



FAMILIA  
**TORRES**



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**FROM THE SOIL TO THE TABLE**  
**2019 Corporate Social Responsibility Report**

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## ABOUT US

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- Governance Model
- Mission, Vision, Values
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- 2019 in figures

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## FROM THE SOIL...

- The vineyard we take care of
- The vineyard we want for the future
- Preservation of biodiversity
- Familia Torres organic vineyards
- Quality raw material
- Fair Trade
- Our commitment to the local environment

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- The fruit of our work
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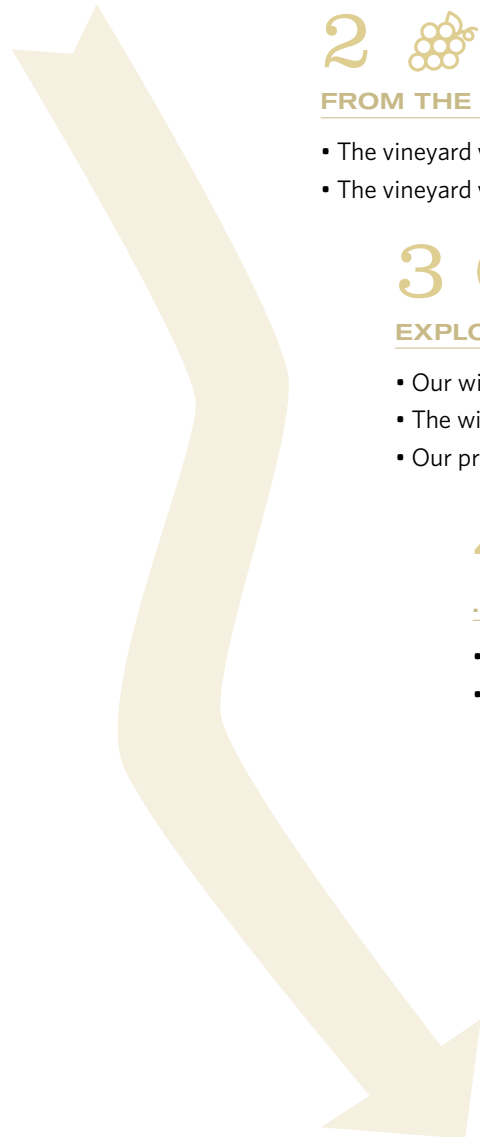
## CLOSING THE CYCLE

- The Earth we want for the future
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- Our footprint on the planet
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## LETTER FROM THE PRESIDENT

**2019** has been the hottest year in Europe and the second warmest worldwide since records are available. And in Spain, we are suffering the consequences even more, especially in the vineyard. We are no longer talking about change or a crisis but about a climate emergency, as decreed by the European Parliament at the end of the year. For us, caring for the earth and adapting to the new climate scenario remains a priority, as well as helping to mitigate its effects by reducing our CO<sub>2</sub> emissions, encouraging other companies to take similar measures.

Since 2008, we have managed to reduce our CO<sub>2</sub> emissions per bottle by 30% as far as the entire process is concerned, from the vineyard to the consumer, which was our goal for 2020, and we have already set ourselves a new goal: to emit 55% less CO<sub>2</sub> in 2030, compared to the levels in 2008.

Undoubtedly, the most relevant development of this year has been the creation of the International Wineries for Climate Action group, together with Jackson Family Wines of California, to promote the decarbonisation of the sector at a global level.

An initiative that was recognised by the prestigious Wine Enthusiast magazine's Wine Star Awards and that has been very well received, with several wineries from all over the world that are already in the process of becoming members.

In addition to distinguishing those suppliers who work the hardest to reduce their carbon footprint with the 3rd Torres & Earth Awards, we have recognised the Forest Defence Groups in Catalonia for having the best projects in the areas of landscape protection and emissions reductions, and we have supported the international mobilisation for climate change action with the support of our employees. This commitment to the land is joined by our commitment to people and society in general.

We promote Fair Trade and pay farmers a fair price for their grapes so that they can have a decent standard of living; we pay taxes in Spain and in the countries where we are present; we help children and vulnerable people through our Foundation and we maintain a close relationship with our customers and our consumers to satisfy their needs.

It's probably the combination of these and other

factors that are part of our DNA (such as commitment to innovation, pursuit of excellence, transmission of our legacy, international presence ...) that has made us worthy of being recognised as the Most Admired Wine Brand in Europe for yet another year, according to the *Drinks International* ranking.

Our Pacs del Penedès winery has also been included on the list of the 50 best wineries in the world to visit, with experiences that we now complement with the new El Celleret restaurant on the Mas La Plana property.

We know that these recognitions, which we are extremely proud of, are the result of the dedication and commitment of our people, of each and every one of our 1,328 employees around the world, to whom I would like to extend my sincere thanks.



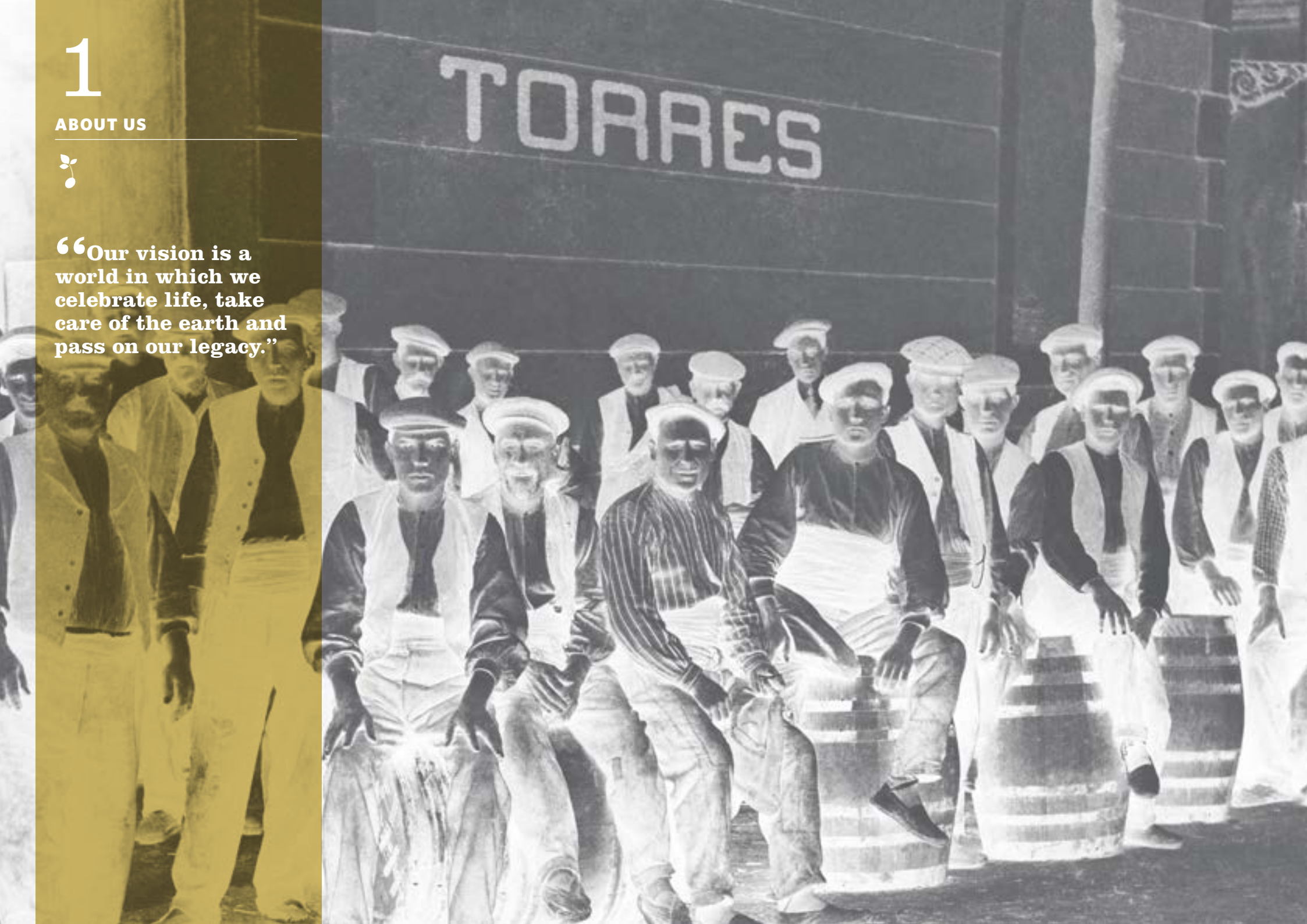
# 1

ABOUT US

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**“Our vision is a world in which we celebrate life, take care of the earth and pass on our legacy.”**



## THE FAMILIA TORRES DNA

For almost 150 years, our DNA has supported our development and consolidation as a family winery:

“  
**We are a family dedicated to wine and the vineyard, with a long history and a solid personality that sets us apart from our competitors.**  
”

### People

Our greatest asset: 1,328 **employees** worldwide.



### Fair Trade

We help our winegrowers to have a **decent life**.



### Our Customers

We maintain a close relationship with them in more than **150 countries**: we better understand their needs and they understand the potential of Familia Torres when it comes to competing with the most prestigious wines.



### Close to the Consumer

All over the world: Wine Bars (Barcelona, Santiago de Chile and Shanghai), Wine Tourism and Social Networks.



### Environmental Protection

Our commitment to the earth by 2020: **reduce CO2 emissions by 30%** per bottle compared to 2008.



### Giving Back to Society

Our registered office for tax purposes is located in Spain and every year our **foundation** helps orphaned children from around the world.



### R&D

We are continuously researching, in the search of **differentiated products** of superior quality and process improvements, with the same high standards as always.



### A Unique Family

"The more we take care of the land, the better wine we get"



## GOVERNANCE MODEL

At Familia Torres, we have been guided by visionary people from the start, whose priority has always been to promote ethical and transparent management. Over the years, the President, together with the General Director and the management team, has carried out a process of management

professionalisation, which has laid the foundations for the sustained growth and consolidation of Familia Torres as a producer of prestigious wines and brandies. In order to ensure the correct implementation of our corporate governance system, we have the following governing bodies:

### GOVERNING BODIES

BOARD OF DIRECTORS	ADVISORY COUNCIL	MANAGEMENT COMMITTEE	MONITORING COMMISSION
Highest governing body, responsible for the management, direction, administration and representation of the interests of Familia Torres.	Discuss the most relevant issues at a strategic level in different areas: financial, operations and commercial, among others.	Discuss operational issues. Guarantee the application and implementation of the corporate strategy.	Decide which issues are to be submitted to the Board of Directors, to the Advisory Council and to the Management Committee.
2  4 	6  6 	6  3 	5  5 



**OUR MODEL OF ETHICS AND CORPORATE RESPONSIBILITY\***

- Code of Business Conduct and Ethics
- Ethics and Corporate Responsibility Policy
- Anti-Bribery and Anti-Corruption Policy

 Whistleblowing channel

\* In the process of being implemented in foreign subsidiaries.

“  
**The decisions made by the governing bodies are intended to take things a step beyond simple regulatory compliance, contributing to the realisation of the United Nations Sustainable Development Goals.**  
 ”

## MISSION, VISION, VALUES

The governing bodies promote a solid corporate culture on which we have based our development over the years.

### THE CORPORATE CULTURE OF FAMILIA TORRES

#### MISSION

“We are a team of individuals committed to one single objective: From the soil to the table, we create exceptional wines and distillates, with the aim of encouraging memorable experiences in every corner of the world.

As a family company, we pass on our values of excellence from one generation to the next, and we have a firm belief in social, environmental and economic sustainability, by combining the tradition we have inherited with the constant innovation to lead the future.”



#### VISION

“Our vision is a world in which we celebrate life, take care of the earth and pass on our legacy”



#### VALUES

- Respect
- Cooperation
- Excellence
- Vitality
- Curiosity



**We are a team of individuals committed to one single objective: From the soil to the table, we create exceptional wines and distillates, with the aim of encouraging memorable experiences in every corner of the world.**

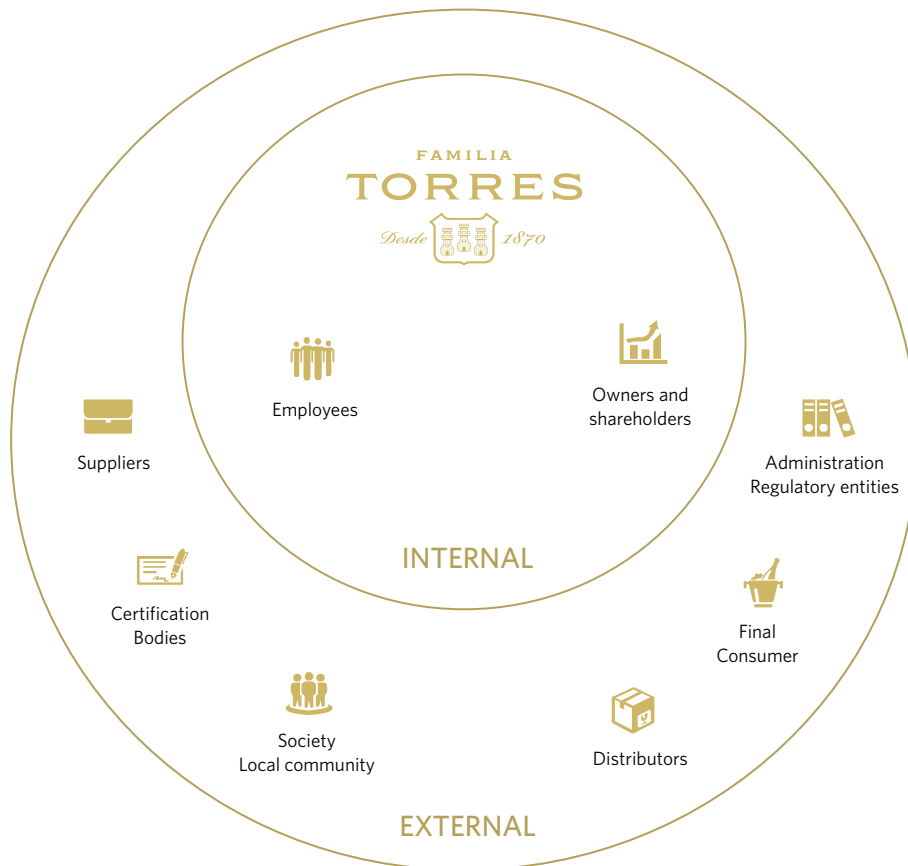




## OUR STAKEHOLDERS

Looking after our stakeholders not only reflects our commitment to ethics and sustainability, but also guarantees our social license to operate, from the vineyards until our products reach the final consumer.

According to the type of activities and the context in which we operate, the following stakeholders have been identified:



### COMMUNICATION CHANNELS

In order to maintain a seamless, transparent relationship with our stakeholders, **different communication mechanisms** have been articulated to listen to their suggestions and live up to their expectations. Through these channels, we have **mapped out the expectations** of each of the stakeholders in order to adapt our business strategy.

#### Most common communication channels:

email, postal mail, telephone, face-to-face meetings, conferences, etc.

#### Additional communication channels for consumers:

we also communicate through our customer service, surveys and online channels, such as social networks, the Familia Torres websites and the online store.

#### Additional communication channels for Miguel Torres distributors:

specific digital portal for distributors and Marketing Guidelines.

## 2019 IN FIGURES

At Familia Torres, we pursue a production and marketing system that generates a positive social impact while reducing our environmental impact. In this regard, we are committed to generating value for our stakeholders, developing technologies and actions inspired by our dedication to the land and the regeneration of nature in each phase of our value chain:

### INPUTS

FINANCIAL CAPITAL

**20,801 thousand €**

ASSETS

**420,155 thousand €**

HUMAN CAPITAL

**1,377 workers\***

SOCIAL CAPITAL

**14,141 thousand €**

SUBSIDIES

**748 thousand €**

NATURAL CAPITAL:

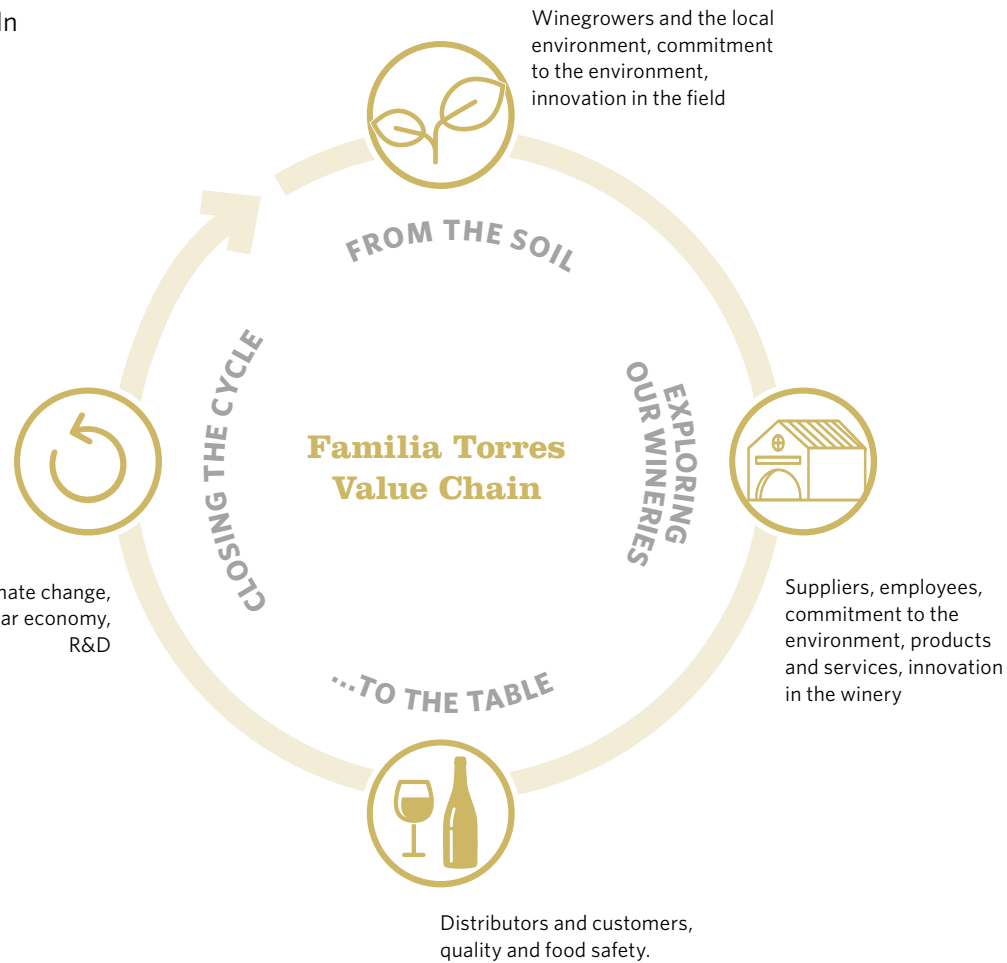
> ENERGY

**32.1 million kWh**

> WATER

**597,430 m<sup>3</sup>**

\*Average workforce



### OUTPUTS

REVENUE: SALES AND OTHER REVENUE

**266,245 thousand €**

OPERATING COSTS

**200,772 thousand €**

EMPLOYEE COMPENSATION  
(without Social Security costs)

**52,627 thousand €**

PAYMENTS TO CAPITAL PROVIDERS

**2,813 thousand €**

PAYMENTS TO PUBLIC ADMINISTRATIONS

**14,973 thousand €**

INVESTMENTS IN THE COMMUNITY

**773 thousand €**

ECONOMIC VALUE RETAINED

**- 4,167 thousand €\*\***

\*\*Tables in annex: Profits made and taxes on profits paid by country



The cultivated land, the fruits obtained, the plants and wildlife that live near the vines... these are the elements present in the first stage of our products' value chain.

This chapter includes and expands on the topics in which these elements are present, including everything from obtaining raw materials and conserving biodiversity and local communities, to developing techniques that optimise work in the field.

Furthermore, in our pursuit of excellence, we identify potential risks as social and environmental impacts in this first stage and we have developed mitigation actions that will be explained in the course of the chapter.

THE TOPICS COVERED IN THIS STAGE ARE:



**RESEARCH**

- The vineyard we want for the future



**COMMITMENT TO THE ENVIRONMENT**

- Preservation of biodiversity
- Familia Torres organic vineyards



**WINEGROWERS AND THE LOCAL ENVIRONMENT**

- Quality raw material
- Fair Trade
- Our commitment to the local environment

## THE VINEYARD THAT WE TAKE CARE OF

Over the years, we have added unique vineyards to our project to produce great wines in different winegrowing regions of Spain and Chile.



Empedrado (Chile)



Fompedraza (Ribera del Duero DO)



Grans Muralles (Conca de Barberà DO)



Mas La Plana (Penedès DO)



Priorat (Priorat DOQ)



Tremp (Costers del Segre DO)

“ Exceptional wines are born from great vineyards ”

## THE VINEYARD WE WANT FOR THE FUTURE

### OUR R&D PROJECTS IN THE FIELD

#### GOPHYTOVID PROJECT



This project aims to develop and apply an efficient, manageable and simple tool to treat fungal diseases and pests in the vineyard, providing the winemaker with a decision-making support system for each vineyard according to their production strategy.

GOPHYTOVID will allow for the development of an automatic and universal device for the variable application of plant protection products, based on vegetative vigour maps. It is a project led by Familia Torres that has been collaborating with 15 other Spanish entities for two years, and has also received the support of the Ministry of Agriculture, Fisheries and Food.

#### VITIS AGROLAB PROJECT

This project studies how to minimise the effects of climate change and improve grape quality through IoT sensorisation in drip irrigation on different vineyard plots. It is being developed through a scientific collaboration with the Institute of Agrifood Research and Technology (IRTA).

#### HORIZON 2020 FARMYNG PROJECT

Project carried out with the collaboration of a consortium of companies and financed by the European Union (EU), during the period 2019-2022.

The **objective** of the project is to develop the **first large-scale, bio-based value chain** that will produce sustainable, safe, premium-quality food products of innovative origin through the *Tenebrio molitor* insect (mealworm). Familia Torres is participating in fertilisation trials to reduce its carbon footprint.



#### NEW SETTINGS

To adapt to climate change, we are looking for new settings at higher altitudes or latitudes where vineyards can be planted. In addition to the vineyards in Tremp (Catalan Pre-Pyrenees), we are experimenting with small vineyards in Matasolana (Catalan Pre-Pyrenees), Benabarre (Aragonese Pyrenees) and Els Tossals de Porrera (Priorat), which will become the highest vineyard planted on llicorella stone in Priorat, at 746 metres above sea level.



## THE VINEYARD WE WANT FOR THE FUTURE

After almost 150 years making wine, climate change is the biggest challenge that is currently facing the fifth generation. An unstoppable threat that tarnishes the future of Spanish wineries and winegrowers. In order to adapt to this new reality, we have focused our efforts on our project to recover ancestral grape varieties in the search for those that are both resistant and have great winemaking potential, and that can serve as a solution to climate change.

### RECOVERY OF ANCESTRAL VARIETIES

In the 1980s, we launched one of our most exciting projects: the recovery of ancestral grape varieties that were believed to have gone extinct.

Some of these recovered varieties have been shown to have excellent oenological potential, as well as natural resistance to the progressive rise in temperatures, drought or different vine diseases.

Our research team, thanks to a collaboration with the INRA (National Institute of Agricultural Research), established an innovative methodology in the process of reproducing these varieties. Work is currently being carried out with the collaboration of INCAVI (the Catalan Institute of Vines and Wines) to recover ancestral varieties. The ancestral variety recovery programme consists of five phases:



- 1** Search for grape varieties
- 2** Identification and categorisation
- 3** Sanitation and reproduction of the plant
- 4** Assessment of oenological potential
- 5** Adaptation to the soil

The ancestral Pyrenean grape variety grown by Familia Torres, among the New York Times critic's favourite wines.

*The New York Times*



This strategy has been developed over the years and has allowed us to currently have several vineyards that are better adapted to inclement weather.

Currently, there are 9 grape varieties that have been approved in the Spanish Registry of Commercial Grape Varieties, with their corresponding authorisation for Catalonia, published in the Royal Decree regulating the potential for wine production. Five varieties that stand out are the Forcada, Moneu, Pirene, Gonfaus and Querol.

## PRESERVATION OF BIODIVERSITY

Our commitment to the environment begins with conserving and protecting biodiversity, a factor that is directly linked to the soil where the vine grows. This agent represents one of our main concerns, since conserving biodiversity directly impacts the long-term sustainability of our activity, therefore, different risk management and impact compensation measures have been implemented.

### OUR IMPACT ANALYSIS

During the planting and harvesting of the grapes, as well as in the rest of the value chain, an impact is generated on biodiversity that can affect the flora and fauna in the environment and alter the lifestyle of the local communities. It is for this reason that we constantly monitor the impact of our activities, paying special attention to biodiversity.

#### POTENTIAL RISKS

- 15 of our properties are located in protected areas, with an area of 1,307 hectares. During 2019, an inventory was made of the species included in the International Union for Conservation of Nature (IUCN) Red List of Threatened Species that could be affected, obtaining a total of 999 species.
- Risks related to phytosanitary treatments to control pests and diseases on the vineyards that can have an impact on the biodiversity of the fields.
- Acoustic and atmospheric contamination from the machinery and vehicles that work on the vineyard, which has an impact on the surroundings.



### HOW WE MITIGATE RISK

- The phytosanitary treatments that are applied in our vineyards are mostly carried out with organic products (sulphur and copper in small quantities), and in almost all cases the cluster moth (*Lobesia Botrana*) is controlled through the installation of “sexual confusion” pheromones.
- To minimise the use of fuel in vehicles, different tasks are carried out simultaneously, such as tilling and green pruning at the same time, or phytosanitary treatment with multi-row sprayers. In Chile, inter-row sowing is practiced, which reduces the use of the tractor by 50%.



### HOW WE COMPENSATE FOR THE IMPACT WE GENERATE

#### FOREST MANAGEMENT

- Technical Plans for Forest Management and Improvement
- Maintenance of areas with trees between the vines to enhance biodiversity
- Reforestation to promote CO<sub>2</sub> capture



### BEST PRACTICES

#### MAS LA PLANA PROPERTY

- Mas La Plana biological corridor:
  - Planting of native species of trees and shrubs.
  - Creation of 2 natural ponds.
  - Placement of nests for birds and bats.
- Installation of two beehives in 2016 to help these natural pollinators live.

#### PURGATORI PROPERTY

- Placement of mesh netting so that the animals can get out of the property’s agricultural ponds and avoid drowning.
- Creation and maintenance of fourteen watering holes for wildlife.
- Maintenance of the property’s dry stone walls to protect the life of insects and reptiles.



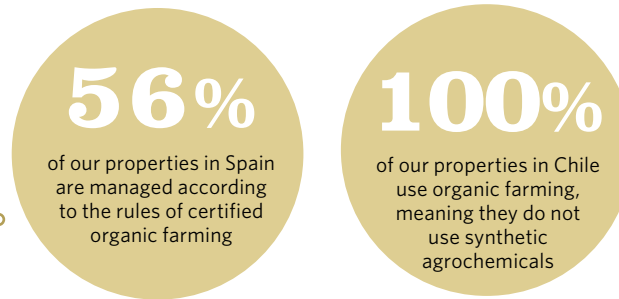
## FAMILIA TORRES ORGANIC VINEYARDS

We have always worked with the objective of minimising our impact on the environment and on biodiversity. For this reason, we are committed to organic farming as a solution for reducing the potential risks that arise as a result of our activity.

### WHAT DOES IT ENTAIL?

Organic farming is based on the production of quality food using environmentally-friendly techniques, promoting the use of the appropriate farming practices to prevent the appearance of diseases and pests.

Without using chemical synthesis products such as fertilisers, herbicides and pesticides, substituting them for products of natural origin, such as compost, sulphur, copper or "sexual confusion" pheromones.



The others are managed using conventional farming, without the application of herbicides or insecticides.



**ORGANIC VITICULTURE CONFERENCES**

Given the desire to promote low-impact organic viticulture, every two years we participate in the conferences on organic and sustainable viticulture, EcoSostenibleWine (ESW), one of the most important wine-making forums in Spain, organised by the Catalan Wine Association.

## QUALITY RAW MATERIAL

The quality of the grapes is essential when it comes to producing great wines of international prestige. For this reason, we have our own vineyards that are farmed with the utmost respect to obtain the highest quality fruits.

In addition, we work closely with external winegrowers, advising them on how to manage and care for the vineyards.

In order to guarantee the quality and safety of the wines and brandies, as well as the ethics and integrity of our commercial relationships, at Miguel Torres we have a Quality Management System that includes the assessment of our grape suppliers. The requirements they must meet are also aligned with the different corporate policies that Familia Torres has implemented.



### ASSESSMENT PROCESS FOR MIGUEL TORRES GRAPE SUPPLIERS

This system is managed by the Grape Supplier and Grape Harvest Management Department, which conducts annual assessments of those winegrowers with the greatest impact on business development. These assessments are based on the following criteria:

- Grape quality
- Pesticide control
- Organic origin, in transition or non-organic
- Environmental aspects



## FAIR TRADE

The social measures implemented in the winery in Chile are a reflection of our philosophy regarding supplier management and responsible purchasing. In this country, the focus has been placed on small local winegrowers who are at a disadvantage compared to large producers.

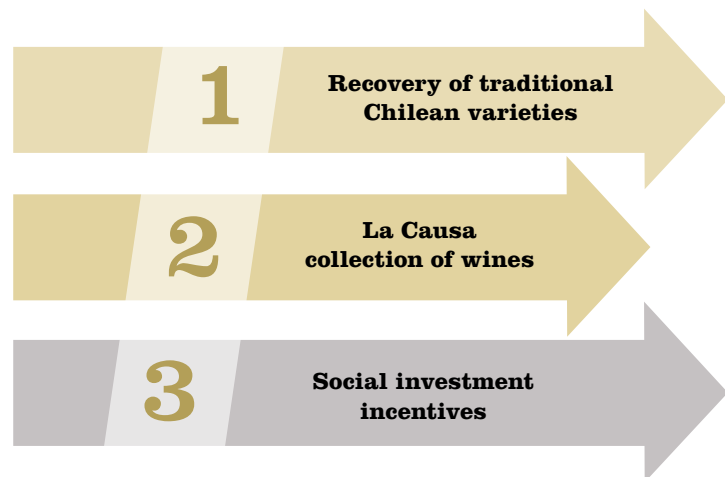
To rescue these small producers and the heritage, historical and cultural value they represent, and in order to protect the fundamental rights of marginalised communities, since 2010 we have been working on the "Fair Trade" project, adopting our own Sustainability and Fair Trade Policy.



### FAIR TRADE PROJECT



The project is based on the following lines of work:



### SUSTAINABILITY AND FAIR TRADE POLICY

This policy's commitments are the following:

- To respect human rights and labour laws.
- To develop of a favourable framework for labour relations.
- To respect the Fairtrade Minimum Price.
- To promote the good use of the resources generated by Fair Trade premiums.
- To promote a culture of respect for the environment.

Since 2010, the work of Miguel Torres Chile has been recognised with the Fair Trade Certification under the Fair for Life model.



FAIR TRADE

**1 RECOVERY OF TRADITIONAL CHILEAN VARIETIES**

Recovery and revaluation of an abandoned native strain: the Pais grape. With this grape, the Estelado Rosé sparkling wine has been produced, which won the award for the best non-traditional sparkling wine strain in the Champagne & Sparkling Wine World Championships. Additionally, other almost forgotten varieties were recovered, such as the Carignan, Muscat and Cinsault, from which wines such as the Reserva de Pueblo and Días de Verano were made.

**2 LA CAUSA WINE COLLECTION**

Joint project between small producers of traditional strains and Miguel Torres Chile with its advanced winemaking techniques, whose goal is to obtain the best of each strain.

**3 SOCIAL INVESTMENT INCENTIVES**

Small Fair Trade certified winegrowers not only benefit from a fair price when selling their products, but also receive a premium for each Fair for Life bottle that is sold. This premium is reinvested into social projects by the community itself.

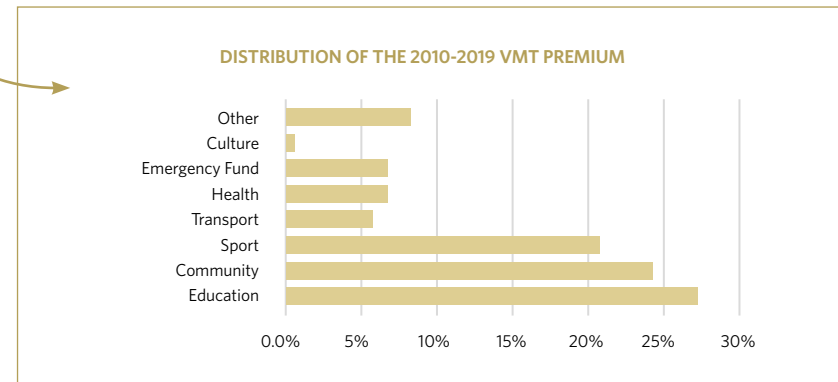
SOME FAIR TRADE PROJECTS DEVELOPED DURING 2019:

- Construction of two greenhouses (Odessa School and María Inés Figueroa School)
- Fetal Heart Detectors for CESFAM Curicó Centro
- Roof repair for the María Inés Rodríguez School, Curicó
- Donation of materials for the Queri fire brigade facilities



**\$1M**

Since obtaining the certification, the winery has invested a premium of close to one million dollars



## OUR COMMITMENT TO THE LOCAL ENVIRONMENT

Familia Torres is strongly committed to the local environment in which it operates, with actions that are always aimed at producing wealth and well-being in the local communities. With the values of **solidarity, tolerance and transparency**, we promote and actively participate in different projects and proposals that are aimed at supporting an improvement in the living conditions of different groups in society.

To do so, we focus our actions on three pillars:

### VALUES OF FAMILIA TORRES'S LOCAL ACTION

SOLIDARITY



TOLERANCE



TRANSPARENCY



### LOCAL SUPPLIERS

We are committed to the advantages and opportunities that come from purchasing products from suppliers that are geographically and culturally very close to us.

### LOCAL COMMUNITIES

**Commitment, support and cooperation.** We believe that these elements are essential when it comes to generating a prosperous local environment, which is why we cooperate with different foundations that promote them.



Inauguration of the Casa Hogar Alegría NGO's shelter for girls

“  
**With the values of solidarity, tolerance and transparency, we promote and actively participate in different projects.**  
”

## OUR COMMITMENT TO THE LOCAL ENVIRONMENT

### LOCAL SUPPLIERS

We are committed to supporting the local economy, promoting its well-being, as well as human and economic growth. In this sense, when choosing our suppliers, we prioritise local suppliers and work hard to maintain close and transparent relationships that are beneficial for both parties, as well as for the local community around them.

During 2019, we have increased the number of commercial relationships and expanded the local business network, incorporating 1,184 new local suppliers.



**93%**

of suppliers are local\*



**€296M**

296 million euros is the amount invested in purchases from local suppliers\*

\*Local suppliers are those that are from the same country as the Familia Torres company that they supply.

### ADVANTAGES OF BUYING FROM LOCAL SUPPLIERS

- Cultural proximity to the provider
- Faster delivery times
- Commitment to the growth of the local economy
- Decrease in transportation costs
- Decrease in greenhouse gas emissions associated with the transport of goods.

## OUR COMMITMENT TO THE LOCAL ENVIRONMENT

### LOCAL COMMUNITIES

We encourage our employees to get involved in activities of social interest through a corporate volunteer programme to benefit the local community, for example:

- The **"Implica'T amb La Marató de TV3"** initiative, a day of humanitarian activities that takes place annually at the Pacs del Penedès winery. This initiative, managed by the Familia Torres Foundation, had the support of 46 volunteer employees this year and raised 8,612 euros. The Familia Torres Foundation has doubled the amount raised, contributing a total of 17,224 euros to the Marató de TV3 telethon.
- Collaboration with the food bank.

Beyond promoting and proposing initiatives that involve our employees in activities aimed at raising money for social purposes, we collaborate financially with charitable associations, NGOs and research institutes (not related to our activity).

- During 2019, we have donated 182,228 euros to foundations/NGOs

Another form of interaction with society and its stakeholders are collaboration agreements and sponsorships, the objective of which is to support initiatives and projects that are considered particularly important or especially useful for society. The social responsibility strategy is divided up into four areas of collaboration:

- City councils, local festivals, recreation centres
- Cultural and sports activities
- Promotion of tourism
- Schools, universities and training



"Implica't amb la Marató de TV3" initiative



**€319,902**

contributed in collaborations  
and sponsorships in 2019



**€449,281**

for industry, environmental  
or other associations

## OUR COMMITMENT TO THE LOCAL ENVIRONMENT

### FAMILIA TORRES FOUNDATION

The Familia Torres Foundation, created in 1986 and focused on different social purposes, has participated in more than 400 cooperation projects around the world since its founding.



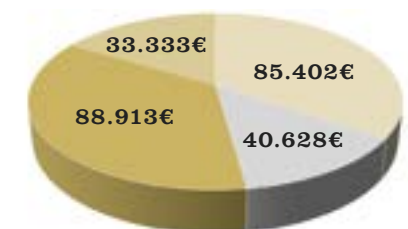
web: [fundacionfamiliar Torres.org](http://fundacionfamiliar Torres.org)

- Financial aid for groups with needs
- Child assistance
- Financial aid for women and families
- Financial aid for culture and art

  
**€247,943**  
 for financial aid

  
**36**  
 projects in 2019

- The Foundation provides retired Familia Torres employees in Spain who retired before the implementation of the pension plan with a supplement to their public pension.
- Financial aid for Familia Torres employees and retirees in Spain with disabled children.
- Financial aid for retired Familia Torres employees in Spain for medical expenses.







Familia Torres is internationally recognised for its wines, but the experience we offer goes even further: from gourmet food products to guided tours of the wineries. This chapter covers all the products we offer as well as the initiatives and trends that are developed in each case.

These activities are carried out thanks to our employees, as human capital is our most important asset. This chapter will also shine light on our commitment to attracting the best talent, work/life balance measures, equality and well-being at work.

Finally, the measures taken to minimise the impact on the production process in terms of water and energy resources will be explained, as well as proposals and plans for the efficiency and conservation of these natural resources.

THE TOPICS COVERED IN THIS STAGE ARE:



### RESEARCH

- The wineries we want for the future



### PRODUCTS AND SERVICES

- Our products
- Explore our wineries



### SUPPLIERS AND EMPLOYEES

- Monitoring and continuous improvement of suppliers
- The well-being of our employees



### COMMITMENT TO THE ENVIRONMENT

- Committed to the environment
- Our energy resources
- Our water resources

## OUR WINERIES

Our wineries are designed to be integrated into their environment, preserving the beauty of the landscape and its historical heritage.



Jean Leon (Penedès DO)



Pazo Torre Penelas (Rías Baixas DO)



Torres Priorat family (Priorat DOQ)



Celler Purgatori (Costers del Segre DO)



Miguel Torres Chile (Valle de Curicó)



Celler Waltraud (Penedès DO)

The most admired wine brand in 2019 in Europe according to the ranking compiled by the British magazine *Drinks International*, rewarding Familia Torres's consistency, effort and passion for quality.



“Places destined to produce the best wines”

## THE WINERIES WE WANT FOR THE FUTURE

### OUR R&D PROJECTS



#### CIEN - GLOBALVITI PROJECT



Participation in the CIEN - GLOBALVITI project, in collaboration with other wineries and companies. This project is focused on finding solutions and applying innovative techniques in relation to grapevine trunk diseases, comprehensive vineyard management and winemaking processes.

All of which takes place in a context of climate change and through the application of emerging cross-sector technologies (IoT and Big Data, Robotics, Biotechnology and Molecular Biology).

#### IDENTIFICATION OF NATIVE YEASTS PROJECT

Active participation in the native yeast identification project that, for three consecutive years, has aimed to identify native yeasts found on certain vineyards from the middle and end of the spontaneous alcoholic fermentation of the grapes. The expected benefits are the promotion of biodiversity and the strengthening of the quality of the wines through vinifications with combinations of yeasts from the plots themselves.



Microvinification winery

## OUR PRODUCTS

### THE WINE

As prestigious winemakers, we have known how to innovate over the years in our production processes, anticipating trends and improving the quality offered to customers and consumers. We make wines in both hemispheres and in various Designations of Origin (DO), highlighting the potential and diversity of each terroir:

- Spain, in the Penedès DO, Priorat DOQ, Conca de Barberà DO, Costers del Segre DO, Montsant DO, Empordà DO, Terra Alta DO, Catalunya DO, Ribera del Duero DO, Rioja DOC, Rueda DO, Rías Baixas DO, La Mancha DO and Campo de Borja PDO.
- Chile, in different areas of the central region.

### FLAGSHIP PRODUCTS:



Mas La Plana



Mas de la Rosa



Celeste



Manso de Velasco



Jean Leon  
Vinya Le Havre



Vinyarets



Viña Esmeralda  
Sparkling



22 pies



Santa Digna Rosé  
Special Edition



Las Mulas  
Sauvignon Blanc  
Dealcoholised



Las Mulas Rosé  
Blend

### New products in 2019

In 2019, we have launched new products that including the following:

## OUR PRODUCTS

### SPIRITS

Juan Torres Master Distillers is the division in charge of making the distillates. Its origins date back to 1928, when Juan Torres Casals (second generation) began to make aged brandies. For yet another year, Torres Brandy is the world's leading Spanish brandy in terms of value, with a market share of 31.6% in 2019. The most renowned spirits within the distillates division are:

#### FLAGSHIP PRODUCTS:



Torres 10



Torres 15



Torres 20



Jaime I



El Gobernador



Magdala

#### New products in 2019

During 2019, Torres Brandy released a new product in the market: **Torres 10 Double Barrel**.



**In 2019, Torres Brandy has been selected as the #1 BEST SELLING BRAND and #1 TOP TRENDING BRAND in the Brandy category by The World's 50 Best Bars, according to the "2020 Annual Brands Report" prepared by the magazine *Drinks International*.**



## OUR PRODUCTS

### FOOD

At Familia Torres, we dedicate a small part of the business to the **gourmet production of olive oil and vinegar**. The Eterno oil comes from our Purgatori property, in the heart of Les Garrigues (Lleida), which is made from centuries-old olive trees, mostly of the Arbequina variety, which we decided to preserve when we acquired the property in 1999. Today, the property has 200 hectares of vineyard and 93 hectares of olive trees.

Likewise, we import and distribute **delicatessen products** by premium European brands, helping to strengthen the bond between food and wine.

#### FLAGSHIP PRODUCTS:



Olive Oils

Vinegars

**The ETERNO oil won the silver medal at the World's Best Olive Oils for 2019 in the New York International Olive Oil Competition.**

**NYIOOCWorld**

**In 2019, the prestigious Flos Olei Guide gave the ETERNO oil a score of 90 points.**



**DISCOVER OUR WINERIES**



At Familia Torres, we have approved a Responsible Tourism Policy, mainly related to the scope of our wine tourism activities. This policy includes our commitment to comply with the requirements of the Biosphere certification (in the Pacs del Penedès and Jean Leon wineries) and with both good environmental practices and energy efficiency and universal accessibility practices. Furthermore, we are committed to sustainable tourism by reducing our impact on local communities.

**We offer guided visits at:**

- Pacs del Penedès Winery
- Priorat Winery
- Jean Leon Winery
- Miguel Torres Chile Winery

“  
**Wine tourism is a key pillar for spreading the culture of wine and gastronomy. Thus, at Familia Torres, our wineries offer visits and experiences that revolve around wine, under the premise of responsible tourism**  
 ”



Award for the recognition of good practices in the offer of sustainable tourism (Pacs del Penedès winery).



Certificate of Excellence for the Visitor Centre and wine tourism visits (Pacs del Penedès winery).



Award for the recognition of excellence in wine tourism activities (Pacs del Penedès Winery).



Familia Torres enters the Top 50 of the best wineries in the world to visit.



## MONITORING AND CONTINUOUS IMPROVEMENT OF SUPPLIERS

### CERTIFICATION OF SUPPLIERS

The key to making a good wine lies in the vineyard and in the quality of the grapes, but other agents are also involved in the second stage of the value chain that must be on par with the grape harvests themselves for the production of wines, brandies and other products. As a result, our suppliers of raw materials, other materials and services must comply with our extensive requirements and purchasing policy.

In addition, we carry out in-depth analyses of suppliers and their situation, analysing possible risks related to the environment or society, and we prepare an action plan to mitigate these risks in advance.

This process began in 2017 and has incorporated new approved suppliers every year, with the ultimate goal of having 100% of all suppliers be certified in the near future. At the moment, all suppliers that invoice more than 10,000 euros per year are required to be certified.



### EVALUATED AREAS

- Financial aspects
- Health, safety and well-being in strategic suppliers (work is being done to implement this with other suppliers)
- Food quality and safety (suppliers of food and food contact materials)
- Ethics and corporate responsibility
- Environmental aspects in strategic suppliers (work is being done to implement this with other suppliers)
- Civil liability



### ETHICS AND RESPONSIBILITY

Each approved supplier can access the whistleblowing channel to communicate any behaviour that does not comply with our ethics and corporate responsibility model.



**14% increase in the number of suppliers assessed against environmental and social criteria compared to 2018**

### SUPPLIER CERTIFICATION PROCESS



Registration on the supplier portal and adherence to the Supplier Policy



In-depth analysis of the supplier's financial and non-financial situation



On-site visits to strategic or critical suppliers



Risk analysis and continuity plan for critical suppliers



### FOOD CONTACT MATERIALS

Additional analysis including:

- Technical verification of the material
- Certificates and documentation requested from the supplier and/or
- Products involved in their manufacture



## MONITORING AND CONTINUOUS IMPROVEMENT OF SUPPLIERS

### SUPPLIER ASSESSMENTS

At Familia Torres, we believe that suppliers play a key role in protecting the environment and the well-being of people and that each organisation has a responsibility to minimise its impact on the environment where it operates, even if such impact comes from the activity of its suppliers.

Therefore, we carry out supplier assessments using environmental criteria.



#### REQUIREMENTS TO BE MET BY SUPPLIERS

- Strict quality controls and the obligation to define the technical specifications for the materials that have the greatest impact on product quality in the Material Conditions Notebooks.
- Certifications and analytics to guarantee the food safety of materials that may come into direct contact with the final product, as well as compliance with legal requirements regarding food safety.
- Adequate management of natural resources, waste, wastewater, emissions and compliance with legal requirements.
- Compliance with legal requirements regarding occupational health and safety.
- Compliance with international human rights principles and the rejection of child/forced labour, as well as the promotion of equality and non-discrimination.
- Compliance with legislation and the need to be up-to-date with tax and social security obligations, in addition to fighting corruption and bribery.

### FOCUS ON AT-RISK COUNTRIES

We are aware that some regions present higher levels of human rights, social and environmental risks that can have significant repercussions on our business and its reputation.

For this reason, we have stricter control procedures in the case of suppliers that produce or outsource their manufacturing in an at-risk country, thus extending corporate responsibility to the entire value chain.

#### EXTERNAL AUDIT

- Supplier operations
- Corporate Social Responsibility
- Environment
- Hygiene
- Health and safety



Inspections are carried out at the supplier's factory, at the beginning, middle and end of production, and the results are sent to our Purchasing Department through a detailed report. Future supplier relationships will depend on this report.

## THE WELL-BEING OF OUR EMPLOYEES

Our passion for passing on our legacy and experience, for offering the best that the vineyard has to offer us, has allowed us to weave a network of employees that make our world a great, diverse and inclusive place to live in, with such a wide range of profiles and identities that still manage to converge in their love for quality food and wine.



### WORKFORCE

	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff	Salespeople	Support Staff
	2	22	150	207	100	388
	0	6	44	238	48	123
	2	28	194	445	148	511

**1,328**  
workers

### HAPPINESS INDICES

Hours of absenteeism	Absenteeism rate	Turnover rate	<p><b>Thanks to the way we care for our people, and the commitment of our employees, our absenteeism rate remains relatively low.</b></p>
47,314	<b>3.42%</b>	<b>12%*</b>	
37,260			

### COMMUNICATION

At Familia Torres, we offer an attractive work environment that fosters the well-being of employees and in which everyone feels valued and recognised. To promote internal communication, the following channels are offered to employees:

- Workers' Committee at Miguel Torres: 3 meetings held in 2019
- Workers' representatives at Miguel Torres Chile
- Staff delegates in the Miguel Torres agricultural community
- In Spain, we have multiple internal communication channels, such as a daily newsletter, corporate intranet, communication boards, interdepartmental meetings, information screens and cross-sector communication events (tastings, visits to other centres, etc.).

\* The turnover rate excludes seasonality, retirements and deaths, layoffs for non-attendance in Chile, the restructuring of the Chinese subsidiary and the closing of the Brazilian subsidiary.

Tables in annex: workers by country, gender, professional category and age group, type of contract and working hours. Salary table. Layoffs and voluntary leave by gender, professional category and age group, type of contract and working hours.

### EQUALITY

Currently, we rely on the skills of 1,328 professionals, **35% of whom are women**. Our objective is to increase this percentage in order to achieve parity, focusing, above all, on positions of greater responsibility. Therefore, to promote equal treatment and non-discrimination in the organisation, in Spain we have implemented the following:

- Equality Plan
- Equality Committee
- Sexual Harassment and Discrimination Protocol
- Whistleblowing Channel

In 2019, there has been only 1 complaint of harassment or discrimination.

### STABLE AND QUALITY EMPLOYMENT

We are committed to creating stable and quality employment. For this reason, almost all contracts are permanent and full-time.



## THE WELL-BEING OF OUR EMPLOYEES

We provide our employees with the opportunity to evolve professionally and we support them in reaching their personal ambitions and challenges, both by providing training and guaranteeing their health and safety.



### INVESTMENT IN HUMAN CAPITAL

#### HEALTH AND SAFETY

Work accidents with sick leave in 2019\*      These accidents have resulted in the loss of 166 days of work for women and 603 days for men.

37  
 5

Frequency rate  
**16.16**

Severity rate  
**0.31**

There have been no cases of occupational diseases/deaths



**Zero Accident Vision**

**Ensuring the health and safety of employees is our priority**. For this reason, we have a Occupational Health & Safety Policy for each winery. The policy establishes our commitment to accident prevention and compliance with current regulations in this area. We also have:

- Health and Safety Committees in Spain and Chile, which hold quarterly and monthly meetings respectively and which are joined by 63% of all employees. The Health and Safety Committee in Spain has 8 members and the Chilean Committee has 12 members.
- Corporate Audit Procedure for Occupational Health and Safety.
- Health programmes and campaigns for employees

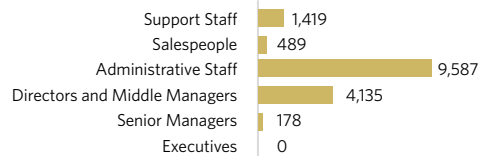
Training in internal OHS audits is provided to the internal auditors appointed by the Health and Safety Manager.

#### TRAINING

**15,808**

Hours of training given in 2019\*\*

#### HOURS OF TRAINING



**132**

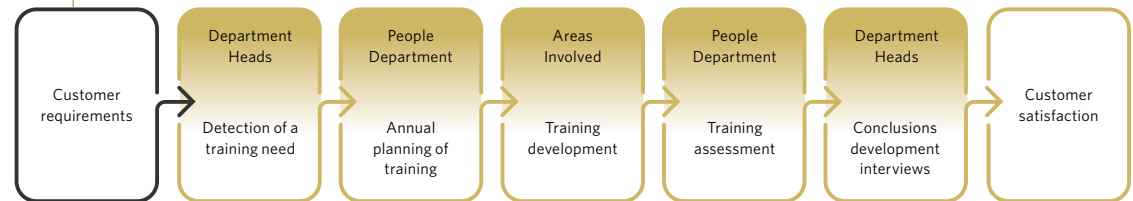
employees

who have received training related to the fight against corruption and business ethics.

**225**

Average investment in training per employee in 2019

#### > We have a training and development management procedure:



Torres Shanghai, a subsidiary of Familia Torres in China, has been awarded the Shanghai Harmonious Employment Relationship Organization award in honour of its good practices regarding the treatment of employees.



\*Tables in annex: Accident rate table

\*\*Tables in annex: Table of training hours by gender and professional category

## THE WELL-BEING OF OUR EMPLOYEES

### WELL-BEING

- We offer a range of social benefits to our employees in order to meet their expressed needs. These social benefits vary depending on the use and customs in each country.
- Public facilities, as well as public buildings, are guaranteed to be accessible to all. This includes the premises for restaurants, visitor centres and wine tourism in general.
- In 2020, the first Global Climate Survey has been planned, including Spain, Andorra, China and Chile.
- All our employees in Spain and Chile are covered in the collective agreements.

### JOB PLACEMENT

Based on our philosophy of supporting social diversity and integration into the business world, at Familia Torres we have 18 disabled employees on our workforce: 15 in Spain and 3 in Chile.

We have collaborated with the Mas Albornà Foundation since 1988, dedicated to employing people with intellectual disabilities:



### "VIU LA VINYA" PROJECT

Together with the Mas Albornà Foundation, we promote the **Viu la Vinya** project, a knowledge and dissemination centre for the world of vineyards, located in its own vineyard where the people who lead the activities are people with disabilities. Thus, the visitor explores the vineyard's environment in a pleasant and practical way (harvesting grapes, making cuttings, experimenting with renewable energy, learning environmentally-responsible attitudes, etc.), while also normalising diversity and appreciating its added value.



Pioneers in Spain in the creation of the so-called "work enclaves"



Objective: to facilitate their gradual integration into the business world



Philosophy: continued support for social diversity



**16 people**  
hired in 2019

## COMMITTED TO THE ENVIRONMENT

### ENVIRONMENTAL POLICY

Our commitment to the environment forces us to be careful with our surroundings. For this reason, an analysis of environmental impacts and risks is carried out. This analysis aims to lay the foundations for future initiatives and objectives whose goal is to cause the least possible impact on the environment. The control environment is made up of four pillars:



**Objective: Minimise the impact on the environment**



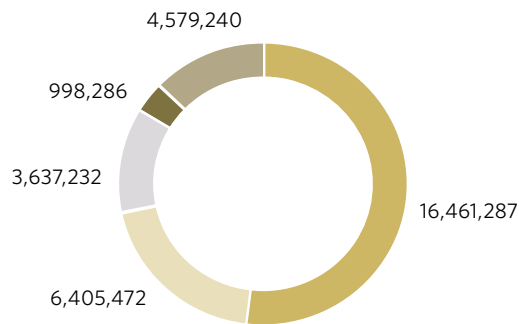
The Environmental Management System is certified by the ISO 14001 standard

## OUR ENERGY RESOURCES

### ENERGY POLICY

At Familia Torres, we approach energy consumption as one of the main factors in our environmental protection strategy, which is focused on two pillars: reduction and optimisation of energy consumption and substitution of energy from fossil fuels with energy from renewable sources.

### ENERGY CONSUMPTION 2019 [kWh]



- Electricity consumption [kWh]
- Natural gas consumption [kWh]
- Diesel consumption [kWh]
- Photovoltaic energy consumption [kWh]
- Other renewable energy sources [kWh]

**32,081,517 kWh**

Total energy consumed in 2019

**5,415 kW**

Total installed capacity of renewable energy sources



**At Familia Torres, we produce 17.4% of our energy consumption through renewable energy sources in our wineries.**

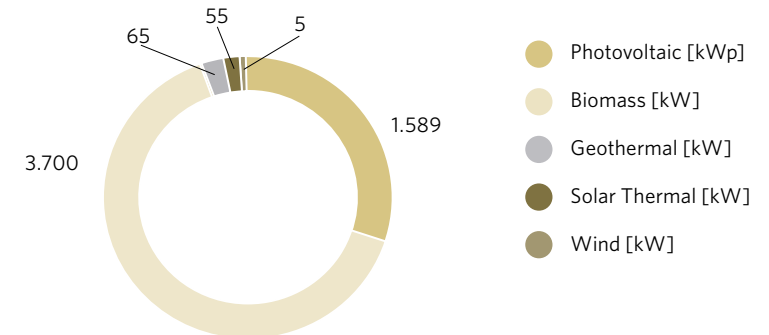
**86% of our electricity consumption comes from purchasing 100% certified renewable electricity.**

**Additionally, we have a connected photovoltaic installation that generates the equivalent of 6.1% (1,002,922 kWh) of our electricity consumption.**

### RENEWABLE ENERGY

We have renewable energy production facilities for self-consumption and for energy sales. We are looking to replace the consumption of diesel and natural gas with energy from the sun, air and earth.

### RENEWABLE ENERGY POWER [KW] BY TYPE OF INSTALLATION



These measures have led to a decrease in 2019 compared to the previous year of

**26%**  
diesel consumption



## OUR ENERGY RESOURCES

### REDUCTION MEASURES

The main pillar of the Miguel Torres **Energy Policy** is based on reducing energy consumption in all phases of its operations. Looking ahead to 2019, at Miguel Torres we are committed to:

- Providing the necessary resources to carry out actions that reduce the amount of energy consumed.
- Establishing energy use reduction strategies in all company activities, supporting the design of process improvements and energy performance, in line with the company's strategy.

Miguel Torres has the following **policies and procedures** related to the responsible use of energy resources:

- Energy Policy
- EMS (Energy Management System) Procedures Manual
- Procedures for the acquisition of energy services, products, equipment and energy.



**Transition from the use of traditional energy sources to renewable sources.**

### REDUCTION GOALS

- 0.5% decrease in the energy consumption of the grape harvesting facilities at the Pacs del Penedès winery.
- 0.5% decrease in the energy consumption of the wine-making facilities at the Pacs del Penedès winery.
- 0.5% decrease in the energy consumption of the Vilafranca del Penedès offices.

### MEASURES

- Use of renewable energy sources
- Pipe insulation
- Change of inefficient lighting for LEDs
- Optimisation of facilities
- Employee awareness

### ACHIEVEMENTS

- Energy savings of 6.5% have been achieved in the grape harvesting facilities at the Pacs del Penedès winery.
- 4.7% energy consumption savings at the Pacs del Penedès wine-making facilities.
- Energy savings of 6.8% have been achieved at the Vilafranca del Penedès offices.



Miguel Torres has the ISO 50001 certification for energy efficiency.



## OUR WATER RESOURCES

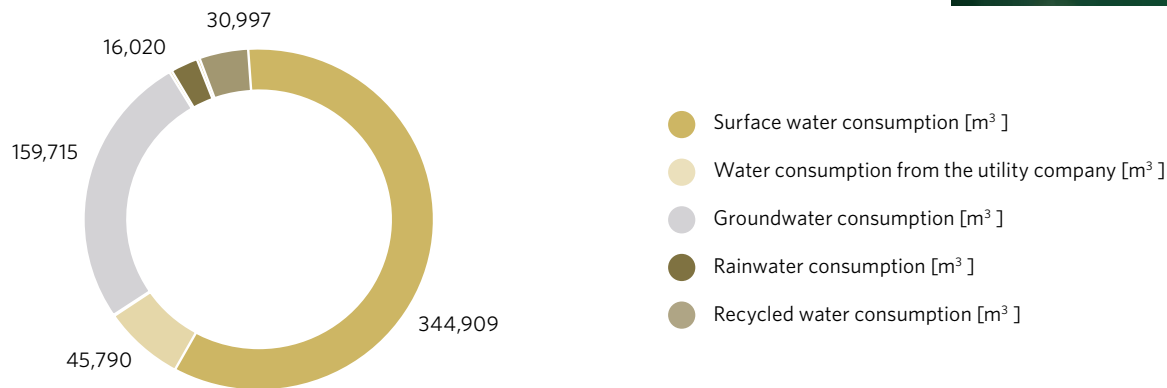
### ENVIRONMENTAL STRATEGY


Water resources are another priority that is part of our environmental strategy. We seek to optimise their use, efficiently managing the water used throughout the entire value chain.

At Familia Torres, we control our water withdrawal through the public administration or through private irrigation network distribution management companies and we never carry out any extractions that affect areas protected by international or national regulations, biodiversity, local communities and/or indigenous peoples.



### 2019 WATER CONSUMPTION



  
**597,430m<sup>3</sup>**  
 of water consumed during 2019

## OUR WATER RESOURCES

### REDUCTION MEASURES

- Filtration and sterilisation system in bottle washing processes at the Pacs del Penedès winery, managing to reduce 0.31 litres of water per bottled litre compared to 2018.
- At Familia Torres, we have 45 water collection ponds with a capacity of 71,177 m<sup>3</sup>.

In order to further reduce the consumption of our water resources, we collaborate with **Saturas**, an Israeli start-up that has developed a water management system (Decision Support System (DSS)) that, if successful, could lead to a savings of up to 30% in the amount of water used to irrigate the vineyards.

**We have several WWTP** (Wastewater Treatment Plant) facilities:

- Aerobic biological treatment plant in Pacs del Penedès with the capacity to purify 30 m<sup>3</sup> of water per hour
- WWTP located in the Jean Leon winery
- Treatment plant at the Pago del Cielo winery
- Treatment plant at the Magarín winery

We also have a water recycling system (WRS) at the Pacs del Penedès winery.

### OBJECTIVES

### MEASURES

### ACHIEVEMENTS

- Reduction of water consumption in bottle washing processes at the Pacs del Penedès winery.
- 0.1% reduction in water consumption in the bottling area at the Pago del Cielo winery.
- Reuse of 25% of the purified water at the Pacs del Penedès winery.



- Filtration and sterilisation system at the Pacs del Penedès winery
- Installation of a water recirculator at the Pago del Cielo winery
- Recycled water installation at the Pacs del Penedès winery



- Reduction of 8,149 m<sup>3</sup> of water used during 2019 in the bottling lines at the Pacs del Penedès winery
- A 0.6% decrease in water consumption has been achieved in the bottling area at the Pago del Cielo winery
- 24.83% of the treated water has been recycled at the Pacs del Penedès winery.

### INVESTMENTS

**€44,319** invested in the improvement of the Pacs del Penedès WWTP.

**€35,243** invested in modifications made to the WRS (water recycling system).

**€29,551** invested in safety improvements to irrigation ponds.

**€328,379** invested in a new pond in Jean Leon.



As quality and the pursuit of excellence represent the essence of what we do, in this chapter we will explain the risks, policies and initiatives related to the development of a top quality product. Our efforts to achieve excellence in the production of wines, brandies and other products has been recognised with international awards and acknowledgements.

Our wines reach thousands of consumers to be consumed either at home or in restaurants and bars, including our own establishments where wine is the true protagonist. New trends in wines, as well as the most innovative products, will be addressed throughout the chapter.



THE TOPICS COVERED IN THIS STAGE ARE:



### QUALITY

- Product and service quality
- Food safety



### CUSTOMERS

- More than a century at the service of our customers
- The best framework for enjoying wine
- Promoting responsible consumption

## THE FRUIT OF OUR WORK

Our commitment to quality and excellence makes its way into each of the areas in which we work, from the wines and spirits we produce to the experiences we offer in our wineries and the gastronomy we create in our restaurants.

Thanks to our dedication to service, wine lovers from all over the world can enjoy our products in moderation at home or in restaurants.

“  
Wines made to  
enjoy food.  
Food made to  
enjoy wine.  
”



Jardí Restaurant El Celleret



## PRODUCT AND SERVICE QUALITY

### QUALITY MANAGEMENT SYSTEM

In our desire to satisfy all our customers and create a quality product, we have a Quality Management System that's developed based on the analysis of the main risks related to product quality.



All of our wineries are ISO 9001 certified, which focuses on risk management, continuous improvement, customer satisfaction and the ability to provide quality products and services.

#### Our approach to quality

Customer satisfaction has become one of our core values. For this reason, we are constantly striving to maintain high levels of quality by analysing every possible risk in the production chain regarding the quality of the product that reaches consumers' tables.

#### Our analysis of potential risks

Some of the risks related to this stage that have been identified are:

- Ineffective machinery that results in lost or contaminated wine
- Lack of auxiliary materials for tasks such as product labelling or shipping
- Breach of legal requirements
- Non-availability or lack of access to the purchase of wine or grapes
- Structural failure

#### Our system for taking action

In order to mitigate these possible risks that may affect the quality of the final product, we have the following tools:

- Quality Management System
- Supplier assessments
- Certifications and compliance control in labelling material

### TRANSPARENCY

We want to be transparent, build trust and share our results with customers. To this end, in 2018, the Pacs del Penedès winery was audited under the standards of the Sedex Members Ethical Trade Audit (SMETA). The pillars evaluated were:

- Business ethics
- Labour conditions
- Health and safety
- Environmental impact

## FOOD SAFETY

### FOOD SAFETY MANAGEMENT SYSTEM

In order to guarantee the food safety of the final product that the consumer is going to enjoy, we integrate all our food controls into a Food Safety Management System. This system applies to all wineries and is based on the seven principles of the Codex Alimentarius:

- 1 **SECURE SYSTEM:** it identifies the hazards related to product safety throughout the process and establishes control points with very high standards.
- 2 **MONITORING AND CONTROL:** The internal laboratory carries out exhaustive quality controls throughout the process of manufacturing, bottling and storing the products.
- 3 **SYSTEM VERIFICATION:** Daily inspections of the monitoring records by those in charge of each section to confirm that the critical control points are being checked.
- 4 **TECHNICAL COMPETENCE OF STAFF:** Continuous motivation and training of staff on food safety and specific instructions and work sheets for each job.
- 5 **TRACEABILITY SYSTEM:** Robust, fast and reliable system that allows bottles to be traced, from the vineyard to the final consumer.
- 6 **COMMUNICATION WITH THE CONSUMER:** Product labelling must always comply with current legislation and with the Allergen Control Plan.
- 7 **CONTINGENCY PLAN:** Plan ready to take action in the event of any alert or emergency, with tested crisis management protocols.

### POLICIES

+
Quality, Environmental, Food Safety and Health & Safety Policy and the Quality Policy of the Miguel Torres Chile winery
=
0 cases of non-compliance with product health and safety regulations resulting in fines, penalties or warnings.

### LABELLING

Product labelling is the most important tool when it comes to guaranteeing traceability for customers. Therefore, all the products we manufacture are subject to strict controls to monitor compliance with the European Union standards on labelling. We also have strengthened approval mechanisms used with our distributors from outside the EU.



At Miguel Torres, the system is certified with the ISO 22000 standard. In 2020, we plan to migrate to the new version of the 22000:2018 standard.

**MORE THAN A CENTURY AT THE SERVICE OF OUR CUSTOMERS**

Commitment to excellence is the way of ensuring the highest levels of customer satisfaction among our consumers who have been enjoying our products from more than a century. Customer service therefore becomes a priority in all of our activities.

In 2019, we received just two complaints in regard to food safety. In none of these cases was there a significant risk or impact on the health and safety of consumers that justified the need to activate a product recall plan.



**PROCEDURES**

We have a Customer Service Process that manages all customer communications (complaints, acknowledgments, suggestions or inquiries).

**THE PROCESS CAN BE:**

- Reactive: reaction to customer inputs
- Proactive: obtain customer feedback on an issue to prevent future dissatisfaction

**POLICIES AND PROCEDURES:**

- Integrated Management System Policy
- External customer service process
- Procedure for Receiving, Monitoring and Responding to Customer Complaints.

**ACTIVE LISTENING**

In order to maintain communication with the customer and value their opinion, we carry out periodic surveys to measure customer satisfaction, focusing above all on product and service quality.

**CUSTOMER CARE**

By prioritising professionalism and respect for our customers, we guarantee the privacy of their data through:

- General Personal Data Protection Policy
- Procedure for exercising their rights
- Specific privacy policies for each website

**0**  
complaints related to privacy breaches



## MORE THAN A CENTURY AT THE SERVICE OF OUR CUSTOMERS

Within the framework of customer service, we periodically carry out surveys to measure customer satisfaction and assess their opinion on various aspects, especially in relation to product and service quality.



### SATISFACTION SURVEYS

#### METHODOLOGY

- The first online satisfaction survey was carried out in 2013 with customers in Spain.
- In 2016, the survey was expanded to our export distributors.
- In 2019, two new export surveys were conducted: a survey of the distributor segment and another of the customer segment in the Travel Retail and Duty-Free sector.

#### NEW DEVELOPMENTS

Implementation of a corporate software tool (CRM) that facilitates customer segmentation and better adapted surveys, as well as the subsequent sending and monitoring of the different campaigns that are sent.

#### RESULTS

- Overall satisfaction level of 83.6%, slightly improving the overall satisfaction level of an 8 out of 10 that was obtained in the previous 2009 survey in paper format.
- Overall rating of 4.40 out of 5, which is equivalent to a degree of satisfaction of 88%.
- The weighted average of the set of scores obtained in each case was 4.22 out of 5 and 4.45 out of 5, respectively. However, with the result of 84.4% in regard to distributor satisfaction, a slight decrease has been observed compared to the survey carried out in 2016. The result of the survey answered by Duty-Free customers (with a satisfaction level of 89%), confirms a sustained degree of satisfaction of export customers of above 85%.

#### WINE TOURISM ACTIVITIES SATISFACTION

We also carry out satisfaction surveys in our main wineries to assess visitor opinions on the visits and wine tourism activities

Due to the volume of visitors it receives, the most representative survey is the one carried out at the Pacs del Penedès winery. The degree of visitor satisfaction in 2019 was 4.42 out of 5 (equivalent to a satisfaction level of 88.4%).

## THE BEST FRAMEWORK FOR ENJOYING WINE

As there is no better setting for enjoying wine than a good meal, in 2019 we have expanded our selection of restaurants with the incorporation of two new gastronomic spaces, as we continue to offer diners unique and memorable experiences in the rest of our restaurants:

**NEW** **Jardí Restaurant El Celleret** (Pacs del Penedès, Spain), offers local Mediterranean cuisine at the foot of the vineyard.

**NEW** **El Petit Celler** (Barcelona, Spain), wine shop and bar with more than 2,000 products and a wide range of wines by the glass.

**La Vinoteca Torres** (Barcelona, Spain): fine dining and an elegant presentation are at the service of the best wines for a harmonious experience.

**Mas Rabell** (Sant Martí Sarroca, Spain): distinguished by its unique environment and its organic garden, from which vegetables and aromatic herbs are selected every morning.

**Vinos Miguel Torres Restaurant** (Curicó, Chile): restaurant that adheres to the 100K programme that promotes local raw materials.

**La Bodeguita** (Santiago de Chile, Chile): its objective is to recover and revalue traditional Chilean food, in the pursuit of a harmonious balance between wine and gastronomy.



### DID YOU KNOW...?

At La Vinoteca Torres, 53.3% of purchases in 2019 were local products.

In addition, 10.3% was purchased from small-scale suppliers, doubling this percentage compared to the previous year.



La Vinoteca Torres, included as one of the 100 Best Restaurants in Spain in 2019, according to El Tenedor.



## PROMOTING RESPONSIBLE CONSUMPTION

### TRENDS

The market for low-alcohol and alcohol-free wines is gaining relevance due to trends in moderation and healthy consumer habits:

- Society is becoming increasingly concerned with health, healthy habits and moderation.
- Social responsibility of countries, which are intervening to regulate alcohol consumption.
- Increased taxes on higher alcohol content wines.

### ACTIONS

#### RESPONSIBLE ADVERTISING

Our Marketing Department adopts responsible advertising guidelines focused on responsible consumption and moderation.

#### LOW ALCOHOL CONTENT

We have a line of products dedicated to low alcohol content (5.5%) and alcohol-free (0.0%) wines.

#### ORGANIC WINES

We have a range of organic wines that comply with the strictest global standards: the "Euroleaf" for wines sold to the European market and the American National Organic Program (NOP) standard for the rest of the world.

#### VEGAN WINES

During 2019, we have certified 88 vegan products with the European V-Label symbol. Aware of changing consumer preferences, we intend on certifying some of our wines as vegan.



“  
**Our philosophy aligned with  
 SDG 12: wine, part of a country's  
 cultural and culinary heritage,  
 can only be enjoyed in moderation,  
 taking into account  
 a healthy lifestyle**  
 ”

#### WINE IN MODERATION

Familia Torres is part of the Wine in Moderation association, created in 2011 and present in more than 26 countries, which encourages cultural and social changes that promote moderation and responsibility in wine consumption.

To help convey this idea to the consumer, during 2019 the decision was made to apply the "Wine in Moderation" logo to the back label on wines such as the Sangre de Toro, De Casta and Viña Sol, and to new global and regional releases, such as the Gran Coronas Special Edition.

Familia Torres is a founding member and patron of the Foundation for Wine and Nutrition Research (FIVIN), created in 1992 to investigate the beneficial effects of moderate wine consumption on health.

#### WINE TOURISM

The wine tourism experiences and visits to our wineries are aimed at educating society on responsible wine consumption, giving visitors a closer look at the winemaking tradition in its full expression.





Due to industry development and the increase in industrial production, from the 19th century onwards, a strange phenomenon in the climate system emerged, capable of altering the atmosphere and changing the climate: the increase in carbon dioxide (CO<sub>2</sub>) emissions associated with the burning of fossil fuels, such as oil, natural gas and coal. We are very aware of the need to minimise our environmental impact, which is why we control and reduce our emissions. In this chapter we'll explain the methods, initiatives and objectives we've implemented.

Another consequence of the evolving industry is the increase in the amount of waste that's generated. At Familia Torres we are committed to giving the products we use a second life, whenever possible. In addition, we invest in research in the field of the circular economy and sustainable materials.

THE TOPICS COVERED IN THIS STAGE ARE:



### RESEARCH

- The Earth we want for the future
- Listening to innovation



### CLIMATE CHANGE

- Our footprint on the planet
- How we adapt to climate change
- How we mitigate climate change
- Raising awareness in the sector and in society



### CIRCULAR ECONOMY

- Circular production and the smart use of resources

## THE EARTH WE WANT FOR THE FUTURE

To continue minimising our environmental impact, we continue to invest in R&D projects focused on the circular economy, the development of sustainable materials and the fight against climate change.



### COMMITMENT TO INNOVATION

Familia Torres is a member of the **Wine Technology Platform** (WTP), a meeting point for all industry players to join forces in the field of R&D and promote a network of business/science cooperation. Currently, Mireia Torres Maczassek (5th generation) is the President of this association.

Familia Torres is an associate member of **Innovi**, the Catalan wine cluster, which brings together more than 50 industry players from the entire wine sector and aims to promote the competitiveness of companies in the sector through innovation. Mireia Torres Maczassek (5th generation) is the Vice President of this cluster.

### START-UPS

Since the end of 2017, within the area of Innovation and Knowledge, a new formula has been initiated to incorporate innovation into Familia Torres through collaborations with start-ups.


During 2019, 236 start-ups were contacted and eight collaboration projects were initiated with different start-ups, such as the collaboration that began in 2018 with the Israeli company Saturas for the development of a water saving system for irrigation in the vineyards.

### OUR R&D PROJECTS


**Circular Economy Project - RAÏM** : This project, launched in early 2019, aims to move ahead with Familia Torres's mission to improve its sustainability through the application of the circular economy in waste management. The objective is to study the possibility of reusing the treated sludge from the biological treatment plant as organic fertiliser for the soil.

**Life ReWINE**: The objective of the ReWINE project is to study the feasibility of using reused wine bottles, taking into account technical and environmental aspects in order to obtain data on the life cycle of the entire process.

**Vitech Project** : This project consists of treating grey water with the aim of reducing the generation of sewage sludge using a low-cost system, such as the algae photobioreactor. This will generate purified water of good enough quality to be used for irrigation, in addition to producing two new products (biomass and biogas).

  
**€186,474**  
 in grants for R&D in 2019

  
**€71,068**  
 investment in R&D in 2019

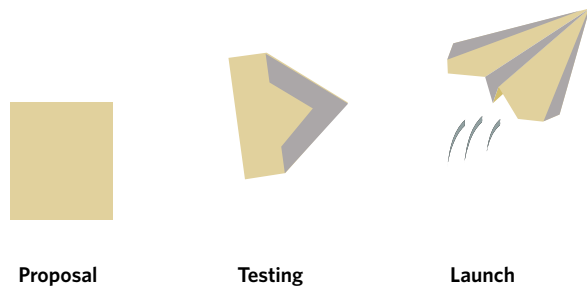
  
**€804,371**  
 expenditure on R&D in 2019

## LISTENING TO INNOVATION

As a company focused on innovation, we believe that the innovative potential of our human capital is fundamental, and it is always the first source of improvement and success for the organisation. Therefore, we promote active listening to employees' innovative ideas, providing tools that encourage internal communication and support the development of innovative projects.

### HOW HAVE WE DONE IT?

- We have an **Innovation and Knowledge Department** that is in charge of detecting opportunities for improvement through innovation and investigating those ideas that have the greatest impact for the business. The goal with this initiative is to avoid the loss of knowledge and to promote the creativity of our employees.
- The Innovation and Knowledge Department is also in charge of **putting the ideas** from the pilot projects into practice to **test their viability** before implementing them in real conditions.
- Finally, it is the Innovation and Development Department's job to provide the necessary resources to launch the selected projects.



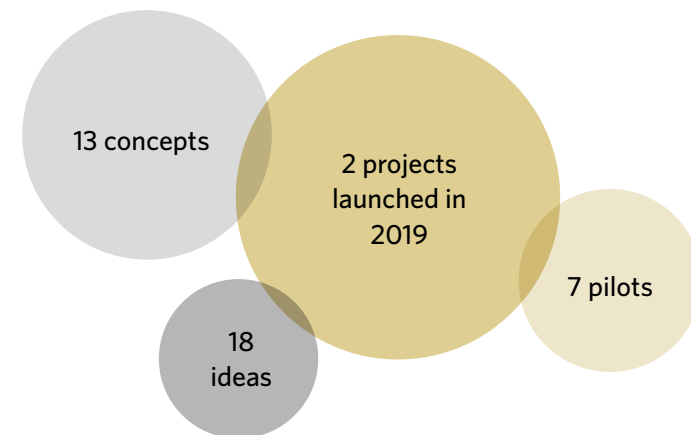
### ACTIVE LISTENING TO EMPLOYEE IDEAS: VIDEA

Through the **Videa** platform, challenges are posed every six months to which employees can contribute their ideas.

The selected ideas receive support from Familia Torres to develop a pilot and evaluate its possible impact, either in terms of improved results or even the development of a new business model.



In 2019, nine trends were identified (mainly at the consumer and market level), 18 ideas were gathered, 13 concepts were proposed, seven pilots were carried out and ultimately two projects were launched.



## OUR FOOTPRINT ON THE PLANET

Our product is born **from the Earth**, a wonderful planet that we work hard to protect and value; however, we are also fully aware that our product not only comes from the earth, but that its production affects it in different ways. The beginning of the industrial era in the 19th century caused an increase in CO2 emissions due to the burning of fuels, which has accentuated the greenhouse effect, causing global warming and altering the climate system as a whole.

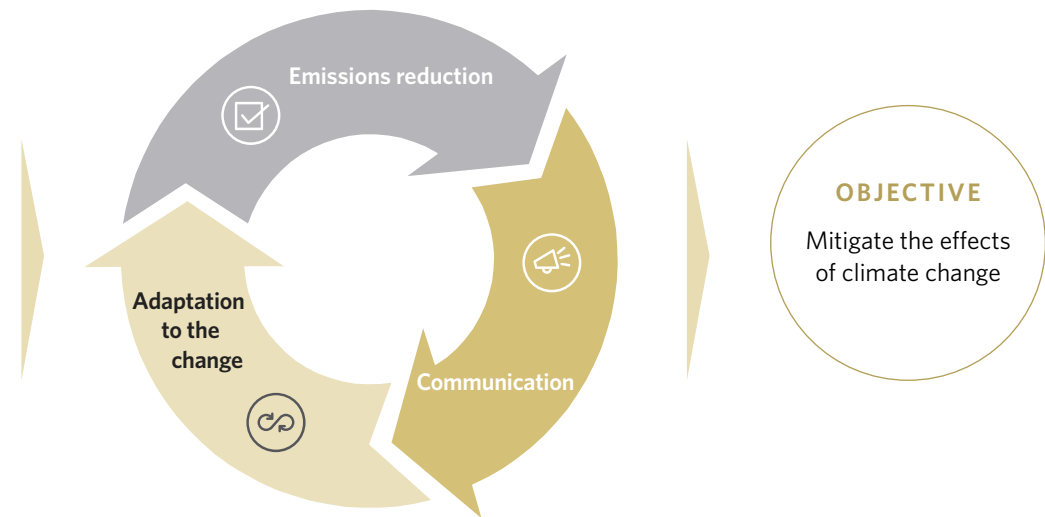


Direct action is the only way to predict, prevent and mitigate the harmful consequences of climate change, which is why we have created a **Climate Change Department** to empower and give more independence and importance to the fight against climate change.

“  
**The creation of the new Climate Change Department demonstrates the Presidency’s clear intention to associate business strategy with climate action, with climate change representing a risk to business, as well as an opportunity to position ourselves against competitors.**  
 ”

**CLIMATE CHANGE DEPARTMENT STRATEGY**

- Direct involvement of the Presidency and participation of a team with a multidisciplinary profile of engineers, communicators, environmental technicians and agronomists.
- Extend corporate policies on climate change to all countries.
- Promote and improve the internal and external communication of Familia Torres’s climate actions.
- Main focus on calculating and reducing the carbon footprint, moving towards “net zero emissions”.





## HOW WE ADAPT TO CLIMATE CHANGE

When we became aware of the consequences of global warming, we launched the **Torres & Earth Programme** with the aim of adapting to and helping to mitigate its effects.

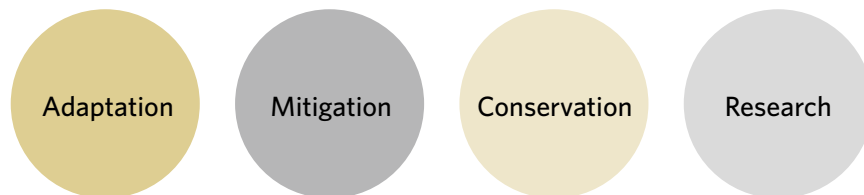


Viticulture is an ancient tradition that now faces the greatest challenge in its history: adapting to the new climate scenario to ensure its continuity, as we understand it today.

Based off an unwavering commitment to taking care of the environment and conserving nature, but also our desire to continue making great wines, in 2008 we launched the **Torres & Earth Programme**.

The objective of this environmental action programme is two-fold: to adapt our activity to climate change and reduce our carbon footprint in order to help mitigate the effects of global warming.

### HOW?



## CLIMATE CHANGE RISKS

At Familia Torres, we have processes in place to identify financial and extra-financial risks (reputational, operational, etc.) related to the climate emergency that may impact our activity. The identified risks are:

- Changes in evapotranspiration
- Greater need for irrigation
- Lower performance
- Alterations in grape ripening
- Increased costs
- Alterations in the grape harvest season
- Imbalances between phenolic maturation and the maturation of sugars
- Loss of vine vigour
- Shrinking harvests

## ADAPTATION

Given the undeniable proof of the existence of climate change, in 2008 we decided to intensify our actions that focus on caring for the land and protecting the vineyards, establishing climate change mitigation as one of the main axes of our environmental policy.

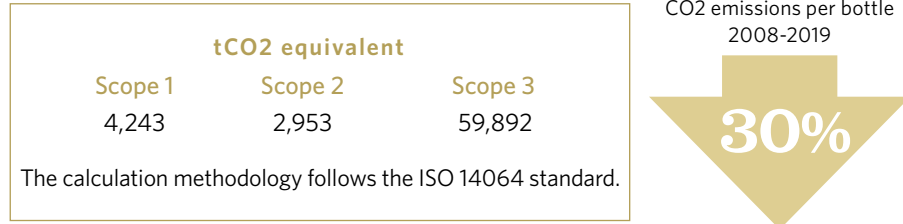
- Protection of the vineyard with nets when hail storms are expected.
- Cultivation of more drought-resistant varieties, some of which are ancestral.
- Planting of vineyards at higher altitudes or latitudes in search of milder temperatures.


## HOW WE MITIGATE CLIMATE CHANGE

At Familia Torres, we lead the fight against the climate emergency, being one of the first companies to consider the need to adapt business to its consequences. Since 2008, we have implemented mitigation actions and calculated the carbon footprint of Miguel Torres year after year.

### MITIGATING RISKS FOR THE PLANET

Miguel Torres measures its carbon footprint annually, including scope 1, scope 2 and scope 3 of greenhouse gases (GHG) associated with the different phases of the product's life cycle: from growing the grapes in the vineyards to the transportation, distribution, consumption and final disposal of post-consumer waste.

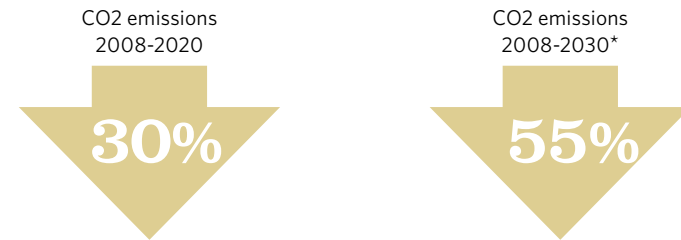


 At Miguel Torres, the calculation of our carbon footprint is verified by an accredited auditor (Lloyd's Register) according to ISO 14064.

**In 2019, we calculated the carbon footprint at Miguel Torres Chile for the first time, with emissions of 757 tCO2 (scope 1), 982 tCO2 (scope 2) and 4,774 tCO2 (scope 3).**

At Miguel Torres we have a specific policy on greenhouse gas emissions. In addition, suppliers are encouraged to calculate their own CO2 footprint.


### OBJECTIVES



\*During 2019, the 2030 objective has been increased by 5% with the aim of taking yet another step in the fight against the climate emergency.

In 2019, the 30% reduction target for 2008-2020 was reached, that is, one year before the expiration of the proposed deadline.




- 
- Miguel Torres received the Wineries for Climate Protection (WfCP) certificate
  - Miguel Torres Chile received the National Sustainability Code certification

HOW WE MITIGATE CLIMATE CHANGE



**1** We continue on in our quest to do away with the consumption of fossil fuels as an energy source, opting instead for the use of energy from renewable sources. Thanks to the conversion to renewable energy, during 2019, we have prevented the emission of 1,344.2 tons of GHG (Greenhouse Gases).

- Since its implementation in 2012, the **biomass boiler** at the Pacs del Penedès winery has resulted in significant reductions in GHG emissions associated with the winery's energy demand and consumption. The boiler is fed with natural materials (that come from pruning and all other activities related to the maintenance of the vineyard and wine production) as a fuel source. A simple, sustainable and environmentally-friendly way to generate energy from what the earth has to offer us, helping to mitigate the effects of the climate emergency.
- At Pacs del Penedès, visitors are taken to the winery on an **electric-solar train** that runs on energy generated by its own solar panels. During 2019, the construction of a new electric train was commissioned to replace the current diesel train, which will begin operating during 2020, in addition to the one we already currently have.
- **2 chargers for electric vehicles** at Jean Leon.
- The Familia Torres fleet of commercial vehicles in Spain has 212 vehicles, of which 171 are hybrid or electric (3.9% increase compared to 2018).\*
- The decrease in the weight of wine and brandy bottles has led to an emissions reduction of 2.3 million kg of CO2 in 2019.

  
**80.7%**  
 hybrid or electric vehicles\*

**2** We finance a reforestation project in the Chilean Patagonia with the aim of planting 2,000 hectares by 2030, which will offset 10,000 tons of CO2 per year. So far, a total of 3,831,922 euros have been invested in the project.



## RAISING AWARENESS IN THE SECTOR AND IN SOCIETY

Raising awareness in society of the devastating effects of climate change is essential to guaranteeing a joint response to this challenge.

### INITIATIVES

#### International Wineries for Climate Action (IWCA)

Familia Torres is the co-founder of IWCA, a working group of international wineries whose common goal is to reduce greenhouse gas (GHG) emissions by 50% in 2030, and 80% in 2045.

[www.iwcawine.org](http://www.iwcawine.org)



- Its mission is to push the global wine community towards the creation of strategies to mitigate climate change and to decarbonise the sector.

This involves raising awareness of the urgent need to address the effects of climate change and promote the adoption of greenhouse gas emissions (GHG) footprint inventories that include the 3 scopes, as well as the development of emissions reduction strategies and best practices.



#### Awards

Every year, we recognise those suppliers that have reduced their CO2 emissions with the **Torres & Earth Awards**. In addition, through the **Torres & Earth Volunteer Awards**, the Forest Defence Groups in Catalonia are rewarded for projects focused on protecting the environment, conserving biodiversity and minimising pollution.



#### Environmental awareness

Together with the University of Barcelona, we organise the **Environmental Conferences**, in which high-level experts discuss environmental issues and those students who have worked on the best project related to the topic are given awards.

#### Participation in COP25

At the request of the Ministry for Ecological Transition, Mr. Torres gave a talk on the impact of climate change on viticulture, at the Spanish Pavilion of the Climate Action Summit.

#### Promotion of sustainable mobility for employees and visitors

**Carsharing** is an electric car hire service that we participate in. Since its implementation in 2017, it has generated savings of 29.7 tons of CO2.

## CIRCULAR PRODUCTION AND THE SMART USE OF RESOURCES

Just how emissions have an impact on the environment, the use of materials during the production process results in the generation of waste whose efficient management is essential. For this reason, we define our resource management method around four axes:

**Objective: Optimise resources and minimise waste**



**We have a Comprehensive Waste Management Policy that includes several principles such as:**

- Comply with environmental legislation
- Promote circular economy measures
- Promote selective collection
- Optimise the use of materials
- Promote innovation in the recycling field
- Minimise waste generation

  
**92,984 tons**

of materials used in 2019\* (48% grapes, 30% bottles, 9% wine and 9% brandy)

Of the materials used, 66% are organic that can't come from recycled materials.

**31,437 tons**

other materials used (non-organic)

**56%**

come from recycled raw materials\*\*

\*99% of the materials used throughout the manufacturing process of the final product are renewable and non-hazardous.

\*\*The organic materials used are not included.

  
**16,413 tons**

of non-hazardous waste generated in 2019

**11 tons**

of hazardous waste generated in 2019

In order to give a second life to waste from construction work, at Familia Torres we reuse this waste generated at the Pacs del Penedès facilities for other construction work and renovations, generating a total of 2,200 tons in 2019\*

\*60% concrete, 20% mixed rubble, 15% topsoil and 5% asphalt.

As a sign of our commitment to the circular economy, we have launched several initiatives throughout the entire production chain for the smart use of resources.

With these measures, and relying on research and development projects, we seek to reduce waste generation to a minimum.

## CIRCULAR PRODUCTION AND THE SMART USE OF RESOURCES

In order to optimise resources, we have launched a series of initiatives aimed at increasing the circularity of the business model from the field to the restaurants, including our wineries and offices.

### GOAL: ZERO WASTE

Our goal is to achieve an efficient model in which waste is brought to a minimum and in which the products used are of organic or recycled origin.

For this reason, at Familia Torres we provide all employees with training on the environment and the efficient use of resources, with a special emphasis on new hires.

We also have a [Strategic Plastic Reduction Plan](#) whose main objectives include:

- Prioritise reduction and opt for the reuse of raw materials and new materials with a smaller environmental impact.
- Implement packaging return systems.
- Replace single-use plastics.
- Include these objectives in purchase agreements.

**As part of the same waste reduction proposal, all ordinary waste generated has been reduced by 24.6%.**

Decrease in the weight of wine and brandy bottles to reduce the amount of bottling material.

### STRATEGIC PLASTIC REDUCTION PLAN

As part of the Strategic Plastic Reduction Plan, **the following initiatives have been launched:**

- The plastic decorative elements on bottles (bull figurines and cupids) are gradually being replaced by **biodegradable materials from sugar cane.**
- **Replacement of single-use straws for cocktails with reusable bamboo or stainless straws at La Vinoteca Torres.**
- **In addition, in mid-2019, a project was initiated to eliminate plastic bottles and glasses:**

> At Miguel Torres, **the consumption of plastic cups for water and coffee has been reduced by 61%**, equivalent to 66,129 cups. In addition, plastic bottles have been reduced by 18% compared to the previous year's consumption, achieving a reduction of more than 6,300 bottles.

> With this measure implemented at La Vinoteca Torres, we have managed to **avoid consuming 6,500 cups.**

> At the Pago del Cielo and Magarín wineries, **83% of the consumption of plastic bottles has been reduced** (755 1.5L bottles).

### REDUCE FOOD WASTE

During 2019, we have continued to work on reducing food waste in our restaurants, applying corporate policies and good practices to new establishments:

The El Celleret restaurant offers fixed menus that are prepared for groups in order to minimise food loss and waste.





## ABOUT THIS REPORT

The report has been prepared using the methodology of the Global Reporting Initiative (GRI) Standards for sustainability reporting, in order to meet the requirements on non-financial reporting and diversity information covered by Law 11/2018 of 29 December in each of its sections (environmental, social, personal, human rights, and the organisation's fight against corruption and bribery).

The principles of comparability, reliability, materiality and relevance included in Law 11/2018 on Non-Financial Reporting and Diversity Information (INF) have also been applied:

**Principle of Comparability:** "The reporting organisation must select, collect and communicate information in a consistent way. The communicated information must be presented in a way that allows stakeholders to analyse changes in the organisation's performance and that could support the analysis relative to other organisations."

**Principle of Reliability:** "The reporting organisation must gather, record, compile, analyse and communicate the information and processes used to prepare the report, so that they can be reviewed and the quality and materiality of the information can be established."

**Principle of Materiality and Relevance:** "The reporting organisation must address issues that: reflect the significant economic, environmental and social impacts of the reporting organisation; substantially influence the assessments and decisions of stakeholders".



According to the principle of materiality and relevance, in 2019 the activities of Familia Torres were analysed, with the aim of defining the most relevant aspects for the company and its stakeholders. To do so, a **materiality analysis** was carried out based on the following methodology:

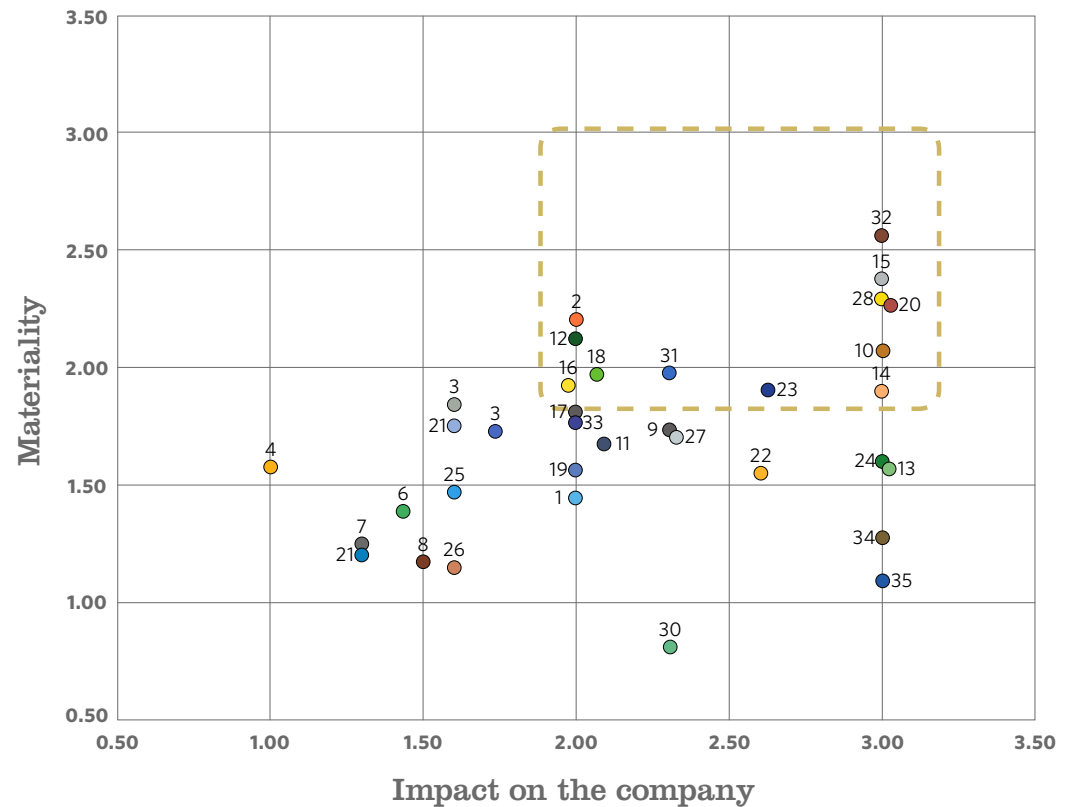
- Identification of relevant CSR issues assessed by sustainability analysts (GRI core, SDGs and principles of the Global Compact, SASB)
- Analysis of Familia Torres's internal information
- Analysis of the information on Familia Torres and the sector found on the web
- Analysis of the Familia Torres competitors (wine sector), as well as the main sector associations
- Preparation of an analysis of the business and its environment
- Face-to-face interviews
- Prioritisation of relevant issues and assessment of their impact on the operations and reputation of Familia Torres.



## MATERIALITY MATRIX

These are the material aspects\* most relevant to Familia Torres's business and strategy during the period covered by this report:

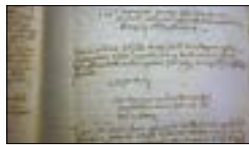
- Quality management (32)
- Health and safety (20)
- Climate change (15)
- Consumer safety (28)
- Energy management (14)
- Environmental management system (10)
- Innovation (31)
- Human rights (23)
- CSR strategy (2)
- Circular economy and waste (12)
- Equality and diversity (18)
- Protection of biodiversity (16)



\*During the process of preparing this report, the material issues previously identified for the previous year's report have been confirmed. For more details, please see the 2018 Familia Torres Corporate Social Responsibility Report.

## FAMILIA TORRES HISTORY

First documents on the **Torres family** as winegrowers.



1559

**Juan Torres** (second generation) Performed the first distillation of brandy.



1928

Opening of the first winery abroad (Chile).



1979

**Miguel A. Torres** (fourth generation) takes over for Miguel Torres i Carbó.



1991

Inauguration of the Waltraud winery.



2008

**Miquel Torres Maczassek** (fifth generation) takes over the General Management of Familia Torres.



2012

Ancestors

1st generation

2nd generation

3rd generation

4th generation

5th generation

1870



**Jaime and Miguel Torres** (first generation) found the company.

1939-40



**Miguel Torres i Carbó** (third generation) rebuilds the winery that was destroyed after the Spanish Civil War and bottles the first wine in Penedès.

1982



**Marimar Torres** (fourth generation) starts his project in California with the purchase of land in Sonoma County.

2005



Launch of Celeste, the first wine by Familia Torres in Ribera del Duero.

2010



**Mireia Torres Maczassek** (fifth generation) takes over the management of the Jean Leon winery.

2018



Inauguration of the Purgatori winery.

## METHODOLOGY FOR CALCULATING THE CARBON FOOTPRINT

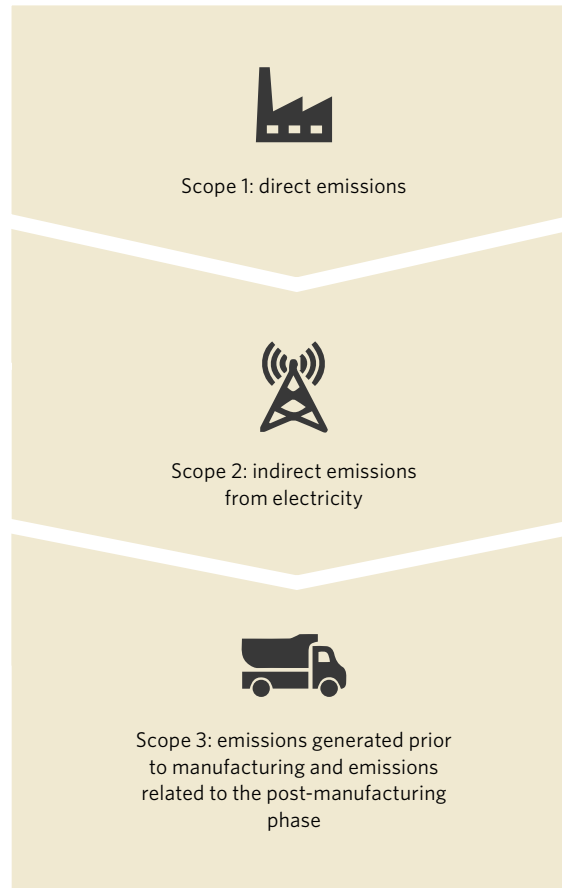
Miguel Torres measures its carbon footprint annually, including scope 1, scope 2 and scope 3 of greenhouse gases (GHG) associated with the different phases of the product's life cycle: from growing the grapes in the vineyards to the transportation, distribution, consumption and final disposal of post-consumer waste.

The emission factors used to calculate the reported emissions in the different scopes come from the following verified references:

- Fuels and flue gases: Department for Environment, Food & Rural Affairs of United Kingdom
- Energy: Oficina Catalana del Canvi Climàtic
- Refrigerant gases: 4th IPCC report
- The organisation's other activities Ecoinvent



The methodology used to calculate the footprint and its verification follows the ISO 14064 standards



In the case of Familia Torres Chile, the factors used to calculate emissions come from the following references:

- Ecoinvent
- IPCC (Intergovernmental Panel of Climate Change)
- Idemat
- Chilean Ministry of Energy

**FAMILIA TORRES BRANDS**

**BRANDS**

**FAMILIA TORRES**

Atrium	Gran Coronas	Moscatel Floralis	Secret del Priorat
Bellaterra	Grans Muralles	Perpetual	Sons de Prades
Cabriana	Mas de la Rosa	Purgatori	Vinyarets
Crowns	Mas La Plana	Reserva Real	Waltraud
Fransola	Milmanda	Salmos	

**OWNED BY FAMILIA TORRES**

Camino de Magarin	Las Pisadas	Vardon Kennet Esplendor
Celeste	Pazo Das Bruxas	

**VIÑA ESMERALDA**

Viña Esmeralda
----------------

**JEAN LEON**

3055 Chardonnay	Jean Leon Adelita	Vinya La Scala Cabernet Sauvignon Gran Reserva
3055 Merlot-Petit Verdot	CF-15	Vinya Le Havre Cabernet Sauvignon Reserva
3055 Rosé	SM-16	Vinya Palau Merlot
Jean Leon 50 Aniversario	Vinya Gigi Chardonnay	X-16

**JUAN TORRES MASTER DISTILLERS**

El Gobernador	Rocado	Torres 15
Jaime I	Torres 5	Torres 20
Magdala	Torres 10	Torres Spiced Spirit Drink
Reserva del Mamut	Torres 10 Double Barrel	

**7 MAGNÍFICS**

El Senat del Montsant	Rebels de Batea	Somiadors
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**FAMILIA TORRES BRANDS**

**BRANDS**

SANGRE DE TORO		
Gran Sangre de Toro	Sangre de Oro	Sangre de Toro

TORRE REAL		
Olives	Baby Broad Beans	Canned Mushrooms
Mediterranean Bluefin Tuna	Marrón al Brandy	Albacore Belly
Albacore	Marrón Glacé	
Albacore Filets	Sardines in Olive Oil	

MIGUEL TORRES CHILE			
Alto Las Nieves	Escaleras de Empedrado	Manso De Velasco	Santa Digna
Bonanova	Estelado	Miguel Torres Gran Reserva	Tormenta
Cacci	Finca Negra	Nectaria	Trinitas
Conde De Superunda	Hemisferio	Noches de Verano	Valle Alto
Cordillera	La Causa	Reserva Ancestral	Vermilion
Dias De Verano	Las Mulas	Reserva de Pueblo	Aceite Santa Digna
Digno	Las Torres	Rio Claro	
Emblema		San Medin	

OTHER BRANDS		
Altos Ibericos	Infinite	Torres 5g
Blancat	Laudis	Tres Torres
Campos Ibéricos	Mas Rabell	Verdeo
Canticum	Natureo	Viña Brava
De Casta	San Valentin	Viña Sol
Gran Viña Sol	Sant Jordi	
Habitat	Sant Miquel de les Vinyes	

**FAMILIA TORRES BRANDS**

**ORGANIC WINE BRANDS**

**FAMILIA TORRES SPAIN**

Atrium	Gran Viña Sol	Sangre de Toro
Coronas	Habitat	Sangre de Toro Organic Selection
Gran Sangre de Toro	San Valentin	

**JEAN LEON**

Chardonnay 3055	Vinya La Scala	CF-15
Merlot-Petit Verdot 3055	Cabernet Sauvignon Gran Reserva	X-16
Rosé 3055	Vinya Le Havre Cabernet Sauvignon Reserva	Vinya Palau Merlot
	Vinya Gigi Chardonnay	

**MIGUEL TORRES CHILE**

Las Mulas Cabernet Sauvignon	Las Mulas Sauvignon Blanc	Tormenta Carmenere
Las Mulas Cabernet Sauvignon Rose	Las Mulas Viognier	Tormenta Sauvignon Blanc
Las Mulas Carmenere	Rio Claro Cabernet Sauvignon	Tormenta Viognier
Las Mulas Chardonnay	Rio Claro Carmenere	Trinitas Cabernet Sauvignon
Las Mulas Gewürztraminer	Rio Claro Sauvignon Blanc	Trinitas Sauvignon Blanc
Las Mulas Merlot	Tormenta Cabernet Sauvignon	

## FAMILIA TORRES BRANDS

### VEGAN WINE BRANDS

#### CERTIFIED VEGAN WINES

Cordillera Chardonnay	Finca Negra Reserva Especial	Las Mulas Sparkling	Sangre de Toro Limited Edition	Santa Digna Cabernet Sauvignon Rosé	Verdeo
Cordillera Pinot Noir	La Causa Moscatel	Las Mulas Viognier	Sangre de Toro Low Alcohol 8º	Santa Digna Carmenere	Viña Brava Blanco
Cordillera Sauvignon Blanc	La Causa País	Manso de Velasco	Sangre de Toro Organic Selection	Santa Digna Chardonnay	Viña Brava Rosado
Digno Fair Trade Wine Cabernet Sauvignon	Las Mulas Cabernet Sauvignon	Nectaría	Sangre de Toro Original	Santa Digna Gewurztraminer	Viña Brava Tinto
Digno Fair Trade Wine Gewurztraminer	Las Mulas Cabernet Sauvignon Rose	Reserva de Pueblo Pais	Sangre de Toro Original Red Blend	Santa Digna Merlot	Viña Esmeralda
Digno Fair Trade Wine Riesling	Las Mulas Carmenere	Rio Claro Cabernet Sauvignon	Sangre de Toro Rosado	Santa Digna Pinot Noir	Viña Esmeralda Rosado
Digno Fair Trade Wine Sauvignon Blanc	Las Mulas Chardonnay	Rio Claro Carmenere	Sangre de Toro Selection Chardonnay	Santa Digna Riesling	Viña Esmeralda Rosado Pálido
Digno Fair Trade Wine Sauvignon Blanc Dealcoholised	Las Mulas Gewurztraminer 2016	Rio Claro Sauvignon Blanc	Sangre de Toro 5,5 Blanco	Santa Digna Sauvignon Blanc Dealcoholised	Viña Esmeralda Sparkling
Digno Fair Trade Wine Sauvignon Blanc Dealcoholised	Las Mulas Merlot	Sangre de Toro 5,5 Rose	Sangre de Toro 5,5 Tinto	Santa Digna Sauvignon Blanc Dealcoholised	Viña Esmeralda Spring Edition
Estelado Blanco País	Las Mulas Sauvignon Blanc	Sangre de Toro 5,5 Tinto	Sangre de Toro Blanco	Santa Digna Syrah	Viña Esmeralda Summer Edition
Estelado Pais Orgánico	Las Mulas Sauvignon Blanc Dealcoholised	Sangre de Toro Blanco	Sangre de Toro Garnacha Organic	Trinitas Cabernet Sauvignon	Viña Sol Original
Estelado Rosado Pais	Las Mulas Rosé	Sangre de Toro Garnacha Organic	Santa Digna Cabernet Sauvignon	Trinitas Sauvignon Blanc	Viña Sol Rosado

**FAMILIA TORRES COMPANIES**

**MIGUEL TORRES S.A.**

**PRODUCERS**

Sociedad Vinícola Miguel Torres, S.A.	Torres Priorat, S.L.U.
Selección de Torres, S.L.U.	Agulladolç, S.L.U.
Soto de Torres, S.L.U.	Torres Ecològic, S.L.U.
Jean Leon, S.L.U.	

**PROMOTERS**

Miguel Torres USA, Inc.  
Miguel Torres Ireland, Ltd.

**RESTAURANTS**

Comercial Miguel Torres, Ltd.  
La Vinoteca Torres, S.L.U.

**DISTRIBUTORS**

Excelsia Vinos y Destilados, S.L.U.	Sispony Distribució, S.A.U.
Excelsia Canarias Vinos y Destilados, S.L.U.	Vinissim, S.L.U.
El Petit Celler, S.L.	Distribuidora Brasileira de Vinhos, Ltda.
Ribera del Duero, S.L.	Icon Wines & Spirits
Torres Import, S.A.U.	Distribuidora de Bebidas, Ltda.
Shanghai Torres Wine Trading, Co. Ltd.	

**OTHERS**

Torres Araba 2007, S.L.U.	Promociones Soto Eólica, S.L.U.	Torres Taiyo, S.L.U.
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**COMPLIANCE WITH THE INF LAW TABLES**

**WORKFORCE AS OF 31/12**

**WORKERS BY COUNTRY**

Spain	942
Chile	212
China	149
Brazil	9
USA	9
Andorra	7
<b>Total</b>	<b>1,328</b>

Table 1: Workforce by Country

**WORKERS BY AGE, GENDER AND PROFESSIONAL CATEGORY**

Gender/ Age Groups	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Men <30	0	0	2	20	4	61	87
Women <30	0	0	3	34	7	31	75
Men 30-50	0	13	88	133	73	195	502
Women 30-50	0	3	32	160	36	73	304
Men >50	2	9	60	54	23	132	280
Women >50	0	3	9	44	5	19	80
<b>Total</b>	<b>2</b>	<b>28</b>	<b>194</b>	<b>445</b>	<b>148</b>	<b>511</b>	<b>1,328</b>

Table 2: Workforce by Age Group, Gender and Professional Category

**COMPLIANCE WITH THE INF LAW TABLES**

**TYPE OF CONTRACT WORKFORCE AS OF 31/12**

**TYPE OF CONTRACT AND GENDER**

Gender	Women	Men	Total
Employees with a permanent contract	449	849	1,298
Employees with a temporary contract	10	20	30
<b>Total</b>	<b>459</b>	<b>869</b>	<b>1,328</b>

Table 3: Workforce by Type of Contract and Gender (\*)

**TYPE OF CONTRACT AND AGE**

Age	<30	30-50	>50	Total
Employees with a permanent contract	144	796	358	1,298
Employees with a temporary contract	18	10	2	30
<b>Total</b>	<b>162</b>	<b>806</b>	<b>360</b>	<b>1,328</b>

Table 4: Workforce by Type of Contract and Age (\*)

**TYPE OF CONTRACT AND PROFESSIONAL CATEGORY**

Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Employees with a permanent contract	2	28	194	441	147	486	1,298
Employees with a temporary contract	0	0	0	4	1	25	30
<b>Total</b>	<b>2</b>	<b>28</b>	<b>194</b>	<b>445</b>	<b>148</b>	<b>511</b>	<b>1,328</b>

Table 5: Workforce by Type of Contract and Professional Category (\*)

(\*) Workforce by type of contract as of 31/12

**COMPLIANCE WITH THE INF LAW TABLES**

**WORK HOURS WORKFORCE AS OF 12/31**

**WORK HOURS AND GENDER**

Gender	Women	Men	Total
Full-time employees	415	836	1,251
Part-time employees	44	33	77
<b>Total</b>	<b>459</b>	<b>869</b>	<b>1,328</b>

Table 6: Workforce by Work Hours and Gender (\*\*)

**WORK HOURS AND AGE**

Age	<30	30-50	>50	Total
Full-time employees	155	774	322	1,251
Part-time employees	7	32	38	77
<b>Total</b>	<b>162</b>	<b>806</b>	<b>360</b>	<b>1,328</b>

Table 7: Workforce by Work Hours and Age (\*\*)

**WORK HOURS AND PROFESSIONAL CATEGORY**

Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Full-time employees	2	28	185	407	147	482	1,251
Part-time employees	0	0	9	38	1	29	77
<b>Total</b>	<b>2</b>	<b>28</b>	<b>194</b>	<b>445</b>	<b>148</b>	<b>511</b>	<b>1,328</b>

Table 8: Workforce by Work Hours and Professional Category (\*\*)

(\*\*) Workforce by work hours as of 31/12

## COMPLIANCE WITH THE INF LAW TABLES

### AVERAGE WORKFORCE

#### AVERAGE WORKFORCE BY COUNTRY

Spain	948
Chile	232
China	162
Brazil	19
USA	8
Andorra	7
Total	1,377

Table 9: Average Workforce by Country

#### AVERAGE WORKFORCE BY AGE, GENDER AND PROFESSIONAL CATEGORY

Gender/ Age Groups	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Men <30	0	0	2	22	5	68	98
Women <30	0	0	3	33	9	35	80
Men 30-50	0	14	86	134	74	199	506
Women 30-50	0	3	33	162	44	79	320
Men >50	2	9	64	54	24	136	290
Women >50	0	3	10	43	6	22	83
Total	2	29	197	449	162	539	1,377

Table 10: Average Workforce by Age Group, Gender and Professional Category

**COMPLIANCE WITH THE INF LAW TABLES**

**AVERAGE WORK FORCE TYPE OF CONTRACT**

**TYPE OF CONTRACT AND GENDER**

Gender	Women	Men	Total
Employees with a permanent contract	458	854	1,312
Employees with a temporary contract	25	39	64
<b>Total</b>	<b>484</b>	<b>893</b>	<b>1,377</b>

Table 11: Average Workforce by Type of Contract and Gender

**TYPE OF CONTRACT AND AGE**

Age	<30	30-50	>50	Total
Employees with a permanent contract	141	806	366	1,312
Employees with a temporary contract	37	21	7	64
<b>Total</b>	<b>178</b>	<b>826</b>	<b>373</b>	<b>1,377</b>

Table 12: Average Workforce by Type of Contract and Age

**TYPE OF CONTRACT AND PROFESSIONAL CATEGORY**

Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Employees with a permanent contract	2	29	196	438	160	487	1,312
Employees with a temporary contract	0	0	1	10	2	51	64
<b>Total</b>	<b>2</b>	<b>29</b>	<b>197</b>	<b>449</b>	<b>162</b>	<b>539</b>	<b>1,377</b>

Table 13: Average Workforce by Type of Contract and Professional Category

**COMPLIANCE WITH THE INF LAW TABLES**

**AVERAGE WORKFORCE WORK HOURS**

**WORK HOURS AND GENDER**

Gender	Women	Men	Total
Full-time employees	438	861	1,298
Part-time employees	46	32	79
<b>Total</b>	<b>484</b>	<b>893</b>	<b>1,377</b>

Table 14: Average Workforce by Work Hours and Gender

**WORK HOURS AND AGE**

Age	<30	30-50	>50	Total
Full-time employees	171	795	331	1,298
Part-time employees	6	31	41	79
<b>Total</b>	<b>178</b>	<b>826</b>	<b>373</b>	<b>1,377</b>

Table 15: Average Workforce by Work Hours and Age

**WORK HOURS AND PROFESSIONAL CATEGORY**

Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Part-time employees	2	29	187	411	161	509	1,298
Part-time employees	0	0	10	38	1	30	79
<b>Total</b>	<b>2</b>	<b>29</b>	<b>197</b>	<b>449</b>	<b>162</b>	<b>539</b>	<b>1,377</b>

Table 16: Average Workforce by Work Hours and Professional Category

## COMPLIANCE WITH THE INF LAW TABLES

### TURNOVER

#### TURNOVER BY GENDER

Gender	Women	Men	Total
Layoffs	29	47	76
Voluntary leave, contract termination...	95	147	242
Turnover rate (401-1)	27%	22%	24%

Table 17: Turnover Rate by Gender

#### TURNOVER BY AGE

Age	<30	30-50	>50	Total
Layoffs	19	44	13	76
Voluntary leave, contract termination...	105	103	34	242
Turnover rate (401-1)	77%	18%	13%	24%

Table 18: Turnover Rate by Age

#### TURNOVER BY PROFESSIONAL CATEGORY

Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Layoffs	0	3	3	19	20	31	76
Voluntary leave, contract termination...	0	1	10	35	23	173	242
Turnover rate (401-1)	0%	14%	7%	12%	29%	40%	24%

Table 19: Turnover Rate by Professional Category

\* We believe that exceptional cases should be excluded from the turnover rate, as well as those not originating from the employees or the company, such as retirements and deaths. This way the data is comparable. The turnover rate excludes seasonality, retirements and deaths, layoffs for non-attendance in Chile, the restructuring of the Chinese subsidiary and the closing of the Brazilian subsidiary.

Turnover rate  
**12%\***

**COMPLIANCE WITH THE INF LAW TABLES**

PARENTAL LEAVE		
Parental leave by gender	Women	Men
Employees with the right to parental leave	19	34
Employees who have taken parental leave	19	34
Employees who should have returned to work in the period covered by the report, after their parental leave finished	21	34
Employees who have returned to work in the period covered by the report, after their parental leave finished	19	33
<b>Rate of return to work</b>	<b>90.48%</b>	<b>97.06%</b>
Employees who returned to work in the period prior to the period covered by the report, after their parental leave finished	11	21
Employees who returned to work after their parental leave finished and remained employed after returning to work	7	18
<b>Retention rate</b>	<b>63.64%</b>	<b>85.71%</b>

Table 20: Parental Leave by Gender

ACCIDENT RATE		
Gender	Women	Men
Workplace accidents with leave	3	37
Days lost due to workplace accidents with leave	166	603
Actual hours worked by employees	864,372	1,611,415
Frequency rate (*)	3.47	22.96
Severity rate (**)	0.19	0.37
Occupational diseases	0	0
Deaths	0	0

Table 21: Accident Rate by Gender

(\*) Frequency rate calculated as the number of accidents/number of hours worked x 1,000,000.

(\*\*) Severity rate calculated as the number of lost work days/number of hours worked x 1,000.

TRAINING							
Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Training hours by category	0	178	4,135	9,587	489	1,419	15,808
Average hours of training per employee	0	5.56	21.76	21.54	3.30	2.78	11.90

Table 22: Training Hours by Professional Category



COMPLIANCE WITH THE INF LAW TABLES

SALARY

AVERAGE SALARY BY GENDER

Salary by gender	Women	Men
Average salary (gross €)	31,172	39,976

Table 23: Average Salary by Gender

AVERAGE SALARY BY AGE

Salary by age (years)	<30	30-50	>50
Average salary (gross €)	21,286	35,649	46,849

Table 24: Average Salary by Age Group

AVERAGE SALARY BY PROFESSIONAL CATEGORY

Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff
Average salary (gross €)	294,925	148,033	58,369	33,607	42,792	22,896

Table 25: Average Salary by Professional Category

TYPES OF PAY

Type of pay (%)	Executives
Pension plans and funds	3%
Fixed pay	79%
Variable pay	13%
Directors' fees	0%
Other salary items	5%

Table 26: Type of Pay

RATIO (INITIAL/LOCAL)

	Spain	Chile	China	Brazil	Andorra	USA
Local annual minimum wage (euros)	10,800	4,302.15	2,764.44	2,713.80	12,604.80	13,170
Annual minimum wage (euros)	16,500	6,486.12	4,833.89	8,440.51	23,098.73	59,796.88
Ratio (initial/local)	1.53	1.51	1.75	3.11	1.81	4.54

Table 28: Minimum Wage by Country

## COMPLIANCE WITH THE INF LAW TABLES

### REMUNERATION

#### PAY GAP

Professional Category	Executives	Senior Managers	Directors and Middle Managers	Administrative Staff and Upper Secondary School Graduates	Salespeople	Assistants and Junior Staff	Total
Gross hourly wage for men (*)	158.20	80.31	33.01	19.34	25.06	13.12	21.44
Gross hourly wage for women (*)	-	76.09	25.53	16.89	18.56	9.64	16.72
Pay gap (**)	-	5%	23%	13%	26%	27%	22%

Table 27: Pay Gap

(\*) The calculation of the gross hourly wages takes into account the different working hours of the companies that make up Familia Torres, obtaining the average hours actually worked according to the weight of the number of employees in each company. (\*\*) The formula used to calculate the pay gap figures has been:  $(\text{Average pay for men} - \text{Average pay for women}) / \text{Average pay for men} * 100$ . (Positive gap = % in which the average salary for women is lower than the average salary for men; negative gap = % in which the average salary for women is higher than the average salary for men).

In the preparation of the 2018 non-financial report, the need to analyse and review the professional categories used was detected, as they did not adequately reflect the reality of Familia Torres's organisational hierarchy and salaries. In 2019, we initiated this project that will end in 2020, with which we will be able to obtain a pay gap that is better adjusted to the different organisational levels that exist in Familia Torres.

The gap in the "Senior Managers" category is due to the fact that the managers at the main subsidiaries (Chile and China) are male. The salaries of these managers are in the high range within this category, thus increasing the average salary received by men.

The gap in the "Directors and Middle Managers" and "Salespeople" categories is due to the fact that the positions of greater responsibility with higher pay are mainly held by men.

The gap in the category of "Assistants and Junior Staff" is due in large part to China. In this subsidiary, a large number of women fall into this category, receiving pay that is substantially lower than in Spain, which causes the average salary for women to decrease and increases the gap significantly.

## COMPLIANCE WITH THE INF LAW TABLES

TAXES		
Countries	Profits made (€)	Taxes paid on profits (€)
Spain	-€619,688	€19,463
Andorra	€97,557	€8,327
China	-€1,708,793	€0
Chile	€471,202	€40,091
Ireland	€82,576	€31,463
Brazil	-€2,188,789	€0
USA	-€301,133	€0
<b>TOTAL</b>	<b>-€4,167,069</b>	<b>€99,344</b>

Table 28: Profits Made and Taxes Paid on Profits by Country

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Contents of Law 11/2018 on non-financial reporting and diversity	Approximate GRI Page	Reporting criteria of the GRI	Comments
<b>General Information</b>			
Description of the business model	7-72	GRI 102-2	
Markets in which it operates	72	GRI 102-6	
Objectives and strategies of the organisation	4, 10, 15	GRI 102-14	
Main factors and trends that may affect its future evolution	4, 14-15	GRI 102-15	
Reporting framework used	64	GRI 102-54	
Materiality analysis	64-65	GRI 102-46 GRI 102-47	
<b>Environmental Issues</b>			
<b>Management approach</b>			
	38-41, 57	GRI 103-2	
<b>Detailed general information</b>			
Current and foreseeable effects of the company's activities on the environment and, where appropriate, health and safety	38	GRI 103-2	
Environmental assessment or certification procedures	38, 40, 67	GRI 103-2	
Resources dedicated to the prevention of environmental risks	42, 58	GRI 103-2	
Application of the precautionary principle	38	GRI 102-11	
Number of provisions and guarantees for environmental risks	38	GRI 103-2	
<b>Contamination</b>			
Measures to prevent, reduce or remedy emissions that seriously affect the environment; taking into account any form of activity-specific air pollution, including noise and light pollution	56-59	GRI 305-5	
<b>Circular economy and waste prevention and management</b>			
Prevention, recycling, reuse, other forms of recovery and disposal of waste	61-62	GRI 306-2	Waste generated by distributors is managed through municipal waste management (Miguel Torres USA, Andorra, Shanghai Torres Wine Trading, Excelsia Vinos y Destilados, Excelsia Canarias, Ribera del Duero, El Petit Celler) as well as that generated by producers (Torres Taiyo, Masos Flasada Sord), restaurants (La Vinoteca) and Torres Ecològic.
Actions to reduce food waste	62	GRI 103-2	

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Contents of Law 11/2018 on non-financial reporting and diversity	Approximate GRI Page	Reporting criteria of the GRI	Comments
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Consumption of raw materials and measures taken to improve the efficiency of their use	61	GRI 301-1	
Direct and indirect energy consumption	39	GRI 302-1	
Measures taken to improve energy efficiency	39-40	GRI 302-4	
Use of renewable energy	39	GRI 302-1	
<b>Climate change</b>			
Greenhouse gas emissions	58	GRI 305-1 GRI 305-2 GRI 305-3	
Measures to adapt to climate change	14-15, 56-59	GRI 201-2	
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<b>Protection of biodiversity</b>			
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Impacts caused by activities or operations in protected areas	16	GRI 304-2	
<b>Social and Staff-Related Issues</b>			
<b>Management approach</b>	35	GRI 103-2	
<b>Employment</b>			
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Distribution of types of employment contracts and annual average by sex, age and professional category	73-78	GRI 102-8	
Number of layoffs by sex, age and professional category	79	GRI 103-2	
Average salary by sex, age and professional category	81	GRI 103-2	
Pay gap	82	GRI 405-2	
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Contents of Law 11/2018 on non-financial reporting and diversity	Approximate GRI Page	Reporting criteria of the GRI	Comments
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Measures to facilitate work/life balance	80	GRI 103-2	
<b>Health and safety</b>			
Health and safety conditions at work	36	GRI 103-2	
Indicators for workplace accidents and occupational diseases by sex	36, 80	GRI 403-2 GRI 403-3 GRI 403-9	
<b>Social relationships</b>			
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<b>Training</b>			
Policies implemented in the training field	36	GRI 103-2	
Total hours of training by professional category	36, 80	GRI 404-1	
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<b>Equality</b>			
Measures taken to promote equal treatment and opportunities for men and women	35	GRI 103-2	
Equality plans	35	GRI 103-2	
Policy against all kinds of discrimination	35	GRI 103-2	
<b>Respect for Human Rights</b>			
<b>Management approach</b>	<b>19</b>	<b>GRI 103-2</b>	
Application of due diligence procedures	33, 34	GRI 102-16 GRI 102-17	
Measures to prevent and manage any possible abuses committed	19, 34, 64	GRI 102-16 GRI 102-17	
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## POST YEAR-END EVENTS

Since December 2019, COVID-19, a new strain of coronavirus, has spread from China to other countries, including Spain. This event has significantly affected the economic activity worldwide and, as a result, the Company's operations and financial results. The extent to which the coronavirus will have an impact on our results will depend on future developments that cannot be reliably predicted, including actions to contain or treat the disease and mitigate its impact on the economies of the affected countries, among others.

Due to the exceptional circumstances that occurred after the closing date of the Company's 2019 fiscal year, and during the period in which this non-financial information report was formulated, with the publication of Royal Decree 463/2020 on 14 March 2020, declaring the state of alarm for the management of the health crisis situation generated by the coronavirus (COVID-19), and which entered into force on that same day, March 14, we declare that:

- The contingency plans defined for these circumstances have been activated, which have allowed for business continuity to the extent this has been possible, while doing our best to ensure operations run as close to normal as possible. To this end, organisational measures have been implemented for crisis management, both individual (managing situations of contagion or isolation) and collective, which have included the adoption of a furlough plan (ERTE, by its abbreviation in Spanish) for part of the workforce. Said measures have been compatible with the continuity of activity and business, and we are in a position to be able to extend them for as much time as the authorities allows, without placing the Company's activity in a critical situation.



- No possible breach of any contractual obligations is foreseen, and therefore no consequences arising from breaches in contractual compliance due to the epidemic.
- As of the date on which this report is formulated, the economic impacts of the produced situation of generalised crisis are unknown, and therefore it is not possible to quantify them. However, a gradual recovery in activity is expected, thus the Sole Administrator estimates that there is no significant uncertainty that may affect the going concern principle.

Since the closing date for the 2019 financial year until the formulation of this report, no other relevant events worth mentioning have occurred.