

SUSTAINABILITY REPORT

2024



Sucroal

Executive Summary

This summary of the 2024 Sustainability Report is prepared with reference to the GRI 2021 Standards. We invite you to explore the full report to discover, with the transparency and rigor that define us, how we transform our strategy into actions that generate shared value and foster long-term sustainable impact.



Read the document here

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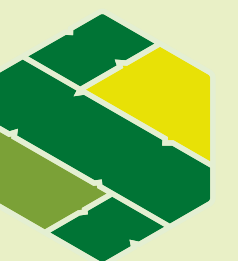
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About Sucroal

GRI [2.6]

We are a Colombian company with over **50 years of experience**, specializing in chemical and biotechnological processes. We produce a wide range of inputs for the food, pharmaceutical, agricultural, and industrial sectors, maintaining high standards of quality and sustainability. From our headquarters in Palmira, we efficiently serve the National market and export to more than 30 countries.

In 2024,



Sucroal was ranked among the top 10 chemical exporters in Colombia

according to the Economic Report by ANDI (National Business Association of Colombia). We also remain the only producer in the country of non-genetically modified citric acid, underscoring our leadership in innovation and growth.

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2024 SALES

National market

57%

+0,33% vs. 2023

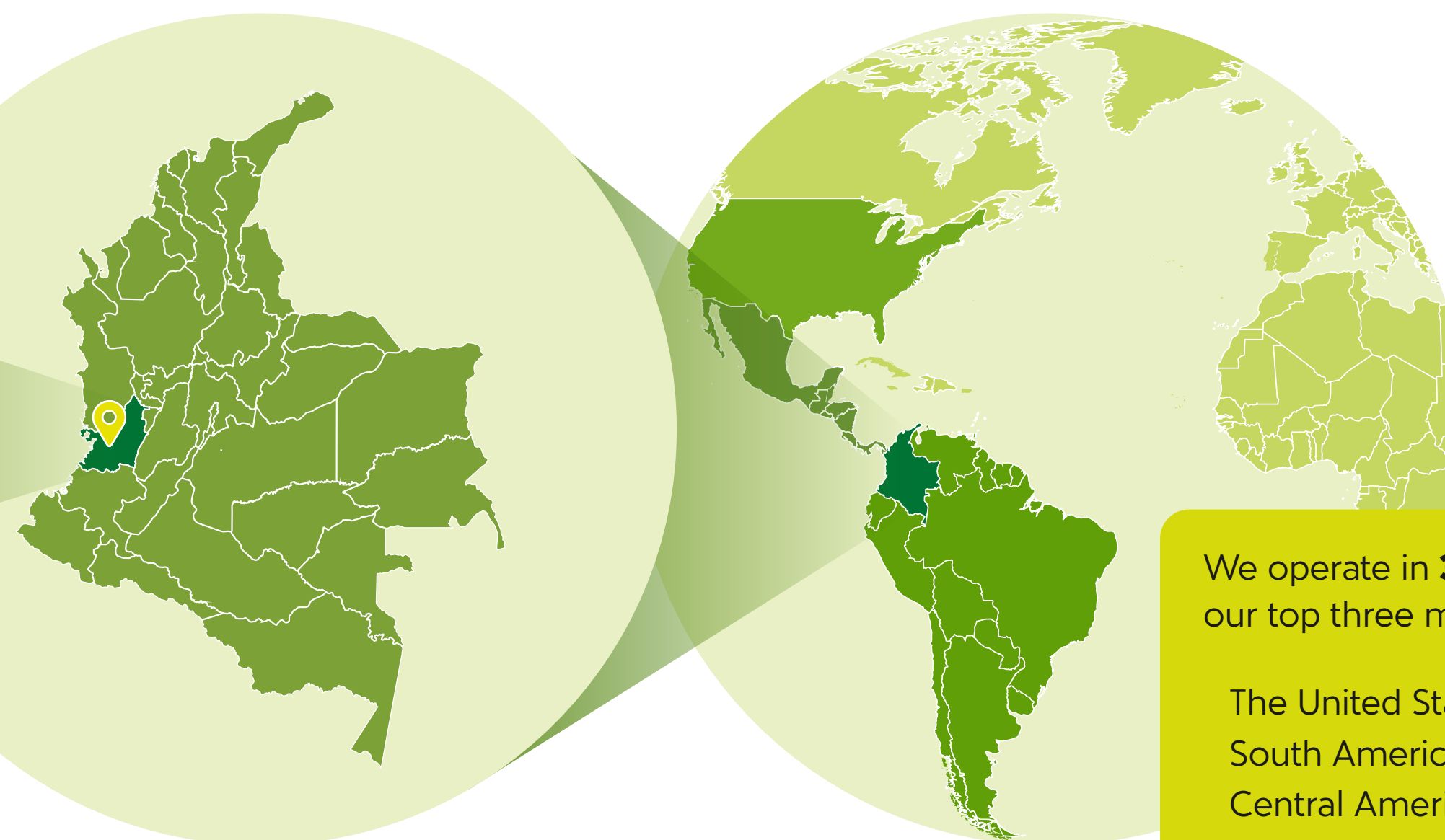
International market

43%

-17,6% vs. 2023¹



Palmira



We operate in **30 countries**, with our top three markets being

The United States — **52%**

South America — **18%**

Central America — **17%**

¹ The decline in foreign sales is primarily due to the exchange rate effect, impacted by the revaluation of the COP against the dollar.



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Our commitment to Transparency

GRI [3.3] [205-1] [205-2] [205-3]

Sucroal has strengthened its ethical management through the update of the **Code of Ethics**, implementation of a **fair competition policy** and modernization of the **Corporate Bylaws**. We are committed to Human Rights and are signatories of the United Nations Global Compact, applying these principles across all operations.

We operate a **whistleblowing channel** and audit processes to ensure transparency. In 2024, two corruption complaints were investigated through our relaunched **ethics hotline**.



**Report with
confidence**

ETHICS HOTLINE

01 8000 189 802

agroindustrialoal@resguarda.com

www.resguarda.com/agroindustrialoal



To report a case,
click here

An **anonymous communication channel** available to employees, suppliers, customers, and the general public **to report any irregular conduct within the Organization**

**This is a reliable mechanism
available to you**



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OUR SUSTAINABILITY STRATEGY

GRI [2-28] [2-29] [3-1] [3-2]

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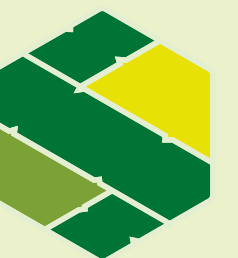
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Our sustainability **STRATEGY**

GRI [2-28] [2-29] [3-1] [3-2]

Based on identified priority topics, we have developed our sustainability strategy around three main pillars, with a forward-looking vision to 2027.



Our people and our communities

1. Health and security at work
2. Employment
3. Local Communities
4. Training and education



[2.3-2.4-2.a] [3.9]
[4.2-4.4-4.a] [8.5-8.8]



Our Performance

1. Economic performance
2. Market presence
3. Anti-corruption practices



[8.2-8.4] [16.5-16.6-16.7]



Climate action and environmental practices

1. Climate change
2. Efficient energy and water use
3. Materials and products circularity
4. Waste management



[6.3-6.4-6.5-6.b] [7.2-7.a-7.b]
[12.2-12.3-12.5] [13.1-13.3]

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OUR PERFORMANCE



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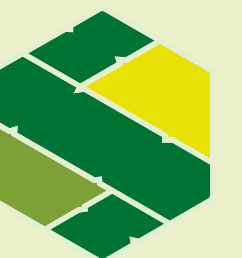
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Our Performance

GRI [3.3] [201-1] [201-2] [201-3]

In 2024, we faced a challenging environment shaped by external factors that impacted economic dynamics both nationally and internationally. Nevertheless, we responded with strategies focused on cost optimization, strengthening our presence in key markets, and continuous operational improvement.



Key 2024 Figures:

	2023	2024
EBITDA	11%	4%
Net profit	\$34.025 million COP	\$145 million COP
Direct economic value generated	\$693.627 million COP	\$639.876 million COP
Operational costs	\$574.503 million COP	\$570.249 million COP



Market Presence

GRI [3.3]



We continue to strengthen our national and international presence through innovation, customer proximity, and strategic expansion—consolidating our footprint across diverse industries with high-quality solutions.

We achieved outstanding market growth:

26.5% average increase in citrate sales.

63% growth in alcohol sales.

100% increase in solvent exports revenue.

20% growth in green chemistry-based products compared to 2023.

Our commercial network expanded with **82 new clients**, reinforcing our market presence and the impact of our commercial strategy.

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Customer Health and Safety

GRI [3.3] [416-1] [416-2]



We ensure all products meet the highest standards of quality, safety, and compliance. Through a rigorous approach to risk assessment and regulatory compliance, we aim to minimize any negative impact on the health and safety of our customers:

Customer satisfaction index

87,4% vs. 86,3% in 2023

Zero cases of non-compliance

resulting in **0** sanctions, warnings, or breaches of voluntary codes.

Complaint rate per Ton sold

	2023 (complaint rate x 1000/Ton sold)	2024 (complaint rate x 1000/Ton sold)
National	0,19	0,26
International	0,70	1,5

Net Promoter Score (NPS)

	2023	2024
National	9,2	9,1
International	9,2	8,9

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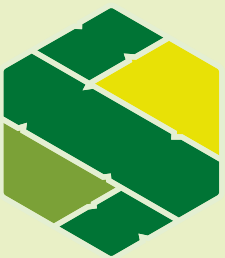
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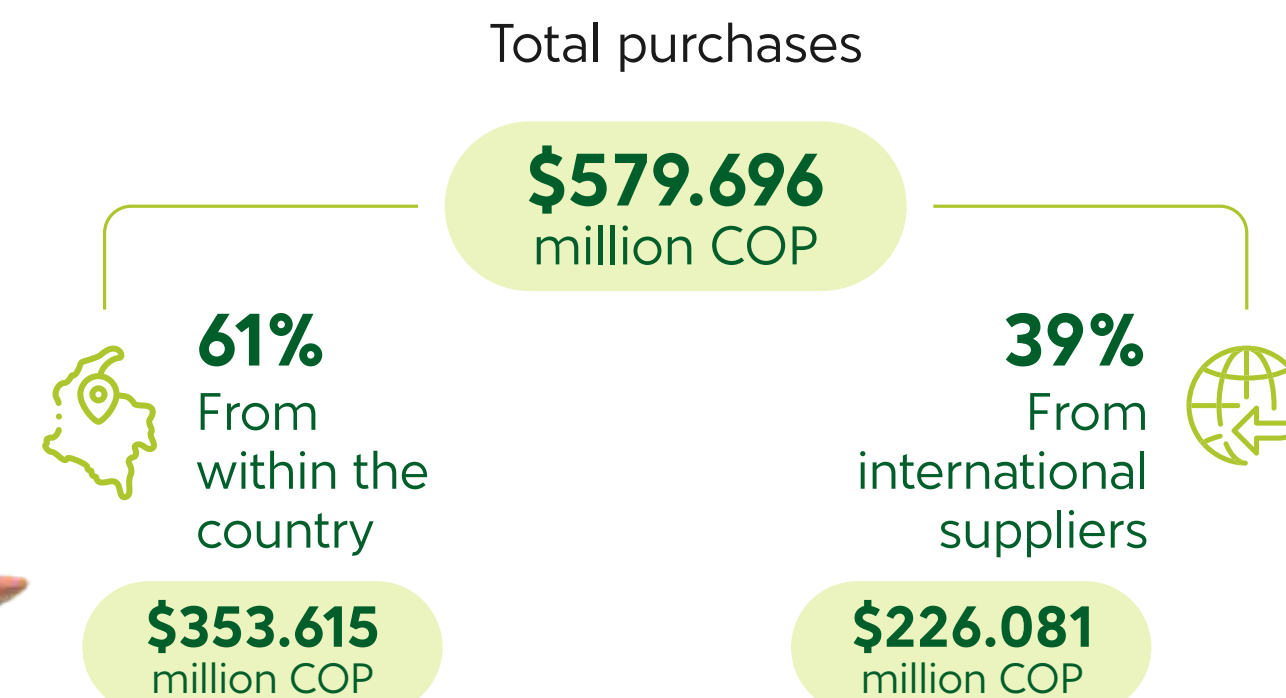


Procurement Practices

GRI [3.3] [204-1] [308-1] [414-1]

In 2024, we improved procurement management with a strategic focus on supplier segmentation, process automation, and staff training—leading to improved efficiency and control. Sustainable sourcing remains a priority to optimize costs, ensure quality, and maintain alignment with corporate values.

Purchasing results in 2024



40% of National purchases came from **Valle del Cauca**

The total share of purchases in Valle del Cauca decreased due to two market factors: fluctuations in sugar prices and the impact of exchange rate volatility.

We achieved a 3.58% reduction in raw material price variation compared to the previous year's average, marking a significant improvement over the 0.36% variation recorded in 2023.

CLIMATE

ACTION AND ENVIRONMENTAL PRACTICES



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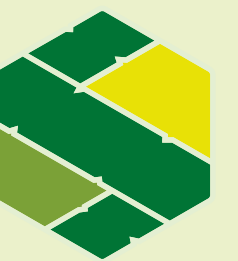
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Emissions

GRI [3.3] [201-2] [305-1] [305-2] [305-3]
[305-4] [305-5] [305-6] [305-7]



We are transforming our processes to improve productivity and reduce our carbon footprint through a integrated strategy focused on mitigation and adaptation to climate challenges.



In 2024, we were awarded
first place at the internal
Inngenia Congress

for implementing an
emissions calculator.

Reducing costs, doing
it automatically
and generating

higher availability
and data quality.



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Energy

GRI [3.3] [302-1] [302-2]
[302-3] [302-4] [302-5]

2 024 marked a milestone in defining our future energy matrix. We implemented multiple actions to ensure more efficient energy consumption and optimized management.

01

Optimization of energy consumption

We invested **\$700 million COP** in high-efficiency equipment, saving more than **one million kWh** per month.

02

Energy efficiency management

We also invested **\$225 million COP** in smart meters to improve energy efficiency, monitor performance, and extend equipment lifespan.



Water and Effluents

GRI [3.3] [303-1] [303-2]
[303-3] [303-4] [303-5]

Our water management strategy included calculating the citric acid water footprint of citric acid, conducting mass balances, workshops, and a gap-closing plan. We also launched a technical improvement plan and reduced water consumption by 10% (vs. 2023) through initiatives such as cooling module replenishment and improved purification cell washing.



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Waste

GRI [3.3] [306-1] [306-2]
[306-3] [306-4] [304-5]



Waste management was carried out through the implementation of the following practices:

Practices

01

Recycling training and culture

- We trained 88 individuals directly involved in the handling of hazardous waste.
- We developed a course on "Recycling Culture" through the Ubits e-learning platform, achieving 86.3% participation across the entire company.
- We continued working through a "Participatory Comprehensive Diagnosis" with operational staff to improve waste management practices.

02

Circular Economy Ecosystem

- We standardized by-products as commercial line products for local and international markets.
- We develop circularity strategies to reintegrate by-products into new production cycles.
- We implement the return of polypropylene sacks used for raw materials.
- We promote the use of refurbished containers to extend their useful life within the production cycle.

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Materials

GRI [3.3] [301-1] [301-2] [301-3]



We conducted an evaluation of a new strain that enhances citric acid yield while, **reducing both sugar consumption and CO₂ emissions.**

At Sucroal, material management is key to optimizing resource use and reducing environmental impact at every stage of the production process. We apply circular economy principles to maximize material lifespan, minimize costs, improve efficiency, and promote sustainability throughout our operations.

Cycle closure

We have implemented strategies for value optimization, recovery, and material reuse within the production cycle.

In 2024, we successfully recovered and commercialized **99,9% of the by-products generated**, reaffirming our commitment to the circular economy.

Use of Recovered Materials:

7.376 pallets recovered, remanufactured, and reused.

60,8% of activated carbon reused, optimizing costs and reducing waste.

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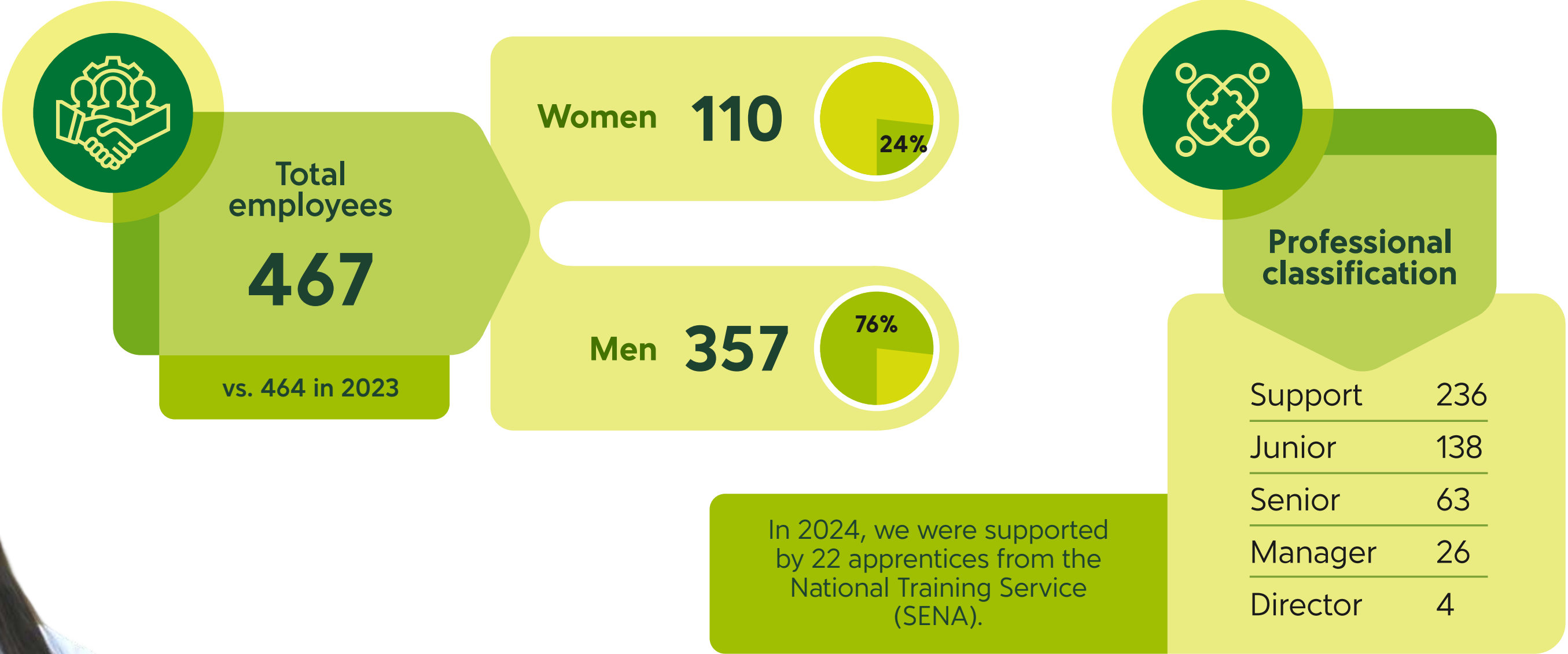
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Employment, training and education

GRI [3.3] [401-1] [401-2] [401-3]
[405-1] [404-1] [404-2] [404-3]



Throughout 2024, we strengthened our organizational culture from the onboarding of new employees, ensuring a welcoming environment that supports their adaptation. We promote formal, equitable, and inclusive employment, offering growth opportunities to all employees. 100% of our workforce is on permanent contracts.



Training is central to talent development. Through strategic training programs, we update skills, close gaps, and strengthen leadership.



Launch of “Leaders with Purpose” program

We identified key competencies for first-line leaders and launched a specialized diploma course with **94,6% attendance, training 30 leaders**. In November 2024, we launched the second cohort, aimed at second-level leaders, with the goal of strengthening their skills and preparing them for greater challenges.



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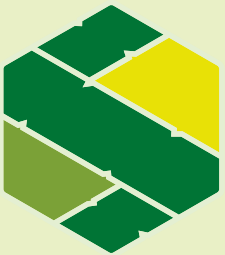
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Occupational health and safety

GRI [3.3] [403-1] [403-2] [403-3] [403-4] [403-5] [403-6] [403-7] [403-8] [403-9] [403-10]



Occupational health and safety are core priorities. Our management system is based on strategic cycles that have reduced accident rates over the last five years. We foster a culture of prevention and self-care, ensuring safe environments for employees, contractors, and visitors.



In 2024, we recognized we recognized employees with over six years without workplace accidents, reinforcing our “We Are Focused” cultural attribute.

Key results in 2024

A total of **11** occupational injuries were reported (+45,4% vs. 2023)

2024
10 men and 1 woman

2023
6 men and 0 women



No serious accidents were reported

A total of **1.203.729 hours** were worked by both men and women, with losses due to occupational incidents totaling **7.848** (-37,71% vs. 2023)



Safety Is Everyone's Responsibility

We promote active employee engagement through three main mechanisms:

A new digital platform for reporting safe and unsafe conditions and behaviors.

01

Direct communication with area leaders.

02

Formal engagement spaces with the union, the COPASST (Occupational Health and Safety Committee), and the development of risk matrices.

03

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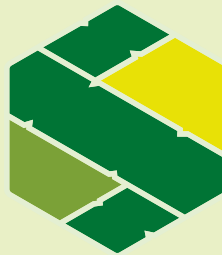
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Local communities

GRI [3.3] [413-1] [413-2]



We believe that sustainable growth is only possible when we create shared value with the communities where we operate.



Our social sustainability strategy is built around four key action areas: **Innovation, Well-being, Collaborative Dialogue, and Empowerment.** Through these pillars, we promote initiatives that strengthen the social fabric, foster education and civic engagement, and improve quality of life in the region.

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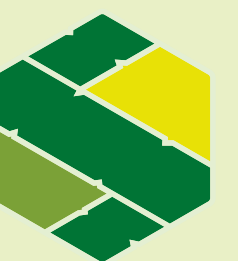
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