February 2024. Sector snapshot

The foodservice industry in Catalonia



The foodservice industry in Catalonia

ACCIÓ Government of Catalonia



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Carried out by

Strategy and Competitive Intelligence Unit of ACCIÓ ACCIÓ Business Strategy Unit Eurecat

Collaboration Foodservice Cluster

Barcelona, February 2024



- 1. The foodservice industry globally
- 2. The foodservice industry in Catalonia
- 3. Business challenges, trends and opportunities







1. The foodservice industry globally





The foodservice industry

The foodservice industry is the set of companies and organizations that are responsible for the preparation, distribution and sale of food and drinks for immediate consumption outside the home.

Types of organizations

Food processing

• Companies that undertake the transforming of raw material, food that comes from agriculture and livestock or other activities in the primary sector, into products ready for distribution to restaurants and catering companies whose clients are in the private or public sector.

End customer

Commercial restaurant and catering trade

 Companies that are engaged in the business of selling ready-to-eat foods to final consumers. The HORECA segment stands out in this group although there are also the segments of selling, delivery and catering en route.

Catering for public facilities

• Organizations focused on offering a main service and which for reasons of convenience include ready-to-eat food in their facilities make up this segment, such as schools, hospitals and prisons.

Distribution

• It includes the groups of companies with a logistics focus that allow the products made by food processing companies to be transported to the final consumption channel. Companies focused on the storage of these products are also included.







The foodservice industry worldwide

The global market size of the foodservice industry was \$2.7B by 2022. Among the five segments that make up the sector, full-service and limited-service restaurants are the ones with the largest market share (78.8%, together).

Global market size of the food service sector, 2022



Notes: Full-service restaurants serve customers from the moment they walk in to the moment they leave: diners can make a reservation or walk in unannounced, and a waiter seats them immediately if there's no wait. Quick service restaurants offer dishes at unbeatable speeds and prices. Service is kept to a minimum and customer interactions with staff end when the customer receives their food (they do not offer table service)

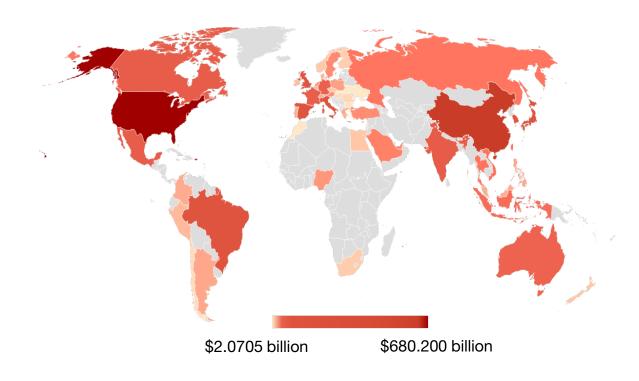
Source: ACTION from "World Market for Consumer Foodservice", Euromonitor, 2023



Asia-Pacific, the region with the largest market size for foodservice

Spain is the fourth region in the world for sales of the foodservice industry on a global scale. Asia-Pacific is the number one region for sales, followed by North America and Western Europe.

Sales of the foodservice industry: 2022



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Top 15 countries by sales, 2022 1 United States | \$680.2 billion 9 India | \$51.3742 billion 2 China | \$679.3073 billion **10** Canada | \$50.6648 billion **11** Mexico | \$50.4689 billion **3** Japan | \$140.8177 billion 12 France | \$47,833.7 billion 4 Spain | \$87.154 billion 13 Germany | \$43.8266 billion 5 Brazil | \$85.7394 billion 14 Australia | \$38,506.8 billion 6 Italy | \$78,4278 billion 7 United Kingdom | \$75.3815 15 Indonesia | \$29.0856 billion $\overline{\mathbf{A}}$ billion 8 South Korea | \$72.086 billion





Main companies in the foodservice industry on a global scale

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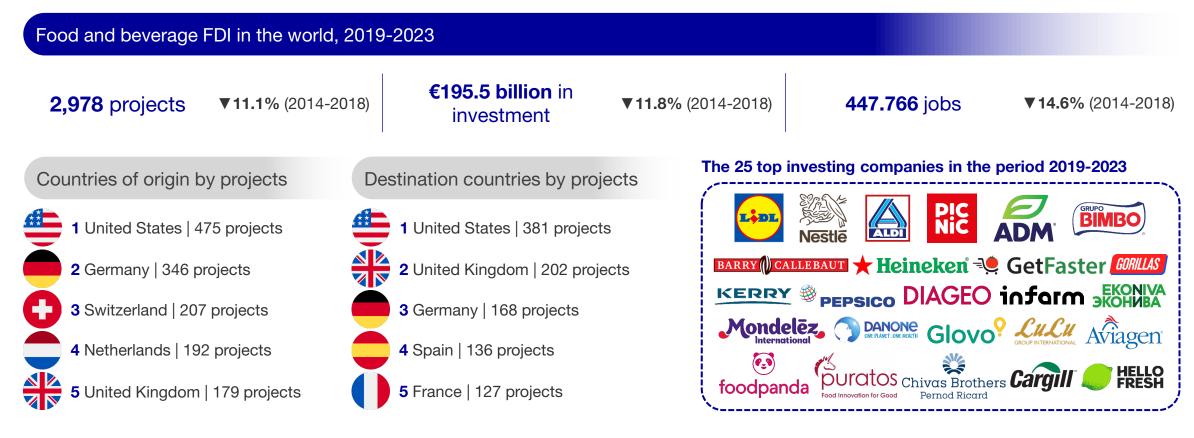
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Source: ACCIÓ, based on Orbis, 2023

FDI in food and beverages reaches €120 billion in the five-year period 2019-2023

The volume of FDI in the food and beverage industry totaled €119,473 billion in the five-year period 2019-2023, with a total of 2.978 projects that have employed 447.766 people. Spain is the fourth destination worldwide in receiving this FDI.



Notes: Projects in the "food & beverages" sector between 2019 and 2023 have been considered.

Source: ACCIÓ, based on fDi Markets,2023

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Countries of interest for the foodservice industry

The food delivery segment in the United States is making its mark on the growth of the foodservice industry in the country

DARDEN SUBURY

Brazil is one of the main agricultural producers in the world and is working on environmental policies for the primary sector

BFFC GSS COMPASS

ACCIÓ Generalitat de Catalunya Government of Catalonia France is one of the countries that receives the most tourism worldwide, which means the hotel segment is a significant part of the foodservice industry

よんかいいな、 をプラスワン

Green + Jouse

Lagardère

Italy has one of the most internationally recognized cuisines, with many of its products highly valued by world gastronomy

ACCOR



Japan presents one of the most innovative HORECA ecosystems due to its shortage of workers in this segment

Louvre Hotels

GROUP



India is the most populous country in the world and, with the rise of the middle class, the foodservice industry is growing exponentially



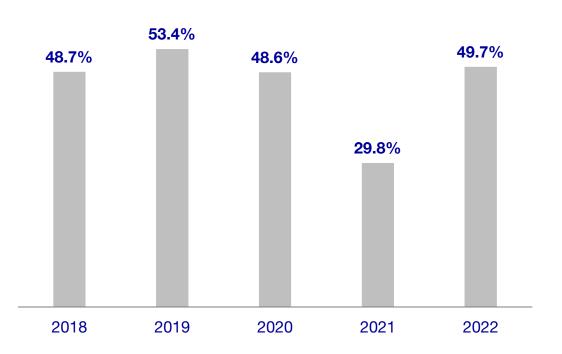


Source: ACCIÓ CataloniaConnects

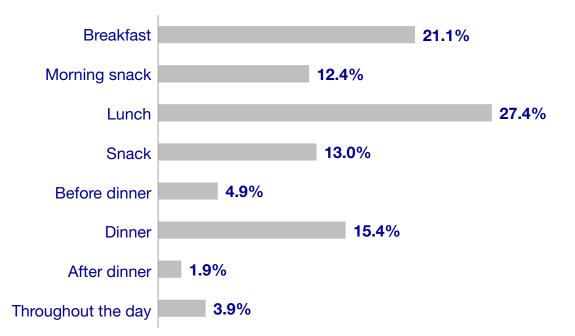
Half of Spaniards eat outside the home, especially at lunchtime

After falling to less than 30% in 2021, the percentage of Spanish respondents who eat out rose to nearly 50% in 2022. Lunch is the most popular meal for eating out in Spain: according to the survey, approximately 27% of food and beverage consumption outside the home occurred at this time of day.

Percentage of respondents who ate out in Spain, 2018-2022



Distribution of food and drink consumption outside the home in Spain by time of meal, 2022



Source: ACCIÓ, based on Statista, 2023

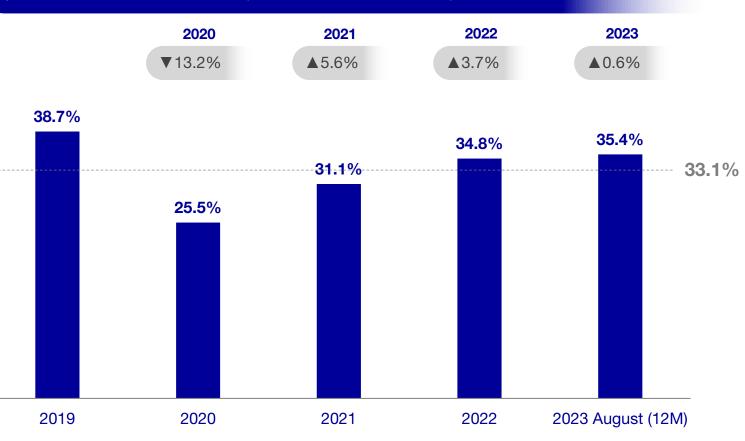


Consumption In foodservice is recovering in Spain after the pandemic

According to the most recent data, consumption in foodservice reached a 35.4% share of the total expenditure made by Spaniards in the food and drink sector.



Consumption share in foodservice on the total expenditure made by Spaniards on food and drinks (foodservice + food retail)



Source: ACCIÓ from "Observatory of Branded Restaurant and Catering 2023", KPMG



2. The foodservice industry in Catalonia





The foodservice industry value chain

Agricultural production		Food and beverage industry		Distribution	End customer	
Agriculture Livestock Fishing and aquaculture		Food processingMeat productsMillingFish and crustaceansBakery and pastriesFruit and vegetablesAnimal feedOils and fatsDrinksDairyVarial set of the set of th		Transport and storage Wholesaler	Commercial caterings Traditional HORECA Branded restaurant Restaurant en route Delivery & Takeaway Vending Catering for public facilities Education Health and geriatric Canteen catering Event catering Penitentiaries Armed forces	
Cross-cutting	Certifiers an assurance Services ar	nd quality	Platforms and clusters Public Administration	Research centers and universities Food safety laboratories and analyses	Fairs Source: ACCIÓ	



Key data of foodservice in Catalonia (I)



Note: Economic data from the last year available, mostly 2022.

Note: The mapping of Foodservice has been carried out based on CNAEs related to food and companies from other ACCIÓ reports and directories. Only companies with a turnover of more than €2 million per year have been considered, with the exception of those in the final channel, which are included if they have a figure of over €0.5 million. The economic data of the companies are calculated ad hoc based on their link with the industry.

Source: ACCIÓ CataloniaConnects



Turnover of the foodservice industry	Number of companies 2023	Volume of business 2022 (€M)	People in employment 2022 ¹
Agricultural production	278 (4.8%)	1,088 (4.5%)	2,037 (1.7%)
Agriculture	51	244	719
Livestock	219	834	1,262
Fishing and aquaculture	8	10	56
Food and beverage industry	1,071 (18.6%)	11,735 (48.9%)	25,597 (22.0%)
Food processing	733	9,985	20,759
Meat products	206	3,289	7,595
Fish and crustaceans	13	25	125
Fruit and vegetables	24	214	633
Oils and fats	31	778	534
Dairy	25	434	782
Milling	16	310	267
Bakery and pastries	86	462	2,308
Animal feed	63	1,025	690
Drinks	102	1,279	2,343
Other	167	2,169	5,483
Auxiliary industry	338	1,750	4,838
Distribution	1,491 (25.9%)	5,743 (23.9%)	8,788 (7.5%)
Final Channel	2,908 (50.6%)	5,450 (22.7%)	80,102 (68.8 %)
Commercial catering	2,738 (47.6%)	4,403 (18.3%)	53,449 (45.9 %)
Restaurant	2,371	3,876	47,506
Bars, cafés and similar	284	290	3,824
Hotel groups	71	32	269
Other	12	205	1,851
Catering for public facilities	170 (2.9%)	1,047 (4.4%)	26,653 (22.9%)
TOTAL	5,748	24,017	116,524

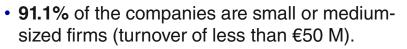
Note: All segments include companies with a turnover of €2 million or more; the final channel, on the other hand, includes



companies with a turnover of €0.5 million. **Source:** ACCIÓ

Key data of the foodservice industry in Catalonia

5,748 companies



- **68.8%** of the companies were founded more than 10 years ago.
- 32.2% of the companies are exporters and 23.6% are regular exporters.
- 4.8% of the companies are foreign affiliates.

Turnover: €24,017 billion



Catalonia o Trade & Investment • The turnover is equivalent to 8.9% of Catalonia's total GDP.

Generalitat de Catalunya Government of Catalonia

• Large companies (4.5% of the total number of companies) invoice **59.7%** of the industry's total turnover.

Territorial distribution

- 66.1% of the companies are located in the Barcelona area.
- 67.6% of the total revenue and 77.5% of the total number of people employed in the industry come from companies in the province of Barcelona.
- The counties of Barcelonès, Vallès Occidental, Baix Llobregat, Maresme and Segrià are those with the most companies related to the foodservice industry.

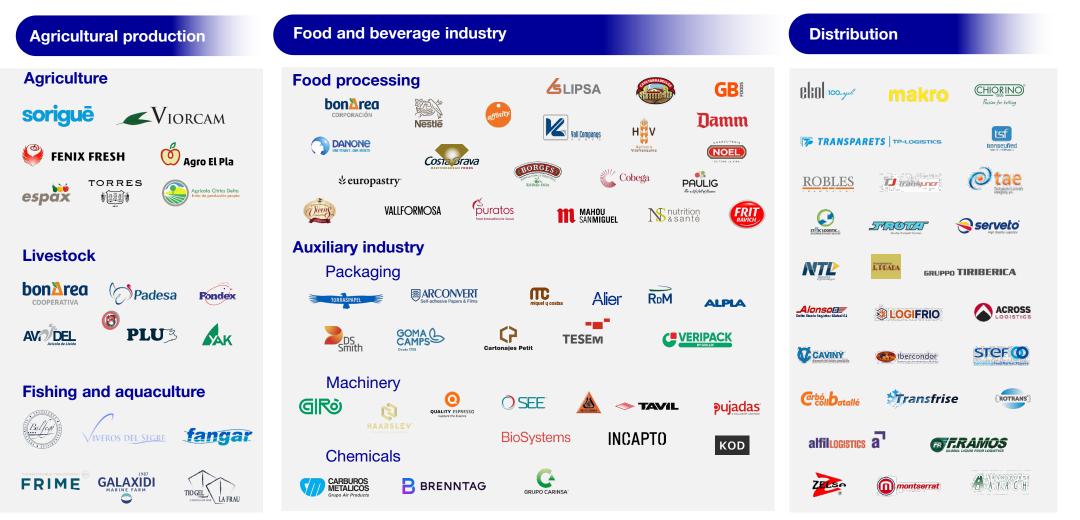
116,524 jobs



- **79.7%** work in **consolidated companies** (10 years or more).
- **34.8%** work in **large companies** (more than 50 employees).



The foodservice industry value chain (I)



Note: partial representation with the aim of illustrating the suppliers of the value chain of the foodservice sector in Catalonia, although there may be other companies that have not been included in the study. Note: each company has been assigned to a main category of the value chain. Source: ACCIÓ



The foodservice industry value chain (II)



Note: partial representation with the aim of illustrating the suppliers of the value chain of the foodservice sector in Catalonia, although there may be other companies that have not been included in the study. Note: each company has been assigned to a main category of the value chain. Source: ACCIÓ



The foodservice industry value chain (III)



Note: partial representation with the aim of illustrating the suppliers of the value chain of the foodservice sector in Catalonia, although there may be other companies that have not been included in the study. Note: each company has been assigned to a main category of the value chain. Source: ACCIÓ



The foodservice industry value chain (IV)

Final channel - Commercial catering

Traditional HORECA Coffee shops Restaurant en route **Delivery & Takeaway** Vending Cafe&Té R FLƏX+KALC Glovo Racó ANTEA Pizzeria EL CELLER DE CAN ROCA oldú OPERA DE SA Eurest VICIO SESTAURANT, areas (11) 臺TRAGALUZ — 1975 serunion (?) :Degusta Box **BOTAFUMEIRO** CAL BLAY BARCELONA BARCELONETA - EST. 20 - 1830 des de 1929 universitas AMETLLER Dis fru tar **EL NACIONAL CENTRAL CAFE*** JUBANY ORIGEN BARCELONA FRESH & HEALTHY FOOD Branded restaurant **IPS** GOIKO Hard Rock McDonald's FOSTER'S HOLLYWOOD honest സ Domino's **BuenasMigas**. TEIKIT greens FIVE GUYS telepizza ANgrup SandwiChez* Sistemes de gruposaona BURGERS and FRIES TACO Restauració restaurant Catalunya / **KFC** RODILLA **PAPA JOHNS** eatlout **POPeyes** PIZZAMARKET DESDE 1939

Note: partial representation with the aim of illustrating the suppliers of the value chain of the foodservice sector in Catalonia, although there may be other companies that have not been included in the study. Note: each company has been assigned to a main category of the value chain. Source: ACCIÓ



The foodservice industry value chain (V)

Final channel - Catering for public facilities



Note: partial representation with the aim of illustrating the suppliers of the value chain of the foodservice sector in Catalonia, although there may be other companies that have not been included in the study. **Note:** each company has been assigned to a category in the value chain but may sell in more than one channel within social catering. **Source:** ACCIÓ



The foodservice industry ecosystem in Catalonia

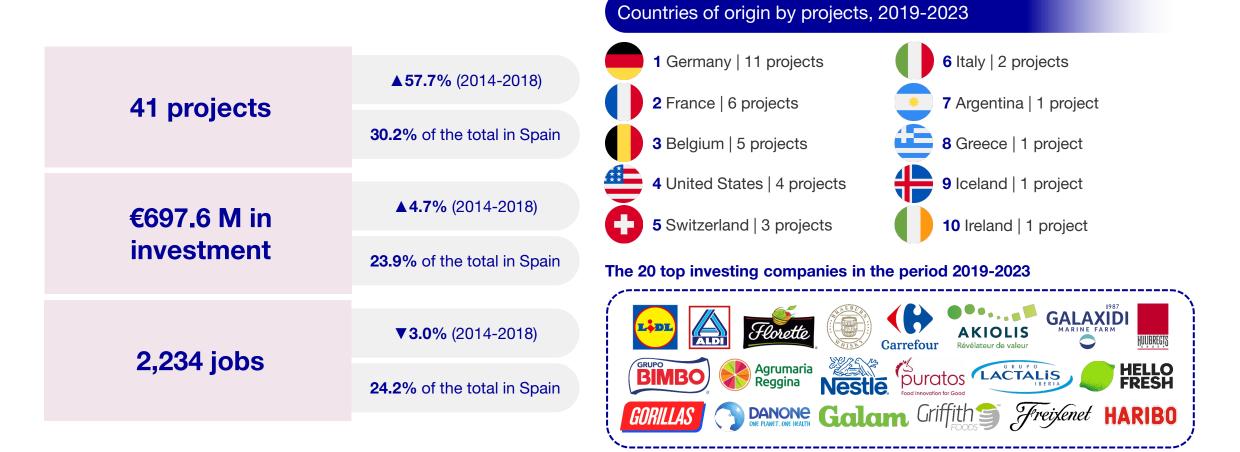
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Note: Partial representation with the aim of illustrating the ecosystem of the foodservice sector in Catalonia. Source: ACCIÓ Generalitat de Catalunya

Catalonia records €700 M of FDI in food and beverages between 2019 and 2023



Notes: Projects in the "food & beverages" sector between 2019 and 2023 have been considered.

Source: ACCIÓ, based on fDi Markets, 2024



Catalonia is the 5th-ranked region in the EU in terms of the number of FDI projects in food and beverages

In the 2019-2023 five-year period, Catalonia occupied a noteworthy position in the European Union for FDI in food and beverages. It's the **fifth-ranked region as regards the number of projects**, the **eighth-ranked for invested capital** and the **fifth-ranked for jobs created**.

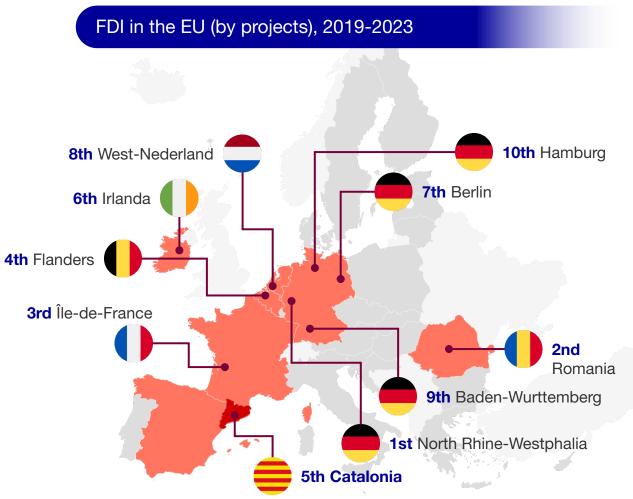
5th-ranked region in number of projects (▲2, 2014-2018) 4.6% of the EU total

8th-ranked region in terms of invested capital (▲2, 2014-2018) 3.3% of the EU total

5th region in jobs generated (▲2, 2014-2018) 3.1% of the EU total

Notes: Projects in the "food & beverages" sector between 2019 and 2023 have been considered. **Source:** ACCIÓ, based on fDi Markets,2024





Success stories from the foodservice sector

Challenge

Each country has its own cultural, gastronomic and social characteristics, which is why at **Areas** they adapt their offer to suit the preferences of each local market.



areas

Mahou San Miguel has launched a Global Hospitality Transformation Plan in 2022. Within this ambitious transformation plan, RENTABILIBAR is one of the key axes focused on contributing to boosting digitalization.



Serhs food, with a more modest dimension, wants to compete face to face with the large multinational leaders in a sector where the volume of business and the critical mass is key, given the relevance of the economy of scale in this market. And do it in a way that is attractive, reliable and economically viable.

Solution

Their philosophy is best summed up as a "GLOCAL" company: they value and leverage the power of the local level, while bringing the strength and experience of their own brands, as well as those of established and recognized brands in each country.

RENTABILIBAR is designed to bring value to all stages of the hotelier's life cycle, offering them tools, data and the knowledge they need for their business. In addition, it is constantly being updated to meet changing needs.

SERHS Food offers a solution very focused on the individual satisfaction of each user. Based on its own very innovative and scalable know-how with objective improvements that favor environmental sustainability and work-life balance. Having as fundamental pillars the nutritional quality, very specialized in food based on cultural respect and the health benefit of each person

> Source: ACCIÓ CataloniaConnects



3. Business challenges, trends and opportunities





Consumer trends

Consumer of experiences



Bolstered by the heavy use of social media, the number of consumers opting for dining options that offer differentiated experiences not necessarily related to food has greatly increased.

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Consumer based on price



Due to the ripple effect of the economic slowdown and rising inflation, many consumers are looking for deals and promotional prices and are more interested in white goods. The search continues for well-being without sacrificing quality or taste. Consumption of food supplements such as vitamin C, omega 3 and zinc increases among older age groups.

Healthy and

conscious

consumer

Gourmet consumer



The laboratory kitchen with the launch of new Premium products, the search for novelty, constant innovation, design, packaging, store location and in-store experience (omnichannel) is a marked consumer trend. State-funded consumer

The majority of consumers focus part of their social relationships on social meals, making their social experience at the restaurants and bars they visit a focal point when deciding where to go.

Source: ACCIÓ

The technologies involved in the foodservice industry

DIGITAL SOCIETY

IoT and sensors

DLT/Blockchain

Cybersecurity

- Connectivity
- Big Data + Al
- Photonics/Quantum
- New Space
- E-commerce

HEALTH

- Functional food
- Ohmics





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GREEN TRANSFORMATION

- Agritech
- Blue Economy
- Nature-Based Solutions
- Water cycle technologies

- Foodtech
- Bio Economy
- Recycling and recovery

INDUSTRIAL RESILIENCE

- Robots/Cobots
- Chemical recycling
- Additive manufacturing
- Simulation
- Automation
- Drones

- Sustainable materials
- Frontier
 - materials

Source: ACCIÓ

Market trends (I)

HEALTHY AND SUSTAINABLE FOOD

Plant-based: Trends in food from plant sources.

EL INVERNADERO

Restaurant bases the choice of its menu on sustainable and plantbased options and engages with innovative aspects such as gastrobotany or new pairing styles of luxury kombucha-based menus, *tepaches* and vinified vegetables.

Water consumption: Reduction in the use and exploitation of water.



New management plan and sustainable use of water in the dining room aims to reduce water consumption and the use of containers, saving the hospital an average of 72,540 single-use plastic containers each year.

Non-alcoholic beverages:

Decrease in the consumption of alcoholic beverages, new consumption.

NATUREO

Developing non-alcoholic alternatives with flavor profiles that rival their alcoholic counterparts, adding a more complex and appetizing dimension to this emerging market.

Gluten-free fast food:

Offer of gluten-free meals in fast food restaurants.



Association for the dissemination of celiac disease, creator of the *Celicity* School, an online platform specializing in courses, which has an application for mobile devices to locate gluten-free restaurants in Spain.

Source: ACCIÓ



Market trends (II)

NEW OPTIONS FOR THE RESTAURANT TRADE

Themed restaurants: New restaurant designs based on innovative concepts and current trends.



Themed restaurant: a collaboration between Nintendo, Universal Studios Hollywood and Universal Studios Japan, has created a menu inspired by the universe of Mario Bros.

Fast Casual: Restaurant options that offer high-quality fast food.



Hamburger that offers products based on combining the speed of fast food with the quality and variety of casual dining and the evolution of catering technologies, which allow processes to be automated and provide a better customer experience.

Food court:

Reduction in the use and exploitation of water.



Company that organizes and collaborates in outdoor gastronomic events in Barcelona. Its strategy is to bring together local chefs and international cuisine, constantly experimenting with new and creative ways to promote its events. Experience beyond the meal: Offer customers experiences where the value proposition is not just the food.



Inside Europa Park, in Germany, Eatrenalin is a restaurant concept that awakens all the senses and triggers emotions. Eatrenalin completely redefines the culinary experience, combining gustatory, olfactory, physical and audiovisual elements.

Source: ACCIÓ



Market trends (III)

RESTAURANT TRADE 4.0

Robotics and automation:

Appearance of robots in the room and kitchen service of a restaurant as well as platforms and software that automate management tasks.



Br5 and Mimcook. They have created the world's first "robotic pan" made entirely by a robot, combining the technology of collaborative robots with the standardization of temperatures and cooking times.

Data Quality:

Data collection and analysis tools that allow traceability of the foodservice industry value chain.

HEALTHY POKE

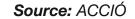
Complements kitchens with the Andy digital assistant. This guarantees that their poke bowls, in addition to their high quality, assure the highest food safety by digitizing, standardizing and centralizing all the related protocols.

Digital restaurant:

Trend of digitizing restaurant menus or other traditionally non-digital aspects of the catering offering.

noodles

It will leverage digital menu media to be able to offer dynamic prices in their establishments. Some of the benefits of implementing this system are: real-time updates, interactive features, data collection, reduced costs, etc.





Market trends (IV)

EXCLUSIVENESS

Dining and fashion:

Collaborations between clothing brands and restaurant franchises.



da Massimo Bottura

The restaurant is located in one of the side rooms of their boutique store and offers fresh Italian-inspired cuisine by chef Massimo Bottura, owner of Osteria Francescana restaurant. Its success is based on a combination of high-quality gastronomy, an elegant and sophisticated atmosphere and a unique and memorable experience, offering a unique and attractive dining experience.

Temporary meals:

Temporary offering of exclusive meals in collaboration with music groups or television series for joint promotions.



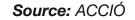
Partnered with Universal Music Group Korea to celebrate the release of Sam Smith's new album. Coinciding with Valentine's Day, and for a limited time, the brand's baristas were inspired by his music and creativity to create some special drinks named after some of the songs released on the new album.

Private Chef:

Hiring private chefs who cook personalized menus directly at the diners' homes.

takeachef

It offers a wide range of dining options, from traditional to international cuisine where customers can choose from different types of menus, including personalized, vegetarian or vegan menus. The prices are competitive and the chefs are experienced professionals.





Market trends (V)

360° RELATIONSHIP WITH CUSTOMERS

Co-creation:

Establishment of systems in which end consumers can participate in the creative process of our company.



A space that allows co-creation in a gastronomic space among the main agents of this ecosystem: the HORECA sector, startups, industrial sector and final consumers. This space has an experimentation laboratory, where technological solutions can also be developed and tested in a real environment.

Inclusive catering:

Catering offerings for groups at risk of social exclusion.



Thanks to the job opportunities in the restaurant and catering sector, the AMAS Foundation promotes the inclusion of people with different degrees of disability in bars and restaurants such as <u>Gallinas y Focas</u> (<u>Hens and Seals</u>) in Madrid or INOUT in Barcelona and in in-house catering services.

Creating communities:

Platforms on which customer communities are generated with a high degree of loyalty and two-way communication channels.



The Run Run Run initiative stands out for the excellence of its gastronomic offerings, focused on providing healthy cuisine through dishes inspired by the concept of Clean Eating. Their commitment to transparency and community engagement also gives it an educational and informative approach, where consumers seek experiences that go beyond mere gastronomy.

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Main business challenges and opportunities for Catalan companies in the foodservice industry (I)

MARKET AND CONSUMPTION



- Difference in habits among final consumers, high segmentation and diversification.
- End-customer loyalty.
- Lack of staff in catering and absenteeism.
- Rising prices of raw materials.
- Little public-private partnership.
- **Unification of purchase criteria** of public authorities in catering for public facilities.



- New market niches are emerging in terms of high protein and plant-based products. It's a good time to explore new niches and develop new products.
- Partnerships with public entities can facilitate skills building and training programs to develop staff's digital skills. These alliances can also facilitate the implementation of more accessible and effective omnichannel solutions, while improving the customer experience.
- Difference in consumer habits presents an opportunity to target a specific consumer group that is not already covered.

Source: ACCIÓ





Main business challenges and opportunities for Catalan companies in the foodservice industry (II)

HEALTH



- The convenience store segment is declining and **convenience stores** with less fresh produce are proliferating, causing a loss of the Mediterranean diet and growing the treat-yourself segment.
- · Caffeine consumption in young segments is growing.
- The tendency to osmosis in the HORECA segment can lead to a less exhaustive control of food quality.
- Nutrition, despite being a pillar of health, still does not play a significant role in the discussion in the food sector.



 Opportunity to raise awareness through food and to provide healthy food and pass on good practices to customers.



Source: ACCIÓ CataloniaConnects Main business challenges and opportunities for Catalan companies in the foodservice industry (III)

SUSTAINABILITY AND CLIMATE CHANGE



MAIN STRATEGIC CHALLENGES

- It is **not** possible **to meet all the demand for local and organic products** due to a lack of supply.
- Most products are not eco-designed.
- Promote the **responsible use of plastic** in certain uses.
- Avoid food waste.
- The lower supply by local product supplier leads to an **increase in logistics and pollution**.
- There is not enough supply of recycled PET to meet demand.



- Collaboration between businesses and local producers can help provide more personalized products and services, tailored to individual consumer needs and the availability of local ingredients
- Strategies that link the supply of local products with the reduction of food waste and the implementation of more efficient logistics systems for local products, while minimizing transport and storage time to reduce expirations and thus reduce the pollution associated with logistics.
- Sustainability strategies to control operating costs by reducing the waste of raw materials. Automation and digitalization of processes can improve operational efficiency, reduce costs and enable more effective management of resources.

Source: ACCIÓ



Main business challenges and opportunities for Catalan companies in the foodservice industry(IV)

TECHNOLOGY AND DIGITALIZATION



- Interconnection of computer systems.
- Recruitment and training of staff with digital profiles.
- Order aggregation platforms control most of the data in the industry.
- Currently, there is no aggregate consumption data that are representative of the market.



MAIN OPPORTUNITIES

- The flexibility of **remote work** offers an opportunity to delocalize • company teams. Care must be taken, however, to generate good cohesion and establish digital disconnection policies.
- Use insights collected from social networks and other databases on customer preferences to develop new products that meet the specific needs of consumers.
- Invest in technology to be more efficient and minimize the shortage of human resources and problems of price increases in raw materials.
- Segment customers based on preferences and consumption habits to identify geographic areas with similar demand, facilitating focused expansion into new locations.
- Incorporation of generative AI to improve productivity

Source: ACCIÓ.

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https://catalonia.com/key-industries-technologies/foodbeverage/foodservice-industry-in-catalonia



