# Ricegrowers Limited (SunRice)

# Ample rice encourages lower plantings

Ricegrowers Limited, trading as SunRice (ASX:SGLLV), has updated rice growers on paddy prices for CY23 and CY24, and more importantly provided planting guidance for CY25. Despite additional US supply and continued shipping disruptions, the lower end of the CY23 paddy price range (sold from FY24) has been increased \$10/tonne to \$425/tonne. The CY24 price range is unchanged at \$370 to \$430/tonne given the above uncertainties. These uncertainties and a high carry over inventory position has seen SGLLV 'strongly recommend a CY25 planting base from growers that is 30% less than CY24' to ensure Australian premium rice is not sold into lower value markets, which would impact rice pool revenues. While not yet confirmed the CY24 rice harvest is forecast by management to be 'higher' than CY23 (RaaS estimates 550k paddy tonnes in CY24 against 500k in CY23), implying a desired harvest of ~380k paddy tonnes for CY25 (RaaS currently forecasts 500k tonnes). While not an issue until FY27 at the earliest there is little risk of covering allocated overheads, with the risk lying in selling higher Cost of Goods Sold (COGS) Australian rice at lower prices in FY26. We make no changes to our estimates while our valuation increases to \$13.00/share, up from \$12.10 due to higher multiples across the peer group.

# **Business model**

SunRice has a unique and complementary corporate structure, balancing grower (A-Class shareholders) requirements for a rice crop that delivers them an acceptable paddy price, with the profit/dividend requirements of B-Class shareholders (including coverage of group overheads) delivered by the 'Profit Businesses' of International Rice, Corporate, Riviana Foods, Rice Food and CopRice. SunRice has domestic infrastructure to handle ~1m paddy tonnes across two Australian harvests and multi-region/multi-origin sourcing to supplement harvests while taking advantage of opportunities globally. Growth is focused on acquisitions and organic growth in the branded Fast-Moving Consumer Goods (FMCG) space.

# Lower CY25 plantings required to maintain balance

SGLLV requires harvests large enough to cover allocated company overheads for storage and processing while supplying premium markets such as the Middle East, but not too large that a home needs to be found for this premium rice in lower value regions that affects rice pool revenue and grower returns. With an average harvest of ~540k paddy tonnes over the last 4 years against our 'goldilocks' estimate of ~450k tonnes, SGLLV has more rice than is required to maintain this balance. As a result, SGLLV has strongly suggested rice growers reduce their plantings by 30% in CY25 to produce a harvest <400k tonnes for FY26 and help maintain the supply/demand balance.

# SoTP valuation \$13.00/share or \$815m market cap

Our preferred valuation method for SunRice is a Sum of The Parts (SoTP) using adjusted consensus peer EBITDA multiples for FY24f. There are a number of listed peers with consensus data for comparison across the spread of SunRice businesses. Our SoTP valuation has increased to \$13.00/share (from \$12.10) driven by higher multiples across the peer group. Our Discounted Cash Flow (DCF) calculation as a sense check is \$10.90/share but is somewhat limited given long-term rice harvest visibility. The group's Net Tangible Assets (NTA) were stated at \$7.61/share in October 2023.

# Historical earnings and RaaS' estimates (in A\$m unless otherwise stated)

Year end	Revenue*	EBITDA adj.	NPAT adj.	EPS adj.	PER (x)	Dividend Yield (%)
04/22a	1,331.1	90.2	47.1	0.81	8.4	5.9
04/23a	1,634.4	115.1	55.7	0.93	7.3	7.4
04/24f	1,845.3	144.2	71.9	1.18	5.8	8.1
04/25f	1,854.4	149.9	78.6	1.26	5.4	8.1
Source: Actu	al FY22 and FY23	3. RaaS estimates	s FY24f and FY2	5f: EBITDA, NPAT	and EPS ad	iusted for one-

time, non-recurring and non-cash items

# FMCG/Agriculture

## 20 May 2024

Share Details	
ASX code	SGLLV
Share price (17-May)	\$6.80
Market capitalisation	\$432.8M
Shares on issue	62.8M
Net debt at 30-Sep-23	\$240.0M
Free float	~98%

# Share Performance (12 months)



#### Upside Case

- Stability in water availability/pricing
- EPS-accretive acquisitions
- New product and market developments

#### **Downside Case**

- A return to drought conditions in the Riverina
- Long-term access to water
- Price competition/private label in key markets

# **Board of Directors**

Laurie Arthur	Non-Exec Chair/Grower
Laune Anna	
Paul Serra	Chief Exec. Officer
John Bradford	Non-Exec. D-Chair/Grower
Luisa Catanzaro	Non-Exec. Dir/Non-Grower
Andrew Crane	Non-Exec. Dir/Non-Grower
lan Glasson	Non-Exec. Dir/Non-Grower
Melissa De Bortoli	Non-Exec Dir/Grower
lan Mason	Non-Exec Dir./Grower
Julian Zanatta	Non-Exec Dir/Grower

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Ricegrowers Ltd, trading as SunRice, is a research client of RaaS Research Group Pty Ltd, t/a Research as a Service. This report should be read in conjunction with the disclaimers and financial services guide on pages 7-8 of this report.



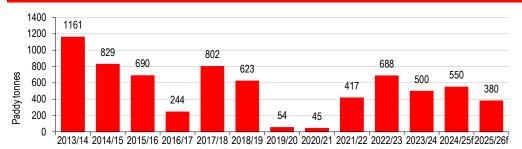
# Australian rice crop update

Below we review recent Australian rice crops together with the desired harvest levels for CY25. For context the level of the Australian rice crop is important to cover fixed overheads such as processing and storage facilities while supplying demand from premium markets such as the Middle East.

In an ideal world RaaS estimates the 'goldilocks' harvest level is between 350k-500k tonnes. At this range SGLLV can cover overheads, maintain premium pricing for Australian rice in premium markets and have flexibility to supply a range of global markets with a range of globally sourced rice.

- **CY22** was the highest harvest since CY18 at 688k paddy tonnes but coming off record low drought induced harvests in CY19 and CY20, so required to boost stock levels.
- **CY23** was 500k paddy tonnes, further boosting stocks and providing ample product to supply the US market as a replacement for their drought affected harvests of CY21 and CY22.
- **CY24** is likely to be 'above' CY23, with RaaS estimating 550k paddy tonnes. The harvest is just completing and will likely be confirmed by SGLLV in coming months.
- For CY25 it has been strongly recommended by SGLLV management that growers reduce their planting by 30%, implying a desired harvest of ~380k paddy tonnes. This level, together with carry over stock would cover overheads and adequately supply premium markets such as the Middle East.

Exhibit 1: Australian Rice Crop (Paddy Tonnes)



Source: SGLLV announcements 2013/14-2023/24, RaaS estimates 2024/25, Implied target 2025/26

# Global rice market update

According to the latest United States Department of Agriculture (USDA) rice crop report (May 2024<sup>1</sup>) <u>global</u> rice production will reach a record 527.6m tons in 2024/25, well above the 517m tons in 2023/24.

<u>Global domestic and residual use is projected at a record 526.4m tons in 2024/25, up 1.0% on 2023/24</u>. The major driver is an extension in India's free food grain plan for fiscal year 2024 (April-March) and population growth in the Philippines.

<u>Global stock levels as a result are projected at 176.1m tons</u>, according to the USDA, the first increase since 2020/21 and the result of record production.

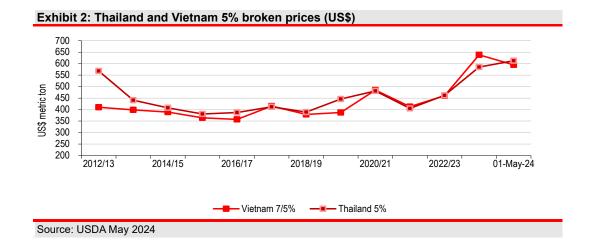
The global export market (and SGLLV's International Division) has been disrupted by the ban on Indian exports (ex-Basmati) since July 20, 2023. India is the world's largest exporter of rice, leaving Vietnam, Thailand, Pakistan and the US to take up some of the slack.

Prices as a result have increased across most grades over the past 12 months, in particular:

<sup>1</sup> www.ers.usda.gov/webdocs/outlooks/109167/rcs-24d.pdf?v=1831.1



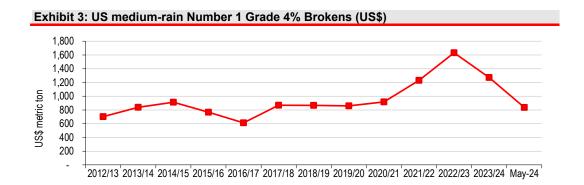
- Thailand 5% broken prices are up 30% on the average 2022/23 price, primarily in response to India's export restrictions on regular milled white rice.
- Vietnam 5% broken prices are up 30% on the average 2022/23 price, the highest since 2008 and aided by tight supply, rising costs and increased demand, again in response to Indian restrictions.



US medium grain rice prices have been the exception, with:

Californian medium-grain Number-1 Grade 4% brokens, a proxy for Australian rice, well off the record highs (~\$1,650/ton) seen over 2022/23, down to \$835/ton in May 2024 as 2023/24 US rice production is the largest since 2011/2012, coming off years of extreme drought.

This is an issue for the rice pool revenue, resulting paddy price range for Australian rice grower returns, and can be seen in the latest paddy price range set for 2024/2025 at \$370-\$430 per tonne which is below the 2023/2024 range of \$425-\$435 per tonne.



Source: USDA May 2024



# Valuation

# Sum of The Parts

We view SunRice as a cross between an infrastructure business (Corporate), a brand owner (Corporate), a trading business (International), FMCG (International, Rice Food and Riviana) and Animal Feed (CopRice).

Exhibit 4 presents a Sum-of-The-Parts (SoTP) valuation for SunRice using EBITDA multiples, derived from FY24 LSEG consensus estimates adjusted for rental expense/Right-of-Use (subtracted from EBITDA), and then applied to RaaS FY24(f) adjusted SGLLV divisional EBITDA:

- An 8.8x EBITDA multiple for FMCG businesses, in-line with the average of the FMCG businesses in the peer group (BGA);
- A 8.1x EBITDA multiple for the Corporate business, the average of GNC and ELD multiple in recognition that SunRice Corporate provides both infrastructure (GNC) and brands (ELD) to its rice growers;
- An 7.7x multiple for CopRice, in-line with RIC metrics which is essentially 100% animal feed; and
- A 7.4x EBITDA multiple for International, which is the average of the peer group. It should be noted the tax rate of this business historically is well below peer averages.
- Actual October 2023 debt levels, which RaaS believes are reflective of ongoing sustainable debt levels given the near-term harvest outlook.

The net result is a SoTP valuation of \$13.00/share, detailed in exhibit 4 below, with peer metrics detailed in exhibit 5 following.

Division	FY24f adj. EBITDA	Adj. EBITDA multiple (x)	Valuation	Comments			
International	61.5	7.4	455	A key assumption given EBIT size			
Rice Food	11.1	8.8	98	FMCG peers			
Riviana Foods	6.8	8.8	60	FMCG peers			
CopRice	16.1	7.7	124	RIC is the key peer			
Corporate	44.7	8.1	362	Average of ELD and GNC			
Less							
33.8% of Trukai	4.3	7.4	-32	Same multiple as International			
Net debt (Oct-23a)			-240	Actual as at Oct-2023			
VALUATION			826				
Shares on issue			64				
EQUITY VALUE			\$13.00				

Source: LSEG and RaaS estimates



# Exhibit 5: Peer group financial comparison – FY24 (in A\$m June year-end unless otherwise stated)

Company name	Ticker (ASX unless stated)	Share price (cps)	Mkt. cap.	Revenue	Adj. ## EBITDA	Adj. NPAT	Adj. EPS	Adj. ## EBITDA multiple (x)	FY23 Working capital /Rev (%)	Debt/ EBITDA (x)
Treasury Wines	TWE	\$11.48	8,286	2,740	763.9	440.1	0.61	10.8	36	1.8
Select Harvest #	SHV	\$3.40	411	243	28.3	6.8	0.06	14.5	31	6.7
PEERS USED										
Elders #	ELD	\$8.07	1,805	6,447	246.4	92.4	0.41	7.3	14	1.5
Bega Cheese	BGA	\$8.35	1,305	3,128	148.6	101.5	0.65	8.8	19	3.1
Ridley	RIC	\$4.41	1,340	3,476	152.5	45.5	0.15	8.8	7	1.6
Select Harvests #	SHV	\$2.16	690	1,285	90.1	44.6	0.14	7.7	3	0.5
Lynch Group **	LGL	\$1.38	168	404	36.0	12.4	0.10	4.7	(3)	2.2
PEER AVERAGE								7.4	15	2.5
FMCG AVERAGE								8.8	21	1.7
SunRice *	SGLLV	\$6.89	439	1,634	111.2	55.7	0.93	3.9	28	1.8
Ebro Foods (€) ^	EBRO:SM	€16.02	2,464	3,153	369.0	197.0	1.28	6.7	24	1.5

Sources: Company financials, LSEG; Prices 16 May 2024; # Sept year-end; \* April year-end; ^ Dec year-end; ## Adj. EBITDA adds back RoU/rental expense (Pre-AASB16) \*\* Based on management guidance

# **Investment Case Revisited**

We believe the investment case for SunRice B-Class shareholders is managing a sweet spot in Riverina rice harvest volumes over the next three years, recouping significant freight costs and growing the footprint of key 'profit businesses' both organically and via acquisition:

- RaaS now forecasts a sustainable dividend of \$0.55/share, implying a fully franked dividend yield of 8.0%. History would indicate that the company does not cut dividends once set.
- Continued availability of Riverina rice supports international export opportunities while at the same time covering the overhead charge for the Rice Pool. That said to maintain this 'Goldilocks' level <u>SGLLV has guided growers to reduce CY25 plantings by 30% reduction</u> to maintain the supply/demand balance.
- Global rice markets are generally supportive for Australian rice demand and general sourcing opportunities for the International Division over coming years with overall global stock levels the lowest in six years according to the USDA. New opportunities also exist in the UK (Free Trade Agreement), while a change in the current ban on Indian exports should also improve sourcing opportunities.
- Cost recovery opportunities remain for freight and distribution in H2 FY24, particularly for the International and Riviana divisions. Riviana would also benefit from a higher AUD (COGS).
- Improved return rates should continue for the Corporate division (31% of FY24f EBITDA) as higher 10year bond rates drive higher return requirements from the Group's infrastructure due to an increased Weighted Average Cost of Capital (WACC).
- EPS-accretive acquisitions in the branded FMCG space may well continue, with the group building a solid brand portfolio across convenience and healthy rice snacks (Rice Food), animal feed (CopRice) and the branded entertainment/special occasion products (Riviana). The size of acquisitions has been progressively increasing, suggesting more material EPS accretion is possible.
- SGLLV is trading at a material discount to selected ASX peers on key metrics including EV/adjusted EBIT, EV/EBIT and PER using FY24f consensus forecasts against RaaS FY24 divisional estimates.
- Our Sum-of-The-Parts valuation is \$13.00/share, indicating 90% upside potential to the current share price.



# Exhibit 6: SGLLV Financial Summary

Ricegrowers t/a SunRic	e					Share price (17 May 2024)						A\$ 6.8
Profit and Loss (A\$m)						Interim (A\$m)	1H22	2H22	1H23	2H23	1H24	2H24F
Y/E 30 April	FY2021	FY2022	FY2023	FY2024	FY2025	Revenue	563.3	767.7	758.0	876.5	918.8	930.0
	Α	Α	Α	F	F	EBITDA	36.4	53.7	40.9	74.2	68.6	75.6
						EBIT	23.6	40.4	27.0	59.7	54.6	61.4
Revenue	1,022.2	1,331.1	1,634.4	1,845.3	1,854.4	NPAT (normalised)	16.3	32.0	17.8	40.0	35.5	39.2
EBITDA	47.5	90.2	115.1	144.2	149.9	Minorities	(0.1)	1.3	1.9	0.3	2.6	0.2
Depn	(23.2)	(23.5)	(25.4)	(25.1)	(25.3)	NPAT (Class B)	16.4	30.7	16.0	39.7	32.9	39.0
Amort	(1.7)	(2.7)	(2.9)	(3.0)	(3.0)	EPS (normalised)	0.27	0.50	0.25	0.63	0.52	0.61
EBIT	22.6	64.0	86.7	116.0	121.6	EPS (reported)	0.27	0.50	0.25	0.63	0.52	0.61
Interest	(4.8)	(4.8)	(14.0)	(20.3)	(17.8)	Dividend (cps)	0.10	0.30	0.10	0.40	0.15	0.40
Тах	(0.8)	(10.9)	(14.9)	(21.1)	(22.8)	Imputation	30.0	30.0	30.0	30.0	30.0	30.0
Minorities	2.5	(1.2)	(2.2)	(2.8)	(2.3)	Operating cash flow						
Equity accounted assoc	0.0	0.0	0.0	0.0	0.0	Free Cash flow						
NPAT pre significant it	19.5	47.1	55.7	71.9	78.6	Divisions	1H22	2H22	1H23	2H23	1H24	2H24
Significant items	1.3	0.4	(3.2)	(5.7)	0.0	EBIT DA - Rice Pool	0.0	0.0	0.0	0.0	0.0	0.0
NPAT (Reported)	20.8	47.6	52.5	66.1	78.6	EBITDA - International Rice	16.3	25.7	14.6	26.7	33.0	29.6
Cash flow (A\$m)	2010		02.0			EBITDA - Rice Food	3.5	4.4	4.5	6.5	4.6	6.7
Y/E 30 April	FY2021	FY2022	FY2023	FY2024	FY2025	EDITDA - Riviana	6.7	7.3	2.1	4.2	1.8	5.2
EBITDA (less rent)	43.3	86.3	110.2	139.2	144.7	EBITDA- CopRice	(2.2)	1.7	4.0	8.4	7.9	9.0
( )	(4.8)						(2.2)	1.7	4.0	8.4 28.4	21.2	9.0
Interest paid Tax Paid	. ,	(4.8)	(14.0)	(20.3)	(17.8)	EBIT DA - Corporate TOTAL EBITDA	12.1 36.4	14.7 53.7	15.6 40.9	28.4 74.2	21.2 68.6	25.1 75.6
	(5.6)	(6.1)	(3.2)	(25.0)	(21.9)	IVIAL EDITUA	30.4	33.1	40.9	14.2	0.00	/ 5.0
Working capital changes	5.6	(57.1)	(146.1)	14.7	(27.4)	Coote Downsta 111	(220.0)	(404.4)	(1007)	(600 5)	(654.0)	1500 4
Operating cash flow	38.5	18.2	(53.1)	108.6	77.6	Costs - Raw materials	(339.3)	(484.1)	(433.7)	(530.5)	(554.3)	(569.9
Mtce capex	(17.6)	(16.5)	(20.1)	(21.1)	(22.1)	Costs - Freight and distributio	. ,	(92.5)	(113.3)	(112.6)	(100.0)	(102.0
Free cash flow	20.9	1.7	(73.2)	87.5	55.4	Costs - Employee benefits	(73.4)	(75.3)	(89.0)	(89.5)	(98.3)	(98.0
Growth capex	0.0	0.0	0.0	0.0	0.0	Other Operating Costs	(61.5)	(67.9)	(81.0)	(73.1)	(97.6)	(84.6
Acquisitions/Disposals	(66.2)	(37.5)	(0.3)	0.0	0.0	Margins, Leverage, Returns		FY2021	FY2022	FY2023	FY2024	FY202
Other	0.0	0.0	0.0	0.0	0.0	EBITDA		4.6%	6.8%	7.0%	7.8%	8.1%
Cash flow pre financin	(45.3)	(35.8)	(73.4)	87.5	55.4	EBIT		2.2%	4.8%	5.3%	6.3%	6.6%
Equity	0.0	0.0	0.0	0.0	0.0	NPAT pre significant items		1.9%	3.5%	3.4%	3.9%	4.2%
Debt	58.0	56.3	124.2	(70.0)	(10.0)	Net Debt (Cash)		-147.9	-197.8	-291.4	-230.8	-204.
Dividends paid	(14.5)	(19.8)	(18.5)	(28.1)	(28.7)	Net debt/EBIT DA (x)	(x)	3.1	2.2	2.5	1.6	1.4
Net cash flow for year	(1.8)	0.6	32.3	(10.7)	16.8	ND/ND+Equity (%)	(%)	24.3%	28.1%	34.4%	28.0%	24.1%
Balance sheet (A\$m)						EBIT interest cover (x)	(x)	4.7	13.3	6.2	5.7	6.8
Y/E 30 April	FY2021	FY2022	FY2023	FY2024	FY2025	ROA		2.6%	6.0%	6.9%	8.5%	8.5%
Cash	23.5	42.6	74.3	64.9	81.6	ROE		5%	10%	10%	11%	13%
Accounts receivable	175.8	260.0	306.4	351.7	354.6	ROIC		5%	15%	17%	20%	23%
Inventory	375.7	525.0	569.9	626.2	631.4	NTA (per share)		7.2	7.4	8.0	8.6	9.5
Other current assets	4.3	3.5	0.6	0.6	0.6	Working capital		407.6	567.3	638.3	704.7	710.5
Total current assets	579.4	831.1	951.3	1,043.5	1,068.3	WC/Sales (%)		40%	43%	39%	38%	38%
PPE	262.3	267.6	270.1	271.1	273.1	Revenue growth		-8%	30%	23%	13%	0%
Goodwillc& Intangibles	58.5	85.7	84.9	81.9	78.9	EBIT growth pa		-55%	183%	35%	34%	5%
Investments	5.4	5.6	5.7	5.7	5.7	Pricing		FY2021	FY2022	FY2023	FY2024	FY202
Deferred tax asset	15.9	8.5	14.6	14.6	14.6	No of shares (y/e)	(m)	60.0	61.8	62.7	63.7	64.6
Other non-current assets	0.3	0.3	0.5	0.0	0.0	Weighted Av Dil Shares	(m)	60.0	61.8	62.7	63.7	64.6
Total non current assets	342.4	367.7	375.8	373.2	372.2		. ,					
Total Assets	921.8	1,198.8	1,327.1	1,416.7	1,440.5	EPS Reported	cps	0.34	0.76	0.82	1.02	1.20
Accounts payable	143.9	217.7	238.1	273.2	275.5	EPS Adjusted	cps	0.35	0.81	0.93	1.18	1.20
Short term debt	85.0	125.1	299.1	229.1	219.1	EPS growth (norm/dil)	900	-27%	128%	16%	26%	7%
	112.5	200.1	112.5	193.6	172.0	DPS growth (norm/dil)	cne	0.33	0.40	0.50	0.55	0.55
Payable to Ricegrowers							cps					
Other current liabilities	28.0	30.0	50.6	55.1	55.4	DPS Growth		0%	21%	25%	10%	0%
Total current liabilities	369.4	572.8	700.2	751.0	722.0	Dividend yield		4.9%	5.9%	7.4%	8.1%	8.1%
Long term debt	86.5	115.3	66.7	66.7	66.7	Dividend imputation		30.0	30.0	30.0	30.0	30.0
Other non current liabs	4.9	5.3	3.5	4.7	8.0	PE (x)		19.3	8.4	7.3	5.8	5.4
Total long term liabilities	91.4	120.6	70.2	71.4	74.7	PE market		16.0	16.0	16.0	16.0	16.0
Total Liabilities	460.8	693.4	770.4	822.4	796.7	Premium/(discount)		20%	-47%	-55%	-64%	-66%
Net Assets	461.1	505.3	556.7	594.3	643.8	EV/EBITDA		11.7	6.9	6.2	4.6	4.3
						FCF/Share	cps	0.6	0.3	(0.8)	1.7	1.2
Share capital	134.6	142.5	152.5	159.0	165.4	Price/FCF share		10.6	23.0	(8.0)	4.0	5.7
Reserves	(5.5)	(21.4)	(11.6)	(11.6)	(11.6)	Free Cash flow Yield		9.4%	4.3%	-12.5%	25.1%	17.79
Retained profits	315.1	364.8	392.5	423.6	466.7							
	16.9	19.4	23.2	23.2	23.2							
Minorities	10.9	10.1										

Source: Company data for actuals, RaaS estimates



# FINANCIAL SERVICES GUIDE

# RaaS Research Group Pty Ltd

# ABN 99 614 783 363

# Corporate Authorised Representative, number 1248415, of

# BR SECURITIES AUSTRALIA PTY LTD; ABN 92 168 734 530; AFSL 456663

# Effective Date: 26<sup>th</sup> March 2024

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This Financial Service Guide (FSG) is designed to assist you in deciding whether to use RaaS's services and includes such things as who we are, our services, how we transact with you, how we are paid, and complaint processes

Contact Details, BR and RaaS

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RaaS is the entity providing the authorised AFSL services to you as a retail or wholesale client.

### What Financial Services are we authorised to provide? RaaS is

### authorised to

- provide general advice to retail and wholesale clients in relation to

# - Securities

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# Our general advice service

Please note that any advice given by RaaS is general advice, as the information or advice given will not take into account your particular objectives, financial situation or needs. You should, before acting on the advice, consider the appropriateness of the advice, having regard to your objectives, financial situation and needs. If our advice relates to the acquisition, or possible acquisition, of a particular financial product you should read any relevant Prospectus, Product Disclosure Statement or like instrument. As we only provide general advice we will not be providing a Statement of Advice. We will provide you with recommendations on securities.

#### How are we paid?

RaaS earns fees for producing research reports about companies we like, and/or producing a financial model as well. When the fee is derived from a company, this is clearly highlighted on the front page of the report and in the disclaimers and disclosures section of the report. Sometimes we write reports using our own initiative.

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BR, RaaS, its directors and related parties have no associations or relationships with any product issuers other than when advising retail clients to invest in managed funds when the managers of these funds may also be clients of BR. RaaS's representatives may from time to time deal in or otherwise have a financial interest in financial products recommended to you but any material ownership will be disclosed to you when relevant advice is provided.

#### Complaints

If you have a complaint about our service, you should contact your representative and tell them about your complaint. The representative will follow BR's internal dispute resolution policy, which includes sending you a copy of the policy when required to. If you aren't satisfied with an outcome, you may contact AFCA, see below.

BR is a member of the Australian Financial Complaints Authority (AFCA). AFCA provide fair and independent financial services complaint resolution that is free to consumers.

Website: <u>www.afca.org.au;</u> Email: <u>info@afca.org.au;</u> Telephone: 1800931678 (free call) In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001. **Professional Indemnity Insurance** 

BR has in place Professional Indemnity Insurance which satisfies the requirements for compensation under s912B of the Corporations Act and that covers our authorized representatives.



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