



2013 Sustainability Report

GRI 4.0 Core Level

Contents

3 Contents

5 Introduction

6 Key events 2013

8 Company profile

History, mission and core values

Most remarkable: the cooperation

Corporate governance

Trends and developments

Sustainability - the priority at Veiling Hoogstraten

Quality care

Services

Products and brands

Transparent sales system

Co-operative ties

Commercialisation 2013

Statistical annual survey 2011-2013

Investments

Subsidies

24 Special accreditations

CSR charter

De Kempenaar

26 Energy

Efficient management, investing in renewable energy

and energy-saving measures

Renewable energy

28 Economical water use

Rainwater

30 Waste management

Far-reaching waste sorting

Packaging materials

No unnecessarily paper consumption



Contents continued

34 Sustainable mobility

Electric fork-lift trucks

More cycle traffic

Video conferencing

36 Modified cooling

High-performance, modified cooling infrastructure

Storage of strawberry plants

37 Less impact, more future

Responsibly Fresh

Biodiversity

39 Our people

Personnel numbers

Personnel turnover

Sickness and accidents

Care for personnel

Reduction of physical strain

Social dialogue

Human development and training

46 Social commitment

Social involvement

Our commitment

48 Our stakeholders

50 About this report

58 List of abbreviations





Preface

Dear reader,

This is our Sustainability Report for 2013.

In addition to what the title may imply, this report also covers the operation of our cooperative to its full extent. You are offered a snapshot of the company and its operations over the past year with sustainability as the guiding theme. This also includes limited statistical and financial information for the period concerned.

In so doing we wish to impose a standard for ourselves by from this year reporting according to the GRI principles (Global Reporting Initiative; www.globalreporting.org). This method of reporting must ultimately result in sustainability reporting becoming equally standardised and comparable as financial reporting, for example.

We are convinced that this new step will increase the transparency of our company for all stakeholders; we also hope that your commitment will continue along the same lines.

In the meantime we would like to thank for the interest you have shown in this report. Remarks, suggestions, etc. are always welcome at gaston.opdekamp@in-co.be.

With cooperative regards,

On behalf of the Board of Management,



Dirk Van den Plas,
Chairman



Gaston Opdekamp,
Director

July 2014

More comprehensive financial reporting is digitally available at www.veilinghoogstraten.be



Key events 2013

- At the start of 2013 it was decided to **renovate the strawberry sheds**. The roof and wall insulation was adapted and the cooling capacity was increased and brought up to date. CO₂ was used as a coolant for the first time. Despite the tight timing and the cold weather the investment was completed by the start of April.
- In 2013 the tomato acreage grew by 16%. **The acreage** for paprika grew by 4%, while that for cucumbers further decreased. For strawberries business closures were compensated by extensions in protected crops and the acreage remained practically the same.
- An **ammonia leak** in refrigerator 519 caused damage to the strawberry plants in December 2012. The damage was assessed and the ultimate cost was €400,000. The conversion of ammonia piping from steel to stainless steel was a must to have the ammonia risk further insured; these efforts will be further continued in a long-term replacement programme.
- The **tariff structure** for the producers was revised. The sliding scales to 7.5 million euros apply degressively (falling per sliding scale, but fixed across the entire turnover); from a turnover of 7.5 million euros the tariff is a flat 1%. For strawberries the fixed sale cost decreased from €0.023/kg to €0.020/kg; the sliding scales for vegetables fell by 1%. On the basis of the turnovers and turnover distribution across the 2012 sliding



scales, this adjustment will mean the auction will book a reduced income of 250,000 euros from 2013. On the other hand, no producers whatsoever will pay more auction commission due to the sliding scale.

- **E-mediation** (lot pre-sale) is introduced for strawberries as a supplement to the traditional day clock auction.
- In the summer months it was already established, partly due to the **weak prices** for tomatoes, that in 2014 a significant reversal will take place in the field of 'specialities'. To be able to respond appropriately here, a new approach for specialities was taken into consideration in good time.
- At the end of August the **CMO file** 2014-2018 was submitted with – for 2014 – a programme involving €14.3 million. The file should result in the generation of 4.1% subsidisation. Also new is that from 01/01/2014 the file will be submitted directly by our auction to Lava and no longer through In-Co. To this end, our auction (and CLTV Zundert) became members of Lava and the recognition of In-Co as UPO was made available again as of 01/01/14.
- The 2nd **International Strawberry Congress** took place in Antwerp. 280 participants from more than 24 countries were in attendance. Those present were extremely satisfied with the organisation, the content and the excursion to the production region. Hoogstraten® was given its place on the international map. Certainly worth repeating!
- The year closed with a **product turnover** of €174.6 million compared to €164.3 million in 2012, or a turnover increase of 6.3%. As regards volume 133,000 tons of products were traded, compared to 124,000 in 2012 or a 6.8% increase.



1

Company profile

- 1 *History, mission and core values*
- 2 *Most remarkable: the cooperation*
- 3 *Corporate governance*
- 4 *Trends and developments*
- 5 *Sustainability - the priority at Veiling Hoogstraten*
- 6 *Quality care*
- 7 *Services*
- 8 *Products and brands*
- 9 *Transparent sales system*
- 10 *Co-operative ties*
- 11 *Commercialisation 2013*

History, mission and core values

Veiling Hoogstraten is a notable concern in horticulture in Belgium and far beyond. The initiative for this success story was written in 1933 with the establishment of the "Katholieke Veilingsvereniging der Noorderkempen", later to grow to become Veiling Hoogstraten. Veiling Hoogstraten is literally a 'sustainable' enterprise because it has already been in existence for 80 years. Besides the auction having a rich history behind it, as a modern company it is also ready for the future. The constant search for renewal and readiness to operate sustainably are the factors for success here. This renewal goes hand in hand with permanent attention to quality: quality in products, quality in services. Only in this way can the close cooperation with growers and buyers be maintained.

As a cooperative company with some 300 supplying members (of which 100 members by guest auctioneership*) Veiling Hoogstraten mainly commercialises strawberries, greenhouse vegetables and kiwi berries. The most important aim of Veiling Hoogstraten is the concentration of supply and the commercialisation of vegetables and fruit in the interest of its member producers. The producers strive for economic sustainability collectively in and together with the marketing cooperative. Continuous investment is required to meet the challenges that companies are being confronted with.

Most remarkable: the cooperation

Veiling Hoogstraten is a cooperative company with the members/producers as partners. Together they own the Veiling Hoogstraten company. The primary purpose of the cooperative is to improve the income of the members/producers. In the first instance the cooperative does this by concentrating the supply and organising the marketing of vegetables and fruit. The cooperative also offers various other services and activities.

Cooperative cooperation relies on six values, being democracy, equality, justice, solidarity, a sense of responsibility and self-help. To put these values into practice Veiling Hoogstraten draws its inspiration from seven cooperative principles.

1. Voluntary and open membership
2. Democratic management
3. Economic commitment
4. Independence
5. Education, training and information
6. Mutual cooperation
7. Responsibility with respect to the community

Mission

Veiling Hoogstraten strives to achieve an optimum market price for the products supplied by its members. It does this by focusing on quality, services, innovation, cost control and sustainability.

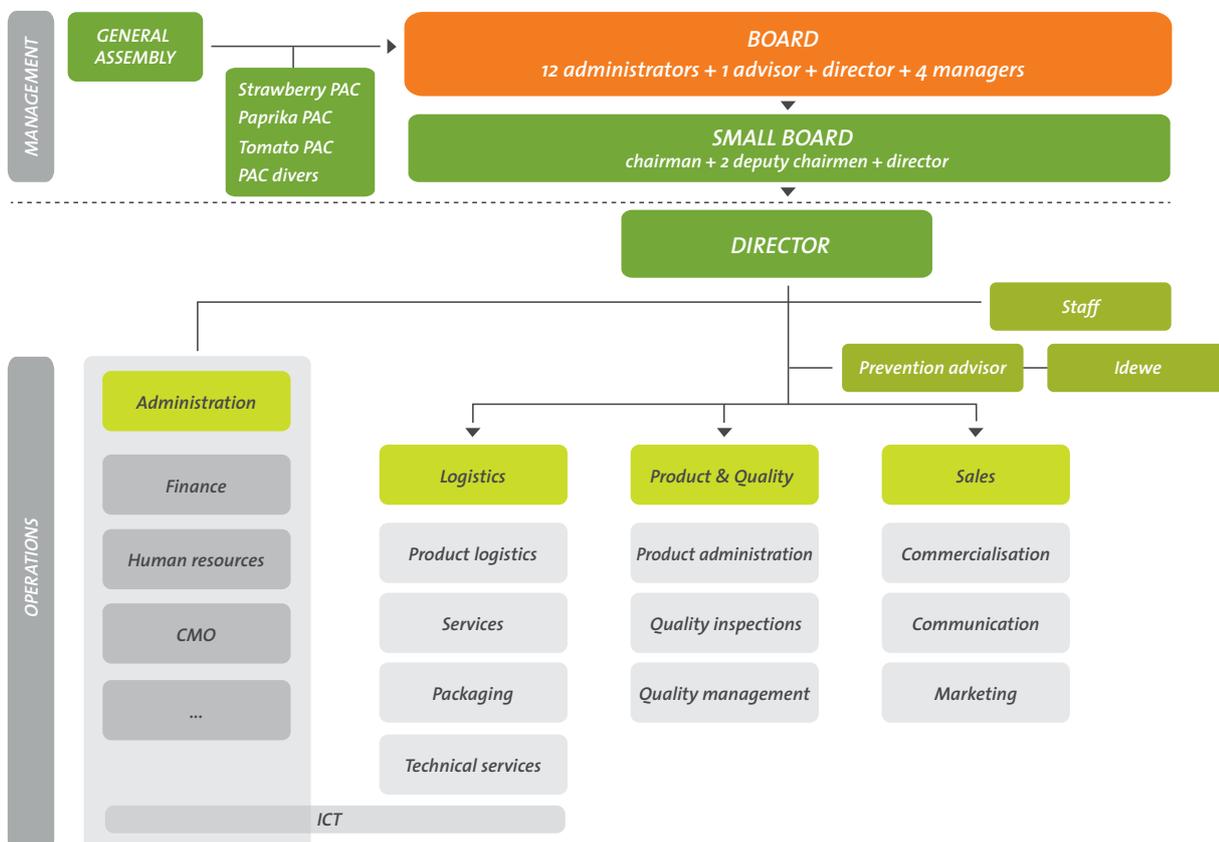


The board of management, the highest body after the general meeting, is made up of producers with voting rights. Policy decisions are taken at the highest level, being the board of management. It consists of twelve members/producers, the management and advisers; only the first have voting rights. This means the members have administrative control. This board of management convenes every four weeks. At growing specialism level discussion is facilitated at the grower meetings (GM) (specifically by product) and the product advice committees (PAC). During this consultation the producers meet each other to discuss specific growing points on the agenda. Producers from the board of management automatically have a seat on the PAC.

The past work year showed a falling trend in membership. The value of the cooperative share amounts to €4.00.

Membership

Movement	Members	Number of shares	Amount (in €)
01/01/2013	1,071	94,985	379,940.00
withdrawn	-51	-4,959	-19,836.00
new members	10	600	2,400.00
31/12/2013	1,030	88,844	355,376.00





Corporate governance

Veiling Hoogstraten applies the principles of corporate governance to optimally set out the responsibilities of the board and the management and avoid any conflicts of interest. Corporate governance has the purposes of improving efficient quality, transparency and the spreading of information. The working of a board of management does indeed require a correct balance between control, strategy and enterprise. The principles of corporate governance were included in an internal Corporate Governance Charter.

Trends and developments

The producer landscape in the vegetable and fruit sector is subject to significant changes. Increases in scale and specialisation are progressing at a fast tempo. A fall in the number of active producers in combination with changing climatic conditions and more stringent legislation are but a few examples of these changes. The marketing cooperative must continue to examine the strategy and role it can play in the sector to optimally match its services with the requirements of current and future producers. Today, investing in a long-term strategy means investing in innovation.

Sustainability - the priority at Veiling Hoogstraten

Why sustainable horticulture? In the first instance for the current generation, but obviously also with future generations in mind. Veiling Hoogstraten not only works in a sustainable manner itself, it also encourages its growers to operate sustainably. This concerns incentives relating to food safety, water and energy consumption, integrated cultivation, recovery and recirculation, transparent sales systems, social commitment, etc.

The auction takes numerous measures on its own premises: solar panels, water reservoirs, structured waste materials policy, noise control, safety and electrical fork-lift trucks are the most obvious introductions. The auction also works proactively on environmental issues and corporate social responsibility. Veiling Hoogstraten is working towards a sustainable future with full conviction. As a cooperative we want to take up our responsibilities and roles in relation to sustainable development. We can also send a strong signal through the food chain because we represent a collective of hundreds of growers. People, planet and profit are interwoven in our enterprise.

Ambitions

In the coming years the priority lies with refining the current objectives and the establishment of concrete action points in line with our vision of sustainability. A lot of time will be invested in sharing and vitalising our vision of sustainability among our employees and the members of the cooperative. To achieve this Veiling Hoogstraten makes use of the CSR charter system and the collective sustainability quality mark Responsibly Fresh. For each area for attention this report specifies the objectives, action and initiatives for the coming years.



Permanent improvement

Sustainable development means the sector is in a state of flux. This is certainly the case now the trade and consumer are curious about the source of each product. Each customer wants high quality, sustainably produced vegetables and fruit. And rightly so. This is why Veiling Hoogstraten is inspired to ever-increasingly meet their expectations.

The horticultural sector is constantly evolving, not in the least in the field of sustainability. Veiling Hoogstraten considers it an obligation to play a pioneering role in this regard. It is a responsible enterprise under full and constant development. Its stakeholders and growers can count on permanent efforts devoted to people, the planet and profit.

As far as Veiling Hoogstraten is concerned, corporate social responsibility relates to how it carries out its core activities and the responsibility the auction bears with regard to the environment and the social context. Veiling Hoogstraten sees CSR as an important part of sustainable growth. The “CSR Good Governance Charter” ensures the embedding of the CSR policy in all its departments. Veiling Hoogstraten strives to minimise any possible negative effects of its activities on society and the environment. To do this it is prepared at all times to enter into discussions with stakeholders with the objective of further improving CSR thinking and action while formulating objectives. This charter fits in with the mission and vision of the company and is supported by the management of Veiling Hoogstraten.



Value chain

Veiling Hoogstraten has a role to play in the value chain as a collective wholesaler for the producers of the members/producers and as supplier to a diverse group of buyers. This unique role is fulfilled by means of a set of specific activities.



Quality care

Quality and food safety? These start at the grower. Customers and consumers must be able to have full confidence in the safety of vegetables and fruit. This is why Veiling Hoogstraten uses a stringent policy and continually monitors compliance with it.



Quality at an auction starts with the quality of the products supplied by the producers. The Product and Quality department consists of quality personnel who ensure the quality of the product and food safety. At CLTV Zundert there are also quality personnel actively concentrating on the quality of the strawberries. These strawberries are indeed also sold under the Hoogstraten® label.

The quality marks used by Hoogstraten are Flandria for vegetables and Hoogstraten® for strawberries, kiwi berries and other berries. Besides quality, both quality marks also stand for food safety and environmental awareness: indeed, products cultivated under these quality marks must suffice with regard to both the GlobalGap and ICQM conditions. The auction puts the emphasis on an environmentally aware growing process and the skills of specialised family companies. Veiling Hoogstraten also strives for optimal traceability for the purposes of food safety. The food safety certificates issued such as IFS, ACS (trade guide) and QS guarantee this.

Post-control and shelf life control



Besides immediate inspection on delivery (still a very important step in ensuring a good end quality), just as much energy is devoted to post-control after inspection. The internal quality is also thoroughly examined. The shelf-life of strawberries, tomatoes, cucumbers and paprika are then continually monitored per grower and per parcel. After one night of cooling strawberries are stored for four days at 12 °C and 80% RH. The vegetables are stored for one week at 18 °C and 80% RH. In 2013 a total of more than 7,500 product samples were taken and assessed in special shelf life units in this way. The results of both shelf life and the post-control inspections are always fed back to both the grower and the quality control staff who take them into account with the following inspection on delivery.

Residue monitoring

Another important internal quality control aspect is residue monitoring. This also being an important item for Veiling Hoogstraten is demonstrated by approximately 450 residue samples the auction had analysed by multiscreening (GCMS and LCMS) in 2013 by Fytab in Ghent or Labo Zeeuws-Vlaanderen. Additionally, approximately 30 tomato samples were analysed for ethephon as pre-harvest samples.

Besides controls for the presence of residues of plant protection products, the delivered products were also periodically checked for the presence of contaminants and microbiology. This investigation is effected combined under the Lava activities and under the supervision of KDT. Investigated contaminants in 2013 were mainly heavy metals. This research was carried out by the POVLT in Beitem. The investigated microbial parameters were *Staphylococcus aureus*, *Listeria monocytogenes*, *Salmonella*, *E. coli*, *Enterobacteraceae* and the psychrotrophic germ count. 10% of these samples were also checked for VTEC. Microbial analyses were carried out by the laboratory Servaco Food Control NV in Wetteren.

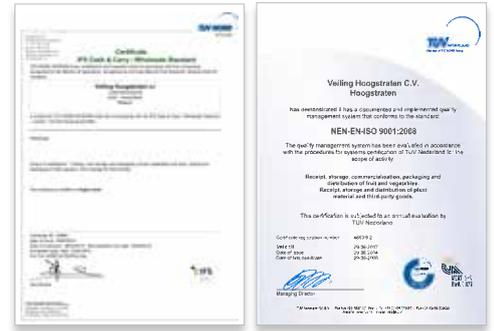
Specifications

Almost all our production companies were externally controlled in 2013 for compliance with specific production conditions. These controls were carried out by the independent control body TÜV-Nord Integra België and CK-Cert under the supervision of Veiling Hoogstraten's person in charge of company visits. This allowed very fast establishment of which companies have been certified or otherwise (important for sales).

The companies were audited for GlobalGap and if required (1 audit in 3 years) also (simultaneously) for ICQM and the self-checking guide. A number of companies were also positively audited for the "Nurture" standard. This certificate allows these companies to sell their products to the English supermarket Tesco.

The auction itself was also successfully audited for different food safety systems. In March 2013 Veiling Hoogstraten passed an audit by TÜV-Nord Integra België for both IFS and QS. A successful follow-up audit for ISO9001 also followed in March 2013. For its general operations Veiling Hoogstraten works in compliance with this standard: a mark of structured quality management. The quality assurance system at Veiling Hoogstraten was audited according to the procedures for system certification of TÜV Nederland for the area: Receipt, storage, commercialisation and distribution of vegetables and fruit; Receipt, storage and distribution of plant material and goods from third parties. This certification is subject to an annual evaluation by TÜV Nederland.

Veiling Hoogstraten is committed to continue working on quality and efficiency improvements in the future. All details about quality and current food safety certificates can be found at www.veilinghoogstraten.be



Some quality data in figures (2013)

ACTION Totals/product	PRODUCT						
	Tomatoes vine	Tomatoes individual	Paprika	Cucumber	Strawberries	others	total
Quality inspection times	13,385	14,132	18,519	1,552	61,648	5,844	115,080
Inspection remarks	653	197	611	4	2,531	32	4,028
Post-control	5	1	8	0	2,995	0	3,009
Shelf life	293	98	362		7,019		7,772



Services

Veiling Hoogstraten forms an important link between the producer and buyer in the fresh vegetable and fruit chain. It offers a comprehensive package of services to both its members and buyers. Besides the actual trading of the products it ensures the development and application of a quality policy and communication. It also provides technical and logistical support such as with the storage of strawberry plants or at the start-up of the cold chain.

Products and brands

The auction is a service provider for its members and its customers. The product is the key, with a strong focus on quality, freshness and food safety. Only vegetables and fruit satisfying the most stringent of quality requirements are distributed through Veiling Hoogstraten. The concern's own brand Hoogstraten® strawberries is a benchmark in Belgium and further afield; Flandria is a collective quality mark with international allure; and with Specialty Street Flandria and Veiling Hoogstraten are always able to bring surprising new products to the market.

All the universally known strawberries can be found under the Hoogstraten® brand, but there are also kiwi berries and other berries (blue berries, red berries, raspberries, etc.).

Transparent sales system

Clock sales and mediation

Veiling Hoogstraten carries out transparent and cost-efficient operational management based on the clock auction. Vegetables and fruit are traditionally sold at the auctions using the clock. The direct confrontation between supply and demand then determines the price. Today, the importance of sales by the clock vary depending on the product. Choosing a certain selling technique therefore depends on the nature of the product: strawberries react very quickly to weather conditions (both production and consumption) and as a result are best served by daily sales using the clock system. With vegetables there are often large volumes involved whereby the customer wants to cover part of his requirement with a fixed price. He buys the other part on a daily basis with the clock.

All products are inspected for size, weight and packaging and placed in uniform quality blocks. They are put on offer together with similar products from the other Flemish auctions in a simultaneous clock auction. Each buyer at one of the Flemish auctions has the opportunity to buy a product at any auction. This system has already been in use since 1982 and is unique across the world. Some years ago the system was extended with a home sale system. This allows the buyer to attend the sale from his own office online. There is frequent consultation with the participating auctions to guide and fine-tune this process.



Innovations by Flandria



The ultimate purpose is to sell all production at the best possible price on the market. Sales take various forms: the clock continues to be the central feature at Veiling Hoogstraten - for strawberries it is the only sale method besides e-mediation. Besides the clock auction there is intermediary selling or longer-term sale. Vegetables are sold by the clock and partly through mediation by Lava (at most 30% mediation) together with the other Lava auctions. The specialities are then mainly sold through mediation by the commercial staff from Veiling Hoogstraten.

Grower module:

The customer gets to know producers of Hoogstraten® strawberries

Customers want to know the origin and be assured of the quality of their fresh products. This is why Veiling Hoogstraten launched the 'Strawberries with a face' project in 2009. Whoever buys strawberries can find out who the producer was using a unique code and special web page. One can even leave a message for the producer. Our guarantee of fresh and high quality products: in a nutshell, transparency that goes with an honest product. Because of the many positive responses we have also set this project up for the kiwi berry. We are now busily working on extending this to cover vegetables.

Pre-sale

The system of pre-sale with full vehicles for vine tomatoes loaded at the producer supports simultaneous clock sales. The customer chooses the packaging he requires while also having certainty of the volume. The product is bought on day X at the clock and can be loaded at the producer in the afternoon on day X + 1. This greatly simplifies logistic organisation by Veiling Hoogstraten and the growers concerned. The time between the harvest and the sale at the shop is also shortened. This only benefits the quality and the freshness of the tomatoes. It is a win-win situation that is also being further developed with next year in mind.

Market

Veiling Hoogstraten's clientele consists of large Belgian and Dutch exporters, wholesalers and supermarkets. These range from sole traders and SMEs to multinationals all from one and the same sector: the vegetable and fruit business. Veiling Hoogstraten's products are sent across the whole of Europe and sometimes even far beyond. France and Scandinavia are important export destinations for the Hoogstraten® strawberries. Germany, Eastern Europe and Russia are in turn important markets for its vegetables.

Sales in Belgium are also of great significance. Each year attempts are made to increase local sales with a thoroughly prepared promotion and communication campaign for the Flandria, Hoogstraten® en Specialty Street brands. Veiling Hoogstraten supports supermarkets with a thorough analysis of the range and promotions at the outlet. Efforts are also devoted to expanding the market with the focus on new customers. Accordingly, Veiling Hoogstraten has recently opened up the Middle East as a new export destination.



The correctness and quality of the supplied products, and if there is a complaint this is resolved in a correct and speedy manner

Customer satisfaction

The satisfaction of our customers is an important issue. Veiling Hoogstraten takes all complaints seriously and collects them in a database; remarks with respect to product quality are also registered as a complaint in the system. This structured approach means complaints from customers are received, registered, handled and evaluated in such a way that:

- the customer receives an appropriate response;
- a repeat of the complaint is prevented and policy is changed where possible.

The Product and Quality department is responsible for the processing of product complaints - other complaints are looked at once a week during management consultation. The Communication department takes care of communication with the consumer. The most common complaints are product complaints, but these are not an indicator of customer satisfaction. For vegetables and fruit quality does indeed greatly depend on external factors such as the weather but there is also the handling of the product after delivery by the auction.

Accordingly, in 2013 a structured customer satisfaction survey was organised with the focus on product quality, logistical service, sales, administration and communication. 51 of the 77 customers surveyed responded (a response of 66%). The opinion of the customer is a crucial source of information. From the survey it appeared that our customers mainly attach importance to product quality, the logistical process and invoicing. Veiling Hoogstraten received a good score of 8.1 out of 10 for general satisfaction. Obviously points for attention also arose for thorough analysis.



Co-operative ties

To be able to conduct operations in an optimal way, Veiling Hoogstraten calls upon the assistance of other organisations:

- The Association of Belgian Horticultural Cooperatives (VBT) defends the interests of the sector.
- The Logistics and Administrative Auction Association (Lava) takes responsibility for integral quality monitoring and longer term sales of vegetables and fruit.
- The Hoogstraten Test centre (PCH) carries out applied research in the principal crops.
- There are also co-operative ties with other auctions within the context of product mergers:
 - Bel'Orta in Sint-Katelijne-Waver
 - REO auction in Roeselare
 - CLTV Zundert (the Netherlands)
 - Veiling Zaltbommel (the Netherlands)
 - Fossa Eugenia (the Netherlands)
 - Fruitveiling Zuid-Limburg/Margraten (the Netherlands)

Our economic objectives for the future

- To further profile our brands Hoogstraten®, Flandria and Specialty Street in the market
- Explore and attract new markets by attending various trade fairs and prospecting trips
- Adaptation of the infrastructure to improve the product
- Increased cost-efficiency without neglecting quality and service



Flexibility and the readiness to use cooperation to ensure the improvement of the market position and trade in fresh vegetables and fruit for the benefit of the producer and the trade



Commercialisation 2013

The year 2013 was indeed a difficult year for horticulture; the spring was long, cold and dark; the summer was exuberant, the autumn was nice initially while November was historically dark. This weather, possibly also together with acreage development in our region and beyond, translated into equally sombre price evolutions.

The continuing winter, with snow and frost during the Easter week, meant large-scale production was delayed. This resulted in strong pricing at the start of the season for all products at Veiling Hoogstraten.

The tide turned in June - a sudden transition from winter to summer with large-scale production and low prices as a consequence. Prices of both strawberries and tomatoes fell significantly. Paprika and cucumber stayed reasonably stable. In September the production of strawberries fell strongly and the price rose again. Unfortunately we were not able to maintain these prices until the end of the season. In October and November production rose and the prices fell again. The pricing of specialities, mainly tomatoes, remained most stable in comparison with the other products. This was a reason to strongly increase the acreage in the 2014 season.

The start of September saw the presentation of the new kiwi berry harvest. Once again most supermarkets in Belgium purchased part of production. Notwithstanding more difficult storage, sales were brisk and the campaign could already be rounded off in mid-October.

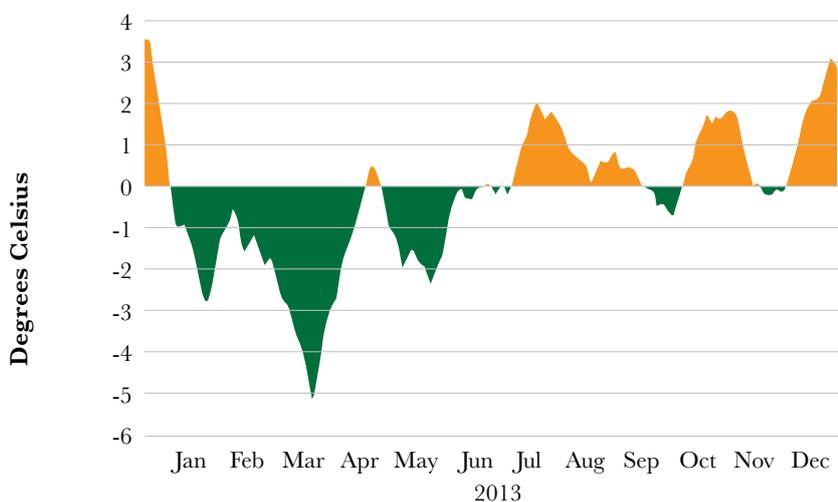
*Veiling Hoogstraten
enjoyed a turnover
increase of 6.3%
compared to 2012*



A first was Veiling Hoogstraten starting with an illuminated strawberry crop in mid-December. The majority of this production stayed in Belgium and was sold with success. The “fruits” of this crop were mainly plucked in the new year. To summarise we can call it a “special” year in all respects.

The result is an auction turnover of €174.7 million, revenue of €210 million, or an increase of 6.3% compared to 2012 and 17.9% compared to 2011. These figures immediately represent a new turnover record, more to thank to increased acreage than to good pricing. The auction company grew, and that is a good thing; it gives us the necessary resources to keep producer costs under control in the future. The results of the individual companies are, however, too diverse to be able to simply call it a good and successful year. It is clear that after 2013 many horticultural businesses ended up in the red.

Temperature progression 2013



The average temperature at the Royal Netherlands Meteorological Institute in De Bilt was 9.8 degrees compared to the normal 10.1 degrees (long-term average over the 1981-2010 period). It was mainly the first half of the year that was cold. The first six months were all too cold with a long period of frost lasting seventeen days in January with the biggest relative temperature variation in March. This month was the coldest since 1987 with a lot of snow and ice and particularly low wind chill temperatures. The spring had not been so cold for some forty years.

Statistical annual survey 2011-2013

This table shows the most important products marketed by Veiling Hoogstraten for the 2011 – 2013 period with their price, supply and turnover.

as of 31/12/2013	SUPPLY (kg/each)				
	2011	2012	2013	compared to '11	compared to '12
Strawberries	27,695,753	30,587,218	29,031,717	104.8%	94.9%
Tomatoes individual	10,736,495	10,104,137	12,292,173	114.5%	121.7%
Vine tomatoes	46,741,305	52,387,972	57,305,684	122.6%	109.4%
Tomatoes specialities	4,412,764	5,390,410	8,231,607	186.5%	152.7%
Total tomatoes	62,723,595	68,726,738	78,492,759	125.1%	114.2%
Paprika red	10,297,142	10,664,962	9,130,913	88.7%	85.6%
Paprika green	7,874,699	6,271,567	8,906,437	113.1%	142.0%
Paprika yellow	3,813,412	3,304,481	2,703,901	70.9%	81.8%
Paprika orange	984,698	979,147	1,180,436	119.9%	120.6%
Paprika specialities	11,449	41,812	48,793	426.2%	116.7%
Total paprika	22,969,950	21,218,557	21,834,748	95.1%	102.9%
Cucumber	13,279,641	6,979,663	7,551,775	56.9%	108.2%
Lettuce	14,328	34,032	0	0.0%	0.0%
Asparagus	13,317	40,384	49,112	368.8%	121.6%
Courgettes	2,409,000	3,058,602	2,059,364	85.5%	67.3%
Gherkins	53,630	43,835	56,795	105.9%	129.6%
Pears	10,836	0	17,056	157.4%	0.0%
Cauliflower	53,272	29,158	22,726	42.7%	77.9%
Raspberries	2,822	473	1,652	58.5%	349.3%
Radishes	118,200	154,140	149,409	126.4%	96.9%
Broccoli	58,866	11,438	47,862	81.3%	418.4%
Berries	14,401	11,871	11,078	76.9%	93.3%
Kiwi berry	17,971	30,310	53,849	299.6%	177.7%
Apples	505,698	894,195	566,510	112.0%	63.4%



	TURNOVER (€)					AVE. PRICE (€/kg/each)		
	2011	2012	2013	compared to '11	compared to '12	2011	2012	2013
	81,571,904	78,802,567	85,319,667	104.6%	108.3%	2.95	2.58	2.94
	4,685,149	7,541,363	6,868,217	146.6%	91.1%	0.44	0.75	0.56
	23,393,868	36,935,208	29,742,232	127.1%	80.5%	0.50	0.71	0.52
	8,689,151	10,952,990	15,308,504	176.2%	139.8%	1.97	2.03	1.86
	38,924,093	57,953,651	54,085,983	139.0%	93.3%	0.62	0.84	0.69
	10,611,896	12,138,183	12,973,773	122.3%	106.9%	1.03	1.14	1.42
	7,390,666	6,427,158	10,174,090	137.7%	158.3%	0.94	1.02	1.14
	4,107,086	3,492,715	4,168,047	101.5%	119.3%	1.08	1.06	1.54
	1,160,073	1,277,014	1,679,535	144.8%	131.5%	1.18	1.30	1.42
	81,656	215,559	259,675	318.0%	120.5%	7.13	5.16	5.32
	23,269,720	23,335,071	28,983,119	124.6%	124.2%	1.01	1.10	1.33
	2,927,878	1,890,902	2,312,583	79.0%	122.3%	0.22	0.27	0.31
	1,279	5,295	0	0.0%	0.0%	0.09	0.16	0.00
	81,220	258,572	402,531	495.6%	155.7%	6.10	6.40	8.20
	594,498	813,340	608,943	102.4%	74.9%	0.25	0.27	0.30
	76,661	54,420	60,034	78.3%	110.3%	1.43	1.24	1.06
	2,709	0	4,563	168.4%	0.0%	0.25	0.00	0.27
	50,870	24,381	21,480	42.2%	88.1%	0.95	0.84	0.95
	19,810	1,910	9,842	49.7%	515.2%	7.02	4.04	5.96
	49,102	72,348	75,884	154.5%	104.9%	0.42	0.47	0.51
	54,485	8,424	31,144	57.2%	369.7%	0.93	0.74	0.65
	99,508	98,137	129,463	130.1%	131.9%	6.91	8.27	11.69
	149,537	291,190	424,029	283.6%	145.6%	8.32	9.61	7.87
	88,248	223,321	145,083	164.4%	65.0%	0.17	0.25	0.26

2011	2012	2013	compared to '11	compared to '12
148,249,434.49	164,341,682.68	174,728,396.81	117.9%	106.3%



Investments

Tangible assets

In 2013 a total of €2,931,664.51 of new assets were purchased, €31,871.48 (purchase price) were sold or put out of use and €3,074,179.44 was the amount book as depreciation.

Most important acquisitions in 2013:

Vegetable shed.

The new vegetable shed was completed in 2013.

Strawberry shed.

The strawberry shed was fully insulated in 2013 and provided with new cooling installations to be able to supply the strawberries to customers at the ideal temperature (+/-5°C).

Summary of investments:

Strawberry shed construction adaptation (suspension, cooling)	1,081,215.24
Strawberry shed electrical work	161,650.74
Strawberry shed cooling installation	1,089,690.00
Strawberry shed insulated rolling doors	29,316.00
total:	2,361,871.98

Vegetable shed.	252,824.92
total:	252,824.92

Others:

Repair of site road paprika shed/replacement green space/kerbs	23,086.50
Repair paving refrigerator/washing installation	22,149.70
Palletiser	64,714.33
Flowpack labeller	31,930.00
Conversion of paprika sorting corner slat machine	44,260.00
Sale room refurbishment	31,070.99
Extension to 16 sales supply lines	29,342.00
Neopost folding machines (Post)	9,383.00
IPI Toshiba High label printers	9,220.00
Energys batteries for fork-lift trucks	11,319.92
Vehicles	40,491.17
total:	316,967.61
total:	2,931,664.51

Depreciation amounted to:

For buildings and land	€1,214,409.59
For machines, installations and equipment	€1,677,348.17
For furnishings and vehicles	€180,374.93
For other assets	€2,046.75

Financial assets

No changes were noted in the course of 2013.

The composition of the shareholdings:

- €12,394.68 in VMS in Sint Katelijne Waver
- €6,250.00 in In-Co cvba in Hoogstraten
- €25,000.00 in Fytolab in Ghent
- €34,456.74 in Kistenpool VBT cv in Sint Katelijne Waver
- € 4,200.00 in Freshcoop cvba in Leuven
- €2,500.00 in Kenniscentrum Glastuinbouw cvba in Boortmeerbeek.

Subsidies

CMO

Since 1997, thanks to the common organisation of the market (COM) for vegetables and fruit, new momentum has been given to the sector. With financial support for the operational programmes of Veiling Hoogstraten and other ratified marketing cooperatives, the sector must be able to better respond to the challenges of a more open and more competition-oriented market. Concentration of the supply, high quality production and services for the growers are among the keywords.

On 15 February 2014 the COM file was submitted to the BIRB (Ministry of Economic Affairs) for the 2013 working year. The execution of this shared Lava file had a value of €71,043,886.43; Veiling Hoogstraten's share amounted to €13,841,356.93 or 19.48 %. In 2013 the last year of the 2009-2013 five-year plan was carried out, and as in previous years Hoogstraten's file together with that of CLTV Zundert was submitted under the "flag" of In-Co cvba. The shares in In-Co file amounted to a value of €15,974,644.45. A part of the file was entered transnationally. 83.96 % of the net subsidy received for our auction was paid back to the growers either directly through COM activities or indirectly through other returns such as the sliding scale auction per cent and the cooperative return.

(VLIF) FLEMISH AGRICULTURAL INVESTMENT FUND

In the course of 2011 and 2012 there was the acquisition of a new receipt and distribution space for vegetables (surface area 11,000 m²), including loading bays, cold stores, technical facilities and road construction work for a total investment sum of €10,586,982.

Within the context of the VLIF (Flemish Agricultural Investment Fund) a file was submitted for €7,500,000 of expenditure eligible for subsidisation. In the course of 2013 after verification of the accounts subsidies with a value of €1,250,000 were received.



2

Special accreditation

- 1 CSR charter
- 2 De Kempenaar

Veiling Hoogstraten strives to minimise any possible negative effects of its activities on society and the environment. To do this it is prepared at all times to enter into discussions with stakeholders with the objective of further improving CSR thinking and action while formulating objectives.



CSR charter

In June Veiling Hoogstraten was awarded the 'CSR charter province of Antwerp 2012-2013'. With this charter Veiling Hoogstraten gives real form to its social involvement and commits itself to include sustainable operation in its strategy and working. Signing the charter entails a company committing itself to work proactively on a number of subjects of Corporate Social Responsibility. The efforts were assessed by an independent team of experts. Candidacy for the CSR charter immediately led to being awarded the certificate in the 2012-2013 period. Veiling Hoogstraten hence obtained official accreditation for its special CSR performance. Veiling Hoogstraten committed itself to the new 2013-2014 cycle.



As icing on the cake in June 2013 Veiling Hoogstraten was awarded the CSR certificate for the very first time



De Kempenaar

In September VKW Kempen chose Veiling Hoogstraten as laureate for 'De Kempenaar 2013'. With 'De Kempenaar' VKW Kempen wants to honour a product, person or organisation who puts the Kempen region on the Belgian, European or world map in a unique manner and in the long term, while also contributing to the further flourishing of the region itself.

The distinction fits in with the four values with which VKW wants to inspire its members: responsibility, integrity, honesty and respect. Here VKW also explicitly confirms the efforts of Veiling Hoogstraten in enhancing the region.



**Chairman Dirk Van de Plas and
Director Gaston Opdekamp**



3

Energy



1 Efficient management, investments in renewable energy and energy-saving measures

2 Renewable energy

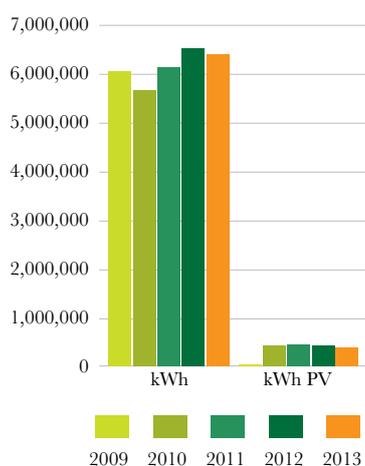
Efficient management, investments in renewable energy and energy-saving measures

As a result of increasing energy consumption and the warming of the earth, responsible energy consumption and the restriction of harmful emissions have become an important challenge for companies from all sectors. Veiling Hoogstraten wants to bring its products to the customer with the best freshness and quality, and these activities require a lot of energy. This is why care with energy consumption is absolutely necessary at Veiling Hoogstraten. Numerous initiatives supported by Veiling Hoogstraten ensure the creation of sustainable energy or concentrate on reducing energy requirements. The first step with economical energy consumption is to set out current energy consumption. For the buildings the consumption of water, gas and electricity is continually monitored.

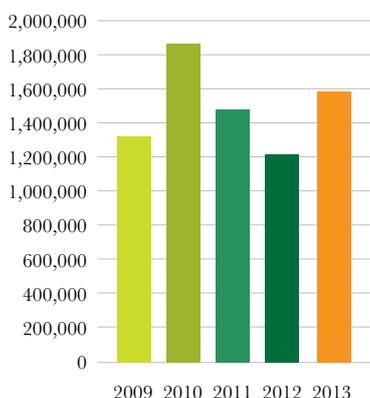
Electricity consumption at Veiling Hoogstraten fell slightly in 2013, while natural gas consumption increased a little. In 2013 Veiling Hoogstraten consumed 6,446,714 kWh of electricity, a little less than in 2012. The slight fall in electricity consumption was mainly down to the renovation of the strawberry sheds. The roof and the walls were heavily insulated. CO₂ was used as a coolant for the first time. The slight increase in natural gas consumption was mainly due to an increase in the volume of the products that have to be kept frost-free in the winter. Natural gas consumption at Veiling Hoogstraten is more limited (heating of offices, frost-free product storage and Euro Pool System crate washer).

In the future Veiling Hoogstraten will continue working on energy-saving activities such as the annual detection of compressed air leaks, optimal use of lighting, raising the awareness of its employees, etc.

Electricity consumption 2009-2013



Natural gas consumption 2009-2013



Objective 2014-2015

- A further focus on the biggest energy consumers and the implementation of optimisation based on monthly reporting and follow-up
- Where possible the linking of consumption to production and expressed in kWh/ton
- Sustainable purchases and facility management such as energy-saving lighting in the strawberry shed and the emergency lighting project
- Awareness-raising among employees



Renewable energy

Solar panels generate green energy

Veiling Hoogstraten has already been working on reducing its energy consumption and CO₂ emissions for many years. The auction uses natural energy sources in a responsible manner. Since 2009, 1,880 solar panels on four roof surfaces (3,500 m²) have generated 408,000 kWh for us. This is equivalent to the average annual consumption of 120 households and a reduction of CO₂ emissions by 125 tons per year. An important aspect with the installation of this PV system was the scope. Because of the limited absorption capacity of the distribution network in the Northern Kempen, Veiling Hoogstraten was bound to use all the electricity generated itself. The sizing of the installation therefore had to be based on minimum consumption. The solar energy share in total electricity consumption at Veiling Hoogstraten amounts to approximately 7%. The installed power amounts to 432 kWp and the graph added shows the output over the last five years.

In 2012 a new vegetable transition shed was built in preparation for future evolutions in the market. The roof of this shed was constructed to be able to support solar panels. A network study was requested in 2013 to check if the existing photovoltaic installation could be expanded. For a number of years the electricity consumed on the company premises has also had 100% green origins.

Extra energy-saving measures

Energy-saving measures were also implemented in 2013. At the end of 2012 the ambition was set to deliver all strawberries at a product temperature lower than 7 °C from the 2013 season. As opposed to expectations, general electricity consumption at Veiling Hoogstraten did not increase thanks to the introduction of energy-saving measures. The strawberry sheds were thoroughly renovated. In the intervening season the relative loading and handling spaces were additionally insulated and conditioned. The cooling capacity was also adapted and CO₂ was used as a coolant for the first time. The responses of the buyers to this new operating method are unanimously positive, resulting in greater confidence in Veiling Hoogstraten. Moreover, the additional insulation of the conditioned spaces is bearing fruit as regards energy consumption.

Annual production of green power



In 2011, 51 kWh electricity/ton of traded product was required. In 2013 this was only 48 kWh electricity/ton traded product, a decrease despite a major extension of the conditioned zones



Energy-savings measures will also be a default part of business operations in 2014.

‘vegetable loading bay’ project: optimisation of energy housekeeping





4

Economical water use

1 Economical water use

Veiling Hoogstraten has already been convinced of the opportunities of rainwater recovery for ten years.

Water is an important natural resource. We cannot live without it. Veiling Hoogstraten also uses water with the greatest of care and tries to raise the awareness of its employees in this respect.

Veiling Hoogstraten mainly uses water to cool products. Then there is the domestic consumption of water such as for cleaning buildings and use in sanitary facilities. The water consumed is mains water and rainwater. Veiling Hoogstraten has already been convinced of the opportunities of rainwater recovery for ten years. Why let free water run away in the sewer if you can use it? Veiling Hoogstraten has an ample storage capacity for rainwater on its land and in its buildings.

Rainwater collection with a capacity of 4 million litres

With the construction of a new transition shed for vegetables in 2012 a water buffer was constructed with a capacity of 2 million litres to use rainwater for cooling and



conditioning. Veiling Hoogstraten also made technical improvements to the water circuit in 2012. The installation of a 500-metre pipeline now allows all condensers to run on rainwater.

In 2013, 4,712 m³ of mains water was consumed and 9,470 m³ of rainwater. To facilitate the evolution of water consumption over a number of years the consumption of mains water has been related to the volume of traded product. In 2000 a total of 0.230 litres of mains water per ton of traded product was consumed - in 2013 this was only 0.035 litres. Over a period of ten years mains water consumption at Veiling Hoogstraten fell by more than half, mainly due to the collection of rainwater, while the volume of traded product significantly increased.

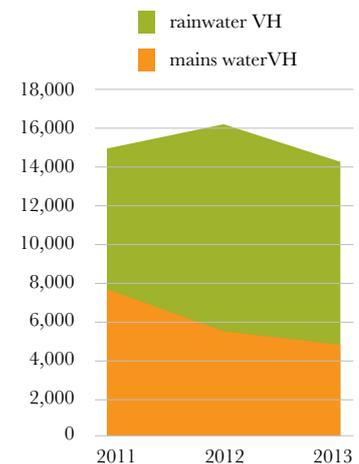
The table below shows a summary of the consumption of mains water from 2000 up to and including 2013.

Over a period of ten years mains water consumption at Veiling Hoogstraten fell by more than half, mainly due to the collection of rainwater

Mains water consumption (Pidpa)
2000 up to and including 2013 (in m³)



Share of rainwater - mains water



The total rainwater collection capacity at Veiling Hoogstraten amounts to 4 million litres. In 2011 share of the consumption of mains and rainwater at Veiling Hoogstraten was approximately 50/50. Two years later the rainwater share had increased to nearly 70%.

Objective 2014-2015

- to increase the share of rainwater in total water consumption at Hoogstraten to 75%.
- raising awareness among employees
- research into and use of sustainable facilities (water-saving buttons, economical high-pressure cleaners, etc.)





5

Waste management

- 1 Far-reaching waste sorting
- 2 Packaging materials
- 3 No unnecessary paper consumption

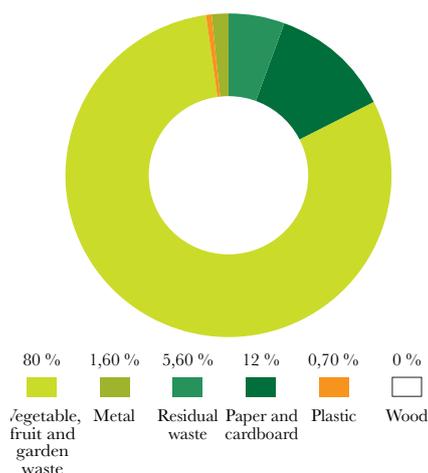
Far-reaching waste sorting

Veiling Hoogstraten has put a structured and responsible waste materials policy in place. Part of this involves the auction disposing of a closed private container depot. All waste material flows are collected by specialised companies and recycled when possible.

We see this at the basis of sustainability and respect for the environment. We make sure as little waste as possible is produced and it is recycled to the extent possible. This is obviously associated with the necessary internal communication and raising awareness. We see waste management as a responsibility of each employee. The most important waste material flows at Veiling Hoogstraten are vegetable, fruit and garden waste, paper and cardboard and residual waste.

The following waste material flows are separately collected and disposed of:

6 most important waste material flows Veiling Hoogstraten 2013

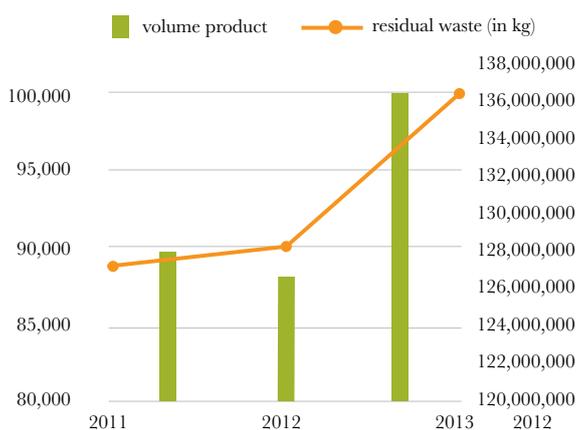


- Paper and cardboard
- Residual waste
- Vegetable, fruit and garden waste
- Plastic
- Plastic, metal and drink cartons
- Metal
- Organic fraction
- Batteries and accumulators
- Wood
- Glass
- Hazardous waste
- Oil
- Discarded electrical and electronic equipment



The total quantity of waste increased from 1,019,770 kg in 2012 to 1,772,545 kg in 2013. The rise is mainly attributable to a doubling of vegetable, fruit and garden waste. The year 2013 was not a good one for tomatoes and many product surpluses were used as animal feed, fertiliser and as an energy source. In 2011 the total quantity of waste amounted to 3,711,038 kg. This high figure can be largely explained by the breakout of the EHEC crisis in 2011 with large quantities of good product becoming unsaleable.

Residual waste in comparison with volume of traded product (2010 to 2013)



The volume of residual waste per kilo of traded product has remained constant in recent years. In 2011, 2012 and 2013 0.7 gram of residual waste each time originated per kilo of traded product.

Objective

is to reduce the amount of residual waste by 20% by 2020. This will be achieved by different activities including the better separation of the residual, green and plastic, metal and drink cartons waste and permanent awareness-raising among the employees.

Packaging materials

Packaging is indispensable for the preservation, safe transport and selling of our foodstuffs in suitable portions. Veiling Hoogstraten provides the necessary packaging according to the desires of the customer. Packaging itself takes place at the production companies or at the auction. From a functional perspective the packaging allows smooth logistics and the necessary traceability. Packaging also assures the preservation of the quality of the fresh products in the commercial chain. Wastage is also prevented by offering portions suitable for the family composition of the consumer. The environmental impact of a thrown-away product is 3 to 100 times greater than the environmental impact of the packaging. Finally, the packaging is used to inform the consumer about the composition and the origins of the product and numerous other aspects.





Nonetheless, the auction still devotes much attention to waste prevention. The quantity of material is limited to the extent possible and preference goes to reusable packaging and materials that can be recycled. Veiling Hoogstraten takes part in a three-year sector waste prevention plan drawn up by the Association of Belgian Horticultural Cooperatives. The 2013-2016 plan looks at the importance of packaging for the marketing cooperatives and the efforts made and planned to use packaging economically and prevent packaging waste to the extent possible. The sector plan is coordinated by the Association of Belgian Horticultural Cooperatives and was submitted to the Interregional Packaging Commission in October 2013.

Industrial packaging is divided into transport and trade packaging and does not arrive at the end consumer. Reusable packaging is used as standard in an open pool system in forms such as reusable plastic crates and pallets. Household packaging does ultimately arrive at the consumer. Here standard use is made of disposable packaging, mainly under the influence of market organisation and commercial elements.



Industrial packaging depending on the type on the foreign market (Veiling Hoogstraten)



Industrial packaging depending on the type on the Belgian market (Veiling Hoogstraten)



71%
disposable packaging

29%
reusable packaging

31%
disposable packaging

69%
reusable packaging



Activities 2014 - 2015:

- Environmentally friendly packaging materials
- Lighter packaging
- Focus on economical packaging types

No unnecessary paper consumption

An important aspect in the reduction of paper consumption is raising awareness among our employees. We do this by means including encouraging printing on both sides. Veiling Hoogstraten also intelligently uses electronic communication systems to limit paper use at the auction; InfoWeb is the communication platform to growers and buyers, with electronic mailings and the use of I-Pads at meetings. Veiling Hoogstraten also deliberately chooses paper made from sustainably produced wood.

The number of sheets of paper per FTE a day is calculated to gauge the evolution of paper consumption. Consumption in 2012 amounted to 16 sheets/day/FTE. This is an estimate based on purchases. In 2013 consumption fell to 14 sheets/day/FTE. The information is based on delivery notes. Deliveries and stocks will be effectively counted from 2014.

Objective 2014-2015:

to reduce paper consumption by 5% in 2014 compared to 2013 with project digitisation

Activities

- introduction of digital invoicing
- introduction of electronic meal vouchers
- printing and copying on both sides





6

Sustainable mobility

Veiling Hoogstraten is working full out on this

1 *Electric fork-lift trucks*

2 *More cycle traffic*

3 *Videoconferencing*

Veiling Hoogstraten devotes attention to smooth mobility with the receipt and dispatching of products. Account is taken of numerous factors to limit inconvenience in the surroundings and on the premises of Veiling Hoogstraten to the extent possible. Examples here include staggering delivery times, the pre-sale of full vehicles and signs on the actual company premises. Moreover, customers have access to the loading bays at practically any time of the day or night using secure access systems to collect the purchased products.

A greener fork-lift fleet = 100 % electrical

Veiling Hoogstraten resolutely decided to use electric fork-lift trucks for its internal transport. The advantage of the use of an electric fork-lift truck is that no harmful substances are emitted so air quality improves for employees and customers alike. Electric trucks also cause less noise pollution.



Activities 2014 - 2015:

- rearrangement of the loading bays to reduce noise pollution among the neighbours
- optimisation and expansion of night loading
- expansion of the system of pre-sales of full vehicles





More cycling = less sickness among the personnel

For commuting to and from work Veiling Hoogstraten promotes alternatives to car traffic while aiming to reduce the number of car journeys. With a cycling allowance of 20 cent/riden kph Veiling Hoogstraten wants to reward sustainable mobility used by its employees. Everyone going to work for at least two-thirds of the year by bicycle is entitled to this allowance. The cyclists also have showers, changing rooms and a covered bicycle shed available. Veiling Hoogstraten has also made 15 bicycles available for use on its own premises.

We do, however, note that we still have more work to do here. Many employees still come to work in their own car.

Objective 2014 - 2015:

- promotional vehicle replaced by a more ecological vehicle: electric, hybrid, natural gas, etc.
- each employee must check his/her tyre pressure
- more economical driving with the employee eco-driving project

Video conferencing = the key to greener meetings



In 2011 Veiling Hoogstraten brought a video/teleconferencing system into use in cooperation with the Association of Belgian Horticultural Cooperatives and fellow cooperatives.

Videoconferencing makes use of audio and video telecommunication to bring people in different locations together for a meeting. This can be a simple discussion between two persons in different offices (point-to-point) or locations with a number of persons in large spaces in various locations (multi-point). Videoconferencing can also be used for exchanging documents. This modern meeting technique is one of the most effective ways to not only cut costs and save time, a real and substantial contribution is made to reducing environmental impact. The savings in kilometres driven to meetings immediately and demonstrably results in a reduction of CO₂ emissions.





7

Modified cooling

1 *The availability of a high-performance and adapted cooling infrastructure is indispensable in the vegetable and fruit sector.*

2 *Storage of strawberry plants*

The availability of a high-performance and adapted cooling infrastructure is indispensable in the vegetable and fruit sector.

Product cooling is absolutely necessary, but this is also a costly affair. At Veiling Hoogstraten cooling accounts for almost 70% of the energy costs, as appeared from a previous energy scan carried out by Electrabel.

After the products have been inspected they must stay at the auction for a short period. They are stored in places with an optimum temperature and relative humidity. Fruiting vegetables (tomatoes, cucumbers and paprika) are pre-cooled at a temperature of 11 °C. Strawberries are stored in 100% relative humidity at 1.5 °C. The product is stored for a maximum of two days (during the weekend) in the cold store.

The entire cooling infrastructure at Veiling Hoogstraten is controlled and monitored from five machinery spaces operated from a central control system. Automatic signaling of non-compliances and failures and the presence of an emergency power supply with 600 kVA power guarantee continuity of operation.



Storage of strawberry plants

Besides product cooling Veiling Hoogstraten devotes the greatest of care to the central storage of strawberry plants. To do this the auction has 24 cold stores of various dimensions to store the strawberry plants (-1 °C). The storage equipment is advanced, computer-controlled and controlled remotely by computer. This enables the auction to offer the best guarantees for the high quality storage of strawberry plants. The central storage of strawberry plants is a type of service for our producers. They do not have to invest in expensive cooling installations and can be confident of comprehensive control.





8

Less impact, more future

1 *Responsibly Fresh*

2 *Biodiversity*



Responsibly Fresh

At the start of February 2012 the Association of Belgian Horticultural Cooperatives (VBT) introduced its Responsibly Fresh sustainability label for the Belgian fresh vegetable and fruit sector. Veiling Hoogstraten witnessed the birth of this new quality label together with the other Belgian producers. Products from Veiling Hoogstraten bear the Responsibly Fresh quality mark. This quality mark for sustainability stands for responsibly produced fresh vegetables and fresh fruit. Only producers and cooperatives demonstrably working on various sustainability aspects and criteria may use the quality mark. To be able to use the Responsibly Fresh label, producers and cooperatives must use approved quality systems and apply specific conditions relating to sustainability. It is also important to take account of the parameter of time. The collective sustainability quality mark indeed brings together the individual progress reports and reflects the evolution of the efforts made by the sector. A four-year plan sets out concrete measures to continually make the vegetable and fruit sector more sustainable in the future. The growers deliberately choose for low impact, biodiversity, closeness and food frugality.

A number of examples are given below:

- Limited energy consumption by means including energy screens, CHPs (combined heat and power units), solar panels, wood burning, etc.
- Limited water consumption by means including the collection of rainwater, drainwater recovery and drip systems
- Limited waste by means including the disposal of poor quality products to biogas installation, the use of substrate of organic origin and the processing of final crop residues (substrate and crop)
- Applied integrated crop protection. This is a crop protection method whereby diseases and infestations are prevented and/or suppressed with as little harm as possible to people, the environment and useful organisms. Integrated crop protection combines the use of biological, mechanical and chemical control methods and consists of three stages: prevention, observation and action.
- Use of different species of bees
- Biological crop protection resources/pesticides
- Improved working conditions for employees
- Personnel training



Each product bearing the quality mark originates from growers who wish to work effectively with respect for the population and the environment. Then everyone can benefit from optimal quality and transparency: today, tomorrow and in the future. www.responsibly-fresh.com





CHP ensures optimal energy efficiency

Combined heat and power systems – abbreviated to CHP or co-generation – is a technique whereby energy sources such as natural gas, biogas or liquid fuels are converted by combustion in a motor into various components: electrical energy, heat and CO₂ (combustion gases). In recent years numerous glasshouse horticulture companies have switched to this form of sustainable energy consumption. Almost 15% of our growers presently have CHP. The application of this technology at glasshouse horticulture companies ensures optimum effective use of the energy content of these heat sources. The electrical energy generated is sent to the distribution network and on to the private electricity consumer.

Biodiversity

Veiling Hoogstraten deliberately chooses biodiversity and installs a bee hotel

The bee hotel on the Veiling Hoogstraten premises was specially made for wild bees. These bees are facing difficult times because of the disappearance of places in the countryside where they can make their nests. The whole verge around the bee hotel has been planted with indigenous nectar plants. Wild bees need sufficient nectar in the vicinity to be able to nest and survive.

The bee hotel is the ideal nest for solitary bees, being useful insects that also do not sting. Wild bees ensure the pollination of very many flowers and crops and are very important for our food production. If there are fewer bees they can pollinate less vegetation and in due course there will be less food. So we have every interest in saving the bee before it is too late. The bee hotel offers a nice solution.





9

Our people

- 1 Personnel numbers
- 2 Personnel turnover
- 3 Sickness and accidents
- 4 Care for personnel
- 5 Reduction of physical strain
- 6 Social dialogue
- 7 Human development and training at work

Veiling Hoogstraten sees its people as the driving force behind the company. They help to guide the company forward and achieve its plans for growth. Employees can informally and/or formally, for example during team meetings, put forward ideas or thoughts and suggest opportunities. Important spearheads in the personnel policy are the limitation of absence, investment in the training and development of employees and creating a culture in which everyone feels at home. Veiling Hoogstraten also looks towards future employees.

Personnel numbers

On 31 December 2013 Veiling Hoogstraten employed a total of 74 employees of different cultures, of various ages and in highly diverse positions on a permanent basis. 75% of them are male (55), 25% are female (19). It is inherent to the vegetable and fruit sector that relatively few women are employed. Veiling Hoogstraten does, however, still aim to achieve diversity among its personnel as a reflection of society. Young and experienced employees make a good mix. Together with its growers the employees have a wide range of expertise in vegetables and fruit. This knowledge ranges from cultivation, the product, the consumer and logistics. The far-reaching knowledge and the diversity of the employees make the company an attractive employer. In 2013 Veiling Hoogstraten welcomed four new people to the fold.



Asia Wierzbicka



Ilkay Kart



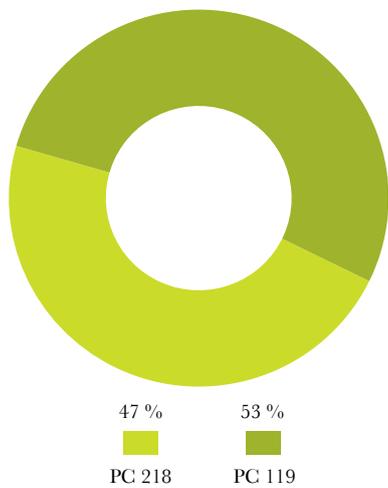
Johnny Gommers



Werner Goos

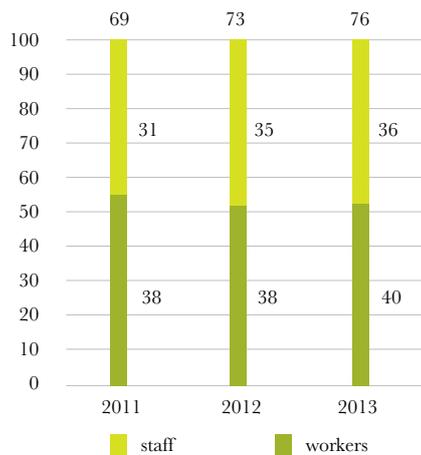


Of the 74 employees 53% work under joint committee (JC) 119 and 47% under JC 218.

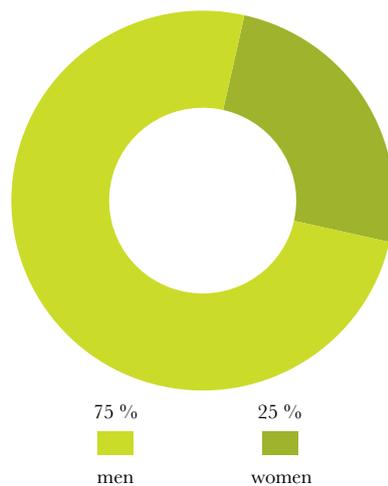


Most employees (86%) work full-time; according to the collective bargaining agreement these are all employees with a 38-hour contract. Ten employees are working part-time (14%) with contracts varying between 19 and 32 hours. The share of workers and staff has stayed reasonably constant over the years. Approximately 53% of the employees have the statute of worker. The number of FTEs (full time equivalents) is the most objective parameter to follow the evolution of personnel numbers and measure growth potential. But Veiling Hoogstraten is more than a collection of FTEs. The work pressure within a marketing cooperative greatly depends on the supply of products so on the time of the year. This is why the team is strengthened by temporary staff and student workers when necessary. Operations can then be flexible to perfectly match the services with the needs of producers and buyers.

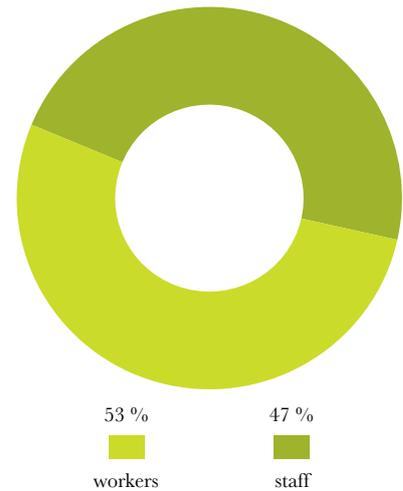
Comparison of personnel workers/staff 2011, 2012, 2013



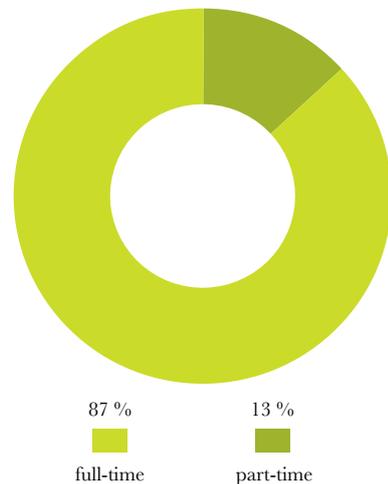
Proportions men/women (2013)



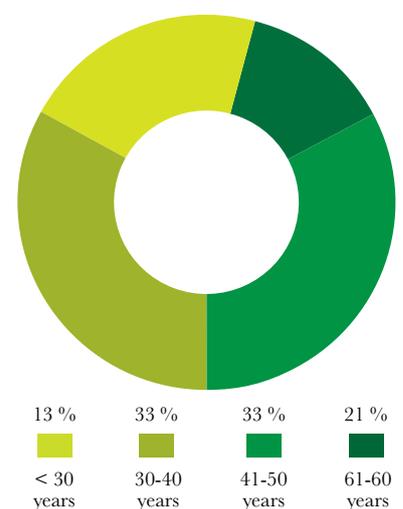
Proportions workers/staff (2013)



Proportions full-time/part-time (2013)



Age groups (2013)



Personnel turnover

A number of employees left Veiling Hoogstraten in 2013. The reasons were diverse: to start a new challenge at another company, or reaching retirement age. Veiling Hoogstraten said farewell to two employees so had a low turnover in 2013.

Total number of employees out of service	2011	2012	2013
length of continuous employment 0-5 years		2	
length of continuous employment 6-15 years			1
length of continuous employment 16-30 years	1		1
length of continuous employment 31-45 years	1		

Veiling Hoogstraten is a company with a good social image and a culture deeply rooted in respect, integrity and freedom. We strive to give people the space to grow and develop, and give shape to their ideas and ambitions. This also means that people relatively quickly take on much responsibility, while they are expected to act and communicate in a self-assured and proactive manner. The management leads all the employees, but everyone is expected to work on bringing the company forward. By remaining alert during day-to-day activities and bearing possible innovations in mind, Veiling Hoogstraten continues to uphold its reputation as a high quality and innovative enterprise.

Diversity on the shop floor

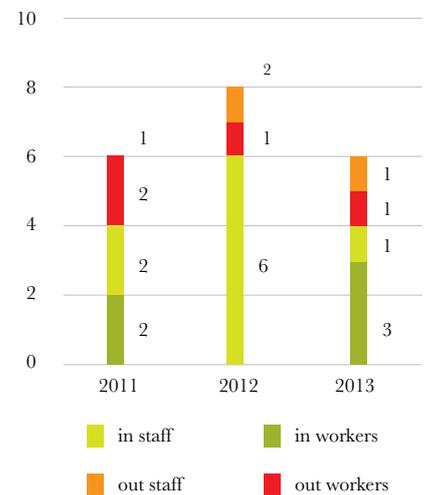
Veiling Hoogstraten has resolutely implemented a diversity policy for a number of years. No distinction is made by race or age. All our employees must be able to exploit their qualities, talents, experience and capabilities. Differences are embraced. People can then show what they have to offer every day. People disadvantaged on the employment market are also given opportunities at Veiling Hoogstraten.

Sickness and accidents

Productive personnel in good health are essential for the constant success of an enterprise. This is why Veiling Hoogstraten invests in its employees with attention to ensuring a healthy and safe workplace. Sickness and accidents are unfortunately also factors with which the auction is confronted. The absence figures for the last three years were set out. In 2013 the absence percentage amounted to 3.11%, a rise compared to 2012. This percentage is based on short-term absence, long-term absence (more than 152 consecutive hours of absence) was not included in the calculation.

Veiling Hoogstraten devotes much attention to the prevention of accidents, and has an internal safety department supported by an accredited safety department for the medical monitoring of our employees and psychosocial guidance. Nevertheless, accidents cannot always be ruled out. In 2013 there were two work accidents with temporary incapacity for work on the shop floor.

Comparison of personnel workers/staff 2011, 2012, 2013



Each year we strive to reduce the total absence percentage in comparison with the previous year. In 2014 the target is an absence percentage of 3%.

When measuring the level of seriousness we see a falling trend, meaning the number of days of absence per work accident decreased. To be able to measure and compare the importance and the evolution of work accidents use is, however, made of two indicators: the frequency level and the seriousness level. It is not the number of employees, but the total number of worked hours (exposure to the risk) that is used here.

	2011	2012	2013
Sickness absence percentage	3.40%	2.30%	3.11%
Number of work accidents with absence from work	2	2	2
Number of calendar days lost	1	13	2
Number of hours worked	107,323	115,705	123,104
Frequency level	18.64	17.29	16.25
Seriousness level	0.009318	0.112355	0.016246

Care for personnel

The welfare of employees at Veiling Hoogstraten is of key importance both on the shop floor and alongside it. The daily commitment of the personnel is indeed crucial to the success of the company. At the end of 2013 IDEWE carried out a psychosocial risk analysis by order of Veiling Hoogstraten 25% of the permanent employees were involved. A representative group (age, length of continuous employment, gender, etc.) took part in individual and group discussions on various subjects at Veiling Hoogstraten. From the results it appears that the personnel enjoy working at Veiling Hoogstraten and there is a pleasant atmosphere among the staff. Although most people were satisfied about their work at Veiling Hoogstraten, points for improvement also emerged: clear communication and consultation across the different levels, adjustment of policy concerning guidance/coaching and the need for the clear specification of expectations.

Veiling Hoogstraten therefore wants to offer all employees the necessary support to carry out their work and develop further. Veiling Hoogstraten also wants to pay sufficient attention to concerns of employees and plan action to address them as a result.



What we provide

- Structured consultation within Veiling Hoogstraten
 - Daily management (once a week)
 - Management consultation (once a week)
 - Board of Management (once a month)
 - Trade union consultation with the committee for prevention and protection at work – social dialogue (once a month)
 - Team meetings per department (once a month)
 - Annually: Two info sessions with all personnel members about strategic objectives and procedures
 - Employee involvement: different social activities
 - Annually: performance discussions

- Attention to the health of employees
 - Safety plan + psychosocial risk analysis
 - Electric fork-lift trucks, stacking equipment and stackers
 - Ergonomic seats
 - Medical inspection
 - ...

Objective 2014 - 2015:

The development of an action plan with points for improvement originating from the psychosocial risk analysis.

Reduction of physical strain

Using preventive and corrective measures Veiling Hoogstraten continually strives to watch over and improve ergonomic aspects. Here attention is devoted to limiting risks while carrying out various activities: electric fork-lift trucks, adjustable seats, stackers etc. Several years ago staking pallets was work involving excessive strain, for example. Now this is done by stacking equipment so employees are no longer subjected to work with strain involved. Also, with the purchase of new machines, fork-lift trucks and other materials extra attention is devoted to safety and the restriction of physical strain.



After the renovation of the strawberry sheds at the start of 2013 a cold-premium was introduced for all employees working in the sheds concerned.

Social dialogue

Much attention is also devoted to the welfare and safety of the personnel. Each month Veiling Hoogstraten takes part in formal consultation with the Committee for Prevention and Protection at the Workplace.

Employees can express their opinions on policy at these meetings. They can exchange thoughts, come up with different ideas, and together look for solutions to any problems. In this way Veiling Hoogstraten can grow to offer a better environment, a more pleasant workplace in which one does not suffer sickness, where one is safe, but also where it is enjoyable to work.

Employee involvement	2011	2012	2013
Percentage of the total number of employees attending the committee for prevention and protection at work consultation	8.6%	9.6%	10.8%



Human development and training

As company it is important to continue to invest in its employees. At Veiling Hoogstraten employees are given the opportunity to take part in a wide variety of training. Training needs are determined through various channels such as:

- A competence profile per position. Training needs can then be established.
- At evaluation and job performance reviews there is attention to the need for or interest in additional training.
- Individual training plans can then be further refined at the request of employees.

Company policy involves encouraging specific self-study by employees to the extent possible. The starting point is study initially focusing on the specialised field relating to the work area in which the employee is involved at the company. Such training is practically always approved. Veiling Hoogstraten also sets store by the general development of its employees. Veiling Hoogstraten even often offers support for training that is not entirely relevant, but that the employee would still like to follow.

In 2013 a total of 1,852 hours of training were followed the company's own employees. This involved 1,384 hours for male employees and 468 hours for female employees. The difference in hours of training between men and women can be explained by men accounting for 75% of the personnel.

Veiling Hoogstraten invested €101,240.30 in training for its employees in 2013. The actual training cost amounted to €1,368 per employee in 2013. The following information was used to calculate the average training cost per employee:

- the costs of the internal instructor (net annual salary)
- the costs of the external training providers

It is important to utilise the capabilities of people: people with the right capabilities must be used for the appropriate work.

Objective 2014 - 2015:

- Introduction job performance reviews for all workers
- Increase the number of hours of training per employee by 3%





10

Social commitment

1 Social involvement

2 Our commitment

Social involvement

Social involvement concerns activities or investments by a company in the (local) society in which it operates for specific target groups or social objectives. Veiling Hoogstraten also has responsibility beyond its own walls. The neighbours, the surrounding area and the whole region are just as important as its employees in the auction's eyes.



“The 11th edition of the nicest jogging event in the Northern Kempen is over again. Thanks to your efforts, help or sponsorship the ‘Landlopersjogging’ has again proved to be a fantastic sporting event in Wortel.”

On behalf of ‘Landlopersjogging’, Benny Goetschalckx



Our commitment

- Fresh products are promoted in and around Hoogstraten by product sponsoring.
- Infrastructure is made available to the community: each year the 'Vegetables and Flowers' project can count on the sheds at the auction. In addition there are, for example, musicals and other local events organised at the auction.
- Social responsibility: each year the proceeds at the start of a new season go to a good cause, e.g. 'Kom op tegen kanker' (cancer research), Haiti Lavi, Vlaamse Alzheimerliga (Alzheimer research), etc.
- Participation in 'Zuiddag': a unique project whereby 10,000 committed young people between 15 and 25 years of age work for one day at a company with the pay they earn being donated to project in the south. This gives young people the opportunity of sampling a working atmosphere while actively contributing to international development. www.zuiddag.be
- Attention to education: during different company and school visits the auction shows where its products come from.
- Veiling Hoogstraten gladly welcomes trainees to the shop floor. They are guided in acquiring knowledge and skills, but even more important is familiarisation with the vegetable and fruit sector.



The good cause

The proceeds from the sales of the first strawberries were also fully donated to a good cause in 2013. With the auction's contribution, in the name of the strawberry growers, the proceeds were doubled and the 'Vlaamse Alzheimerliga' non-profit organisation, a patient and voluntary organisation of, for and by family members and volunteer carers of persons with dementia, received a cheque for €8,000. The money is used to support volunteer carers and for the organisation of meetings and workshops.



11

Our stakeholders

Veiling Hoogstraten enters into dialogue with employees, growers and customers to operate as responsibly and sustainably as possible. A critical examination of sector organisations, social institutions, public authorities, banks and educational establishments allows Veiling Hoogstraten to take account of the desires arising in its environment.

The principal stakeholders of Veiling Hoogstraten are the parties who play an important part in the fresh food chain, who have an influence on the products of Veiling Hoogstraten and how it trades. This concerns both internal and external stakeholders with whom communication takes place on a regular basis in different ways, both formal and informal. The dialogue takes place ad-hoc and on a structured basis.

Veiling Hoogstraten also puts a lot of effort into building a good relationship with all its stakeholders:

- Veiling Hoogstraten maintains active dialogue with its employees through internal communication resources, personnel meetings, the personnel association and training days. There is also the representation of employees on the committee for prevention and protection at work.
- With growers at home and abroad involved, Veiling Hoogstraten discusses steps that can be taken to make cultivation more sustainable, to develop healthy and tasty products and to achieve an efficient and sustainable chain. Responsibly Fresh is the guiding theme here.
- Discussions take place with customers about important subjects as track and trace, transparency, the source of the product, food safety, Responsibly Fresh, sustainable packaging and sustainable logistics. Employees of Veiling Hoogstraten are in daily contact with customers.
- As regards innovation, Veiling Hoogstraten works closely together with test centres and educational establishments



The social subjects that suppliers, customers and suppliers consider important are also explained in this sustainability report. Stakeholders generally select subjects that involve our operational activities. This concerns, for example, working safely, customer satisfaction, product quality and transparency.

Sustainable and socially responsible operation and continued investment in the future: as far as Veiling Hoogstraten is concerned these are important and permanent basic conditions that are inextricably linked. Their achievement lies in the hands of the many employees and partners who are equally important building blocks for the company. Veiling Hoogstraten communicates with its stakeholders in a variety of ways such as with the annual report, local dialogue, consultation with Hoogstraten local authority, consultation with neighbours, meetings, internal and external communication channels and through various media channels.



About this report

Location of the head office
of the organisation

Veiling Hoogstraten cvba
Loenhoutseweg 59
2320 Hoogstraten

According to the GRI

We used the GRI guidelines while preparing and drawing up this sustainability report. The indicators are selected on the basis of importance to Veiling Hoogstraten and its stakeholders. Companies can use these indicators as a starting point to change their operations and make them more sustainable, and to immediately monitor this and communicate about it. The comprehensive GRI table G4 with the indicators can be found at the end of this report.

Reporting period

This report describes the activities and results achieved by Veiling Hoogstraten in the 2013 fiscal and calendar year.

Date of the most recent report

Veiling Hoogstraten's first sustainability report was published in 2012. Here we took on the commitment of each year reporting and explaining our operations, our CSR activities and the grounds and motives behind them. This year we decided to base our annual reporting on the Global Reporting Initiative (GRI) standard.

Reporting cycle

The reporting cycle is established as annually and reports on one calendar year.



The content of this report

In this report we take a closer look at progress following the last report, but this time based on the GRI system. We are, nonetheless, aware that there is still room for further improvement, for example with regard to the substantiation of our materiality and the associated stakeholder dialogue.

In 2011 the management launched a first initiative to systematically develop activities concerning Corporate Social Responsibility. We chose the system of the CSR charter. In so doing we aim to work in a structured way on the achievement of social and ecological objectives. The horticultural sector is constantly evolving, not in the least in the field of sustainability. Veiling Hoogstraten considers it an obligation to play a pioneering role in this regard. New action points are defined each year. Our stakeholders and growers can therefore count on permanent efforts concerning corporate social responsibility.

Setting out the economic, ecological and social impact of our activities and entering into dialogue with our different stakeholders enabled the determining of the material aspects for the auction. Mainly borne in mind with selection was which subjects most closely relate to the core values and core

process at Veiling Hoogstraten. We devote extensive attention to this in the different sections. This report is intended for anyone interested in how we take up our social responsibility. We mainly concentrate on our most important business, administrative and social stakeholders. To determine all the stakeholders concerned, Veiling Hoogstraten uses a stakeholder analysis based on the IQNet SR-10 system. See our stakeholders on page 48-49. The application of this system is further embedded in our total vision concerning CSR and management consultation, and forms part of the working of the Veiling Hoogstraten CSR steering committee. It is also the operational CSR steering committee that determines relevance with respect to subjects and prioritisation. This sustainability reporting is also assured by approval from the management and the board of management.

Demarcation of the report

This first report according to the GRI guidelines is a zero measurement. Where possible information from 2010-2011-2012 is also included to clarify the evolutions. This report discusses the CSR approach at Veiling Hoogstraten as a cooperative. The following departments form part of the structure of Veiling Hoogstraten and demarcate the sustainability report:

VEILING HOOGST RATEN					
Product & Quality	Logistics	Commercial	Administration/ ICT	Human Resources	Marketing & Communication



This report contains no information about the producers/ shareholders. Performance details and information in the field of sustainability at the production companies is not available so also cannot be presented. Veiling Hoogstraten encourages its employees to work more sustainably using the Responsibly Fresh concept.

Reporting process

Veiling Hoogstraten has no global information system that monitors and registers all developments in the field of sustainability. The sustainability report does, however, contain quantitative and qualitative information. Different departments have supplied information for this report. Each section has its own internal section manager who is responsible for the content. Testimonies by customers, employees and other stakeholders complete the figures in this report. The report texts were presented to the editorial committee, the section managers and the management for control purposes. The whole process is to be evaluated after publication of the report.

Material aspects

This report covers the aspects most relevant to Veiling Hoogstraten within the context of sustainable development, being the material aspects mentioned in the GRI guidelines.

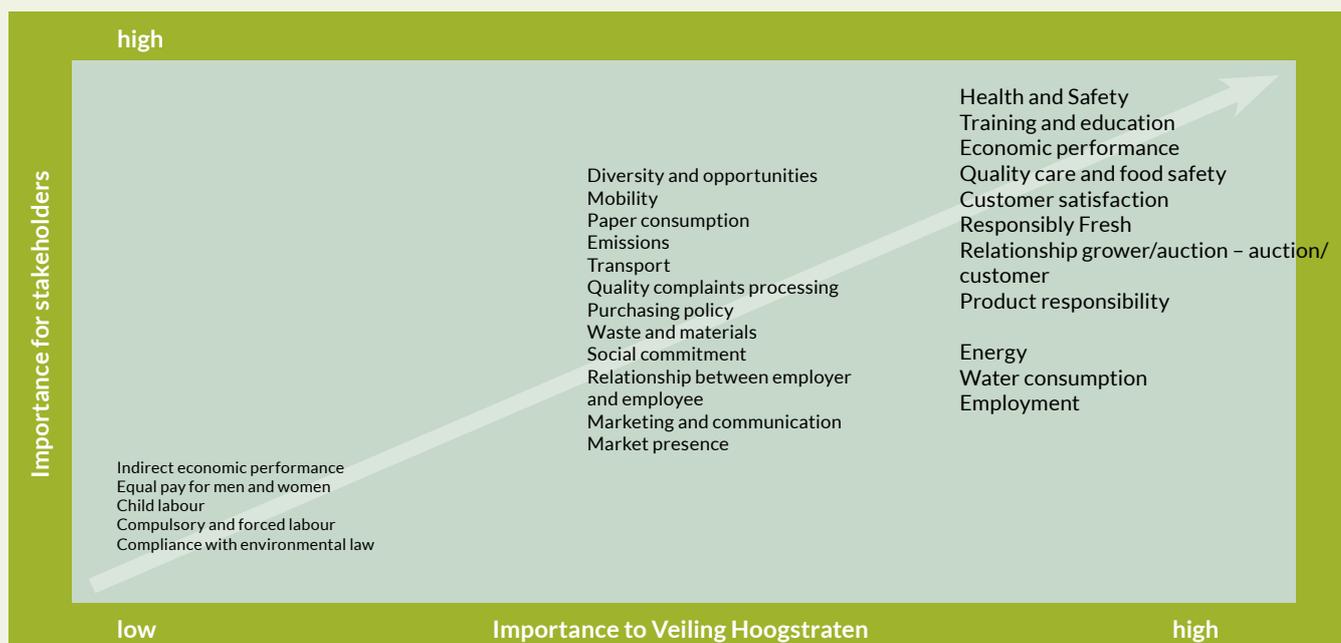
We carried out a materiality analysis to draw up a report that concentrates on subjects essential to achieving the objectives of Veiling Hoogstraten and manage our impact on society. Material aspects reflect the economic, environmental and social effects of an organisation, or have a great influence on the assessments and decisions of stakeholders. As a first step in the assessment of material aspects we have summarised the core process at Veiling Hoogstraten. We have asked our stakeholders to identify and prioritise the possible effects of non-financial subjects on themselves and the company. They were also asked to raise and assess subjects that were originally not or not at all included in our materiality analysis. No aspects were added.

Promulgation of the report

The publication of a transparent sustainability report fits in with our strategic objective to involve all stakeholders in our operations. We want to regularly inform the stakeholders of our most important objectives and results at social, economic and ecology level.

We have had this sustainability report printed in a limited edition. Our most important stakeholders receive this printed version - the pdf version can be downloaded from our website.

Materiality matrix Veiling Hoogstraten



GRI G4.0 TABLE OF CONTENTS

This table includes the criteria from the G4 guidelines of the Global Reporting Initiative. For each guideline it is mentioned to what extent this is involved in the sustainability report of Veiling Hoogstraten and where it can be found. References to the report are made based on the table of contents.

STANDARD PROVISION OF INFORMATION PART I: Profile

	DESCRIPTION	REPORTING LEVEL	PAGE
STRATEGY AND ANALYSIS			
G4-1	A declaration by the delegated director about the relevance of sustainable development to the organisation and its strategy	Introduction	5
ORGANISATION PROFILE			
G4-2	Description of important consequences, risks and opportunities	Company profile	10
G4-3	Name of the organisation	Company profile	8
G4-4	Main brands, products and/or services	Company profile	14
G4-5	Location of the head office of the organisation	About this report	50
G4-6	The number of countries in which the organisation operates	Company profile	8
G4-7	Ownership structure and legal form	Company profile	8
G4-8	Markets (geographic distribution, sectors served and sorts of customers/beneficiaries)	Company profile	15
G4-9	Scope of the reporting organisation	About this report	50
G4-10	Further information about employees: type of contract, gender	Our employees	39
G4-11	Percentage of employees working under a collective employment agreement	Our people	40
G4-12	Description of the chain in which the organisation is operating	Company profile	11
G4-13	Any significant changes during the period covered by the report as regards the scope, structure or ownership of the organisation or chain.	Key events 2013	6
G4-14	Description of the application of the 'precautionary principle'	Company profile	10
G4-15	Summary of the organisation's labels or charters	Corporate Social Responsibility	13 &24
REPORT PARAMETERS			
G4-16	Summary of organisations, initiatives or platforms of which the organisation is a member	Co-operative ties	17
G4-17	Area of application of the report	About this report	50

G4-18	Description of the origination of the report	About this report	50
G4-19	Summary of material sustainability themes established during the determining of the content of the report.	Veiling Hoogstraten carried out a materiality analysis in 2013. To do this, key figures in the organisation are asked to classify subjects for relevance to and influence on the stakeholders of Veiling Hoogstraten and the organisation itself. The results have served as the basis for the process to determine the content of the report and the selection of material subjects in conformity with the G4 reporting standard.	52
G4-20	Summary of material sustainability subjects applying internally	Materiality matrix	52
G4-21	Summary of material sustainability subjects applying externally	Materiality matrix	52
G4-22	Explanation of the consequences of any reformulation of information provided earlier	n/a	
G4-23	Significant changes with respect to the previous reporting period concerning the scope and extent of aspects	n/a (1st time of reporting according to GRI)	
G4-24	List of groups of stakeholders involved with the organisation	Stakeholders	48
G4-25	Basis for listing and selecting stakeholders involved with the organisation	About this report	51
G4-26	Approach for the use of stakeholders, including the frequency of use per type and group of stakeholders and an indication of whether there are stakeholders involved within the context of the preparation of the report	About this report	51
G4-27	Most important remarks and expectations of stakeholders and how the organisation has responded, including in the reports	About this report	51
G4-28	Reporting period to which the information provided relates	About this report	50
G4-29	Date of the most recent report	About this report	50
G4-30	Reporting cycle (for example annually, twice a year)	About this report	50
G4-31	Contact point for questions about the report or its content	Colophon	58
G4-32	Level of report and reference to external verification	Core level + no external verification	
G4-33	Policy on external verification	No external verification took place	
G4-34	Description of the organisation's management structure	Democratic decision-making within a marketing cooperative	
G4-56	Description of the values, codes of conduct, standards and principles of the organisation	Principles of corporate governance	10



STANDARD PROVISION OF INFORMATION PART II: Performance indicators

INDICATOR	DESCRIPTION	REPORTING LEVEL	PAGE
ECONOMIC PERFORMANCE			
EC1	Direct economic value generated and distributed	Company profile + financial report	18
EC4	Significant financial support from an authority	Company profile	23
EC8	Significant indirect economic impacts, incl. the extent of the impact	Company profile	10
	EC2, EC3, EC5, EC6, EC7, EC9	not	
ENVIRONMENTAL PERFORMANCE			
ENERGY			
EN1	Total quantity of materials used by weight or volume	Waste management Partial	30
EN2	Percentage of the materials used that consist of waste from external sources	Veiling Hoogstraten does not produce physical products, and as a result makes no use of materials from external sources. There is packaging material.	32
EN3	Energy consumption at the organisation	Energy	26
EN6	Reduction of energy use	Energy	27
EN7	Reduction of in energy demand of products and services	Energy	27
WATER			
EN8	Total water abstraction per source	Water	29
EN10	Percentage and total volume of recycled and reused water	Water	29
BIODIVERSITY			
EN12	Description of significant consequences of activities, products and services on biodiversity in protected areas and areas with a high biodiversity value outside protected areas	Less impact, more future	38
WASTE			
EN23	Total weight of waste by type and method of waste disposal	Waste management	30
EN24	Total number and volume of significant discharges	Waste management	30
COMPLIANCE			
EN29	Monetary value of significant fines and total number of non-monetary penalties due to non-compliance with environmental law	None	
EN30	Significant environment impact of transported goods and other goods and materials on the working of the organisation and personnel movements	Mobility Partial	34
	EN4, EN5, EN9, EN11, EN 13-EN22, EN 25-EN28, EN31-EN34	Not	

SOCIAL: WORKING CONDITIONS AND FULFILLING WORK

EMPLOYMENT			
LA1	Total number of employees employed by type of work, employment agreement and region per gender + staff turnover by region, gender and employment agreement	Our people	39
LA3	Percentage returning to work and retention after parental leave per gender	100%	
RELATIONSHIP BETWEEN EMPLOYER AND EMPLOYEE			
LA5	Percentage of the total number of employees represented in official works councils and the committee for prevention and protection at work	Social dialogue	44
HEALTH AND SAFETY			
LA6	Injury, occupational illness, lost days and absence from work figures and the number of work-related deaths per region	Our people Partial	41
LA7	Employees with a high incidence of a high risk of work-related sicknesses	No occupational illnesses known	
LA8	Subjects concerning health and safety established in official agreements with the trade union	Social dialogue	44
TRAINING AND EDUCATION			
LA9	Average number of hours that an employee spends each year on training, specified by employee category and gender	Our people	45
DIVERSITY AND OPPORTUNITIES			
LA12	Composition of the administrative bodies and subclassification of employees per category by gender, age group, being members of a certain social minority Diversity: gender, age group (-30, 30-50, 50+), minorities, etc.	Our people Partial	41
LA13	Relationship between basic salaries and allowances for women compared to men per employee category	Basic salary = equal, salary depending on the position	
	LA2, LA4, LA10, LA11, LA14-LA16	Not	



HUMAN RIGHTS			
HR3	Total number of cases of discrimination and measures taken	0	
	HR1, HR2, HR4-HR 12	Not	
	SOCIETY		
SO1	Percentage of activities whereby local commitment was implemented and percentage of development programmes	Social commitment	46
SO2	Activities with a significant current and negative impact on the local community	Sustainable mobility Pre-sale of full vehicles	34
SO11	Number of complaints about the impact on society archived and resolved by official complaints mechanisms	Customer satisfaction	16
	SO3-SO10	Not	
PRODUCT RESPONSIBILITY			
PR1	Percentage of important product and services for which health and safety impacts are assessed for improvement	Quality care	12
PR2	Lifecycle stage in which the consequences of products and services on health and safety are assessed for the purposes of improvement and the percentage of important product and service categories subject to such procedures	Quality care	12
PR3	Type of information about products and services that is made compulsory by procedures	Quality care	12
PR5	Policy with regard to customer satisfaction, including results of investigations into customer satisfaction	Customer satisfaction	16
PR7	Programmes for compliance with laws, standards and voluntary codes with respect to marketing communication, including advertising, promotion and sponsorship	Nutrition claims: in 2013 all communication means were subjected to an inspection concerning nutrition claims, and were all adapted according to the law	
PR8	Total number of well-founded complaints about infringements of the privacy of customers and the loss of customer data	None, no complaints up to the present	
PR9	Monetary value of significant fines due to non-compliance with laws and regulations concerning the delivery and the use of products and services	None	
	PR4-PR6	Not	

In 2014 Veiling Hoogstraten will also continue with its endeavours for sustainable operations. There has again been registration for a new cycle of the CSR (Corporate Social Responsibility) charter. Other domains included here are economical water use (collection and re-use of rainwater, etc.), use of residual heat, recovery of waste and a personnel policy with special attention to people disadvantaged on the employment market.

Together with growers, buyers and suppliers Veiling Hoogstraten continues to work on making the vegetable and fruit chain more sustainable.

List of abbreviations

- **CSR:** Corporate Social Responsibility
- **LAVA:** Logistics and Administrative Auction Association: the umbrella organisation of the four most important vegetable and fruit auctions in Belgium
- **GlobalGap:** GlobalGap stands for the requirements in a global context made of agricultural and horticultural companies concerning food safety, sustainability and quality.
- **IKKB:** Integral Chain Quality Management System: one system of food safety, quality control and traceability along the entire vegetable chain.
- **IFS:** International Food Standard
- **ACS:** Self-checking Guide: the guide contains all requirements and recommendations concerning food safety and quality.
- **QS:** Qualität und Sicherheit
- **PV system:** photovoltaic installation (solar panels)
- **kWh:** kilowatt hour
- **kWp:** kilowatt peak
- **kVA:** Kilovolt amp
- **CPBW:** Committee for Prevention and Protection at Work.
- **VBT:** Association of Belgian Horticulture Auctioneers
- **PAC:** Product Advisory Committee
- **RH:** Relative humidity
- **GCMS:** Gas chromatography (multi-residue method)
- **LCMS:** Liquid gas chromatography (multi-residue method)
- **KDT:** Centre of Competence for Sustainable Horticulture
- **VTEC:** Verocytotoxin-producing E.coli - bacterium
- **FTE:** Full-time equivalent
- **TM:** Telemeeting

Editing

Gaston Opdekamp
Michel Adriaensen
Jan Engelen
Hans Vanderhallen
Bart Van Olmen
Leen Matthé

Publisher

Gaston Opdekamp
Kerkpad 2, 2323 Hoogstraten-Wortel

Contact

Readers of this report are warmly welcome to send us their response to this report to gaston.opdekamp@in-co.be (+32 3 340 02 11).





We will continue our work in the interests of the future of our planet. This publication is printed on Munken Lynx 120 g/m² (cover 300 g/m²), made of 100% recycled FSC certified fibres and printed with 100% vegetable ink. This paper is FSC certified, with paper pulp originating from sustainably managed woodlands.



