

# „TASTE THE SUN“ WITH ZEUS® & SANLUCAR AUSTRIA



## PREMIUM FRUITS AND VEGETABLES FROM ALL OVER THE WORLD

Strawberries from Andalusia, grapes from Italy, peaches from South Africa or tomatoes from Tunisia – products from SanLucar only come from the best growing regions, are sun-drenched and rich in delicious taste. SanLucar Austria offers the greatest variety and choice of fruits and vegetables 365 days a year – and thereby rely on ZEUS® Time and Attendance and on ZEUS® Staff Planning from ISGUS.

SanLucar International is a global premium brand for fruit and vegetables with branches in Germany, Austria, Benelux, Spain, Ecuador, South Africa, Tunisia und Dubai. The company was founded in 1993 by the Munich Stephan Rötzer in Puzol near Valencia and employs about 2.800 employees today. The majority of their employees work on the company farms within three continents and produce about 500.000 kilo pick fresh fruits and vegetables daily, with a selection on offer from about 90 different types of fruits and vegetables from over 35 countries, SanLucar is “the brand” with the most expansive range. SanLucar is active in the world market for fruits and vegetables with its corporate philosophy „Taste consonant with humans and nature“ achieving a turnover of approximately 383 million euros in the financial year 2016/2017. At the moment the company group is expanding to the Gulf States, Russia, China and Canada.

### SanLucar Austria

Since 2002 SanLucar Austria produces and sells as an owner-managed company by director Alexander Thaller and established successfully in the premium fresh foods segment of Austrian food retail. In addition to citrus fruits, strawberries, grapes, stone fruits or diverse types of vegetables, juices and smoothies are also included in the product range. Their vast product range is mainly available at trademarks of REWE Austria. Additionally, there are three of their own outlets in Vienna with the concept “Fruit to go – stop by, take away and enjoy”, which assure direct customer contact.

### Modern logistics centre since 2014

Because of almost worldwide distribution of cultivation areas, fruits and vegetables can be harvested under optimal climatic conditions. „Our aspiration is to deliver the best fruits and vegetables the whole year. Fresh and tasty, as it comes from the own garden.“, explains Stephan Rötzer. To satisfy this aspiration, 15 trucks arrive at the warehouses and cold storages of SanLucar every day, in which the products from all over the world store on average for 2,2 days.

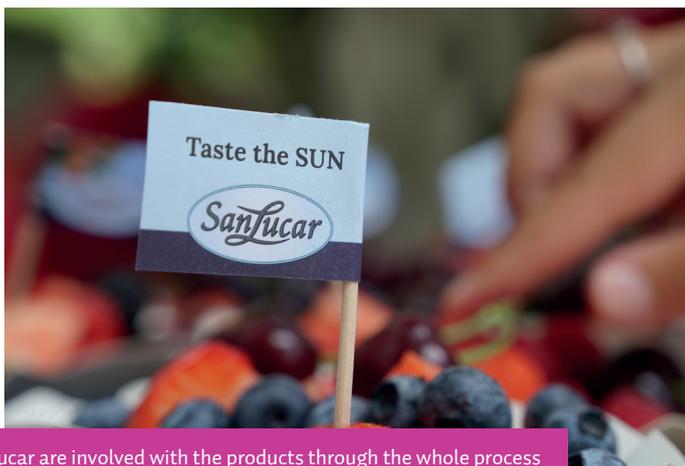
For that reason, SanLucar Austria is not located at the wholesale market in Vienna anymore, but since October 2014 now located at the state-of-the-art logistics center in Erbreichsdorf, 20 km southward the federal capital. On a total area of about 4 hectares there is a photovoltaics system, a banana ripening system, 1.500 m<sup>2</sup> office space as well as approx. 7.000 m<sup>2</sup> warehouses and cold storages, in which currently 40 out of 70 employees work. The remaining employees spread among the sections logistics, administration as well as purchase and distribution.

### Highest quality standards

From the field to the shelves – SanLucar guarantees consistent premium quality and food safety with its` comprehensive quality management. This begins with the selection of cultivation partners. SanLucar emphasizes long-term partnership with farmers of passion and family businesses with a great deal of knowledge and a long tradition.

By reason of their corporate philosophy „Taste consonant with humans and nature“, they attach importance to a fair and social interaction with their employees and partners. „We sow the seeds – and grow together“, explains the owner of SanLucar.

“Interruption of the cold chain at any time from production site to the trade is not allowed under any circumstances. Only last week we had our annual central check within our ISO-certification FSSC 22000 for fruits and vegetables“, says Wolfgang Grill, who works as CFO at SanLucar Austria since 2005. SanLucar ensures the quality of the cold chain with the latest technology: sensors deliver information about the temperature in the container, the humidity, the position and the travel route in real time.



SanLucar are involved with the products through the whole process from selecting the varieties, cultivation, packaging and transport, through to trading. At every stage of the production chain extensive inspections are implemented through independent laboratories.

„Moreover, an important part of the quality assurance is the traceability of the individual products. Through information on it’s package label we can identify the grower and the field of a fruit quickly.“, he further explains.

### Growing requirements

Besides rising sales figures, SanLucar Austria records continually growing employment figures. Appropriate adjustments like the introduction of a three-shift operation for example were not long in coming. At this point the previous system already showed weaknesses in time recording. Employees, whose shift ended after midnight, had massive problems with the time calculation. As Austria applies a strict Working Hours Act which the director himself adheres to personally, a reliable and especially faultless working time calculation and – check is indispensable. This previous, insufficient support reinforced Wolfgang Grill in his decision

– a new, more flexible system was needed, to fulfill current, consistent and potential requirements.

50% of employees in Erbreichsdorf work in accordance with so-called „All-in-contracts“, in which generally all increased efficiency of an employee to the normal working hours is compensated. If the flat-rate or All-in-contract is too low, it results in a coverage gap and the employer must pay the difference. „At SanLucar we have to do an annual coverage verification and therefore we have to rely on corresponding time statements and evaluations of our employees. This was one of the reasons why ZEUS® Time & Attendance is the most appropriate solution for us“, explains Wolfgang Grill when making the decision in favor of the ISGUS product.

One of the solution’s biggest advantages are the numerous inspection programs and individual evaluation possibilities, which are very helpful due to the Working Hours Act in Austria. „Already a first look at the tool has shown us, that the solution can do much more than we need at the moment. We will definitely make use of one or another in the future, for example WebWorkflow and Payroll Export next year“, says Wolfgang Grill.

### Financial discharge in seasonal business

The system was tested by 3 employees before it went into operation in the middle of June 2018. It replaced the previous system completely, right in time for the start of the off-season for SanLucar, since trade with fruits and vegetables is subject to seasonal fluctuations: „We do our main business from November till the beginning of June and we therefore have fluctuations of about 70%. In addition to ZEUS® Time & Attendance we save basic hours and overtime in the storage and logistics sector during off-season through ZEUS® Staff Planning and notice this financially.“



„Further benefits are continuous support thanks to physical proximity to ISGUS Vienna and the fact that SanLucar employees only need one badge to get into the building and book their attendance despite an own security system“, explains Wolfgang Grill.

SanLucar Austria has about 18 different shift models, including the three-shift operation. In the past, shift planning and roll plans were implemented by hand in Excel and were time-consuming and inflexible. Today everything is clear and done with a few clicks. Especially the combination of ZEUS® Staff Scheduling and Time & Attendance enables an extremely flexible response to unplanned staff shortages. The shift planner can see at a glance, which employee is available. Furthermore, they can see on the basis of further criteria, for instance overtime, which employee is suitable as substitute. Thus, increased or reduced demand can be actioned quickly and Staff Planning can be customized.

There are four administrators working with ZEUS® solution at SanLucar at the moment: Two from storage and logistics, who primarily deal with division and allocation of the shifts and two employees from administration, who are responsible for the creation of new employees in ZEUS® and for monthly accounts. Training was given on site and it confirmed our impression of a very flexible and diverse solution” says Wolfgang Grill. „However, our other employees only received the necessary information to book at another terminal and that’s a good thing“ he adds.



Happy with the cooperation (f.l.t.r.):  
 Nathalie Kratochvil, Accounting/ Personnel Accounting  
 Wolfgang Grill, CFO at SanLucar Austria  
 Franz Hornbacher, Managing Director at ISGUS Vienna  
 Dominik Jagenbrein, Technical Director at ISGUS Vienna

### Successful cooperation

Wolfgang Grill is full of praise for the cooperation they received from ISGUS Vienna. „Two very competent supervisors take care of us and one of them is always reachable. Once we report an ambiguity or a problem, we will get an answer and the problem will be solved. Great support is an essential part of our cooperation and certainly decisive for our plan to use the system at our planned company expansion on neighboring property at the end of next year.“

