

Growing with our customers

Emerging Markets continue to offer tremendous potential for growth in cocoa and chocolate consumption. To keep serving our customers in Emerging Markets optimally, we continuously invest in our capabilities and capacities.

In March 2019, we inaugurated a new cocoa processing unit in Abidjan, Côte d'Ivoire, which expands our capacity by +40% in Côte d'Ivoire by 2022. This significant investment underscores our long-term commitment to the country and to the African continent – not only as a supplier of high-quality cocoa beans but also as an industrial base and as an emerging market for cocoa and chocolate consumption.

In April 2019, we signed a Memorandum of Understanding with the Government of Serbia and the City of Novi Sad to construct our first chocolate factory in Southeastern Europe. The state-of-the-art facility with an initial annual production capacity of over 50,000 tonnes is expected to be operational by 2021. It will supply customers with a wide range of products and will serve as a regional hub from which we can address the rapidly growing chocolate markets of Southeastern Europe.

Two months earlier, in Russia, we successfully closed the acquisition of Inforum, a leading Russian B2B producer of chocolate, compound coatings and fillings. It will bring further excellence and innovation to the high-growth Russian market, the world's second largest chocolate confectionery market.

In China we continued our expansion with a new office and CHOCOLATE ACADEMY™ Center in Beijing. For China, this is the second CHOCOLATE ACADEMY™ Center, and the 22nd globally. Both steps underline our desire to better serve food manufacturers and the artisanal community in China.

“We continuously invest in our capacities and capabilities.”

Antoine de Saint-Affrique, CEO

From left: **Souleymane Diarrassouba**, Minister of Trade, Industry and SME Promotion, Côte d'Ivoire, **Jo Thys**, Vice President Cocoa Africa, Barry Callebaut, **Antoine de Saint-Affrique**, CEO Barry Callebaut, **Steven Retzlaff**, President Global Cocoa, Barry Callebaut, **Aby Raoul**, Mayor of Marcory, Côte d'Ivoire.



New cocoa processing unit
in Abidjan, Côte d'Ivoire:

+40%
capacity

by 2022



Groundbreaking Ceremony in Baramati, India From left: Elodie Vishwakarma, HR Head, India; Ben De Schryver, President Asia Pacific; Dhruva Jyoti Sanyal, Managing Director, India; Anurag Bhardwaj, Finance Head, India.

In July 2019, we announced the construction of a new production site in Baramati, India. Operational from mid-2020, this plant will produce 30,000 tonnes of chocolate and compound annually. It will support our ambition to become the leading industrial chocolate manufacturer in India, Asia's third largest economy.

Outsourcing deals and partnerships with global and local food manufacturers are another essential part of our business strategy. In Indonesia, the world's fourth most populous country and one of the most vibrant economies in Asia, we signed in November 2018 an additional agreement for the supply of another 7,000 tonnes of compound chocolate per year to Garudafood's biscuit factory in Rancaekek.

“Baramati supports our ambition to become the leading industrial chocolate manufacturer in India.”

Ben De Schryver, President Asia Pacific

Garudafood: Additional agreement for the supply of

+7,000 tonnes

of compound chocolate per year in Rancaekek, Indonesia

This long-term agreement with Garudafood, one of the largest food companies in Indonesia, is further proof of our successful partnership, which began in 2015.

As demand for cocoa and chocolate is increasing in emerging markets and as our customers are expanding, we are investing to make sure we grow with our customers.

“Plant in plant” approach

A “plant in plant” approach means that we integrate new production facilities at the premises of our customer's factories. Rancaekek is a good example. In fiscal year 2018/19, we built a chocolate factory within Garudafood's existing biscuit factory and started manufacturing in August 2019. The highly automated compound chocolate line is part of an additional agreement for the supply of another 7,000 tonnes of compound per year. You can't get any closer to a customer!