

# Sustainability Report ESG 2022



ABADIA RETUERTA



# Sustainability

## Report ESG

### 2022

*This year, we were  
granted our own Protected  
Designation of Origin  
Abadía Retuerta  
by the European Union*



ABADIA RETUERTA

ODS How do we contribute?

# *Abadía Retuerta's Contribution to the Sustainable Development Goals*



1 NO POVERTY

## NO POVERTY

- Charitable actions
- Creation of jobs in the local community



3 GOOD HEALTH AND WELL-BEING

## GOOD HEALTH AND WELL-BEING

- Flu vaccination campaigns
- Blood donor sessions
- Sports days
- Participation in company running events
- Special prices for private medical insurance and specific tests



4 QUALITY EDUCATION

## QUALITY EDUCATION

- Annual training plan
- Terroir Academy
- Excellence Internship Programme



5 GENDER EQUALITY

## GENDER EQUALITY

- Family-responsible business certification (development of measures for equality and work-life balance)
- Endorsement from Óptima Castilla y León
- Parity of distribution of our staff



6 CLEAN WATER AND SANITATION



### CLEAN WATER AND SANITATION

- Regular management and control of water
- Drip irrigation for our vineyards and organic vegetable garden
- Regenerative agriculture in our organic vegetable garden, thus respecting the natural water cycles

7 AFFORDABLE AND CLEAN ENERGY



### AFFORDABLE AND CLEAN ENERGY

- Regular monitoring of energy control
- Use of photovoltaic panels to generate energy in the winery
- Solar panels to preheat the hotel's hot water supply
- Use of freecooling system
- Use of geothermal energy system

8 DECENT WORK AND ECONOMIC GROWTH



### DECENT WORK AND ECONOMIC GROWTH

- Family-responsible business certification (benefits to improve the staff's working conditions)
- Stable work contracts
- Green Globe certification, endorsing us as a sustainable resort
- Talent management and ongoing training

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



### INDUSTRY, INNOVATION AND INFRASTRUCTURE

- Research as the basis for improvement
- Monitoring of the 100% efficient outdoor lighting
- Monitoring inside the winery to ensure efficient consumption in the equipment

10 REDUCED INEQUALITIES



### REDUCED INEQUALITIES

- Vendimia Solidaria, charity harvest project
- Sponsoring and making donations to social entities

11 SUSTAINABLE CITIES AND COMMUNITIES



### SUSTAINABLE CITIES AND COMMUNITIES

- Art project
- Agreement with the Patio Herreriano Museum to boost our commitment to art
- Ongoing conservation of our historic 12<sup>th</sup>-century Abbey

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



### RESPONSIBLE CONSUMPTION AND PRODUCTION

- Certification as an eco-friendly winery
- Plastic-free project
- Waste management
- Setting out our map of suppliers
- Selecting providers in keeping with our values
- Value chain study

13 CLIMATE ACTION



### CLIMATE ACTION

- Elaboration of Winemakers' Collection
- "Calculate, Offset and Reduce" triple seal of approval from the Spanish Ministry for the Ecological Transition
- Research into the effects of climate change on wine production
- Attainment of environmental certifications such as ISO 14001 and WfCP

15 LIFE ON LAND



### LIFE ON LAND

- Game Management Plan
- Extension of our organic vegetable garden

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



### PEACE, JUSTICE AND STRONG INSTITUTIONS

- Code of conduct
- Anti-bribery policy
- Production of Sustainability Reports following GRI standards
- Materiality analysis

17 PARTNERSHIPS FOR THE GOALS



### PARTNERSHIPS FOR THE GOALS

- Participation with associations and foundations
- Presence in the local community



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# 2022 Achievements

Acquisition of our first **electric van**, to be used for tours around our vineyards

**“Mini-Sun”** award granted to our Calicata Terroir Bar, by the **Repsol** guide

Abadía Retuerta was named **“Best Luxury Historical Spa”** in Europe at the 2022 World Luxury Spa Awards

**Sustainability Award at the 2022 Premios Gourmet**, as organised by Fuera de Serie

**Publication about climate change** by our winemaker Ángel Anocibar, presented at the Athens symposium: “Climate studies: how to maintain the personality of the terroirs”

**“Sustainability Leader”** prize at the Membership Awards of The Leading Hotels of the World. This prize endorses the sustainable policies we have implemented at our experience-focused resort

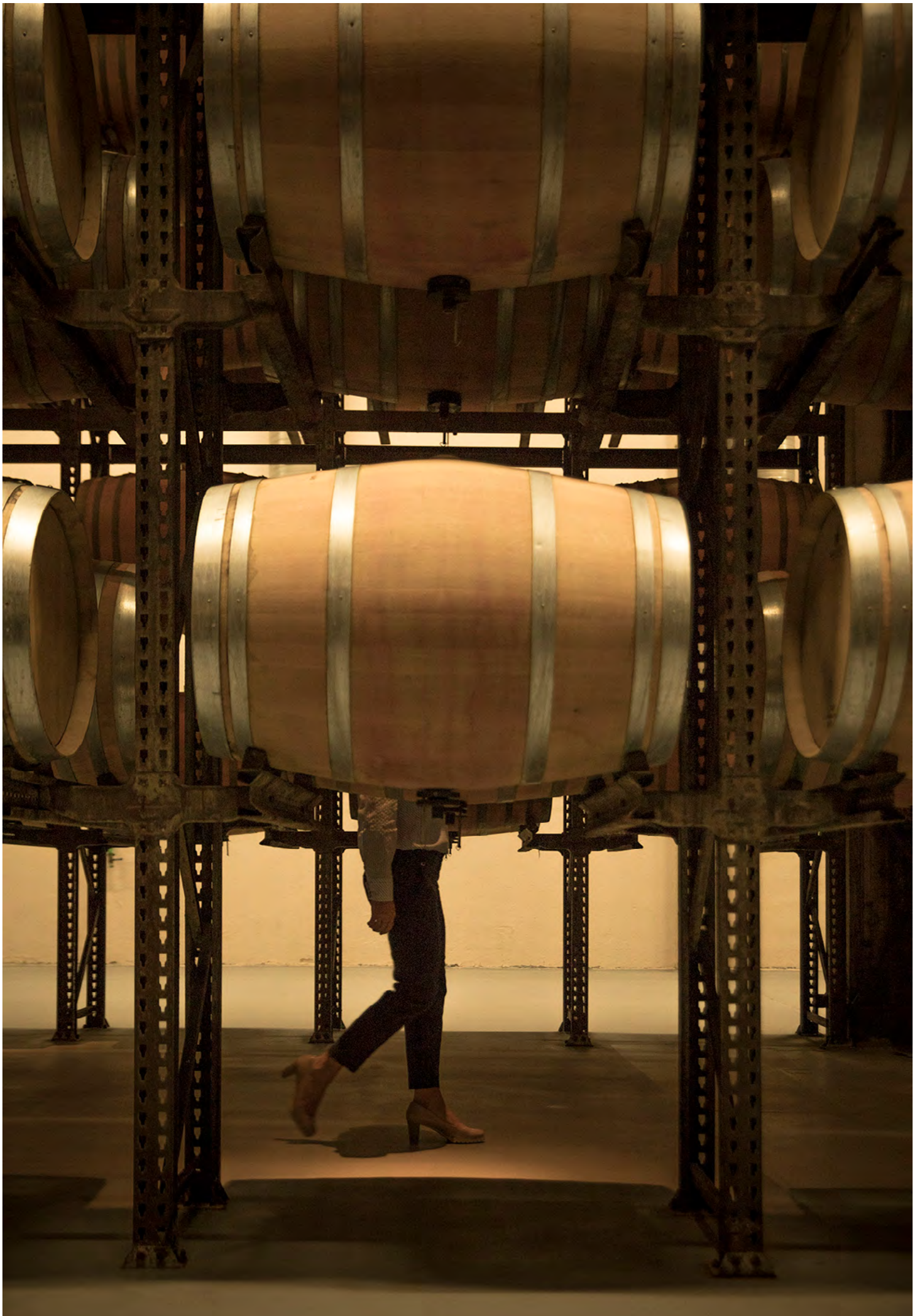
**Launch** of our wine **“Le Domaine”** as the first **ecological wine** from our eco-friendly vineyard project

In May 2022, the European Union ratified the **Protected Designation of Origin Abadía Retuerta**

In 2022, our **organic vegetable garden** was **extended, doubling** its size: it now spans **2,400 m<sup>2</sup>**

*Enólogos* magazine: **Study about a simple method for assessing the state of the vines**, at the vineyards of PDO Abadía Retuerta (MCAR)

**We generated 2% more energy** than in 2021, thanks to our photovoltaic panels







Interview with Enrique Valero

*‘Essentially, being part of Abadía Retuerta, working with Abadía Retuerta or choosing Abadía Retuerta means being sustainable’*

**Enrique Valero**  
**CEO Abadía Retuerta**

**At Abadía Retuerta, what are the main lines of action in terms of sustainability?** 2014 was a key year with regards to sustainability at Abadía Retuerta. That was the year we created our Masterplan, and we defined the bases and pillars upon which our whole project of corporate social responsibility would be built. Furthermore, we set up a dedicated committee with representatives from each of the company’s different areas, as a way to handle the organisation’s numerous projects relating to sustainability.

Today, our main lines of action are still the same as when we started, and they consist of what we consider to be our five fundamental pillars: a responsibility to our legacy; a commitment to our employees, focused on their personal and professional development; biodiversity and looking after the

environment; excellence, based on perseverance and innovation; and integrity, whereby ethics and consistency are vital for getting across and reflecting our values.

**The Sustainability Report is crucial in terms of setting out the business strategy. What is the biggest challenge it poses for the company?** We drew up our first Sustainability Report in 2016, and we’ve evolved a lot since then: over the course of seven editions (this new report is the seventh), our sustainability plan has taken on more and more objectives and improvements with regards to both environmentally and socially sustainable development. We now produce a more structured report, which follows the criteria of the GRI Standards and which is based on the UN’s Sustainable Development Goals (SDGs) of their 2030 Agenda.

We managed to reach this point because, from the outset, we worked with a clear strategy that helped us define the tenets of our social responsibility. This included setting objectives and indicators that, later on, would help us gather specific information and gauge to what extent those initial targets have been hit. This strategy implicated every department in the company, so that all of us who make up Abadía Retuerta could help the business reach its goals. These are the main challenges we have had to deal with.

**How has the company managed to imbue and transmit this culture of sustainability among its staff, guests, suppliers and stakeholders?**

Sustainability is a fundamental pillar of our business, and we consider it to be a key value that combines both environmental and social concepts. In our case, we are the custodians of two legacies: we have a natural heritage, spread over 700 hectares in a unique valley shaped by the River Duero, and we have our cultural and historic heritage. Our mission is to pass on these legacies to future generations, in ever better conditions. This is our shared vision and philosophy, and we invite all our staff, stakeholders, partners and guests to get on board. Essentially, being part of Abadía Retuerta, working with Abadía Retuerta or choosing Abadía Retuerta means being sustainable.

Furthermore, this long-term vision helps give our team a unique perspective on their work, something they can feel proud of. They also feel a responsibility for conserving the estate's cultural and historic legacy, as well as the natural surroundings. As a result, our day-to-day management places great emphasis on our terrain, our history and, ultimately, our heritage. We want our employees' experience to connect, on an emotional level, with the experience of our guests.

**Speaking of guests, have you noticed any changes in clients' needs following the pandemic, or the energy crisis? And are they more concerned about sustainability now?**

Sustainability has become a need. Guests no longer seek out expensive, flashy places: they want an experience, they want personalisation and sustainability. They want luxury, but a luxury based on experience and emotion. They place great value on authenticity, on local character, on unique opportunities and experiences. That's why we must get across to our visitors that our estate is a truly authentic place.

We've moved on from being tourists to being travellers. We want to understand the places we go to, and get to know the local wine, the gastronomy, the craft, how the locals live: that what real luxury is all about. We believe in our values, in our local community, in our craftsmanship, our culture, and this is what makes

*'Sustainability has become a need'*

*'2022 the Abadía Retuerta team has shown great tenacity, talent and ability when it comes to dealing with all kinds of challenges, no matter how tough'*

us stand out when it comes to connecting with our guests.

**How would you sum up the year 2022 at Abadía Retuerta?** A: This year, once again, the Abadía Retuerta team has shown great tenacity, talent and ability when it comes to dealing with all kinds of challenges, no matter how tough. They have managed to overcome, successfully, the various hurdles that turned up along the way. Our team constantly strives to improve, so we can talk about optimal results, the achievements we have made (which guarantee our continued upward trajectory) and the consolidation of our leadership as company, as well as the way we seek to add value to society.

This mentality is what pushes us forward as a company. We want to be a positive force for change, to be a leader in an industry where sustainability is a cornerstone.

**What were the company's biggest achievements in 2022?** A: With regards to the winery side of our business, a huge accomplishment this last year was obtaining our own Protected Designation of Origin. It is the culmination of so many years of hard work by the vineyard team, as they have endeavoured to keep an ancient winemaking tradition alive, one that dates back over eight centuries. They have managed to

revive Abadía Retuerta's historic winery, while also keeping up with the changes as demanded by the industry. As ever, their ultimate objective is to produce wines that reflect all the unique quality and personality of our terroir.

Another accomplishment was our inclusion on the list of the 50 best wine tourism destinations in the world, according to The World's Best Vineyards 2022. They placed us at number 29, making us the third-highest ranked Spanish wine resort in the world. We were particularly proud of this because it shows, once again, our commitment to ongoing improvement.

On the hotel side, we were named the "Best Luxury Historical Spa" in Europe at the 2022 World Luxury Spa Awards. We won the Sustainability Award at the 2022 Premios Gourmet, as organised by prestigious lifestyle magazine Fuera de Serie, for our unwavering commitment to local and seasonal cuisine, including ingredients from our own vegetable garden. We also won the "Sustainability Leader" prize at the Membership Awards of The Leading Hotels of the World. This prize endorses the sustainable policies we have implemented, as an endorsement of our legacy-focused strategy that aims to build a better future.





**Looking to the future, what are the upcoming challenges you face when it comes to making further improvements in terms of sustainability?** A: In the future, we aim to keep evolving and

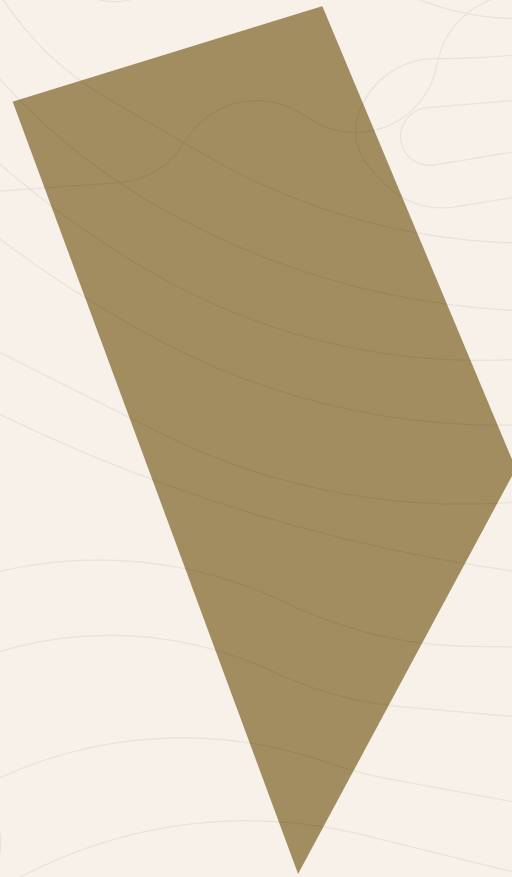
carrying out actions that reflect our commitment to society and to the legacy passed down to us. We want Abadía Retuerta to become a leader on a global level, and a driving force for change based on

a sustainable model for managing heritage and helping the local area develop. The latter is achieved by generating jobs, boosting the region's socioeconomic fortunes and promoting sustainable tourism. Our ultimate mission is to share this project with the current generation, but also with those who will come afterwards: we want to ensure that our heritage is passed down in excellent conditions. That's why we are completely committed to our sustainable model, as part of an environmental, social, and corporate governance framework.

From this perspective, in which sustainability is becoming ever more important, our strategic plan for 2023 will include a new profile to take lead of the whole area of sustainability. Our vineyard will continue to function in an environmentally-friendly way, to ensure, in time, that 100% of what we make is ecological. We will also continue to "reduce" and "offset" our carbon footprint, the latter of which will be boosted by our truffle plantation. We shall work to ensure that our various environmental certifications are revalidated, and we aim to obtain new ones too. In the long term, we have various projects in mind, as we aim to become "net zero" by 2030. And, although it's only in an initial phase, we are working on a new hydrological and energy plan, as well as a reforestation project.



# 1



## About Abadía Retuerta

# A leading resort for experiences

## 1.1 What we do

We are a leading resort for experiences, in terms of both high-end and wine tourism. We now have a presence on the national and international stage, and our success is founded upon a sustainable business model that has brought us widespread recognition, even beyond our own industry.

Our business activity is split into two areas. We grow crops, cultivating the land and running agricultural facilities, with a particular focus on winemaking. The resulting products (and by-products) are then sold through our winery. The other side of the business, meanwhile, is all about hospitality, based in and around our hotel LeDomaine.







# 1. About Abadía Retuerta



## OUR WINERY

Abadía Retuerta has a deeply-rooted winemaking culture. Wine has played a key role on our estate ever since the time of the Premonstratensian monks — they used to produce it here, over eight centuries ago. In 1996, renowned winemaker Pascal Delbeck set out to revive that legacy, thus founding the new Abadía Retuerta winery. Ángel Anocibar is the winery's current oenologist and director, and he leads the expert team as they endeavour to make wines with all the distinct personality of the local terroir, reflecting its unique character. Within Abadía Retuerta's 180 hectares of vineyards, there are 54 distinct plots, mainly differentiated by soil composition and grape variety.

**Over the last year we have grown a total of 188,617kg of organic grapes, of which 30% are white grapes, and 70% red grapes.**



Organic white grapes  
30%



Organic red grapes  
70%



## OUR HOTEL

Our hotel, LeDomaine, is home to one of the most important Romanesque structures of the region, namely the Abbey of Santa María Retuerta. It was founded in 1146 by the Premonstratensian Order of France, and it was declared a Historic-Artistic Monument of National Interest in 1931, making it a Site of Cultural Interest (BIC). The abbey is now the centrepiece of our hotel, which has 27 rooms and three suites, as well as spaces devoted to wellbeing, gastronomy, wine and art.

The Abbey's restoration is a prime example of sustainability. The aim was to protect and conserve the site's historic heritage, remaining true to its original architecture, while carefully repurposing it as a hotel. The Italian architect Marco Serra managed to

restore the site to all its former glory, while still maintaining its character, its essence: "by rehabilitating this ancient building, we are striking up an architectural dialogue 1000 years in the making", he notes. Also involved in the restoration was Dr Alfonso Basterra, architect and professor at the University of Valladolid, and Rodrigo de la Torre, master stonemason and expert in the restoration of stone monuments.

Self-care and relaxation are everything at Santuario Wellness & Spa, Abadía Retuerta's shrine to wellbeing. It is located underground, in the former stables area, with several light sources that guarantee 80% natural light. It has its own bold architectural style, while still respecting the resort's overall aesthetic, and it features pieces by



Eduardo Chillida sculpture

George Nakashima and Swiss sculptor Hans Josephsohn. This large space — spanning over 1000m<sup>2</sup> — is a place where our guests can feel looked after, where they can switch off from their day-to-day lives and choose from a wide range of exclusive, specially designed treatments. Santuario takes a holistic approach to wellbeing which includes, among others, therapies of meditation, yoga and sound healing with Tibetan Singing Bowls.

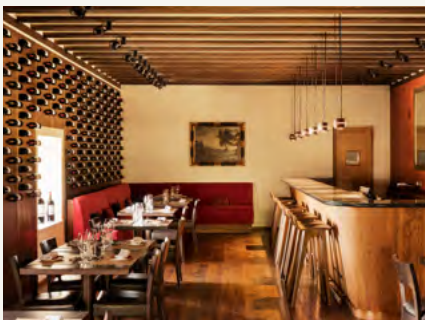
# 1. About Abadía Retuerta

History, traditional recipes, wine culture and locally-sourced produce: all of this is of vital importance to our restaurants. Their approach to gastronomy is a tribute to our roots, to the local lands and people. Abadía Retuerta is home to the following superb eateries:

- \* **VINOTECA:** This cosy restaurant, with a more laidback atmosphere, puts its own creative twist on traditional Spanish cuisine. It is located above the Cueva de los Monjes, the ancient granary, where the estate's own precious vintage wines (as well as bottles from other wineries) are now stored.
- \* **CLOISTER GARDEN:** Located in a setting rich with history, the Cloister Garden restaurant is open throughout the summer months. Its menu draws inspiration from fresh, seasonal products.
- \* **POOL BAR:** This natural and relaxing bar is a poolside oasis. Its menu offers sophisticated light bites, with stunning views of the vineyards.



Refectorio restaurant



Vinoteca restaurant



Ramón García and Marc Segarra



✳️ **REFECTORIO:** This unique space remains faithful to its original purpose: in the 12th century, it served as the dining room for the abbey's Premonstratensian monks. Today, Refectorio's menu is an authentic celebration of the local lands. It has held a Michelin Star since 2014, revalidated in 2022, as well as a Michelin Green Star: this new seal of approval endorses the restaurant's sustainability and environmentally-friendly practices. Refectorio also holds two Repsol Suns.

✳️ **CALICATA TERROIR BAR:** An open-air terrace within our winery. It is surrounded by vineyards, and offers a menu inspired by the local *terroir*.



Calicata restaurant

## RECOGNITION WITH A "SOLETE" IN A REPSOL GUIDE 2022

### 2022 ACHIEVEMENT

A new space for gastronomy at Abadía Retuerta LeDomaine:

✳️ **HOSTELRY GARDEN:** La Terraza de la Hospedería (the "Hostelry Terrace") offers superb gastronomy made with locally-sourced and seasonal produce, including ingredients from the Monks' Vegetable Garden. The terrace was designed as an extension of the hostelry garden; it is minimalist and sustainable, creating a green space with breathtaking views of the Abbey of Santa María de Retuerta. The menu features classic and traditional dishes of the region, perfect for pairing with our own iconic wines or one of the fantastic signature cocktails available.



Hostelry garden

## 1. About Abadía Retuerta

# *History and Tradition. Nine centuries of history*

Abbey founded by  
the Premonstratensian  
Order

1835

Sale of church  
lands by  
Mendizábal.  
Privatisation

**Pascal Delbeck**  
study of the  
terroir

**Winery  
construtec.** First  
proper vintage

1931

1990

1996

2005

1146

Granted BIC  
status (a site of  
Cultural Heritage)

**Selección Especial**  
**2001** wins Best  
Red Wine prize  
(IWC, London)

1991

First vines  
planted

2007

Pre-Phyloxera  
vineyard discovered

2011

First vintage of  
Blanco de Guarda  
LeDomaine

Hotel  
LeDomaine  
opening

Santuario  
Wellness &  
Spa opening

Refectorio granted  
Michelin Green Star  
and two Repsol Suns

2018

Terroir Academy  
launched

2022

2014

2012

2015

2020

2016

Selección Especial  
featured in Wine  
Spectator's Top 100  
(2010, 2011, 2012)

**Protected Designation  
of Origin**

"Mini-Sun" award granted  
to our Calicata Terroir  
Bar, by the Repsol guide

Refectorio granted Michelin  
Star and Repsol Sun.

First vintage of Vendimia  
Solidaria

# 1. About Abadía Retuerta

Our wines are known all around the world: we have a presence in over thirty countries, in Europe, the Americas and Asia. **Spain is our biggest market, making up 69.6% of our sales.**

**Switzerland is our biggest international buyer, making up more than half of our exports.**



# Europe

Norway  
Denmark  
United Kingdom  
Belgium  
The Netherlands  
Luxembourg  
Switzerland  
Germany  
Poland  
Austria  
Latvia  
Bulgaria

# Asia

China  
South Korea  
Japan  
Hong Kong  
Thailand  
The Maldives

## 1.2 Our Approach

At Abadía Retuerta we strive to work in sustainable ways, while adhering to our overall mission, vision and values.

### Mission

We are the custodians of a history and a place where the land and the vines come together. History, luxury experiences, know-how and natural environment.

### Vision

To become one of the Top 10 Spanish wine brands, both nationally and internationally, and to be a leader in terms of luxury experiences. A shared objective.

### Values

Timelessness, sensibility, generosity and honesty.





### LUXURY AND EXCELLENCE GO HAND-IN-HAND

We have received multiple accolades for both our wine and the luxury experiences we offer at our resort. Notably, our Abadía Retuerta Selección Especial 2001 won the award for the World's Best Red Wine (Red Wine Trophy) at the 2005 International Wine Challenge in London (*Wine Magazine, UK*). We were also the first Spanish winery to feature in the Top 100 Wines in the World (published since 1988 by *Wine Spectator magazine*) for three years running, in recognition of our Abadía Retuerta Selección Especial: the 2012 vintage reached number 12 in their ranking.

Furthermore, we are represented in the luxury sector through The Leading Hotels of the World, an exclusive collection of over 400 luxury hotels and resorts in 80 different countries. This organisation endorses hotels of the utmost quality and excellence, as well as encouraging a strong commitment to the environment, along with social development through sustainably-focused projects.

# 1. About Abadía Retuerta



## AN UNWAVERING COMMITMENT TO FINE ART

The ancient Abbey of Santa María de Retuerta has now become much more than a hotel and winery: it is a project that — with great responsibility and generosity — strives to uphold and enhance a legacy that goes back over nine centuries. This commitment to sharing the estate's heritage with today's generations, and ensuring that it lives on into the future, is why we are ever trying to add ever more value to our own history. We do this by fostering creativity right now, in the 21st century, as can be seen in our outstanding gastronomy, winemaking and genuine engagement with art. Just over two years ago, a new art

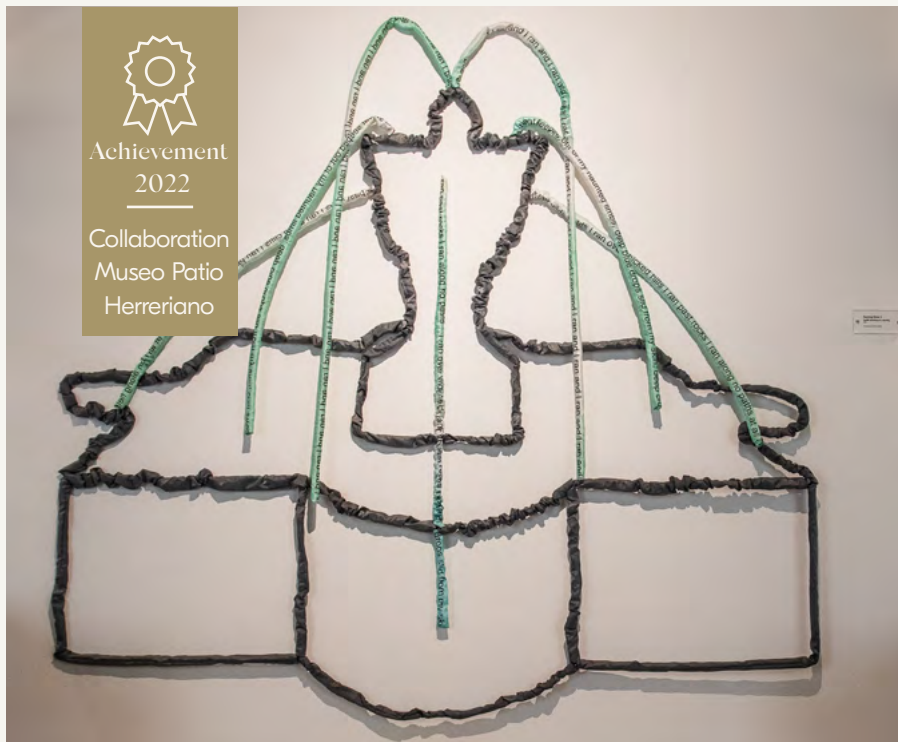
project was launched with the aim of getting more out of the existing collection, and further expanding it.

We now have an open-air museum, featuring work by the German sculptor Ulrich Rückriem. We also have a superb private collection with over 170 works, dating from the 12th century to the present day. Palma il Giovane, Guardi, Panini, Joan Miró and Rückriem are just some of the artists whose work can be seen on the estate, alongside French tapestries, antique Spanish furniture, paintings, sculptures, reliefs and rugs.



Since 2021, we have been actively seeking to expand our art collection with contemporary pieces that engage with our estate and reflect our values. This is being done via Territorio, our new artists' residency project that aims to improve access to culture and foster the creation of quality artwork. Each year, national and international artists are invited to live and work at the resort, and at the end of their stay they donate their work to us. The first guest artists were Abderrahim Yamou (Casablanca, 1959) and then the artistic duo Los Bravú, made up of Dea Gómez (Salamanca, 1989) and Diego Omil (Pontevedra, 1988).

We are also expanding our collection via a scheme to acquire works at the fair ARCOmadrid, and we also collaborate with museums and other collections, in order to loan works. Recent acquisitions include Basque sculptor Eduardo Chillida's Rumor de Límites V (1959), which has been installed beneath one of the apses in the Abbey, and his Lotura XVIII (1991) in our Hostelry Garden. We also have some more recent pieces, such as Montecarlo (2018) by Miguel Marina, Banderitas (2020-21) by Marina González Guerreiro and Running Water (2021) by Emanuela Soria.



  
Achievement  
2022  
Collaboration  
Museo Patio  
Herreriano

#### \* COLLABORATION WITH THE MUSEO PATIO HERRERIANO, VALLADOLID

Over this last year, we have been collaborating with the Museo Patio Herreriano in Valladolid, helping them mark their 20<sup>th</sup> anniversary and encouraging greater access to culture, even beyond our Abbey's walls. Specifically, we collaborated with them on their exhibition Una revelación, which featured around fifty works by approximately thirty international artists. The pieces belong to the collection of Sandretto Re Rebaudengo, one of the most important private art collectors in Europe. One of these works, Flowing Water (2006) by Jeppe Hein, remained on display at Abadía Retuerta.

# 1. About Abadía Retuerta



## CERTIFICATIONS AND ENDORSEMENTS

In 2022, our wines were once again evaluated by a range of wine experts. Each year, they assess the quality of the wines produced by Abadía Retuerta and other wineries.

These scores also reflect the high standards for quality, as well as the techniques that have been preserved and honed over the years.



### NATIONAL MARKET

### INTERNATIONAL MARKET

	Guía Gourmet	Guía Peñin	Robert parker TWA	Wine Spectator	James Suckling
Ledomaine 2020		92 Points		90 Points	93 Points
Selección Especial 2018	95 Points	94 Points	93 Points	90 Points	94 Points
Pago Garduña 2017	97 Points	94 Points	92 Points	92 Points	95 Points
Pago Valdebellón 2017		93 Points	94 Points		94 Points
Petit Verdot 2017	98 Points	93 Points	94 Points		93 Points
Pago Negralada 2017		95 Points	93 Points		
Cuvee Palomar 2018		93 Points	93 Points		



Our carefully-crafted resort experience has also been assessed this year, and we have received prizes and accolades from the following organisations and events: Best Vineyards of the World, World Luxury Spa Awards, LHW Membership Award, Gourmet Prize (Fuera de Serie) and Traveller's Choice.

At Abadía Retuerta we are ever striving to consolidate our sustainable business model. The praise from these organisations, in recognition of all our hard work throughout 2022, encourages and inspires us to keep working along these same lines.

## WELLNESS

### WORLD LUXURY SPA AWARDS

Best Luxury Historical Spa

## SUSTAINABILITY

THE LEADING HOTELS OF THE WORLD®

LHW Membership Award  
"Sustainability Leader"

fuera de serie

Gourmet Fuera de Serie award  
Sustainability Award

## WINERY



Best Vineyards of the World

Ranked number 29 in the Top 50 best wine tourism destinations in the world, according to The World's Best Vineyards 2022.

## HOTEL



Estrella Michelin



Estrella Verde



Travellers' Choice Best of the Best  
Hotel (Refectorio restaurant)



2 Soles Guía Repsol

## SOCIAL AND ENVIRONMENTAL CERTIFICATIONS



ÓPTIMA  
Castilla y León



# 1. About Abadía Retuerta



## OUR OWN PROTECTED DESIGNATION OF ORIGIN

Since May 2022, Abadía Retuerta has held its own Protected Designation of Origin: the **PDO Abadía Retuerta**. This prestigious seal of approval, granted by the European Union, endorses our wine as a product of guaranteed origin, quality and tradition.

Achieving this PDO is further confirmation of the exceptional soils at Abadía Retuerta. It certifies that our wines are an authentic expression of the terroir; the region's particular climatic and geographical traits imbue the estate's vineyards and grapes with

unique attributes, resulting in wines full of genuine local character. This quality and identity all comes down to one crucial factor: we work with our own grapes.

Receiving this recognition endorses our work philosophy, which is founded upon our deeply-rooted tradition of winemaking. The winery team have extensive knowledge about the climate, bolstered by their dedication and commitment to the project, both today and throughout our history.



## OUR GUESTS BECOME AMBASSADORS

Showcasing our world-class resort to our guests, and keeping up a good relationship with them, is essential to us: it's part of our philosophy.

To that end, we have various different media channels to facilitate communication with our guests. This way, they can get in touch with us directly, and we can provide them with concise and more immediate information. We do this via social media (LinkedIn, Instagram, Facebook, Twitter and YouTube) and our website. We have a presence on various other digital platforms too, and guests can also come and speak to us on site at our hotel and winery.

Furthermore, at the end of our guests' stay with us, we provide them with a questionnaire about our service so we can get some feedback and identify areas for improvement. We also have a manual for the standard operating procedure in terms of communications: it lists the relevant spokesperson for each area, i.e. the person who must respond to guests whenever they request more specific information. This way, we can guarantee a personalised, individual response to each and every one of our guests.

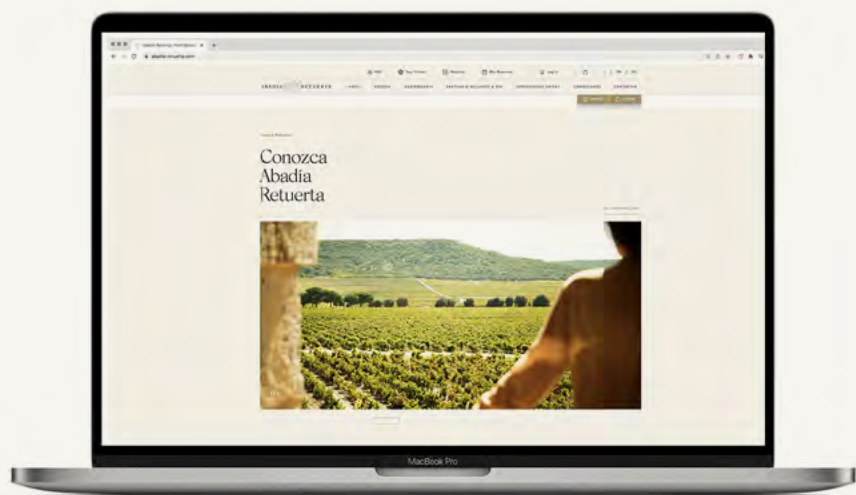
**It is worth highlighting that, in 2022, we have received no formal complaints relating to breaches of health and safety, nor relating to the communication and labelling of our products.**

## RESEARCH AS THE BASIS FOR IMPROVEMENT

In 2022 we launched a new research project in our laboratory, in order to assess the impact of dissolved oxygen on wines, barrels and bottles.

For this project we acquired the Noma Sense O2 P300 gauge, a tool which allows us to gather samples and carry out monthly analyses of the barrel being monitored. Since May 2022, when we collected the first samples, we have repeated the process every month in order to keep track of its development.

This project will run for at least three years, to obtain reliable information that will allow us to modify the positioning of the barrels. Ultimately, this research should have a positive effect in terms of the quality of our wines.





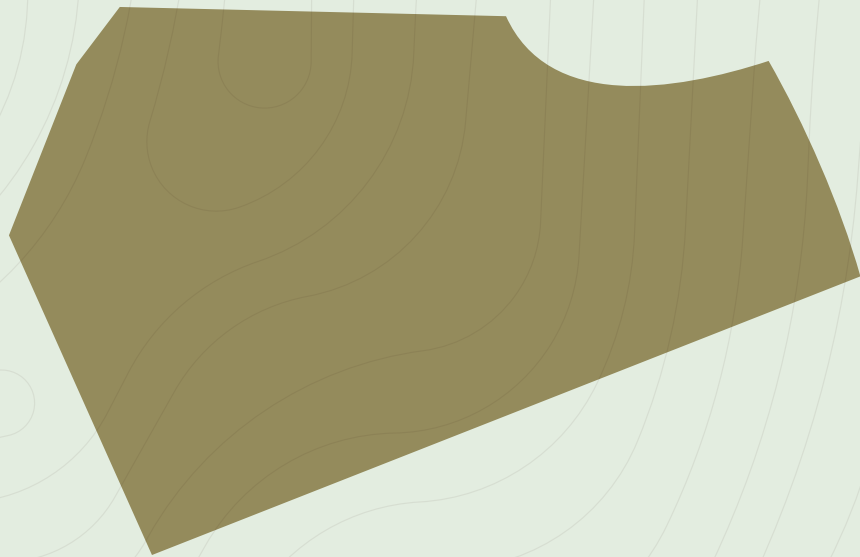
ABADIA RETUERTA  
Vino de Pago

PAGO  
Negralada  
-2017-

SINGLE VINEYARD  
tempranillo

SARDÓN DE DUERO

# 2



Our commitment  
to the land

## 2. Our commitment to the land

### 2.1 We manage our natural resources sustainably

At Abadía Retuerta we are committed to developing a circular economy model, one which can mitigate the environmental impact of our work and which emphasises the need to use resources in efficient ways.





# *We are committed to developing a circular economy model*

Proof of this commitment are the following environmental certifications that we have achieved and renewed over the last year:



- ISO 14001, for environmental management systems
- Green Globe certification, endorsing us as a sustainable resort of experiences
- Calculate, Offset, Reduce Accreditation, from the Ministry for the Ecological Transition and Demographic Challenge

Our mission is to ensure that all the work we do is carried out in such a way that respects the environment, by preserving our ecosystem and managing our natural resources sustainably. Another priority of ours is to come up with actions and projects that can help reduce the effects of climate change, through research and development.



## 2. Our commitment to the land



### \* PRESENTATION OF OUR RESEARCH INTO THE EFFECTS OF CLIMATE CHANGE ON WINE PRODUCTION

In December 2022, in collaboration with the University of León, our oenologist Ángel Anocibar gave a presentation about our research into how climate change affects wine production. The presentation was part of a symposium held by the Academia Internacional del Vino (AIV), of which we are a member; this organisation seeks to promote scientific research into wine, and foster the cultural promotion of the winemaking industry.

This research found that extreme temperatures and periods of grave drought have notable effects, both in terms of the vine's survival and the corresponding quality of the end product. This highlights the need for the constant monitoring of climate conditions, and also the need for research into the available innovations that can help keep the production process stable, without compromising on high standards of quality.

## \* OUR WINEMAKERS' COLLECTION

For the last eight years, we have been producing a line of limited-edition experimental wines, in response to the new climate conditions. Our vineyard and winery team have been trying out new sustainable and innovative techniques, with the aim of acquiring in-depth knowledge about how our estate behaves.

Three specific lines of research have emerged from their work: how the different grape varieties adapt to our terroir; the production of wines that come from vines grown in different soils; and the implementation of new styles of vinification, which are more up-to-date and not so common in the region. This work has resulted in the following wines:

- |                    |                  |
|--------------------|------------------|
| ● Merlot           | ● Syrah          |
| ● Garnacha         | ● Pinot Noir     |
| ● Touriga Nacional | ● Albillo        |
| ● Godello          | ● Gewürztraminer |

These new styles of vinification all respect the environment. One of these styles is what we call "late harvesting".



## \* WINERIES FOR CLIMATE PROTECTION (WFPC)

Wineries for Climate Protection is the first and only accreditation for winemakers in terms of environmental sustainability. This endorsement, by the Spanish Wine Federation (FEV), recognises wineries' implementation of policies for their ongoing improvement and greater sustainability, in the face of climate change.

Our certification has been revalidated, which proves our firm commitment to improving environmental sustainability.

## \* PROJECT "PLASTIC-FREE 2019-2022"

We continued with our goal to eliminate, by 2022, all single-use plastic products in all areas of our business.

So far, our achievements include:



- Removal of all plastic bottles for clients, through our supplier Agua en Caja (offering water in cartons).
- The use of glass bottles
- Scheme to give our team members branded canvas bags, to prevent the use of plastic bags.
- Elimination of 2,500 bottles of water (1.5 litres), replaced by 20 barrels (20 litres each).
- Toiletries in plastic packaging, in our hotel rooms, replaced with sustainable products.

## 2. Our commitment to the land

*We seek to boost the preservation and resilience of our natural ecosystem through our working practices*

### 2.2 We protect biodiversity

At Abadía Retuerta we are committed to protecting and conserving our ecosystem. This can be seen in our strategy, and is reflected in our efforts to safeguard the flora and fauna that lives on our estate. We work alongside and participate in the EU's Natura 2000 programme, by carrying out activities that help preserve and strengthen our natural ecosystem.





## GAME MANAGEMENT PLAN

We have a Game Management Plan in place: this way, we can ensure the sustainable exploitation of our wildlife, while maintaining its biological diversity.

At present, there are seven main animals species living on the estate:



- Partridge
- Wood pigeon
- Hare
- Rabbit
- Fox
- Boar
- Roe deer

We have now extended the parameters of our plan, bringing in new improvements:



- Non-agricultural crop planting as quality feed
- Installation of artificial feeding troughs
- Installation of salt stones
- Installation of artificial drinking troughs
- Construction of wild boar baths
- Construction of rabbit burrows
- Planting of certain shrub species to provide shelter and nesting sites
- Improved signposting and surveillance of the terrain

Thanks to the implementation of these actions, we received the PEFC forest management certification.



## 2. Our commitment to the land

Our Vegetable Garden is now the main supplier for our restaurants

### 2.3 We use raw materials responsibly

In 2019, we revived the Monks' Vegetable Garden. This is an organic allotment, located exactly where the ancient abbey's monks used to grow their vegetables many centuries ago. Back then, it measured roughly 600 m<sup>2</sup>, but today it spans over 2,400 m<sup>2</sup>.



  
 Achievement  
 2022  
 Extension  
 Organic  
 Garden

Organic garden

*In 2022,  
we expanded  
the garden:  
it now  
measures  
2,400 m<sup>2</sup>.*

**Our aim for 2023 is to rest those plots that have already been in operation for more than four years. We also hope to plant some fruit trees, which will provide us with a greater variety of raw materials.**

The Monks' Vegetable Garden is based on a system of regenerative agriculture. This approach allows us to conserve and rehabilitate the soils, protecting biodiversity, respecting the natural water cycle and bolstering our resilience to climate change.



- Minimal tillage
- Addition of soil conditioners
- Use of green fertiliser
- Mulching with natural materials grown on site
- Optimisation of irrigation by exudation
- Crop rotation by plots
- Holistic management of allotment plots
- Use of fallow land



- Tomato  
1,200 kg
- Pepper  
536 kg
- Aubergine  
275 kg
- Artichoke  
1,000 units
- Courgette  
1,300 units
- Onion and spring onion  
635 bunches

## 2. Our commitment to the land



### 2.4 Our waste management

We have implemented a waste management system that allows us to convert the waste generated by our activity into resources that can be reused or recycled, thus helping us advance towards a circular economy model.

In this regard, we keep a record of our waste, we segregate it at various designated clean collection points and we correctly dispose of it through authorised waste managers. We also try to reduce our waste by raising awareness among our employees,

such as our project to collect the coffee capsules consumed in our workplaces, which are then used for composting. Last year, we collected a total of 450.69 kg of capsules.

It should also be noted that we collaborate with Ecovidrio by recycling all our bottles, so they can be correctly sterilised and reused. This way, we avoid generating new waste in the following production round.



The waste generated by the hotel in 2022 is as follows:



#### 2022 HOTEL WASTE

##### HAZARDOUS WASTE

Description	Code	Destination	Quantity (kg)
Used toner	080317	R13	2
Used mercury batteries	160603	R13	3.5
Used cooking oil <sup>1</sup>	200125	R13	1,720 (liters)
Aerosols	160504	R13	4
Contaminated plastic packaging	150110	R13	503
Lead batteries	160601	R13	0

##### NON-HAZARDOUS WASTE

Description	Code	Destination	Quantity (kg)
Plastics	200139	Landfill	445
Glass	200102	Recycling	5,220
Paper and cardboard	200101	Recycling	3,800
Mud/sludge	190805	Used for agricultural purposes	63,000

<sup>1</sup>  
Oil density = 920 kg/m<sup>3</sup>; 3,000 L in 2017.



## 2. Our commitment to the land

On the other hand, the waste generated by the winery in 2022 is as follows:



### 2022 WINERY WASTE

#### HAZARDOUS WASTE

Description	Code	Destination	Quantity (kg)
Sprays and aerosols	160504	R13 <sup>2</sup>	6
Lead batteries	160601	R13	99
Contaminated plastic packaging	150110	R13	658
Fluorescent tubes	200121	R13	10
Contaminated metal packaging	150110	R13	10
Used anti-freeze	160114	R13	1
Used oil filters	160107	R13	16
Used absorbent materials	150202	D15	208
Ni-Cd batteries	160602	R13	0
Non-chlorinated waste oil	130205	R13	500
Waste from washing, cleaning and mechanical reduction of raw materials	20701	R3	6,000
WEEE (waste electronic and electrical equipment, with hazardous components and batteries)	200135-51	R12	1,190
End-of-life tyres	160103	R12	19
Air filters	200101	R12	122
Paper, sandpaper and similar	150101	N/A	1

#### NON-HAZARDOUS WASTE

Description	Code	Destination	Quantity (kg)
Paper and cardboard	200101	Recycling	9,920
Plastics	200139	Landfill	2,934
Others	-	Recycling	
Scrap metal	200140	Reuse / Recycling	335
Glass	200102	Recycling	237
Wood	200138	Reuse	657
Sludge	020305	Used in farming	
Lees		Distillation	5,100
Marc		Distillation	76,920

<sup>2</sup>  
R13: temporary storage of waste, pending recovery.

In terms of paper consumption, in 2022 we produced 126,767 printouts, 10% more than in 2021. We are working on a paper-free policy for our “green meetings”, in order to reduce our environmental impact.



## 2. Our commitment to the land

Knowing our carbon footprint means we can assess the impact of our activity and seek ways to improve it every day

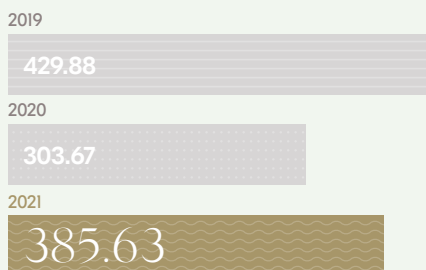
### 2.5 We are working to improve air quality

We are working together to reduce our greenhouse gas (GHG) emissions and thus mitigate the consequences of global warming and climate change. Over the last few years, we have developed various different actions that have enabled us to move towards a low-carbon economy and reduce GHG emissions throughout our value chain.

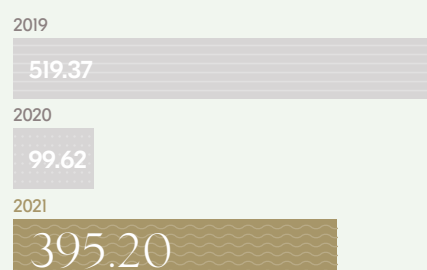
Since 2017 we have been calculating our carbon footprint, which provides us with data on the impact of our activity, thus helping us detect areas for improvement.

In the last year we have carried out a new carbon footprint calculation, on three levels: the whole organisation, the winery and the hotel. The following data shows the emissions generated during 2021, and analysed in 2022:

#### WINERY: GREENHOUSE GAS EMISSIONS OVER TIME (tCO<sub>2</sub>E)



#### HOTEL: GREENHOUSE GAS EMISSIONS OVER TIME (tCO<sub>2</sub>E)



CARBON FOOTPRINT: WHOLE ORGANISATION	
DESCRIPTION	tCO <sub>2</sub> e
<b>SCOPE 1</b>	<b>287.95</b>
Fixed combustion	77.97
Mobile combustion	116.73
Fugitive emissions	0
Process emissions	93.25
<b>SCOPE 2</b>	<b>492.88</b>
<b>Total</b>	<b>780.83</b>

CARBON FOOTPRINT: WINERY	
DESCRIPTION	tCO <sub>2</sub> e
<b>SCOPE 1</b>	<b>243.61</b>
Fixed combustion	40.40
Mobile combustion	116.73
Fugitive emissions	0
Process emissions	86.48
<b>SCOPE 2</b>	<b>142.02</b>
<b>Total</b>	<b>385.63</b>

CARBON FOOTPRINT: HOTEL	
DESCRIPTION	tCO <sub>2</sub> e
<b>SCOPE 1</b>	<b>44.34</b>
Fixed combustion	37.57
Mobile combustion	0
Fugitive emissions	0
Process emissions	6.77
<b>SCOPE 2</b>	<b>350.86</b>
<b>Total</b>	<b>395.20</b>

We have also analysed the greenhouse gas emissions of our winery by ratios: that is, per thousand bottles, per tonne of harvested grapes and per thousand litres of bottled wine. From this, we have obtained the following results:

WINERY: CARBON FOOTPRINT IN RATIOS	
Total	
1.13 tCO <sub>2</sub> e/thousand bottles	
0.75 tCO <sub>2</sub> e/tonne grapes	
1.54 tCO <sub>2</sub> e/thousand litres of wine	

We have also calculated our hotel's emissions per guest in 2022. This figure is **0.0472 tCO<sub>2</sub>e per guest**.

For greater transparency, and to improve our environmental performance and achieve the Calculate, Offset and Reduce accreditation (as granted by the Spanish Ministry for the Ecological Transition), our carbon footprint calculations have been verified by an external, independent body.

This verification concluded that our calculations were indeed a true reflection of the emissions produced by our activity, and it verified the measures that we are taking to reduce our carbon footprint. We are doing so by means of a CO<sub>2</sub> absorption project, named Trufera Abadía Retuerta, in which we have proceeded to change the use of the available soils: we predict reductions of around 9 tCO<sub>2</sub>e, thanks to the planting of Quercus ilex and Quercus faginea species on 1.3 hectares of our land.




## 2. Our commitment to the land



### 2.6 Energy management

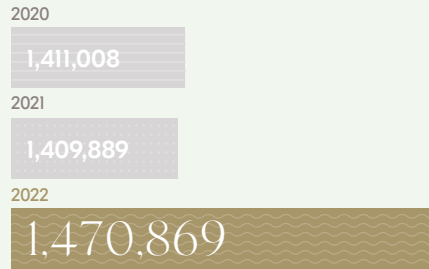
It is worth highlighting that, in 2022, 100% of the electricity consumed on site came from renewable sources. This makes up 69.75% of our total energy consumption, which shows just how important this initiative is. And in terms of our energy consumption from fossil fuels, we are working to find more environmentally-friendly solutions.

 In 2022, 100% of the electricity consumed on site came from renewable sources

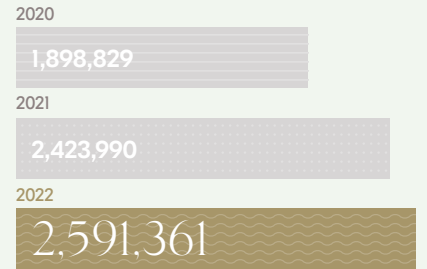
100%

Over this last year, our total energy consumption was 4,062,230 kWh, which is divided between the winery and hotel as follows:

**WINERY: ENERGY CONSUMPTION OVER TIME (KWH)**



**HOTEL: ENERGY CONSUMPTION OVER TIME (KWH)**



**WINERY: ENERGY CONSUMPTION 2022**

Source	kWh
Electricity	690,774
Propane	421,761
Diesel	358,333
<b>Total</b>	<b>1,470,869</b>

**HOTEL: ENERGY CONSUMPTION 2022**

Source	kWh
Electricity	1,807,432
Propane	780,346
Diesel	3,583
<b>Total</b>	<b>2,591,361</b>

We have calculated our energy consumption in relation to the number of guests who visited us in 2022, as well as the number of bottles produced. The results are as follows:

**ENERGY CONSUMPTION IN RATIOS 2022**

Consumption per guest	236 kWh/person
Consumption per bottle	2.070 kWh/bottle

Finally, it is also worth highlighting the other key energy-saving measures that we have introduced over the last few years:

- Geothermics:** Using water from the hotel's well, three circuits are able to dissipate the energy that cannot be absorbed by the heat installation when the machine is operating in cooling mode (or by the cold installation when the machine is in heating mode); this reduces the electricity consumption from air conditioning.
- Freecooling:** This has been integrated and automated within all the air conditioning equipment to which this system is applicable (depending on the equipment's function and location), leading to savings in electricity consumption. It makes use of cold air from outside, which is a natural resource available on the estate almost all year round, due to the major swings in temperature between day and night in our continental climate.
- Thermal solar panels:** They are used to pre-heat the hot water intended for domestic use (both in the hotel and in the Spa), to help reduce our fuel consumption.

## 2. Our commitment to the land

We use water sustainably: we have adopted measures for controlling and monitoring water usage in each of our processes

### 2.7 We look after our water resources

As part of this framework, we use water sustainably: we have adopted measures for controlling and monitoring water usage in each of our processes. This way, we not only preserve water as a natural resource, but we also help reduce greenhouse gas emissions.



The water we consume comes from two sources: surface water from the Duero river and the Duero canal is used for watering the vineyards and crops, while groundwater from the general water network of Sardón de Duero is used in the winery and hotel. The water consumed both in the winery and in the hotel is treated by osmosis systems which reject approximately 40% of the water brought in. The water quality is analysed every year, and is guaranteed thanks to the regular maintenance of our drinking water treatment systems.

As for the irrigation of our crops, we use a drip system: this is more efficient, and helps us reduce our impact on this natural resource.

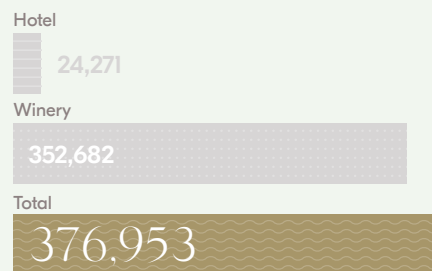
It should be noted that in 2022 we complied, at all times, with the waste parameters as required by current legislation. **Our waste in 2022 was 6,417 m<sup>3</sup> from the winery, and 14,286 m<sup>3</sup> from the hotel.**

Our water consumption in 2022 was as follows:

**WATER CONSUMPTION (M<sup>3</sup>) 2021**



**WATER CONSUMPTION (M<sup>3</sup>) 2022<sup>3</sup>**



<sup>3</sup> This large increase in water consumption, as seen in the 2022 data, is due to the fact that the watering of both the vineyards and the hotel's gardens has been included in the calculations for the first time.



ABADIA RETUERTA

  
ABADIA RETUERTA  
*Vino de Pago*

PAGO  
*Valdebellón*  
-2018-

  
SINGLE VINEYARD  
*cabernet sauvignon*

SARDÓN DE DUERO

# 3

1 NO POVERTY



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



## Social commitment

### 3. Social commitment

Our aim is to contribute to the professional and personal growth of all our workers

#### 3.1 We look after our team

Our team, with all their talent and energy, are Abadía Retuerta's key asset, and the true driving force behind our transformation. This is why we offer opportunities for development and training, to contribute to the professional and personal growth of each individual.





Our workforce is divided and distributed into departments, based on the company's needs. Distinct groups are in charge of the estate, the hotel and the winery, and we also have some staff based in Madrid. As a company, we advocate for a culture of inclusion, equality, respect and job stability: we seek to foster equitable workplaces of understanding and acceptance, in which each person is able to develop their talent and reach their goals. This is reflected in our staff data, which shows that 54% of our workers are men, and 46% are women.




*Our staff is well-balanced in terms of gender: 54% are men, and 46% are women*



### 3. Social commitment

The following table shows the staff distribution by sex.



	Total no. of workers		
Abadía Retuerta (Winery)	Men	42	56
	Women	14	
LeDomaine (Hotel)	Men	45	97
	Women	52	
Corporate services	Men	5	16
	Women	11	
Total	Men	92	169
	Women	77	



#### DISTRIBUTION OF WORKFORCE BY SEX AND AGE

As the following table shows, most of our workers are between 30 and 45 years old (52% of the total).

AGE	19 to 29	30 to 45	46 and over	TOTAL
Women	9	42	26	77
Men	11	46	35	92
Total	20	88	61	169

## DISTRIBUTION OF WORKFORCE BY GENDER AND CONTRACT TYPE

By means of our organisational culture, we seek to foster job stability, which is one of our basic principles. Thus, 99% of our workers have permanent contracts.

In the same way, another of our mission is to promote and develop quality employment, prioritising full-time contracts.



WORKFORCE BY CONTRACT TYPE		PERMANENT			TEMPORARY		
		Full-time	Part-time		Full-time	Part-time	
Winery	Men	41	1	56	0	0	0
	Women	14	0		0	0	
	<b>Total</b>	<b>55</b>	<b>1</b>		<b>0</b>	<b>0</b>	
Hotel	Men	44	1	96	0	0	1
	Women	49	2		0	1	
	<b>Total</b>	<b>93</b>	<b>3</b>		<b>0</b>	<b>0</b>	
Corporate services	Men	5	0	16	0	0	0
	Women	9	2		0	0	
	<b>Total</b>	<b>14</b>	<b>2</b>		<b>0</b>	<b>0</b>	
Total	Men	90	2	168	0	0	1
	Women	72	4		0	1	

### 3. Social commitment

#### NEW HIRINGS IN 2022

As mentioned above, one of our objectives is to foster the professional growth of our workers, and retain talent. Therefore we prefer, where possible, to hire people ourselves, rather than subcontracting them through another company. However, given the nature of our activity, there are two exceptions to this, namely during the green pruning and harvest periods. At these times, we need to take on extra people for a short period of time, so we use temporary worker agencies to help us cover these production requirements.

At Abadía Retuerta, the most important thing is the person, i.e. their qualities, skills and values; we do not distinguish on the basis of gender when it comes to hiring people to our workforce. The following table shows the total number of new hirings (68) over this last year. This has been carried out, as ever, based on criteria of parity: 51% are men, and 49% women.

NEW HIRINGS	Women	Men	Total
Madrid offices	3	2	5
Winery (industry/commerce)	5	4	9
Valladolid: field work	0	5	5
Valladolid: hospitality	25	24	49
<b>Total</b>	<b>33</b>	<b>35</b>	<b>68</b>

The following table shows the average staff numbers throughout 2022:

	Madrid offices	Hotel	Winery	Field	Total
Average staff numbers 2022	18.36	94.75	38.12	21.57	172.8

It should be noted that all those who join our company go through an “onboarding” process as part of their welcome. The aim is to accompany this person in the first phase of their new job, by making them feel at ease and

giving them as much information as possible. This way, they get to know their new colleagues, allowing them to immerse themselves in the company’s culture and really feel part of the team from day one.

## OUTGOINGS IN 2022

As a company, we strive to achieve a high level of wellbeing for our workers. We aim to offer an excellent organisational climate and superb work performance, so that they stay with us as long as possible. But there are various different reasons why staff members might leave over the course of a year. In 2022, there were 52 outgoings, 54% of which were men and 46% women. Most of these (59.6% of the total) were due to their contracts coming to an end.



REASON	Women	Men	Total
Retirement	0	1	1
End of contract	16	15	31
Resignation	7	10	17
Unsuccessful trial period	0	0	0
Leave	1	0	1
Others	0	2	2
<b>Total</b>	<b>24</b>	<b>28</b>	<b>52</b>



*At Abadía Retuerta, the most important thing is the person, i.e. their qualities, skills and values*



### 3. Social commitment

#### EQUAL OPPORTUNITIES FOR MEN AND WOMEN

At Abadía Retuerta we have brought in measures to improve work-life balance. We have been working to improve equality since 2016, five years before businesses like ours were legally required to do so, because we believed it was the right thing to do. But our ambitions actually go even further than that: we have an active policy for ensuring work-life balance, and we have launched campaigns to prevent work/sexual harassment and gender-based violence, and to promote joint responsibility in the workplace. We have also adopted a communications protocol for the use of non-sexist language.

In 2020 we received, for the first time, the Family Responsible Company (efr) certification. This endorsement highlights our efforts to improve equality and joint responsibility. This certification has since been revalidated.

At Abadía Retuerta we define work-life balance as the search for an equilibrium between employees' work life and their private life. This entails an equal commitment, on part of both the organisation and the individual, without forgetting to value the team and their work, focusing on what they contribute.

We manage this variable with several aims, i.e. to boost our ability to attract and retain talent, to improve the reputation of the company and its brand as an employer, and also to foster a better work climate with higher job satisfaction. Furthermore, we seek to enhance staff commitment, improve the health and wellbeing of our workers, and reach ever more equality between men and women.

Over the last year, we have brought in new actions that further bolster our commitment to ensuring the rights of our staff:



- Monthly allowance towards petrol costs
- Campaign for free flu vaccinations
- The possibility to buy IT equipment belonging to the company, at a price cheaper than the going market rate



These new measures are within the Quality at Work section of our Family Responsible Company catalogue. It contains the following sections and initiatives:



### Quality at Work

- Annual team sports days
- Yoga activity for all staff
- Free canteen service with a healthy option
- Provision of free drinks in all areas, such as coffee, tea and water fountains
- Private medical insurance at a special rate for employees, as well as for their partners and children
- Special discounts on medical services through Aspy, who provide us with health and preventive services
- 100% supplement in the event of temporary incapacity, from day one
- Special employee rate for hotel and winery services and products
- Special "Friends & Family" rate for immediate family members of employees
- Access to Wellwo free of charge: wellness and health platform
- Special rates on physiotherapy treatments at clinics with which we have agreements
- Discount on car hire
- Christmas gift for all staff
- Christmas party for all staff

### Flexibility

- Flexible working hours for office staff
- Remote working
- Holidays: chance to use up holidays until 30th April of the following year

### Family support

- New baby bonus
- Bonus for newlyweds
- Half-day off on child's birthday
- Full day off on worker's own birthday
- Childcare allowance available
- Legal childcare leave available, up to the age of 6 years
- Paid leave is available for accompanying immediate relatives to a doctor's appointment, with no limits

### Equal opportunities

- Equal Opportunity Plan for women and men, since 2016
- Plan for Work-life Balance
- Specific campaigns for the prevention of harassment or gender-based violence
- Guide to non-sexist language
- Protocol for action against sexual/gender-based harassment
- Protocol for action against gender-based violence in the workplace

### Personal and professional development

- Blood donation day
- Clothing donation campaign
- Toy donation campaigns
- Campaign to collect bottle tops
- Charity calendar, made with the participation of the entire workforce. The funds raised are donated to a different organisation each year
- Collection of coffee capsules for recycling
- Annual Training Plan, following a training needs assessment
- Performance evaluation system for the entire workforce
- "Star Award" accolade
- Long service award

**The objective of this catalogue is to ensure that we are heading in the same direction, together, all our members of staff. It includes a growing number of measures and mechanisms that will allow us to keep improving the way we manage our company. The Family Responsible culture will thus become further embedded, and we hope that our staff will feel increasingly proud to work for Abadía Retuerta.**

### 3. Social commitment

#### HIRING DISABLED PEOPLE

We are committed to a work culture in which training and job opportunities are offered to vulnerable collectives and people living with disabilities, so that they might ultimately join our teams. In 2022, our workforce still included two disabled people.

Furthermore, we comply with the Declaration of Exceptionality as granted by the Council of Castilla y León and also stipulated in the Royal Legislative Decree 1/2013, of 29 November, with regards to the social inclusion of people with disabilities.

#### COLLECTIVE AGREEMENTS

At Abadía Retuerta, we are firmly committed to respecting the labour rights of all our staff, particularly with regards to union relations and rights.

All our workers are covered by the collective bargaining agreements that we work with:



- Collective agreement for the Valladolid Hotel and Catering Industry
- Collective agreement for the Wine Industry
- Collective agreement for Offices and Firms in Madrid
- Collective agreement for Countryside Workers

#### NURTURING TALENT AND CONTINUOUS TRAINING

At Abadía Retuerta we strive, every day, to showcase our workers' talent and place it at the disposal of our guests. This is why our staff partake in ongoing learning, in the form of training and internal communications. Over the last year, training sessions have been held to help them develop with regards to communicative skills, leadership and customer experience.

In 2022 we put on 4,991.45 hours of training for our workforce: 2,652 hours for women (53% of the total) and 2,339.30 for men (47%). Employees from all categories have participated in these sessions.



The most notable training opportunities in 2022 were as follows:

✦ **EXPERT COURSE IN FRONT-OF-HOUSE AND CUSTOMER SERVICE:** Training geared towards professionals in the world of hospitality. On this course, participants acquire advanced knowledge about how the front-of-house works, as well as specific techniques for service and customer experience. They also work on some psychological skills for dealing with customers, along with other communication techniques and team management skills.

✦ **FERMENTATION TRAINING:** Technical training course for kitchen professionals, to expand their knowledge of fermentation. The aim is to teach them all about new products and techniques within gastronomy.

✦ **EXECUTIVE MBA IN BUSINESS MANAGEMENT AND ADMINISTRATION:** Training focused on improving professional abilities and skills. The aim is to develop analytical faculties and share knowledge about how to build teams and lead them.



✦ **SPOKESPERSON TRAINING:** Training focused on improving and strengthening professional skills with regards to delivering clear and concise communications. It entails how to deal with uncomfortable situations and how to address the media without straying from the overall message.

✦ **LINGUISTIC IMMERSION:** Training to improve language skills, in an English-speaking environment. In this method, participants are forced to practice their language skills, thus leading to improvement.

#### **EXCELLENCE INTERNSHIP PROGRAMME**

Every year we promote employment among young people via our work experience scheme, the *Excellence Internship Programme*, which seeks to train students in professional skills. These students come from a range of national and international schools with which we have agreements.

In 2022 we were joined by fifteen students who received training in the departments of Butlership, Communications, Kitchen, Marketing (within both the digital area and the Marketing area itself), Finance, Hotel Sales (within the Groups area), People and Organisation, Retail and Front-of-house (restaurant).



### 3. Social commitment

#### HEALTH AND SAFETY AT WORK

The health, safety and wellbeing of our staff, in the workplace, is one of our priorities. This is why we have developed various different initiatives within this area, as included in our Family Responsible Company catalogue: they include access to private medical insurance and certain specialised medical services, sporting activities, the promotion of healthy eating habits, fostering good interpersonal relationships and encouraging social action.

We also offer ongoing training in health and safety, so that our staff know all about their work area and understand the risks they might be exposed to. They also learn how to prevent such risks, and thus avoid accidents in the future.

In 2022, we had 111 requests for leave, a total of 7,025 days<sup>4</sup>. All indicators relating to occupational health and safety for the past year are shown below:



INDICATOR	Due to occupational factors	Due to other (common) factors
Absenteeism rate	0.58	3.83
Average duration	38.13	22.87
Prevalence rate	1.14	3.43
Incident rate	6.27	57.05
No. of leave requests	10	101
No. of days not worked	616	3,639
No. of days not worked (without direct temporary incapacitation)	377	2,393
Daily average of workers on leave	1.03	6.56
No. of accidents travelling to/from work	3	-
No. of traffic accidents	2	-
No. of accidents with no leave	9	-

<sup>4</sup> Both the total number of leave requests and the number of days of leave are calculated by adding together the data of cases of professional contingencies (i.e. leave due to occupational factors) and cases of common contingencies (leave due to other factors), as provided by the contracted mutual insurance company.

## JOINT RESPONSIBILITY

With regards to joint responsibility, we have also brought in measures to help improve work-life balance. Over this last year, 27 employees have taken advantage of some of the measures shown below:



MEASURE	Men	Women	Total
Parental leave and childcare	5	4	9
Newborn leave	4	4	8
Childcare leave	0	0	0
Reduced working hours for childcare	0	3	3
Half-day for child's birthday	2	5	7
<b>Total</b>	<b>11</b>	<b>16</b>	<b>27</b>

It is worth noting that all of these staff members were in the 30-45 age range, and most have a full-time, permanent contract. Only one of them works part-time, though this person also has a permanent contract.

We are also very mindful of the right for the protection of pregnancy in the workplace. We therefore guarantee the right to request leave from work for temporary incapacity due to possible risks in pregnancy.



### 3. Social commitment

#### EMPLOYEE SATISFACTION

At Abadía Retuerta, the satisfaction of our employees is fundamental. Knowing and measuring the team's degree of comfort and satisfaction with the conditions and benefits we offer them is essential for us: it allows us to detect areas for improvement and gauge workers' commitment to the company.

To determine the level of satisfaction among our employees, we conduct two surveys; one is related to our Family Responsible Company certification, and the other is a work climate assessment.

#### Survey about benefits, for the Family Responsible Company certification

In this survey, 23 employees took part, from all age ranges. 12 were women, and 11 were men.

Their general appraisal was positive, and thanks to this inclusive work method we obtained a satisfactory score (B+) in the audit. This makes us a Proactive Business, highlighting our leadership and unification of the model.



Objective  
23-24

Achieve the “Excellent Business” ranking within the Family Responsible Company certification.

With the aim of increasing employee satisfaction, we seek to: continue supporting employees' personal and professional development, foster proactive communication, raise awareness among all employees of the measures adopted for the Family Responsible Company certification, ensure the continued accessibility and support of the People and Organisation department, at all times, further improve the working environment and the extent to which workers identify with the company and the brand, guarantee workers the autonomy to carry out work based on personal trust, bolster and prove our commitment to equality, continue working on implementing specific measures to create a company culture and bring all this together as part of the organisation's strategy.

### Survey about our work climate

Through an external consultancy firm, we have carried out a work climate survey with the following aims:



- To ascertain the degree of satisfaction and commitment of the workforce, in general terms and also in each of the specific business areas (winery and vineyard, hotel and corporate services).
- To set out action plans based on these results, to help us improve how we manage the business and guide our decision-making in terms of managing people.

The results of this survey help us pinpoint those areas for improvement in the company, so we can do something about each one of them. Likewise, it allows us to focus on the suggested improvements that the employees themselves bring to us. But, above all, this information helps us draw up a roadmap for the future, with actions that respond to the demands and meet the needs of our employees.

### INTERNAL COMMUNICATIONS

We have a close relationship with our staff, and we foster active, two-way communication. We use various different digital and analogue tools to send them messages that might be of interest, and these tools also allow the workers to submit their own comments or queries of any kind.

One of our main internal communication channels is Microsoft Teams, which allows instant communication and thus facilitates coordination amongst our distinct working groups. There are also several corporate email addresses that staff can write to with their queries, comments or complaints, which then get passed on to the relevant areas. In this last year we created the email account [efr@abadia-retuerta.es](mailto:efr@abadia-retuerta.es), which we use for communicating everything to do with the evaluation process and measures adopted in the Family Responsible Company catalogue.

Furthermore, communications about important organisational changes are made official one month in advance, and these same communication channels are used to share this information.

We would like to highlight the fact that in 2022 we did not receive, through any of these channels, any reports of discrimination.





### 3. Social commitment

We are strongly committed to social, environmental and good-governance matters, and we hope to extend this approach to our whole network of suppliers

#### 3.2 We are helping the industry develop

Sustainability is embedded within all our processes and decisions, right throughout our value chain. This is why we emphasise the importance of close collaboration with all those who partake in our business model: we are keen to establish relationships of trust with them, by fostering continuous dialogue, joining forces and including them within our own ethical principles

and values. In this respect, the prior selection of our suppliers is essential. We have a purchasing procedure (PNT-FIN-01\_01) which specifies that “priority should be given to those suppliers that meet the same standards of corporate responsibility and ethics as indicated in the Corporate Citizenship Guideline”.



This procedure helps us extend our own commitments (in terms of social, environmental and good governance matters) to our whole network of suppliers, thereby contributing to Sustainable Development Goal 12, i.e. responsible consumption and production. In 2022, we began working on a new supplier portal, in order to digitalise all the information around the contracting and approval of our suppliers. The aim is to streamline and simplify purchasing decisions by including those aspects related to sustainability that influence the selection and contracting process. We plan to fully implement the project by 2023.

We also seek to strengthen bonds with our whole value chain in order to boost our suppliers' own economic and social development; together, we can all help invigorate the region.

One of the initiatives we brought in during 2021, and further developed in 2022, is our suppliers' map. With this action, we can establish good links with those suppliers who share our commitment to sustainability, and who sell fresh, seasonal and local produce. This map now features 35 suppliers from Castilla y León, where Abadía Retuerta is located. They are based in all nine provinces of the region.

### 3. Social commitment

In 2022, we began working on a new supplier portal, in order to digitalise all the information around the contracting and approval of our suppliers. The aim is to streamline and simplify purchasing decisions by including those aspects related to sustainability that influence the selection and contracting process. We plan to fully implement the project by 2023.

This last year, we started a new collaboration with a supplier, one that reflects our commitment to sustainability: La Tetera Azul.

The collaboration is based on offering their products, and respecting environmental and ecological principles:



- Use of compostable tea bags
- Herbal teas free from genetically modified raw materials
- Products classed as “vegan-friendly”
- EU organic certification, which guarantees that all raw materials come from certified organic agriculture
- Fairtrade product certification, which guarantees the company as producers and traders that respect fair trade standards
- IFS food safety certification
- Products suitable for coeliacs
- Innovative systems for controlling traceability of all products

With this collaboration, we continue to reinforce our pledge to excellence, quality and sustainable development, a commitment that truly defines us and sets us apart.

#### VALUE CHAIN

At Abadía Retuerta we have developed an integrated and flexible business model, which is clearly oriented towards our customers. Furthermore, our commitment to sustainability is present in each phase of our value chain. This model is essential when it comes to dealing with the challenges faced by the two sides of our business, i.e. the hotel and the winery.

This strategy also directly impacts those stages that help us in terms of the general development of our company. They are:

- \* **COMPANY INFRASTRUCTURE:** the amount of resources that we require for each activity, as determined in the planning process. This includes the relationship with the Board of Directors, maintenance management, or matters relating to financial terms and conditions, among others.
- \* **PEOPLE MANAGEMENT:** this includes recruitment and selection, as well as all issues relating to pay, benefits, promotion, training and career developments.

**\* TECHNOLOGY DEVELOPMENT:**

the organisation's growth is based on innovation and technology, in order to improve the production, distribution and development process.

**\* PURCHASING:** the actions of the purchasing department have a direct impact on the overall sustainability of our products and supply chain. This area includes supplier policy, standardisation with suppliers, stock rotation, and others.

From here on, each process (and therefore each evaluation and study) is different.

The winery's production process can be visualised as follows:

**VALUE CHAIN. WINERY**



This approach allows us to go deeper into each of the stages: we know all the activity carried out in each one, as well as the products and materials required, our portfolio of suppliers, the personnel needed at each moment, as well as the necessary machinery or tools.

This precise and integrated approach to all the phases of our value chain allows us to study how to offer our customers a better shopping experience, before, during and after the commercial transaction itself has been carried out.

Meanwhile, in the case of the hotel, this analysis refers to service provision:

**VALUE CHAIN. HOTEL**



We carry out the same analysis as described above for the winery, but we also work to ascertain the preferences and needs of our guests, in order to maintain a fluid, close and trust-based relationship with them. The experience of buying Abadía Retuerta wine or staying at our hotel is not just limited to the moment of sale.





### 3. Social commitment

We support groups and charities that push for equality, helping those from the most vulnerable collectives get into work

#### 3.3 We help build a better society

As mentioned above, we work to promote the employment of people at risk of (or currently experiencing) social exclusion. We also support groups and charities that push for equality, helping those from the most vulnerable collectives get into work.



Every year we collaborate with different non-profit organisations and their projects for the common good. In 2022 we established agreements with:

\* **CRUZ ROJA:** every year we collaborate in their Your Rights at Stake project, through which we make a gift of toys donated by our employees. We also produce a charity calendar with all our employees, which is then sold internally. The funds raised from the calendar (€550 in 2022) are donated to the organisation.

\* **AUCTION AT CASCAJARES FOUNDATION:** this year we bid €3,000 for a capon, which we named Pago Negralada de Abadía Retuerta. The proceeds from this auction will go to the NGO Nuevo Futuro, who work for the social inclusion of young people with disabilities.

\* **KONECTA FOUNDATION'S 17TH ANNUAL CHARITY PÁDEL TOURNAMENT:** this initiative raised funds for the Bertín Osborne Foundation's + Family Project, which offers a free and comprehensive service of accompaniment and care for families with special needs. In 2022 we also donated three magnum bottles to the cause.

\* **AVA FOUNDATION CHARITY DINNER:** we donated an Experience Box, which includes one night's accommodation in our hotel LeDomaine, a dinner for two and a tour of our winery. All proceeds from this charity dinner were donated to projects that work to improve the quality of life of children with neurological disorders. Specifically, the proceeds from 2022 were used to create the Family Respite Centre, as well as to organise sport and leisure activities for the foundation's children.

\* **CRIS CANCER FOUNDATION CHARITY GALA:** we participated in this gala by contributing an Experience Box which included one night's accommodation at our hotel LeDomaine. All proceeds raised by the foundation have been used to finance research projects for the treatment and cure of cancer.

\* **14TH AEROMÉXICO GOLF TOURNAMENT - LORENA OCHOA FOUNDATION:** we again collaborated by contributing an Experience Box with one night's accommodation in our hotel LeDomaine. This foundation promotes the academic and emotional development of children and adolescents from deprived backgrounds.

### 3. Social commitment



- \* **COLLABORATION WITH THE PARKINSON'S ASSOCIATION OF SORIA:** in 2022 we kicked off this collaboration with the Parkinson's Association of Soria by collecting corks. The money raised through this initiative is intended to bring different therapies (physiotherapy, speech therapy, cognitive training, occupational therapy, psychological support and assistance to caregivers and family members) into rural areas.
- \* **COLLABORATION WITH THE NGO FIET GRATIA:** with this project we help women victims of human trafficking and their families. We do so via the donation of clothes, from our staff.
- \* **COLLABORATION WITH ASOCIACIÓN POR UN FUTURO CASTILLA Y LEÓN:** through this association we help families at risk of social exclusion by donating second-hand toys, given by our staff.
- \* **COLLABORATION WITH THE VALLADOLID BLOOD DONATION AND HEMOTHERAPY CENTRE:** in 2022 we once again brought a mobile blood donation point to our staff, to actively collaborate in the national campaigns to collect blood for hospitals.
- \* **EARTH HOUR:** in 2022 we again took part in the WWF's "Earth Hour" campaign: we switched off the lights in our hotel for one hour, to contribute to the fight against climate change. In addition, as members of the Starlight Foundation, this action also promotes the reduction of light pollution.
- \* **CHARITY RAFFLE FOR THE SAN AGUSTÍN PARISH:** in 2022 we once again collaborated with the San Agustín Parish by donating six bottles of Selección Especial 0.75 l and one magnum bottle of Selección Especial (1.5 l). With this action we support their different initiatives to help families at risk of social exclusion.
- \* **9TH EDITION OF THE "ENJOY THE FOREST" PHOTOGRAPHY COMPETITION, ORGANISED BY PEFC:** every year, this forestry association promotes the protection of our forests and natural environments by organising a themed photography competition to raise awareness about respecting the environment. We sponsored the competition by donating one of our bottles of wine to the winners.

\* **CHARITY HARVEST PROJECT:** our Charity Harvest (“Vendimia Solidaria”) project has now been running for nine years, since 2014. Its main purpose is to highlight the hard work of those associations and foundations that safeguard and promote the community development of vulnerability groups. We share this vision for social responsibility; solidarity is one of the pillars that sustains our winemaking project.

In the 2022 edition, a team from the Eusebio Sacristan Foundation was hired by Abadía Retuerta to collaborate in the grape harvest, the most demanding time of year for our winery. The fruits of their labour will be seen in 2023: the brand-new vintage of our charity wine, Vendimia Solidaria 2022, will be released. The profits will be donated to this laudable social foundation.

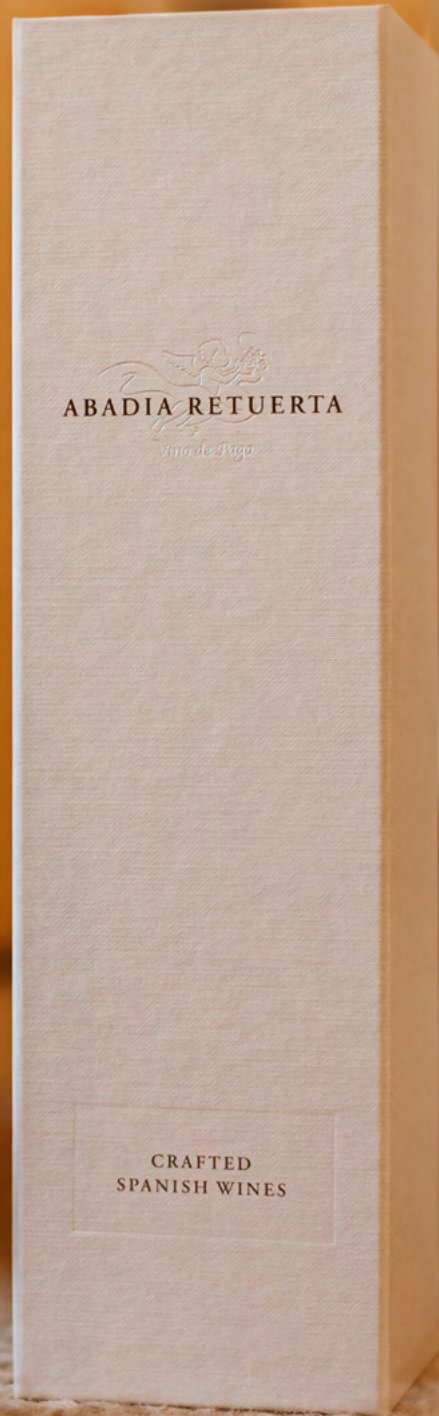
Furthermore, in 2022 we donated the previous year’s profits to the Intras Foundation, who took part in the 2021 Charity Harvest. A total of 12,160 € was donated to this non-profit organisation, particularly for their “Accompanied” project: this foundation supports people with mental health issues as they seek to rebuild their lives. They receive training and guidance, to help them get back into work. Moreover, the foundation promotes organic farming, and they have helped recover an orchard that had been abandoned for two years.

For us, fine art is another key mechanism for transmitting ideas and values, as reflected once again in the label design for the 2021 vintage of Vendimia Solidaria. Marina González Guerreiro is this year’s selected artist, and her beautiful design features a set of six tiles that come together to spell Un Año (“One Year”), symbolising a 2022 calendar. Her creative process begins with observing nature and all its richness, which nourishes and creates communities. The design’s composition alludes to the sustainability at the very heart of Abadía Retuerta’s vision.

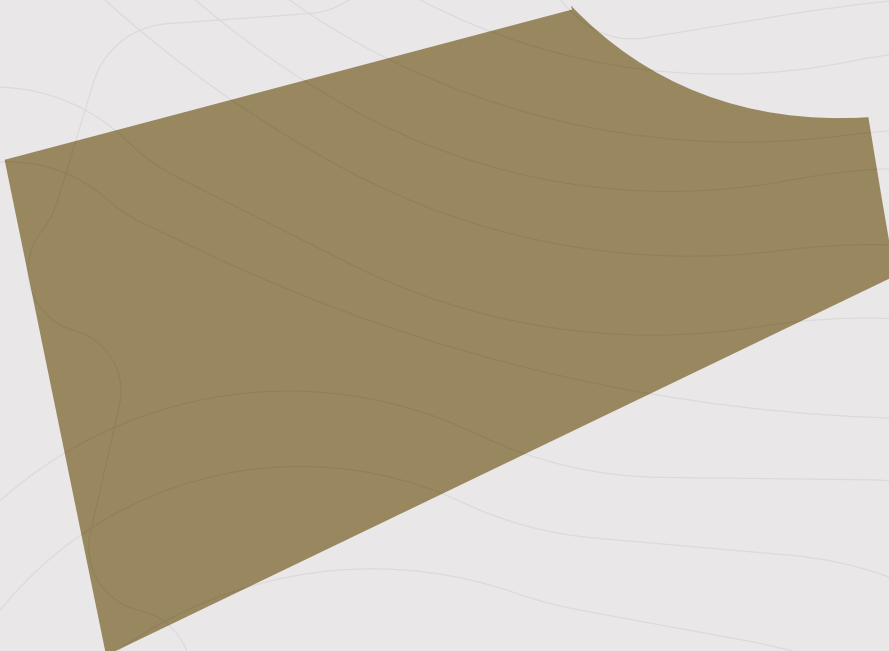


*Vendimia Solidaria  
(our charity harvest project)  
aims to showcase the  
commitment of those entities  
who support and boost  
the development of  
vulnerable collectives*





4



# Responsible Leadership



## 4. Responsible Leadership

### CODE OF CONDUCT

Abadía Retuerta's Code of Conduct was approved by the Board of Directors on 13th April 2016. Its purpose is to serve as a reference and support document, to be used on a daily basis, and which is applicable to all the company's operations and collaborators. Its five basic principles are:





**Customer satisfaction is the lifeblood of our company**

Dedication, vocation, know-how and excellence are intrinsic values to us. Our aim is to provide guests with complete and unique experiences, so that they become ambassadors of our brand. Our aim is to become a reliable brand, with integrity.

We therefore strive to create products that meet the highest quality standards and, of course, all safety and responsibility requirements.



**We treat our employees fairly and respectfully**

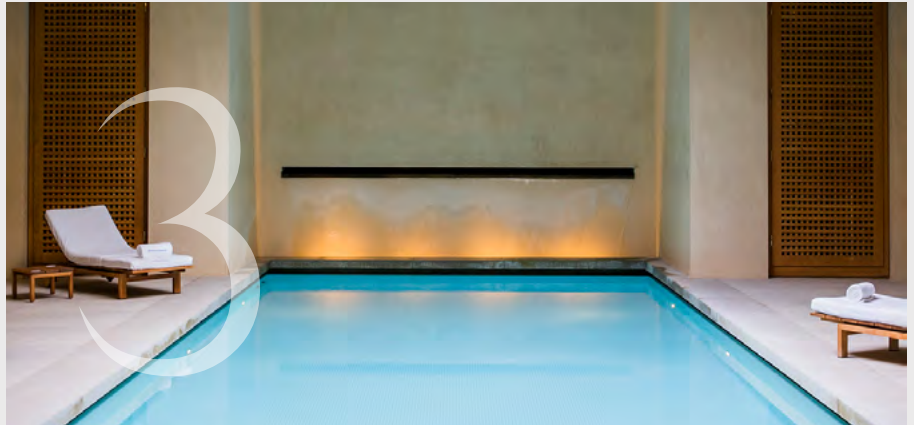
People are, without a doubt, the most important factor in our company. We promote values based on fairness, respect, diversity, inclusion, freedom of opinion and expression, humility and ethics. And we are committed to fostering personal and professional development through performance management processes: they are designed to encourage efficiency, consistency, talent retention and the internalisation of our corporate philosophy. These processes thus make it easier for us to gauge the achievements of each employee.





## 4. Responsible Leadership

We are committed to achieving outstanding and sustainable levels of performance, with integrity



We provide our shareholders and investors with accurate and complete information about our financial integrity. At the same time, we work to protect Abadía Retuerta's assets and anticipate possible threats. This involves safeguarding and respecting confidentiality and all kinds of privacy policies, as well as protecting and preserving sensitive, confidential information.

Furthermore, we do not allow personal interests to influence decision-making. That is why we have a **conflict-of-interest policy** in place, to ensure that the business judgement and decision-making of all our employees is not influenced by illicit personal interests. This policy contains all the principles and rules for preventing and managing conflicts of interest.

With regards to the implementation of this policy, the document emphasises four specific aspects:



- Providing information to and raising awareness among our employees, through regular training sessions
- The reporting of possible misconduct by our employees and their protection against possible reprisals
- Disciplinary measures in case of non-compliance
- The importance of understanding that all staff members are responsible for the compliance and implementation of this policy

**We strive to be a trusted partner**

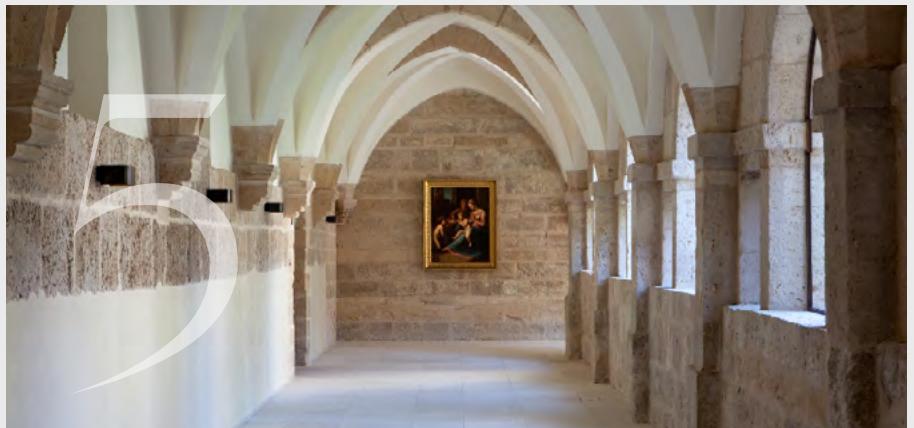


We show our firm commitment to ethical business culture by adhering to a system of compliance (i.e. a set of procedures and good practices). The aim is to ensure our commitment to working professionally, ethically and responsibly, censuring any illegal activity. At Abadía Retuerta we abide by the prevailing laws and regulations, and we adopt internal policies in line with them. We also help create socially productive environments, and our particular business practices, i.e. in terms of acting responsibly and ethically, are also embedded within our relationships with third parties.

That is why we also have an **Anti-Bribery Policy** that sets out the principles and rules to prevent bribery, as required by our Code of Conduct. The document applies to all employees, and covers a number of situations in which bribery might possibly arise.

The anti-bribery policy is applied in the same way as the conflict-of-interest policy described above.

**We aspire to be a good corporate citizen**



We strive to help solve society's current problems by participating in social, ecological and cultural programmes, and other kinds of projects. We maintain an open and transparent attitude, and we work to ensure that the activities carried out within our sphere of influence all respect human rights.

We maintain and reinforce our commitment to the Guiding Principles on Business and Human Rights by advocating and engaging in social, ecological and cultural investment projects. We aspire to be leaders in terms of risk prevention and safety at work, as well as in everything related to environmental aspects and policies. We also strive to protect the personal data and privacy of our employees, guests and stakeholders.

Similarly, we advocate transparent and constructive communication, and that any potential non-compliance with regulations or practices, which could damage the reputation of the company, is dealt with by the Business Practices department.

## 4. Responsible Leadership

### DATA PROTECTION POLICY

At Abadía Retuerta we comply with all the relevant current legislation. In relation to the protection, processing and privacy of personal data, we follow the principles and obligations as set out in EU Regulation 679/2016 of the European Parliament, of 27<sup>th</sup> April, as well as its corresponding adaptation to Spanish law through the General Data Protection Regulation and Organic Law 3/2018, of 5<sup>th</sup> December, with regards to personal data and the guarantee of digital rights.

This policy is mandatory for all our employees and managers, as well as for our suppliers. To ensure proper compliance therewith, a series of clear mechanisms have been put in place:



- All actions related to data processing are recorded
- Risks related to personal data protection are included in our risk assessment and risk management model
- Implementation of a governance model to ensure the protection of our stakeholders' personal data
- Training and awareness-raising sessions on personal data protection
- Development of data collection systems that guarantee the protection of personal data
- Our contracts with suppliers include clauses related to the protection of personal data
- Appointment of a Data Protection Officer to ensure compliance with this policy

In 2022, we did not record any cases of non-compliance or complaints related to the protection of personal data.



## DECISION-MAKING PROCESS

Abadía Retuerta's commitment to sustainability is reflected right at the top of the company, starting at the highest governance levels. Sustainability is built into the decision-making process.

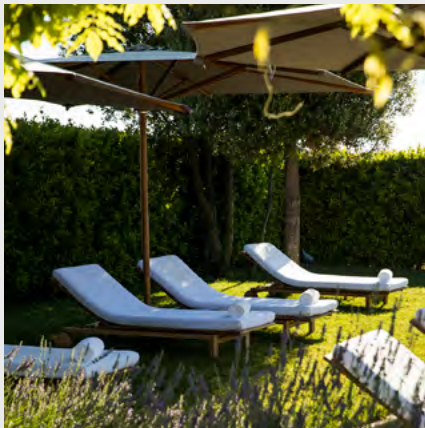
The managing committee at Abadía Retuerta (the "RED") is made up of the heads of the company's different departments:

*Sustainability  
is built into the  
decision-making  
process*





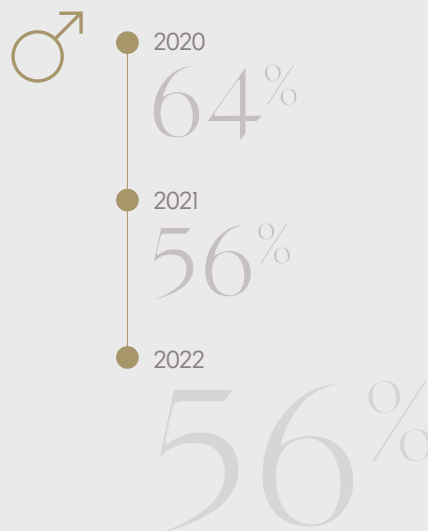
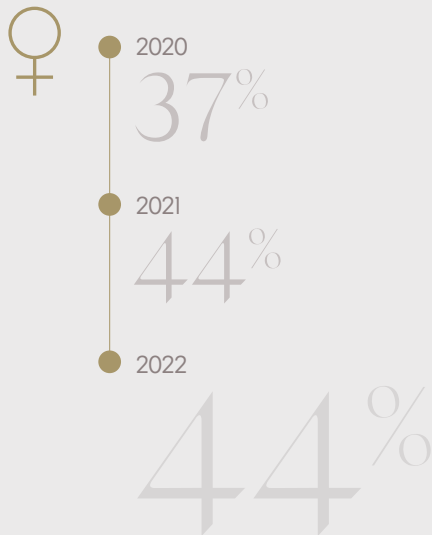
## 4. Responsible Leadership



In this committee, all actions are pooled. Strategic, comprehensive decisions are taken, that set the course for our company.

The management and director positions are held by five men (55.5%) and 4 women (44.4%). Currently, there are five managers between 30 and 50 years of age (56%) and four over the age of 50 (44%).

At Abadía Retuerta we promote and guarantee equal opportunities in the processes of internal promotion and professional development. In this regard, the number of leadership positions held by women has increased in recent years, and is now over 40% in management roles.



### SUSTAINABILITY OPERATING COMMITTEE

Our Sustainability Operating Committee was set up in 2014. It has since evolved and expanded along with the project, and now includes associates from the departments of Maintenance, Finance, Marketing & E-business, Laboratory, Field and Winery, Retail, People and Organisation, Santuario Wellness & Spa and Communication.

The Committee convenes every quarter to review its action plan and analyse any risks and/or opportunities relating to sustainability.

They work on challenges and actions that affect the whole company, seeking to integrate a sustainable philosophy within the overarching business model, and involving the entire workforce in this endeavour.

### EQUALITY COMMITTEE AND FAMILY RESPONSIBLE COMPANY

At Abadía Retuerta we have been working on equality since 2016, five years before businesses like ours were legally required to do so, because we believed it was the right thing to do. Through our first plan for equality, we drew up a series of policies and procedures, as supervised by the Equality Committee that was created that same year. The aim is for these policies to be fully integrated into our work model, and thus also foster a sense of pride, of belonging, among the team.

Following our Family Responsible Company (efr) certification in 2020, our Equality Committee was incorporated in this efr culture: the group is now known as the Equality and efr Committee.

This committee is made up of people from the different work areas of our two business models (hotel and winery). This gives us a broader vision, allowing us to work towards a common goal, boost the development of our corporate culture and engage in more effective communication.

The committee holds a series of regular meetings in which new proposals and initiatives are set out. This set of measures is transferred twice a year to the efr manager, who is closely linked to the sustainability project, specifically the most social part of the company, and who is also a member of the People and Organisation department itself. These measures are also analysed by the director of this same division,



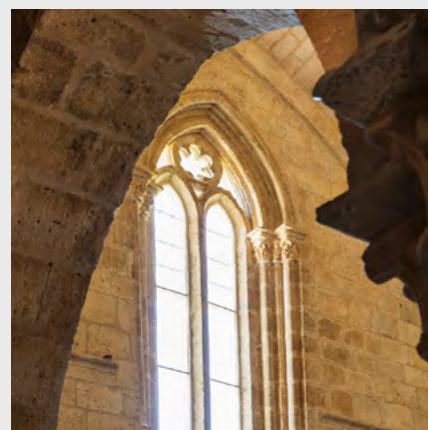
in order to study them and suggest improvements to the stipulated benefits programme, or even create new ones. Once they have been assessed and agreed upon, the benefits programme is collated into a single document and shared internally with all the company's employees, thus communicating all the advantages acquired, i.e. the benefits to which they are entitled. This is a reference document for the whole team.

## ASSOCIATIONS

At Abadía Retuerta, we believe that collaboration between the different players in the wine and tourism industry is key to the industry's development: this is the best way to offer a service of excellent quality and constant innovation.

We understand that participating in forums alongside other professionals from the sector is helpful when it comes to creating unique experiences like those that so define Abadía Retuerta. This cooperation can provide superb opportunities for finding solutions to the current challenges, be they in terms of new regulations, social demands or simply trends that affect the needs and priorities of our guests and for which we must be prepared and respond proactively.

For all these reasons, every year we actively partake in different associations that provide us with knowledge and help us forge valuable relationships. Furthermore, in short, they allow us to stay at the cutting edge in terms of offering unforgettable experiences to our guests, which can be paired with first-rate wines that are produced sustainably.



In 2022, we formed part of the following associations:

- Spanish Wine Foundation (FEV)
- Wine in Moderation
- Foundation for Research into Wine and Nutrition (FIVIN)
- Great Vineyards of Spain
- Valladolid Forestry Association
- Fortuny Circle
- Valladolid Chamber of Commerce
- Community of Duero Canal Irrigators
- Spanish Business Confederation, Valladolid
- DIRCOM
- Starlight Foundation
- DIRSE
- Serandipians
- American express FHR (Fine Hotels + Resorts)
- Turium
- Responsible Vision
- Mas Familia
- Internova Travel Group

## 4. Responsible Leadership

### MATERIALITY ANALYSIS

As reflected throughout this report, at Abadía Retuerta we are firmly committed to sustainability and to meeting the expectations of our stakeholders. This is why we have carried out a materiality analysis, via which we have been able to pinpoint all those issues we want to improve. We aim to offer specific solutions, in line with both our sustainability strategy and our philosophy of excellence and maximum quality.

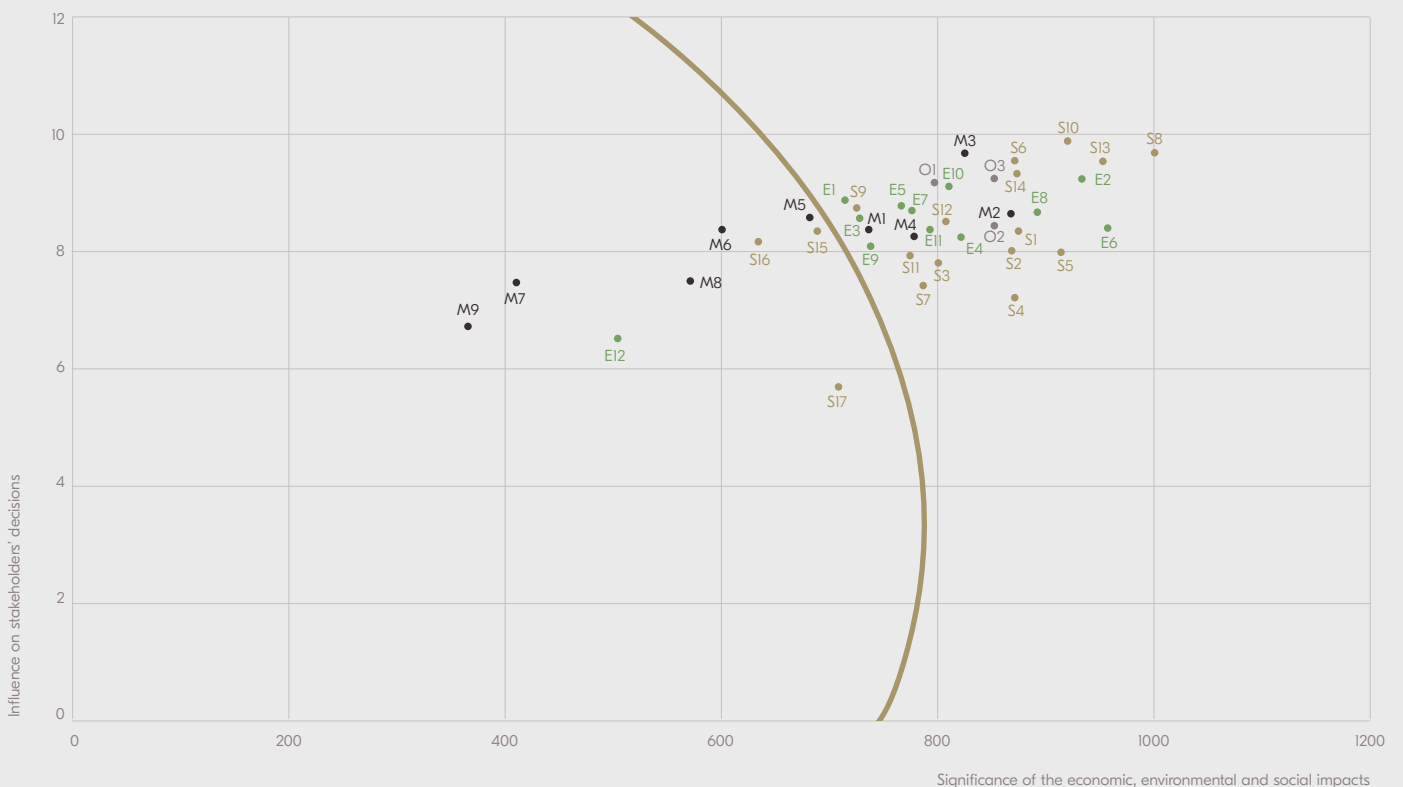
In our latest materiality analysis, we first identified all possible material issues based on a review of external sources such as international standards and regulations (GRI, Law 11/2018, Global Compact, etc.) and internal sources such as the sustainability reports and plans already implemented at Abadía Retuerta.

After this first phase of identifying the material issues, we consulted all our stakeholders via online questionnaires, in order to rank all the issues in order of importance (i.e. “materiality”) to them. This consultation was cross-checked with the internal assessment of our management team. Then, based on our business strategy, the team highlighted the issues which we have the most power to act upon in the short and medium term.

Following this process, we obtained our materiality matrix. It separates the issues most relevant to our organisation from those that were deemed less so.

We thus obtained the following list (below) of subjects that were deemed most important by our stakeholders. They were the most influential factors when it came to developing our plans for sustainability.

Materiality Matrix



Temas	Código	
Matters relating to institutional and economic sustainability	M1	Economic performance
	M2	Digitalisation and innovation
	M3	Positioning and visibility
	M4	Sustainable investment
	M5	Business model and markets served
	M6	Impacts, risks and opportunities
	M7	Partnerships
	M8	Governance structure
	M9	Fighting corruption and bribery
Social matters	S1	Respect for human rights
	S2	Diversity, equality and inclusion
	S3	Employment
	S4	Work-life balance
	S5	Occupational health and safety
	S6	Customer and consumer health and safety
	S7	Training and development
	S8	Customer privacy
	S9	Responsible marketing
	S10	Customer satisfaction
	S11	Responsible sourcing and supply chain
	S12	Local communities and social action
	S13	Natural, cultural, artistic and historical heritage
	S14	Ethics and compliance
	S15	Collaboration with associations, companies and institutions
	S16	Stakeholder relations
	S17	Internal communication
Environmental matters	E1	Environmental certification
	E2	Environmental legal compliance
	E3	Emissions
	E4	Climate change
	E5	Circular economy and waste management
	E6	Water management
	E7	Responsible consumption of raw materials
	E8	Energy
	E9	Biodiversity
	E10	Ecological production
	E11	Leadership in environmental management
	E12	Precautionary principle or approach
Other matters	O1	Quality management
	O2	CSR management and communication
	O3	Transparency and traceability









# Appendix

## 5.1 Economic performance

At Abadía Retuerta we keep growing every year. This is true not only in terms of human resources and levels of production, but also economically. In turn, this reflects our sustainable and responsible management strategy, with regards to our stakeholders.

In 2022, our business grew 26% year-on-year, an increase of 3.3 million euros (3,309,258 €).

The key figures for 2021 and 2022 can be seen below.



ECONOMIC DATA	2021	2022
<b>DIRECT ECONOMIC VALUE GENERATED (€)</b>	<b>12,738,065</b>	<b>16,047,323</b>
Income (€)	12,738,065	16,047,323
<b>ECONOMIC VALUE DISTRIBUTED (€)</b>	<b>12,540,408</b>	<b>15,073,550</b>
Operating expenses (€)	6,022,359	7,578,328
Employee wages and benefits (€)	6,380,099	6,984,220
Payments to capital providers (€)	74,876	153,702
Taxes (€)	51,211	342,140
Payments to the community (€)	11,863	15,160
<b>ECONOMIC VALUE RETAINED (€)</b>	<b>197,657</b>	<b>973,773</b>









## 5.2 About this report

We at Abadía Retuerta have put together this report in the interests of transparency, for our stakeholders. It reflects all the key information in terms of our environmental, social and economic performance. The stakeholders in question were selected based on our Code of Conduct, and they are the same as those included in the process of our materiality analysis, in which our Sustainability Operating Committee participated.

Abadía Retuerta S.A. is a single-shareholder corporation dedicated to viticulture and winemaking (the Abadía Retuerta winery itself), as well as hospitality (via the hotel LeDomaine). The company is based in the municipality of Sardón de Duero, in the province of Valladolid (Castilla y León, Spain). We operate in a total of 30 countries (in addition to Spain) throughout Europe, the Americas and Asia. This full list of countries can be found in this report, in the section “What we do” (part of the first block “About Abadía Retuerta”).

This Sustainability Report includes information relating to the same companies as reported on in the annual accounts report and filed with the company registry, as required by current legislation.

The present report includes all the relevant information relating to our tax year, which is the same as the calendar year: in this case, 1st January 2022 to 31st December 2022. This time period corresponds to that of the annual accounts report. Previous published reports correspond to the tax years 2016, 2017, 2018, 2019, 2020 and 2021.

Regarding the restatement of information, it is worth mentioning that outdated information (due to now-defunct collaborations with suppliers or other entities, or information that is no longer relevant, such as that related to COVID-19, etc.) has not been included in this document. There is one specific case of a change to the calculation, namely how our water consumption is calculated: the water consumed for the irrigation of our gardens and vineyards has now been included in the figures (this detail has been included in a footnote, relating to the water consumption table).

In 2022 there were no significant organisational changes, nor were there any major changes in our supply chain.

With regards to the process of putting together the sustainability and CSR report, the company's highest governance body participates in the process of reviewing and approving the final information, prior to publication.

The present document was elaborated using the Global Reporting Initiative (GRI) standards as a reference. The following section shows all the GRI indicators reported on here. Similarly, we have written this report adhering to principles of precision, balance, clarity, comparability, rigour, sustainability context, punctuality and verifiability, as established by the GRI for the creation of reports. This document has not been externally verified, as decided internally by the organisation.







## 5.3 GRI content index

Code	Disclosure	Section	Page
<b>GRI 2: General disclosures 2021</b>			
2-1	Organizational details	About this report	92-93
2-2	Entities included in the organization's sustainability reporting	About this report	92-93
2-3	Reporting period, frequency and contact point	About this report	92-93
2-4	Restatements of information	About this report	92-93
2-6	Activities, value chain and other business relationships	About Abadía Retuerta What we do Social engagement We help the industry develop	13-31 68-71
2-7	Employees	Social commitment We look after our team	54-67
2-8	Workers who are not employees	Social commitment We look after our team	54-67
2-9	Governance structure and composition	Responsible Leadership Decision-making process	83-84
2-14	Role of the highest governance body in sustainability reporting	About this report	92-93
2-22	Statement on sustainable development strategy	CEO interview	8-11
2-27	Compliance with laws and regulations	No cases of non-compliance with the current legislation	-
2-28	Membership associations	Responsible Leadership Associations	85
2-29	Approach to stakeholder engagement	About this report	92-93
2-30	Collective bargaining agreements	Social commitment We look after our team	54-67
<b>GRI 3: Material topics</b>			
3-1	Process to determine material topics	Responsible Leadership Materiality analysis	86-87
3-2	List of material topics	Responsible Leadership Materiality analysis	86-87
<b>GRI 201: Economic performance</b>			
201-1	Direct economic value generated and distributed	Responsible Leadership Economic performance	90



# Appendix

## GRI 205: Anti-corruption

<b>205-2</b>	Communication and training about anti-corruption policies and procedures	100% of staff informed	-
<b>205-3</b>	Confirmed incidents of corruption and actions taken	No cases of corruption	-

## GRI 206: Anti-competitive behavior

<b>206-1</b>	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No cases of legal action related to anti-competitive behaviour or monopoly practices	-
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## GRI 302: Energy

<b>302-1</b>	Energy consumption within the organization	Our commitment to the land Energy management	48-49
<b>302-3</b>	Energy intensity	Our commitment to the land Energy management	48-49

## GRI 303: Water and effluents

<b>303-1</b>	Interactions with water as a shared resource	Our commitment to the land We look after our water resources	50-51
<b>303-2</b>	Management of water discharge-related impacts	Our commitment to the land We look after our water resources	50-51
<b>303-3</b>	Water withdrawal	Our commitment to the land We look after our water resources	50-51
<b>303-4</b>	Water discharge	Our commitment to the land We look after our water resources	50-51
<b>303-5</b>	Water consumption	Our commitment to the land We look after our water resources	50-51

## GRI 304: Biodiversity

<b>304-1</b>	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Our commitment to the land We protect biodiversity	38-39
<b>304-2</b>	Significant impacts of activities, products and services on biodiversity	Our commitment to the land We protect biodiversity	38-39
<b>304-3</b>	Habitats protected or restored	Our commitment to the land We protect biodiversity	38-39

## GRI 305: Emissions

<b>305-1</b>	Direct (Scope 1) GHG emissions	Our commitment to the land We are working to improve air quality	46-47
<b>305-2</b>	Energy indirect (Scope 2) GHG emissions	Our commitment to the land We are working to improve air quality	46-47

<b>305-4</b>	GHG emissions intensity	Our commitment to the land We are working to improve air quality	46-47
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### GRI 306: Waste

<b>306-1</b>	Waste generation and significant waste-related impacts	Our commitment to the land Our waste management	42-45
<b>306-2</b>	Management of significant waste-related impacts	Our commitment to the land Our waste management	42-45
<b>306-3</b>	Waste generated	Our commitment to the land Our waste management	42-45

### GRI 307: Environmental compliance

<b>307-1</b>	Non-compliance with environmental laws and regulations	No cases of environmental non-compliance	-
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### GRI 401: Employment

<b>401-1</b>	New employee hires and employee turnover	Social commitment We look after our team New hirings in 2022 Social commitment We look after our team Outgoings in 2022	58-59
<b>401-2</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social commitment We look after our team	54-67
<b>401-3</b>	Parental leave	Social commitment We look after our team Equal opportunities for men and women	60-61

### GRI 403: Occupational health and safety

<b>403-7</b>	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Social commitment We look after our team Occupational health and safety	64
<b>403-8</b>	Workers covered by an occupational health and safety management system	100% of our employees are covered by our occupational health and safety management system	-
<b>403-9</b>	Work-related injuries	Social commitment We look after our team Occupational health and safety	64
<b>403-10</b>	Work-related ill health	Social commitment We look after our team Occupational health and safety	64

### GRI 404: Training and education

<b>404-1</b>	Average hours of training per year per employee	Social commitment We look after our team Nurturing talent and continuous training	62-63
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# Appendix

<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	Social commitment We look after our team Nurturing talent and continuous training	62-63
<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	100% of employees have received a performance review	-
<b>GRI 405: Diversity and equal opportunity</b>			
<b>405-1</b>	Diversity of governance bodies and employees	Social commitment We look after our team Staff numbers by gender and age; and by gender and Responsible leadership Decision-making process	56-57 83-84
<b>GRI 406: Non-discrimination</b>			
<b>406-1</b>	Incidents of discrimination and corrective actions taken	No cases of discrimination	-
<b>GRI 416: Customer health and safety</b>			
<b>416-2</b>	Incidents of non-compliance concerning the health and safety impacts of products and services	No cases of non-compliance	-
<b>GRI 417: Marketing and labeling</b>			
<b>417-2</b>	Incidents of non-compliance concerning product and service information and labeling	No cases of non-compliance concerning labeling	-
<b>417-3</b>	417-3 Incidents of non-compliance concerning marketing communications	No cases of non-compliance concerning marketing	-
<b>GRI 418: Customer privacy</b>			
<b>418-1</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No cases of non-compliance concerning breaches of customer privacy	-
<b>GRI 419: Socioeconomic compliance</b>			
<b>419-1</b>	Non-compliance with laws and regulations in the social and economic area	No cases of non-compliance with laws and regulations in the social and economic area	-





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