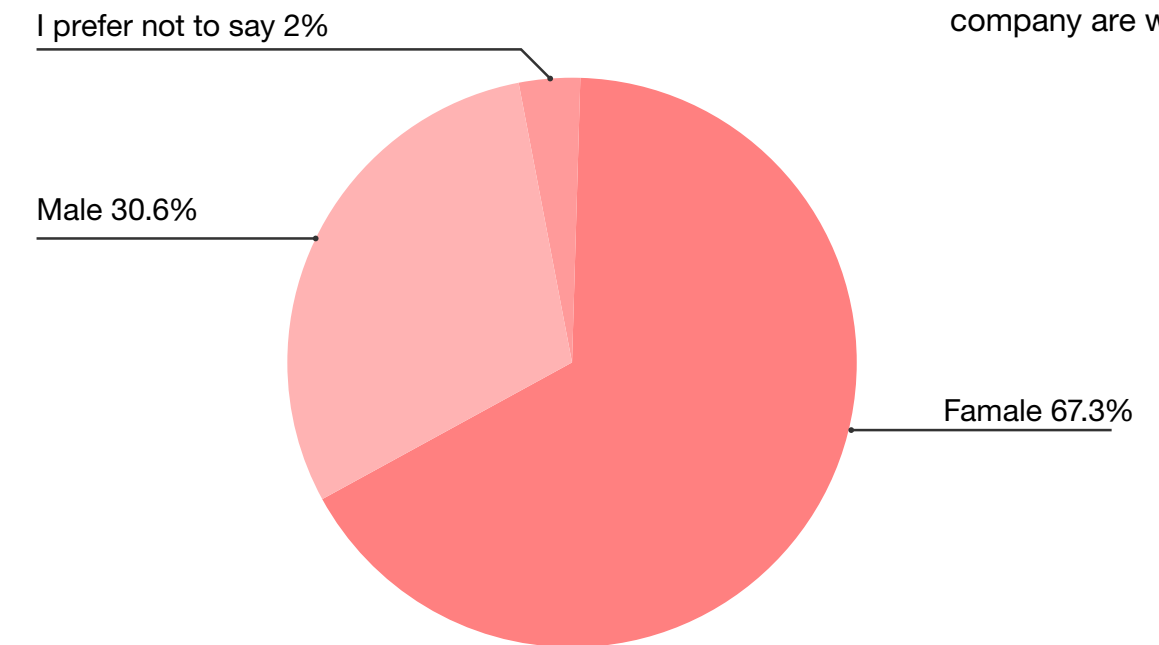


27% of workers accessed their first formal job at Biodistribucion Terra.

12% are single mothers and 16% are female heads of the family. Of the total number of workers, 39% are young people between 18 and 28 years of age.

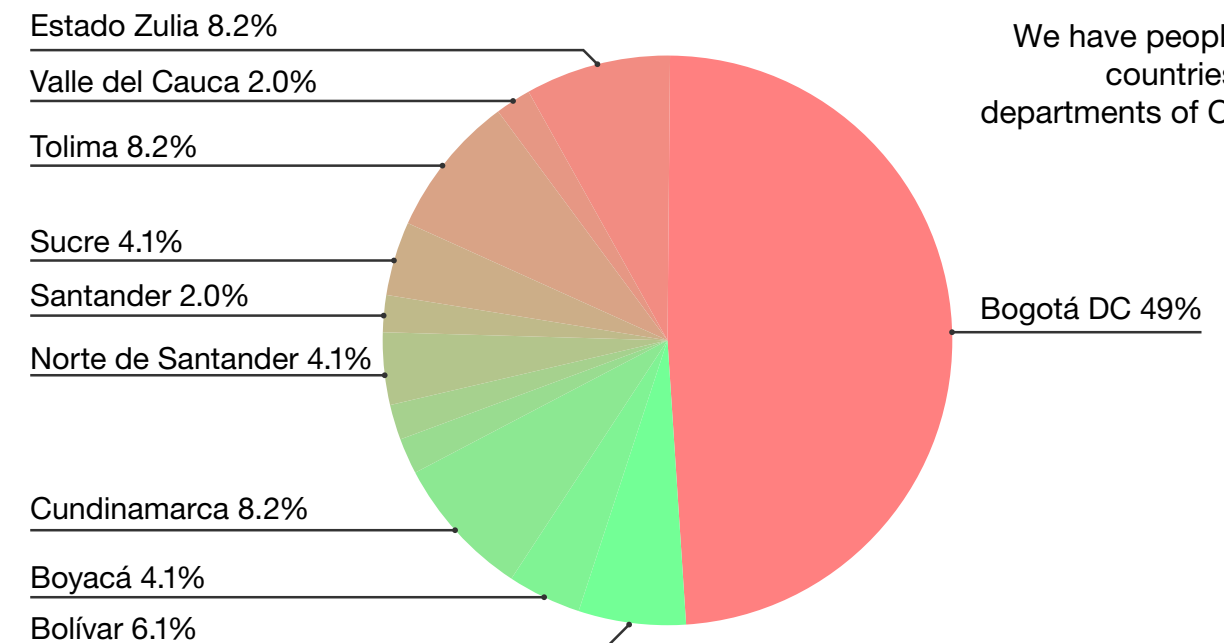
8% of workers identify as part of an ethnic group.

## DISTRIBUTION BY GENDER



Two thirds of the people who work in the company are women

## PLACE OF BIRTH (FOREIGN AND DEPARTMENTS)



We have people from 2 countries and 11 departments of Colombia

# CERTIFICATIONS



## **GOOD MANUFACTURING PRACTICES GMP.**

Since 2016 we have the certification of Good Manufacturing Practices, audited and verified by the SGS Colombia organization. The BPM seal guarantees that the manufacturing process of our products fully complies with food safety regulations.



**KASHER** The Kosher or Kasher certification was incorporated into the company in 2018. This seal guarantees that the preparation of our products and their ingredients comply with the Kosher policy of the Jewish community in terms of cleanliness, purity and quality.



**ISO 9001:2015.** At the beginning of 2023, our Quality Management System was accredited by Bureau Veritas with the ISO 9001:2015 global standards certification. This seal demonstrates to our clients, consumers and other stakeholders that our processes, procedures and workers are comprehensively oriented towards quality in everything we do and offer.



**GLUTEN FREE** In the year 2022 we obtained the Gluten Free certification, by the independent american organization GFCO. The objective of this certification is to protect the consumer through strict quality and integrity standards, for products that are declared gluten-free.

# FINAL REFLECTION

In the 2022 edition of the report "The State of Food Security and Nutrition in the World (SOFI)", referred by the FAO on its website, there are alarming figures about malnutrition in the world. It is enough to review just a few of them to try to understand the dimension of the challenge that lies ahead as a society: in the year 2020 almost 3,1 billion people could not afford to maintain a healthy diet, around 2,3 billion people were in a situation of moderate or severe food insecurity in the year 2021, and looking ahead it is projected that almost 670 million people will continue to suffer from hunger even taking into account a global economic recovery, in 2030, the year set by the UN for the fulfillment of the SDGs.

Faced with this scenery, it is almost inevitable to ask ourselves what we can do, taking into account the capacity of each one of us in the face of the exorbitant figures on malnutrition in the world. When looking for the answer can be remembered a childhood story...

...A man who was walking along the beach found a young man who was collecting starfish and throwing them back into the sea. When asked what he was doing, he replied that he returned the stars that had been stranded on the beach, because the tide was going out and many would die if they did not return. The man replied that this did not make sense because that was their destiny, they would die and be food for other animals, be-



sides there are millions of stars on the beach and he would never have time to save them all. Faced with such an approach to reality, the young man showed him his hand with a star and said "for this one, it does make sense"; the next morning the man came back and helped him save starfish.

The same happens with the job that each worker performs in relation to the mission of a company and with each organization in relation to the needs of society; each one adds to the whole and that whole makes sense if it adds to others. Our purpose is to contribute to improving human health by preventing malnutrition, through consciously designed foods, manufactured with high quality standards and distributed with wide geographical coverage. We invite you to join in this purpose, we are attentive to listen or read your ideas and we thank you from the bottom of our hearts for taking the time to get to know us through our Sustainability Report.





# A brand, a promise that feeds

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