

# Emicela: Strengthening Credibility and Sustainability as a Hospitality Sector Supplier



*From fragmented management to a more structured, efficient approach aligned with the market's ESG requirements.*

## Context

**Emicela** is a multinational company of Canary Islands origin, specialising in the production and distribution of food products, beverages and solutions for the hotel and restaurant sector. Over more than six decades, the company has evolved from its beginnings as a coffee roaster to become a strategic supplier for the Horeca channel, operating in more than 50 countries and with its own presence in Spain, Cape Verde, Mexico, Jamaica and the Dominican Republic.

Emicela combines its own production capabilities with integrated distribution and a clear focus on sustainability, reflecting its commitment to responsible growth and stronger customer partnerships.

*“Sustainability is now a strategic pillar at Emicela and forms part of how we understand long-term growth.”*

Carlota Arencibia, Head of Sustainability

## The Challenge: Responding to Multiple Requirements Without a Common Structure

Before joining Achilles, Emicela faced a challenge that is becoming increasingly common among large suppliers in the hospitality sector: managing multiple requests for ESG and compliance information, each with different formats, criteria and requirements.

Major hotel chains requested sustainability information on an ongoing basis, but without a common framework. This meant repeatedly collecting, adapting and reviewing documentation, consuming internal time and resources.

*“The lack of centralisation and a common framework created duplication and made management more manual and less agile than desired.”*

Beyond the operational impact, this situation made it harder to provide fast, consistent and easily traceable responses to customers and audits, even though strong sustainability work was already being carried out internally.

## The Turning Point: Professionalising ESG Management

Emicela's international growth and the increasing demands of the sector led the company to look for a solution that would enable it to better structure all information related to sustainability and compliance.

The need was no longer simply to respond to questionnaires, but to have a tool that could help centralise information, improve traceability and communicate more clearly the work the company had been developing for years.

*“We wanted to be able to communicate clearly and in a structured way all the work we had already been doing in this area.”*



## The Solution: More Organised and Efficient Management With Achilles

Joining Achilles enabled Emicela to centralise its ESG information and turn it into a structured, up-to-date profile aligned with standards recognised by the market.

Beyond the external impact, the change was also significant internally. The company was able to improve coordination between departments, reduce document fragmentation and gain a much clearer view of the information available.

*“It has not only allowed us to centralise all our information for customers, but has also represented an important change internally.”*

The platform also helped identify areas for improvement and define a clearer roadmap for continuing to advance in sustainability.

## Impact: Greater Efficiency, Stronger Credibility and Improved Positioning

One of the main benefits for Emicela has been the time saved in managing

questionnaires and information requests, thanks to the elimination of duplication and the ability to reuse centralised and structured information.

In addition, the company has been able to present a stronger and more transparent image to its customers.

*“Having a structured assessment and an objective score provides greater visibility of our progress in sustainability.”*

At the same time, Emicela has significantly strengthened its positioning as a responsible supplier within the hospitality sector. Achilles’ external assessment, together with the evolution of its results, has served as objective validation of its ESG commitment.

The company currently has a sustainability score of 71 and a Hospitality Scoring result of 81.41.

*“We have received direct recognition from customers on several occasions, reinforcing Emicela’s position as a trusted and responsible supplier within their supply chain.”*

## Looking Ahead

Over the coming years, Emicela will continue advancing the integration of sustainability into its overall business strategy. Its objectives include continuing to improve energy efficiency, reduce emissions and develop more sustainable solutions for its customers.

The company also plans to strengthen the integration of ESG criteria across the organisation and continue consolidating its position as a strategic and responsible supplier within the international Horeca sector.

*“Achilles will continue to be a key tool in our development as suppliers, especially in an environment where transparency, traceability and ESG criteria are becoming increasingly relevant for major buyers.”*



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