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## Letter From the President

When 2020 began, which for us had a special meaning since it was the 150th anniversary of the founding of our winery, no one could have imagined what was about to happen. The coronavirus has triggered a global health crisis with serious economic consequences in all sectors that we are still suffering from. The wine sector has been impacted by the closure of bars and restaurants, mobility restrictions and the drop in tourism, which have had a negative impact on the sales in wineries that work mainly in the ON TRADE channel (hotels and restaurants business).

However, despite these challenges, the displays of solidarity have been endless. Like many other companies, we dedicated our efforts to helping healthcare personnel and the most vulnerable during the first few months of the pandemic. We manufactured supports for face shields with our 3D printers that we delivered to hospitals in the region and made donations, through the Familia Torres Foundation, of surgical masks to hospitals and local entities, as well as donating food to the charity project “Eat With You” in Barcelona.

The adaptability of our employees has also been amazing. In all areas of the company where it was possible, remote working was quickly and successfully implemented. All the necessary

health and safety measures were put in place in the production areas of our wineries to minimise the risk of infection. The harvest was a challenge for us logistically speaking, but took place in all areas without any major setbacks.

We adapted quickly to the new situation and we never stopped working thanks to the commitment and professionalism of our employees, distributors and suppliers, and the trust that our customers and consumers continued to place in us. So, I would like to take the opportunity of this letter to express my sincerest gratitude to all of you. New technologies have brought us even closer to our stakeholders around the world, with whom we have been able to hold meetings, presentations and virtual tastings. And this has offered us endless opportunities that we will continue taking advantage of even once the pandemic is over.

The decrease in travel has had a positive impact on the planet. But only momentarily as we continue to have a high concentration of greenhouse gases in the troposphere. The climate threat continues to advance inexorably, although as the days go by it seems that society in general is getting used to the new climate reality. On the other hand, those of us who live off the land have been suffering the consequences of the climate

crisis for a long time.

That’s why, at Familia Torres, year after year we continue to dedicate resources and make every effort to adapt and minimise our environmental impact. We have reduced more than 30% of CO2 emissions per bottle in its entire scope in 2020 compared to 2008, and we hope to achieve a 55% reduction in emissions by 2030 thanks, above all, to renewable energy, sustainable mobility, energy efficiency measures and the planting of trees on our 5,615 hectares in the Chilean Patagonia. The International Wineries for Climate Action Association, which we created together with the Jackson family of California, continues to welcome new wineries in their mission to decarbonise the wine sector globally. It is crucial that all businesses and society contribute to this effort if we do not want the earth to be practically uninhabitable by the end of this century.





FROM THE SOIL...

**28**  
Number of wine regions

**56%**  
Vineyards in Spain managed under organic standards

**100%**  
Vineyards in Chile managed under organic standards

**10**  
Ancestral varieties recovered and authorised

**94%**  
Local suppliers

**€135M**  
Payments made to local suppliers

**\$76,456**  
Fair Trade Premium paid

**€679,583**  
Contributions to foundations, sponsorships, collaborations and associations



DISCOVER OUR WINERIES

**1,157\***  
Employees

**34%/66%\***  
Women/men on the team

**90%**  
Permanent contracts

**€433,673**  
Environmental investments

**30,024 MWh**  
Energy consumed

**552 ML\*\***  
Water consumed

**67%**  
Energy from renewable sources

**5,438 kW**  
Installed power from renewable energy sources



...TO THE TABLE

**77**  
Wine brands

**11**  
Distillates brands

**15**  
Food brands

**20**  
Brands with organic wines

**27**  
Brands with vegan wines

**104**  
Countries where we are present

**5**  
Gastronomic spaces

**4**  
Visitor centres



CLOSING THE CYCLE

**30%**  
CO2 reduction target per bottle 2008-2020\*

**34%**  
CO2 reduction per bottle 2008-2020\*

**55%**  
CO2 reduction target per bottle 2008-2030\*

**82%**  
Electric or hybrid vehicles

**66%**  
Non-organic material of recycled origin

**99%**  
Waste managed through recovery

**11**  
Number of R&D projects

**€686,300**  
Investment and expenditure in R&D

\*Workforce at year-end  
\*\*Megalitres  
\*\*\*For Miguel Torres S.A.





## Our Raison D’Etre

### MISSION

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

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

### VALUES

- **Respect:** act and make decisions with respect for people, for a job well done, for tradition, the environment, company resources and society.
- **Cooperation:** success depends on everyone’s work, cooperating to realise the mission and vision.
- **Excellence:** act with excellence, committed to good work, rigour and quality.
- **Vitality:** celebrate life on a daily basis, with vitality in the behaviours and relationships developed by the organisation.
- **Curiosity:** continuously connected to the environment (consumers, employees, customers, market, society) in order to identify needs, opportunities and trends.



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



## Our DNA

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

### People

Our greatest asset: more than **1,100 employees** worldwide.



### Fair Trade

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



### Our Customers

We are present in **more than one hundred markets**. We satisfy the needs of our customers with specific products for the different channels.



### Close to the Consumer

We offer unique experiences, wine tourism and gastronomy at the foot of the vineyards and we connect with consumers through social networks.



### Environmental Protection

Our commitment to the earth by 2030: **reduce CO2 emissions by 55%** per bottle compared to 2008.



### Giving Back to Society

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



### R&D

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



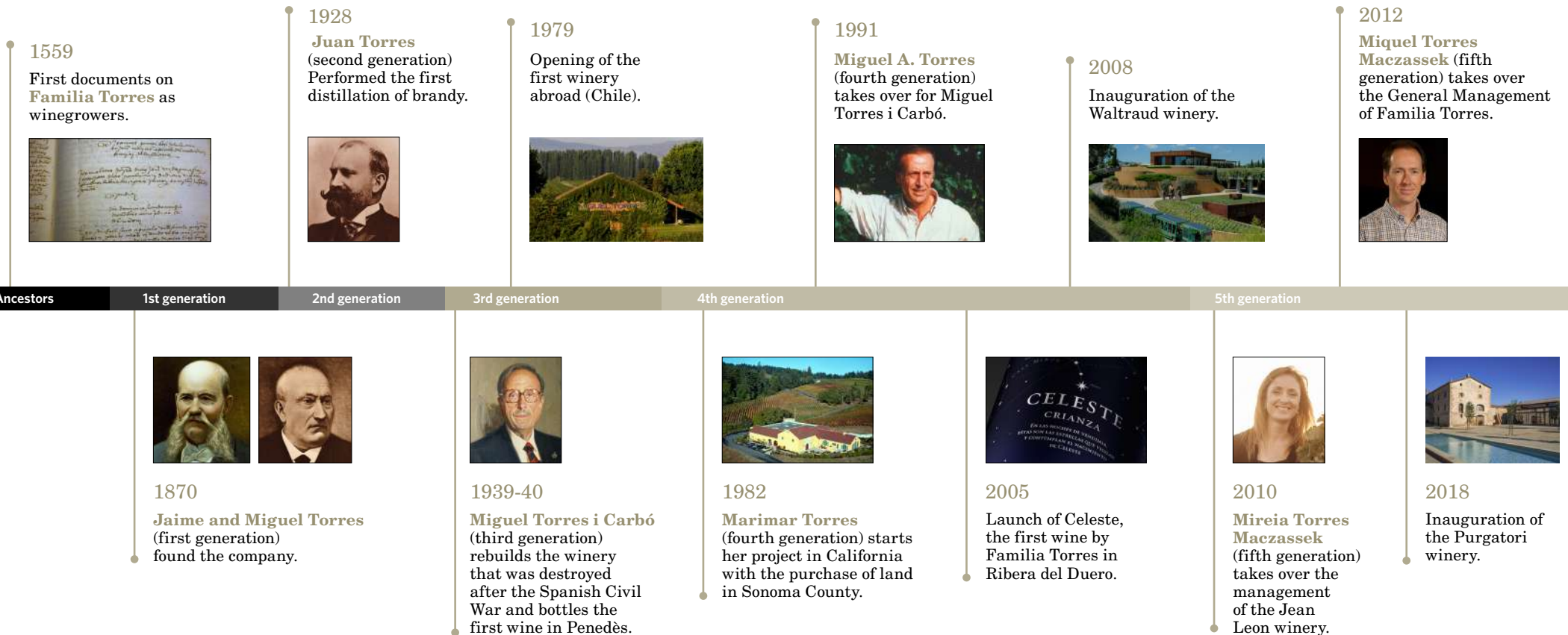
### A Unique Family

“The more we take care of the land, the better wine we get.”



## The Origins

At Familia Torres, we are a family-owned business whose legacy has been built with the hard work and passion of **five generations** dedicated to wine over the last **150 years**.





## Governance Model

Since the very beginning, at Familia Torres we have promoted management and decision-making based on the pillars of **ethics** and **transparency**. Over the years, a management professionalisation process has been carried out, through which we have laid the foundations to maintain the best practices in corporate governance.

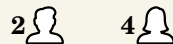
In order to guarantee **sustained growth** and the consolidation of Familia Torres as prestigious wine and brandy producers, we have a number of corporate policies, procedures and internal processes to comply with the applicable regulations, as well as to carry out **responsible business management**.

In order to ensure the correct implementation of our corporate governance system, we have the following **governing bodies**:

### GOVERNING BODIES

#### BOARD OF DIRECTORS

Highest governing body, responsible for the management, direction, administration and representation of the interests of Familia Torres.



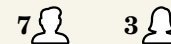
#### ADVISORY COUNCIL

The advisors meet quarterly to discuss the most relevant issues at a strategic level in different areas: financial, operational and commercial, among others.



#### MANAGEMENT COMMITTEE

Composed of the managers of the functional areas, to address the more operational issues and ensure the implementation of the corporate strategy in day-to-day operations.



#### MONITORING COMMISSION

Body in charge of deciding which issues should be raised to the Board of Directors, the Advisory Council and the Management Committee.



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



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



- Whistleblowing Channel.
- Ethics Channel.

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



## Contributing to Sustainable Development

In 2015, the United Nations adopted the 2030 Agenda, a strategy put in place to steer the actions of the business and government world towards achieving 17 objectives, known as the Sustainable Development Goals (SDGs), and 169 targets for a world that does not leave any of its inhabitants behind.

At Familia Torres, we are aware of our role in achieving the goals of the 2030 Agenda: the protection of people, the planet and prosperity. For this reason, it is our priority to contribute to sustainable development through the fight against the climate emergency (SDG 7 and 13); the preservation of terrestrial ecosystems and their resources (SDG 6 and 15); responsible consumption and production (SDG 12); the reduction of inequalities through the Familia Torres Foundation (SDG 10); the promotion of quality employment and the commitment to innovation (SDG 8 and 9); and the creation of alliances in the sector to achieve these objectives (SDG 17).

Our DNA, the 2020 Strategic Manifesto and corporate policies help us move towards these goals, reflecting our social awareness and concern for a fairer world.

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



## 2020 in Figures

At Familia Torres, we pursue a production and marketing system for our products and services that generates a positive impact on society, while reducing the consequences of our actions on the environment. It is our commitment to the generation of value for all our stakeholders, to the development of technologies, procedures and practices based on caring for the earth, and on the regeneration of nature and its fascinating biodiversity, in each phase of our value chain:

### INPUTS

#### FINANCIAL CAPITAL

27,764 thousands €

#### ASSETS

392,039 thousands €

#### SUBSIDIES

1,364 thousands €

#### HUMAN CAPITAL

1,218 employees\*

#### SOCIAL CAPITAL

14,142 thousands €

#### NATURAL CAPITAL:

##### > ENERGY

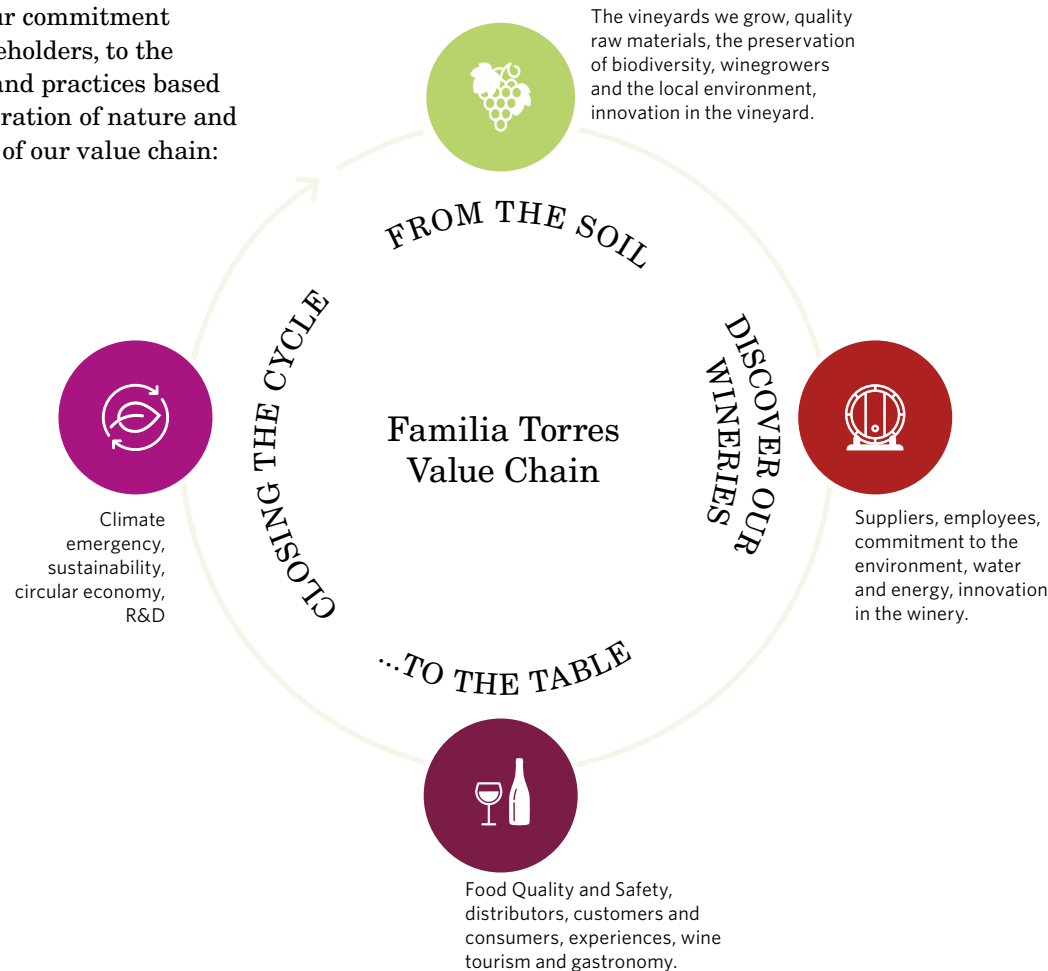
30,024 MWh

##### > WATER

552 ML\*\*

##### > MATERIALS

63,960 t



### OUTPUTS

#### BOTTLES PRODUCED

46,057,952

#### DIRECT ECONOMIC VALUE GENERATED

REVENUE: SALES AND OTHER REVENUE

221,161 thousands €

#### DISTRIBUTED ECONOMIC VALUE

OPERATING COSTS

170,416 thousands €

#### EMPLOYEE COMPENSATION

(without social security costs)

52,617 thousands €

#### PAYMENTS TO CAPITAL PROVIDERS

3,947 thousands €

#### PAYMENTS TO PUBLIC ADMINISTRATIONS

14,797 thousands €

#### INVESTMENTS IN THE COMMUNITY

679 thousands €

#### ECONOMIC VALUE RETAINED\*\*\*

-21,295 thousands €

#### WASTE

11,917 t

\* Average workforce

\*\* Megalitres

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





## Our Wines

Our roots as winegrowers in the Penedès region date back to 1559. Since the founding of our winery in Vilafranca del Penedès 150 years ago, our project has not stopped growing.

Today, we have a group of vineyards in 28 wine regions in Spain and Chile, notable both for their size and for their variety.



Empedrado (Chile)



Fompedraza (Ribera del Duero DO)



Grans Muralles (Conca de Barberà DO)



Mas La Plana (Penedès DO)



Mas de la Rosa (Priorat DOQ)



Sant Miquel de Tremp (Costers del Segre DO)

**“Exceptional wines  
are born from great  
vineyards.”**



Familia Torres,  
among the 50 best vineyards  
in the world to visit

**WORLD BEST VINEYARDS  
2020**



## Quality Raw Material

A great wine begins with the quality of the grapes, hence why we grow our vineyards in the most environmentally friendly way to obtain high-quality fruits. We also work closely with external winegrowers, offering them advice on how to manage and take care of the vineyards, sharing best practices and promoting sustainable habits at the beginning of the value chain.

In addition, to guarantee the excellence and safety of our products, as well as the ethics and integrity of our business relationships, we have a Quality Management System that includes the evaluation of grape suppliers, who must meet strict requirements that are aligned with our corporate policies.

### GRAPE SUPPLIER EVALUATION PROCESS

Every year we evaluate those winegrowers with the greatest impact on our business activity. These evaluations are mainly based on the following criteria:

- Quality of the grape.
- Control of pesticides.
- Organic origin, in conversion or non-organic.
- CO2 emissions in Miguel Torres grape suppliers.





## Sowing the Seed of Innovation

In order to continue working towards achieving the vineyard we want for the future, we carry out several R&D projects to improve its quality and minimise the impact that climate change has on it.

### GOPHYTOVID PROJECT

This project, carried out in collaboration with other wineries and two universities, aims to reduce the dose of applied phytosanitary products, identifying inter-parcel variability throughout the vegetative cycle through a vigour map.

This project, completed in 2020, is continued through the Coppereplace project.

### COPPEREPLACE PROJECT

To continue pursuing the objective of reducing phytosanitary treatments, this year the Coppereplace project has been launched, which aims to develop a variable product application system based on the vigour of the strains from vigour images obtained with satellite.

Pilot trials have been carried out with alternative products that help reduce the amount of copper and sulphur, as well as trials with copper and sulphur microparticles and nanoparticles, and trials with the use of cover crops to improve soil biodiversity and study CO<sub>2</sub> uptake.

### VITIS AGROLAB PROJECT

This project is focused on irrigation and vineyard management experiments to observe and evaluate agronomic and oenological differences based on the applied irrigation treatment and the strain management system, and its potential for mitigating climate change. It is a project in collaboration with the IRTA - Institute of Agrifood Research and Technology, as well as various start-ups.

### HORIZON 2020 FARMYNG PROJECT

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

Its objective is to develop the first large-scale biological-based value chain that will produce sustainable, safe, high-quality and innovative food products through the *Tenebrio molitor* insect (mealworm).

### VITIGEOSS PROJECT

Project started this year, which aims to develop a commercial product that improves decision making (DSS) in phenology, irrigation, disease treatment, and management of vineyard operations.



## Recovery of Ancestral Varieties

The climate emergency is undoubtedly the biggest challenge we are currently facing, since it is a threat that undermines the future of Spanish wineries and winemakers.

More than 30 years ago, we began an innovative project to bring back ancestral grape varieties with the aim of recovering the wine heritage of Catalonia, lost after the Phylloxera plague, known as “The Great Wine Blight” at the end of the 19th century.

In collaboration with the French National Institute for Agricultural Research (INRA), an innovative methodology for recovering and reproducing ancestral varieties has been developed.

Thanks to this project, today about 50 ancestral varieties have been discovered in different areas of Catalonia.

In collaboration with the Institut Català de la Vinya i el Vi (INCAVI), the most interesting ones in terms of winemaking have been selected, which are the most resistant to high temperatures and drought, as a possible solution to tackle climate change.

We currently have 11 registered varieties, and of these, 10 are authorised in the Spanish Royal Decree that regulates wine-growing potential (Forcada, Moneu, Pirene, Gonfaus, Querol, Coromina, Selma Blanca, Garró, Solana and Bronsa).



### RECOVERY PROCESS PHASES

1. Search for varieties
2. Identification and categorisation
3. Recovery and reproduction of the plant
4. Assessment of oenological potential
5. Adaptation to the land



## Preserving Biodiversity

Our commitment to sustainability begins at the first point of our value chain, the land, with the protection and preservation of biodiversity, a factor that is largely tied directly to the soil where the vine grows. As one of our main concerns, we have established different measures for managing risks and compensating for our impact.

### OUR IMPACT ANALYSIS

During the planting and harvesting process, as well as in the rest of our value chain, an impact is generated on biodiversity that can affect the flora and fauna of the environment and alter the local ecosystems.

- 15 of our vineyards are located in protected zones, with an area of 1,307 hectares.

- Every year on our vineyards in Spain, we carry out an inventory of species included in the International Union for Conservation of Nature (IUCN) Red List of Threatened Species whose habitats are in areas affected by our agricultural activity. This year, in 2020, we have obtained a total of 1,174 species, of which 991 are classified as “least concern”.

Aware of this reality, we constantly monitor the impact of our activity and the risks it generates for biodiversity. As a result of our analysis, we have detected the following potential impacts, classified according to their nature, as well as the mitigation actions we carry out, if applicable.

### POTENTIAL IMPACTS

- 1.** Pollution. Use of phytosanitary treatments to control pests and diseases in vineyards.
- 2.** Pollution. Use of machinery and vehicles for vineyard work.
- 3.** Transformation of the habitat. Change of land use with new vineyard plantations, on lands where there were once meadows, forests, etc.

### IMPACT MITIGATION

- 1.** 56% of our properties in Spain are managed according to the rules of certified organic farming, while the others are managed using conventional farming, without the application of herbicides or insecticides. In Chile, 100% of our vineyards are farmed organically.
- 2.** To minimise fuel consumption, different tasks are carried out simultaneously, such as tilling and green pruning at the same time, or phytosanitary treatment with multi-row sprayers. In Chile, inter-row sowing is practiced, which reduces the use of the tractor by 50%.
- 3.** During the 2020 period, there have been no changes in land use.



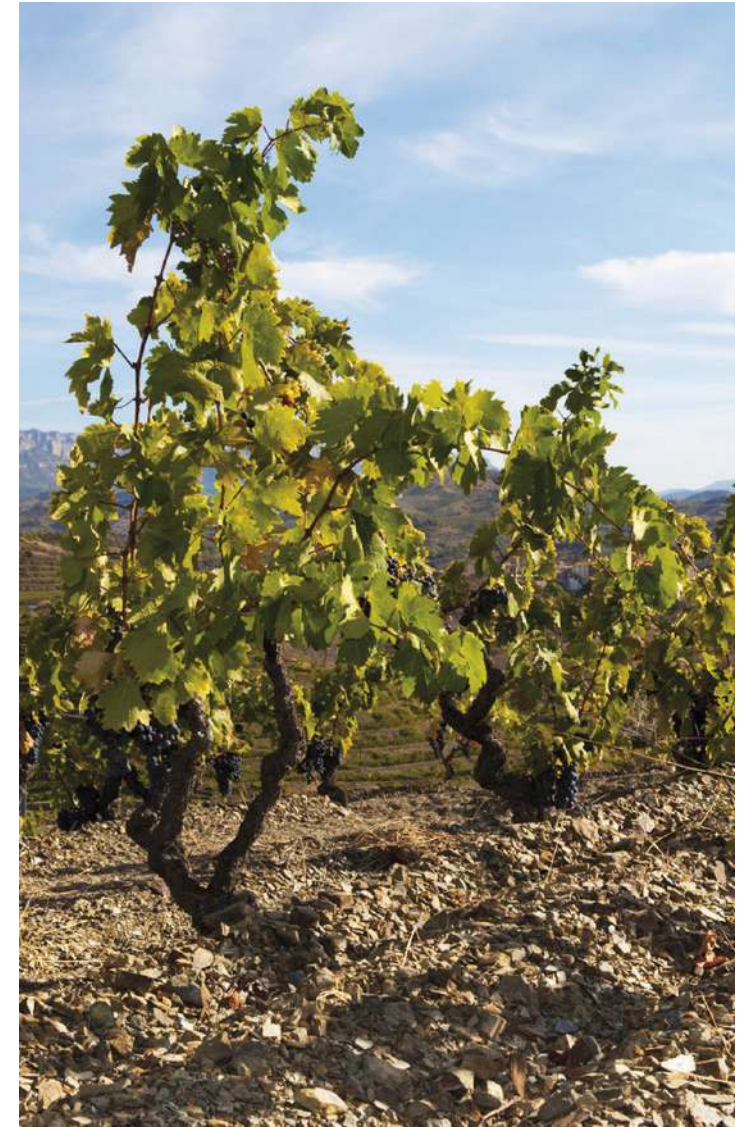


## How We Offset Our Impact

In addition to mitigating potential impacts, we also carry out actions in protected or restored habitats that largely consist of: forest management (maintenance and reforestation), maintenance and improvement of water points, soil conservation, actions to favour the presence of fauna and combat pests with natural predators, and environmentally-friendly phytosanitary treatments.

### ACTIONS INTRODUCED IN 2020

- **Installation of insectaries and insect hotels** on the Mas de la Rosa and Mas La Plana vineyards to favour the presence of fauna on the vineyard and combat pests with natural predators.
- **Acquisition of a herd of 8 native sheep** to graze in the vineyard, in order to improve soil fertility and control the growth of weeds on the Mas La Plana property.
- In 2016, two **beehives** were installed on the Mas La Plana property, to facilitate the life of these natural pollinators. This year, we have installed two more beehives in Mas La Plana and two in Mas de La Rosa.
- **Installation of nest/shelter boxes** to favour the presence of fauna and combat pests with natural predators: 16 units for chickadees and sparrows, 6 units for owls and hoopoe, 1 unit for the tawny owl, and 12 units for bats; spread out across the Mas La Plana, Mas de La Rosa, Les Escostes and l'Aranyó vineyards.
- On the Pazo Torre Penelas vineyard, various actions have been carried out to **promote biodiversity**:
  - **Installation of buried drainage** to avoid runoff from the higher point of the property.
  - **Application of maintenance fertilisation** with organic pellet fertilisers.
  - **Elimination of the use of insecticides** in the vineyard, controlling the Lobesia botrana species (grapevine moth) with sexual confusion pheromones.
  - **Application of microorganisms** in the soil to improve its structure.
  - **Recovery of an old pond and a well**, thus promoting the existence of colonies of frogs in the vicinity of the pond.



## Familia Torres Organic Vineyards

One of our actions to mitigate our potential impact on biodiversity is the development of organic farming, as a method for reducing environmental pollution.

Organic farming is based on the production of quality food using environmentally-friendly techniques, promoting the use of

the appropriate farming practices to prevent the appearance of diseases and pests.

The use of chemical synthesis products such as fertilisers, herbicides and pesticides is eliminated, substituting them for products of natural origin, such as compost, sulphur, copper or “sexual confusion” pheromones.



**56%**

of our vineyards in Spain are managed according to the rules of certified organic farming.



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



**100%**

of our vineyards in Chile use organic farming.

### ECOSOSTENIBLEWINE (ESW)

Given the desire to promote low-impact organic viticulture, every two years we participate in the conferences on organic and sustainable viticulture, EcoSostenibleWine, one of the most important wine-making forums in Spain, organised by the Catalan Wine Association. At this event, international experts present strategies and practical solutions for solving the key challenges of our times.





## Our Commitment to the Local Environment

We are committed to the local environment in which we operate, and we seek to generate wealth and well-being in local communities. For this reason, we promote

and participate in various projects and initiatives that are aimed at supporting an improvement in the well-being of both suppliers and local communities.

### LOCALLY OPERATED VALUES OF FAMILIA TORRES

SOLIDARITY



TOLERANCE



TRANSPARENCY



### LOCAL SUPPLIERS

We feel a deep commitment to supporting the economic development of the local communities where we are present, and as such we try to promote their well-being and growth. In line with this commitment, we prioritise the choice of local suppliers (\*local suppliers are considered those that are from the same country as the Familia Torres company that they supply).

In addition, we strive to maintain close and transparent relationships with them, which are beneficial for both parties, as well as for the local community that surrounds them.

We believe that supporting local suppliers also has multiple advantages for our business: cultural proximity to the supplier; faster delivery times; commitment to the growth of the local economy; decrease in transportation costs; and decrease in greenhouse gas emissions associated with the transport of goods.



**94%**

of our suppliers are local\*



**€135M**

payments made to local suppliers\*



## Fair Trade

Proof of our commitment to equality in commercial conditions and sustainability in the sector is the “Fair Trade” project, which for 10 years has been a reflection of our philosophy regarding supplier management and responsible purchasing.

This project was implemented at our winery in Chile, a country where small local winegrowers are at a disadvantage compared to large producers, and are generally subjected to inclement weather and market prices determined by large corporations.

### SUSTAINABILITY AND FAIR TRADE POLICY

The policy is based on the following commitments:

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

Since 2010, Miguel Torres Chile has been recognised with the Fair Trade Certification under the Fair for Life model, which indicates that the winery pays a fair price for the raw materials it purchases, facilitating the development of local farmers, especially those of a smaller size who are at a competitive disadvantage.





## Fair Trade

### FAIR TRADE PROJECT

The project is based on the following lines of work:

#### 1. Recovery of traditional Chilean varieties

Recovery and revaluation of native strains and abandoned varieties.

#### 2. La Causa Wine Collection

Joint project between the small producers of traditional strains and Miguel Torres Chile.

#### 3. Social Investment

##### Incentives

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

In 2020, \$76,456.17 was contributed as a premium. Since obtaining the certification, the winery has invested a premium of more than one million dollars.

This premium is invested in projects that generate an improvement in the quality of life of the community, both internally (workers and their families) and externally (communities near each of the operations).

In 2020, the projects have been focused on those of greatest urgency for the beneficiaries, and correspond to the funds received in 2019.

#### Some of the projects carried out in 2020 include:

- Contribution for the maintenance of the Miguel Torres Sports Club.
- Purchase of an ocular prosthesis for a worker at the La Bodeguita restaurant.
- Construction of a sink at the Sagrada Familia School.
- Contribution to the Curicó Hospital for the purchase of ventilators during the COVID-19 health crisis.
- Contribution to workers with Record of Temporary Employment Regulation due to COVID-19.
- Donation of essential goods to residents in the town of Maquehua.
- Contribution to the Curicó Rugby Club's Sports School to build a training field.
- Contribution to the family of a worker who had a fire in their home.
- Contribution to the Empedrado Fire Department to buy a tank truck.



**\$1.16M**

invested in Fair Trade projects since obtaining the certification in 2010



## Local Communities

We want to take things one step further in our involvement with local communities, guaranteeing the generation of a positive impact on their development and well-being. For this reason, we carry out various projects and collaborative initiatives, which are based on the following three areas of action:

**We promote initiatives** that involve our employees in activities of social interest through a corporate volunteering programme for the benefit of the local community.

This programme involves activities such as the “Implica”T amb La Marató de TV3” initiative, or our collaboration with the food bank.

Unfortunately, this year none of the activities could be carried out due to the pandemic.

**We collaborate directly** with financial and in-kind contributions to charities, foundations and research institutes (not related to our activity).

During 2020, we have made donations worth €224,831 to foundations and non-profit organisations, including in-kind donations to the food bank worth €70,221.

Another way we **interact with society** is through collaboration agreements and sponsorships.

Our objective is to support initiatives and projects that are considered particularly important or especially useful for society, based on the following areas of action:

- Local festivals.
- Cultural and sports activities.
- Promotion of tourism.
- Schools, universities and training.



**€224,831**

contributions to foundations and non-profit organisations



**€71,587**

sponsorships and collaborations



**€383,166**

invested in affiliations to industry, environmental and other associations.

This year, 2020, has been marked by an unprecedented health crisis, in which we have tried to collaborate in the fight against COVID-19 with the manufacture of supports for face shields with our 3D printers for hospitals in the region.

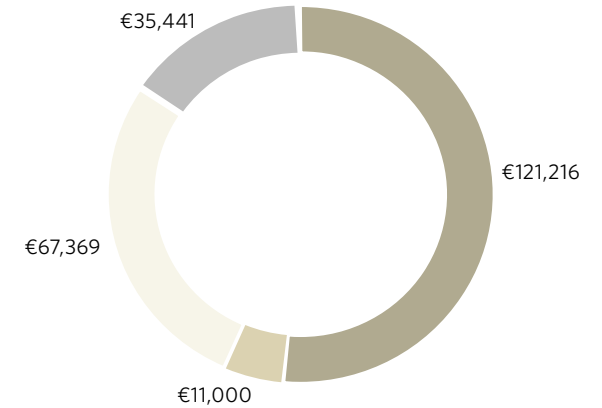


## Familia Torres Foundation

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

During 2020, the Foundation has provided support that has revolved around

promoting campaigns for the benefit of people affected by the global pandemic, with the donation of food, medical supplies, school supplies and financial aid. In addition, we have continued to develop our collaborative projects at the national level.



- Support for groups with special needs
- Support for culture and art
- Support for children
- Support for women and families



22

Familia Torres  
Foundation Projects



€235,026

Familia Torres  
Foundation Aid

Through the Familia Torres Foundation, 30,020 masks have been donated to hospitals and homes for the elderly, as well as food to the charitable project "Comer contigo" (Eat With You) in Barcelona.



## Our Wineries

Our wineries are designed to blend into their environment, preserving the beauty of the landscape and its historical heritage. In addition, in order to guarantee the quality of our products and processes and minimise food safety risks, in all our wineries we have a Food Quality and Safety Policy. This policy is a commitment to continuous improvement, risk and opportunity management, customer satisfaction and employee participation.

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

In order to meet customer requirements, in 2018 the Pacs del Penedès winery was audited under SMETA (Sedex Members Ethical Trade Audit) standards, based on the following pillars:

- Business Ethics.
- Working Conditions.
- Health and Safety.
- Environmental Impact.

**“Places destined to see the best wines born.”**



Jean Leon (Penedès DO)



Pazo Torre Penelas (Rías Baixas DO)



Familia Torres Priorat Winery (DOQ Priorat)



Celler Purgatori (Costers del Segre DO)



Miguel Torres Chile Winery (Curicó Valley)



Celler Waltraud (Penedès DO)



## Moving Towards the Wineries of the Future

### CIEN - GLOBALVITI PROJECT

Participation in the CIEN - GLOBALVITI project, in collaboration with other wineries and companies, focused on the search for a global solution to improve wine production in the face of climate change, based on robotics, IT technology and biotechnology, and vineyard management strategies. The main objective of this project has been to position the Spanish wine sector as a worldwide reference in the search for solutions and the implementation of innovative techniques in relation to grapevine trunk diseases, the integral management of the vineyard and the vinification processes, in a context of climate change.

This project has been implemented from 2016 to 2020. Our participation has involved conducting numerous field trials to study adaptation to climate change and we have achieved some very interesting results.

We have made a massal selection of *Garnacha Peluda*, *Cariñena* and *Xarel·lo* and a selection of *Garnacha* (white and black) clones based on their resistance to climate change. We have subjected native yeasts to hybridisation and sequential inoculation processes with which it has been possible to reduce the 0.5% alcohol by volume. Guyot pruning systems have been shown to be more affected by fungal diseases and different products have been tested to counteract the evolution of trunk diseases.

In regard to the grapevine trunk, the influence of abiotic stress factors in the vine on the evolution of trunk diseases has been studied and, together with other wineries and Hispatec, a monitoring system and an algorithm for classifying the status of the strains with respect to the evolution of these diseases has been implemented.

### NATIVE YEAST IDENTIFICATION PROJECT

Development of the native yeast project that, for three consecutive years, has been aimed at identifying native yeasts from certain vineyards present in the middle and at the end of the spontaneous alcoholic fermentation of the grapes.

The expected benefits are to promote biodiversity and reinforce the quality of the wines through vinifications with combinations of yeast from the plots themselves.

### MARKETPLACE PROJECT

Project promoted this year with the collaboration of a consortium of companies, based on the development of a marketplace platform to offer and add value to the purchase/sale of grapes, wine and services in the sector.





## Monitoring and Continuous Improvement of Our Suppliers

In the second stage of the value chain, suppliers intervene who must be committed to the harvests to ensure product quality and extend our values and principles throughout the entire supply chain for the different lines of business: production of wine, brandy and food products, and the distribution of third-party brands. Currently, we have more than 9,000 suppliers in the following categories:



In Spain, we have a Supplier Policy, based on the Ethics and Corporate Responsibility model, which helps us to identify and manage the risks associated with the supply chain and which establishes the general framework to guarantee the minimum requirements that suppliers must meet to ensure sustainable management.

In 2017, we started the process of certifying suppliers in Familia Torres Spain companies. Suppliers are evaluated according to their nature, ensuring their suitability and ability

to comply with the requirements established in the Supplier Policy.

This process incorporates new suppliers that are approved every year. Currently, all suppliers with over €10,000 annual business with the company are required to be certified.

All certified suppliers can access the whistleblowing channel to report any behaviour that violates our ethics and corporate responsibility model.





## Monitoring and Continuous Improvement of Our Suppliers

### CERTIFICATION PROCESS



Registration on the supplier portal and adherence to the Supplier Policy.

Evaluation of the following aspects:

- Quality
- Ethics and corporate responsibility
- Civil liability
- Food safety\*
- Health, safety and well-being\*\*
- Environmental information\*\*
- Financial information\*\*

On-site visits, in case of strategic or critical suppliers.

Risk analysis and continuity plan for critical wines.

\*In the case of materials with food-related risks, they are subjected to further analysis to ensure the safety and quality of the products or materials.

\*\*This information is evaluated in the strategic suppliers. Work is being done to implement it with all other suppliers as well.

### SUPPLIER EVALUATION

We believe that suppliers are a key element for environmental preservation and the well-being of people and that each organisation has the responsibility to minimise its impacts on the environment where it operates, even if these impacts are derived from the activity of its suppliers.

That is why we include environmental criteria in supplier evaluations.



increase in the number of suppliers evaluated for environmental issues compared to 2019

### FOCUS ON AT-RISK COUNTRIES

We are aware that some regions have a higher risk of violating human rights and having a greater environmental impact. Therefore, we have adopted stricter control procedures in the case of suppliers that produce or outsource production in an at-risk country, thus extending corporate responsibility throughout the entire value chain.

External audits are carried out (by Asia Inspection), which are based on the following aspects: supplier operations, corporate social responsibility, environment, hygiene, and health and safety. Future relationships with suppliers depend on the audit results.

## Wineries That Respect the Environment

The sustainability of our business is directly connected to the environmental sustainability of the planet, so we are committed to caring for it and ensuring its prosperity. We have policies in place that support our commitment and strengthen the control environment in the management of environmental risks:

- Integrated Management System Policy, which includes all the Familia Torres Spain wineries and incorporates environmental aspects in the wine-making and labelling procedures.
- Sustainability and Fair Trade Policy at Miguel Torres Chile.

We also have an Environmental Management System at Miguel Torres, which ensures the integration of environmental requirements in daily operations and is based on the following principles:

- Interaction with the environment.
- Identification and prioritisation of risks and opportunities.
- Environmental policies.
- Annual plan of objectives.
- Regular training.
- Annual audits.
- Review of regulatory compliance.
- Inclusion of the environmental vision in processes and product design.

With the aim of integrating respect for the environment in a cross-cutting manner across all stages of the business, we offer training on the environment and on the efficient use of resources to all employees, including workers from temporary employment agencies, with a special emphasis on new hires.

The Environmental Management System of the Pacs del Penedès and Vilafranca wineries is certified by the ISO 14001 standard.

The winery in Chile is certified according to the Wines of Chile Sustainability Code.



€433,673

total environmental investments\*



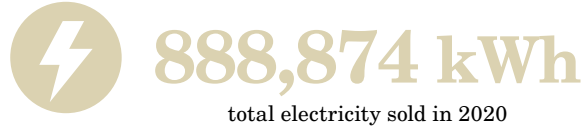
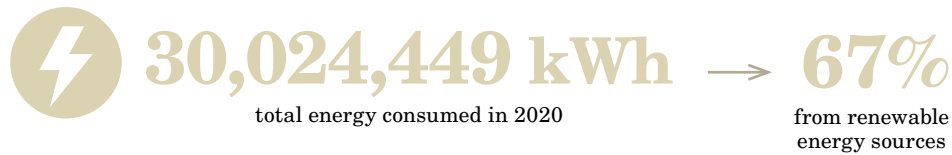
35

employees dedicated to environmental management\*\*

\*Due to the pandemic, many of the budgeted environmental investments have not been made.  
\*\*Of which 12 belong to the Environmental Department and the rest hold environmental roles, among others.

## Our Energy Resources

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

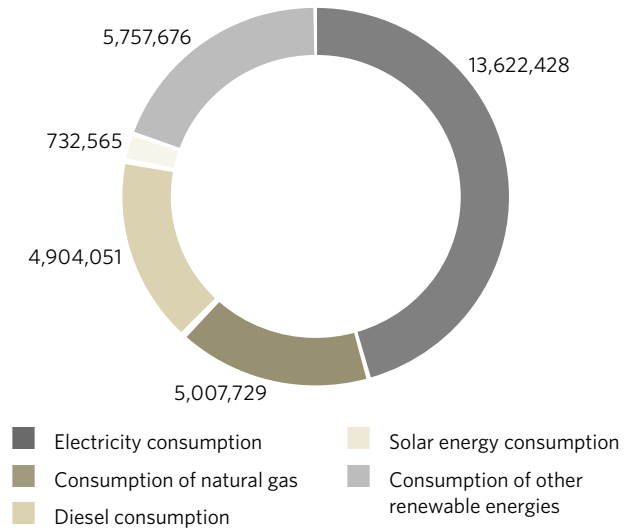


### COMMITMENT TO ENERGY WITH A LOWER IMPACT

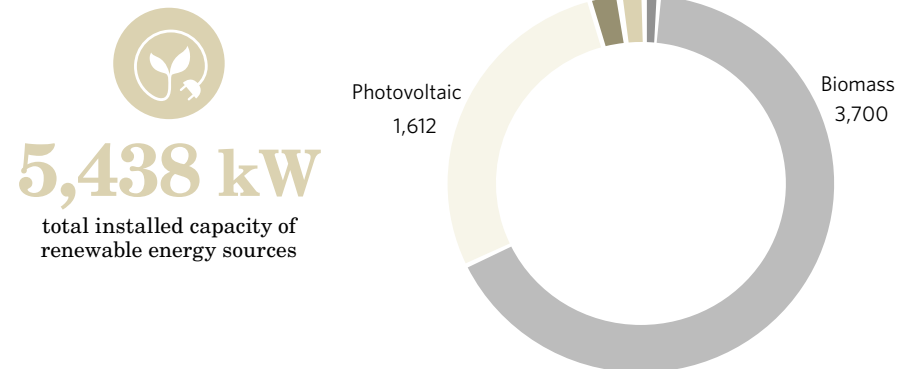
We have renewable energy production facilities for our own consumption and energy sale. Thus, we seek to replace the consumption of diesel and natural gas with energy from the sun, the air and the Earth.

- **22% of the energy consumption** for our activity comes from 100% self-generated renewable sources: solar photovoltaic, geothermal and biomass.
- **More than 1,500 kW of photovoltaic energy** to supply our wineries.

2020 ENERGY CONSUMPTION [kWh]



POWER FROM RENEWABLE ENERGY SOURCES [kW] BY TYPE OF INSTALLATION





## Reduction Measures

### OBJECTIVES

Due to the current situation of COVID-19, all the objectives that we had set for ourselves this year have not been able to materialise and have been postponed until 2021.



**€162,346**

invested in environmental projects related to the installation of renewable energy and the improvement of energy efficiency

To continue making progress in energy efficiency improvements, at Miguel Torres we have the following policies and procedures related to the responsible use of energy resources:

- **Energy Policy.** The main pillar of the Energy Policy is based on the reduction of energy consumption in all phases of its operations.
- **EMS (Energy Management System) Procedures Manual.**
- **Procedures for the acquisition of energy services, products and equipment.**
- **In addition, we are certified under the ISO 50001 standard on energy efficiency.**

### FEATURED INITIATIVES

We have continued to work on initiatives and projects related to the installation of renewable energy sources and the improvement of energy efficiency.

- Installation of automatic temperature control systems and improved supply of compressed air in the Familia Torres winery.
- Installation of photovoltaic panels with a capacity of 40 kW at the Priorat vineyard.
- Progressive replacement of lighting with LED lights at Soto de Torres and Pazo Torre Penelas.
- Insulation of the roof of the Torres Import distribution company for greater thermal insulation and reduced air conditioning consumption in summer.
- Installation of solar panels for irrigation at Pazo Torre Penelas.
- Improvement of the lighting system at the Magarín and Pago del Cielo wineries, with the installation of motion activated and power-off timer systems in common areas and passageways.
- Installation of air conditioning equipment in the Pago del Cielo winery that takes advantage of cold summer nights to introduce cold air and reduce the use of electric air conditioners.
- An energy audit has been carried out at the Miguel Torres Chile winery to define an energy reduction plan during 2021.



## Our Water Resources

Water is one of the essential resources in our processes related to the wineries. Based on our Water Management Policy, we try to optimise the use of water resources, efficiently managing the water used throughout the entire value chain as well as at its final destination.

At Familia Torres, we consume water through different types of withdrawal:

- Public network (utility companies).
- Groundwater (wells).
- Surface water (includes rainwater).
- In addition, at the Pacs del Penedès winery, part of the treated water is regenerated in the Wastewater Treatment Station (WWTS) for use in irrigation, cleaning the wineries and refrigeration.

The different water uses are:

- Production process.
- Refrigeration and steam generation.
- Irrigation.
- Cleaning of facilities and equipment.
- Hygiene and cleaning of personnel (sanitary use).
- Fire protection systems.

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

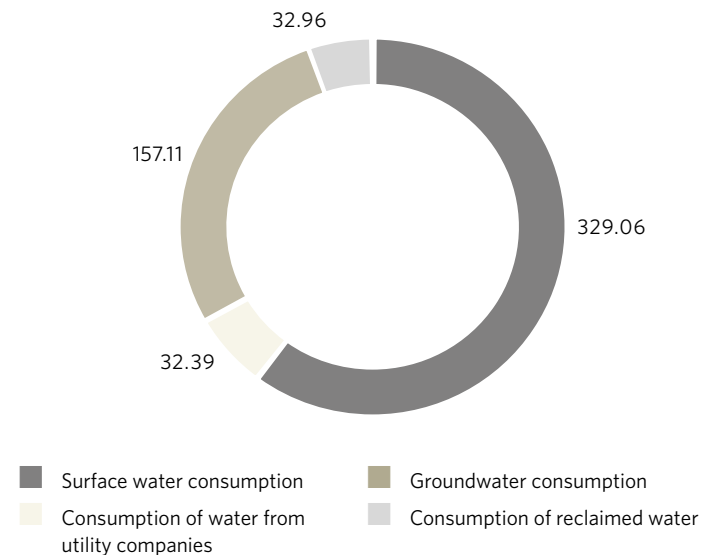


**552 ML\***  
total water consumed in 2020



**101,300 m<sup>3</sup>**  
capacity of our 46 reservoirs

2020 WATER CONSUMPTION (ML\*)



\*Megalitres





## Reuse Measures

At the **Pacs del Penedès winery**, we have implemented several measures for reusing water, thus minimising extraction:

- We reuse reclaimed water for irrigation, cleaning and refrigeration.
- Installation of recirculated rinsing water in bottling lines.
- Reuse of the water from purging the open cooling circuits.

With these measures, in 2020 we have avoided extracting 42,677 m3 of water.

At the **Pago del Cielo winery**, we also have a water recirculation system in the bottling line.

### OUR WATER TREATMENT AND REUSE FACILITIES

- WWTP (Wastewater Treatment Plant) at the Jean Leon winery.
- WWTP at the Familia Torres winery.
- Water Reclamation Room (WRR) at the Familia Torres winery.
- Pre-treatment plant at the Miguel Torres Chile winery.
- Treatment plant at the Magarín winery.
- Treatment plant at the Pago del Cielo winery.



€45,946

invested in environmental projects related to the improvement of the WWTP and ponds

### OBJECTIVES

- 5% reduction in annual water consumption at Celler Purgatori
- 0.1% reduction in water consumption per bottle produced compared to the previous year in the bottling area of the Pago del Cielo winery.
- 1% reduction in water consumption per kilogram produced compared to 2019 in the production area of the Magarín winery.
- Reuse of 25% of the treated water at the Familia Torres winery.

### ACHIEVEMENTS

- 17% reduction in annual water consumption.
- 6% reduction compared to 2019.
- 21% reduction compared to 2019.
- Reuse of 35.4% of the treated water.



## The Driving Force Behind Familia Torres: Our Employees

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

As of December 31, 2020, we have a workforce of 1,157 employees, distributed among Spain, Chile, China, the United States, Ireland and Andorra.

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



**90%**

permanent contracts



**94%**

full time



**€52.62 million**

employee compensation

It is worth mentioning that given the nature of our main activity, wine and distillates production, each year we have an increase in the number of employees with a temporary contract derived from the harvest activities (grape harvesting and transport, wine production in the winery) between the months of August and October in Spain, and February and April in Chile.

As a result of the drop in sales in the market due to the pandemic, especially in the ON-TRADE market (hotel and restaurants business), some employees were included in a Record of Temporary Employment Regulation at the beginning of this period.

Our will is to have all workers come back as tourism, restaurants and the leisure sector are all reactivated.



\*Workforce at year-end





## COLLECTIVE BARGAINING

All our employees in Spain, Chile and China are covered by collective bargaining agreements. Employees are represented by:

- Workers' Committee at Miguel Torres: 9 meetings held in 2020.
- Worker representatives at Miguel Torres Chile and Familia Torres China.
- Staff delegates in the Miguel Torres agricultural community.

## INTERNAL COMMUNICATION

To promote internal communication within the organisation, we have multiple communication channels that vary by country, such as communication boards, informative screens, interdepartmental meetings and cross-company communication events (tastings, visits to other centres, etc), a corporate intranet and a daily newsletter.

## HAPPINESS AND WELL-BEING OF OUR TEAM

At Familia Torres, we offer an attractive work environment that fosters the well-being of employees and in which everyone feels valued and recognised.

We offer a number of employee benefits in order to meet the expressed needs. These social benefits vary according to the use and customs in each country.

In addition, aware that being able to achieve a work-life balance is the foundation of guaranteeing the well-being of our team, we have established different measures depending on the country and its customs, such as, for example, personal days, shorter work days on December 24th and 31st, flexible hours adapted to the needs of each role and department, birthday leave, shorter uninterrupted work hours in summer, etc.

We believe that in order to continuously improve, it is essential to listen to the opinions of our employees and understand their needs, thus identifying areas for improvement. For this reason, we periodically conduct work climate surveys. The last one took place in January of this year and was a survey on satisfaction, professional motivation and psychosocial risks, including all personnel from Spain and the United States.

### RESULTS

- Participation: **77%**
- Average score of the assessed aspects: **7.3**
- Global aspects with the highest scores:
  - **global commitment**
  - **corporate image**

## WELLNESS INDICATORS



Absenteeism hours



58,672



40,436



4.36%

Absenteeism rate



12%

Rotation rate\*

\*The rotation rate excludes seasonality, retirements and deaths, and company restructuring.

## EQUAL OPPORTUNITIES AND NON-DISCRIMINATION

At the end of this year, we had a team of 1,157 professionals, 34% of whom were women. Our goal is to gradually increase this percentage in order to achieve parity, focusing, above all, on positions of greater responsibility.

The Miguel Torres Equality Plan is one of our mechanisms for making progress towards the achievement of equal opportunities, integrating it into human resources management and promoting a change in

attitudes, behaviours, gender stereotypes and organisational structures, elements that frequently hinder the access, presence, permanence and stability of women in the job market.

It contains the set of measures adopted with the aim of achieving equal treatment and opportunities between men and women, as well as the eradication of any gender-based discrimination in the company.

## DIVERSITY, INCLUSION AND ACCESSIBILITY

Based on our philosophy of support for social diversity and inclusion in the business world, at Familia Torres we have 17 employees with functional diversity in our workforce: 14 in Spain and 3 in Chile.

Since 1988, we have been collaborating with the Mas Albornà Foundation, dedicated to the employability of people with intellectual functional diversity. We have been pioneers in Catalonia and Spain in the creation of so-called “work enclaves”, which allow these workers to leave the Special Employment Centres, facilitating their gradual integration into the business world. In this regard, we contribute to the creation of employment for people with functional diversity and their incorporation into the job market. In

our facilities in Penedès, the workers in the “enclave” (whose number varies monthly according to the operational needs and the seasonality of the product) carry out tasks in the product handling processes (logistics, labelling, setting up of promotions, etc.), among others. The success of the enclave is also due to our philosophy by which we provide constant support for the people involved in the programme. In 2020, we have hired an average of 9 workers per month.

Finally, at Familia Torres we guarantee that our public facilities, as well as our buildings intended for public use, are accessible to everyone. This includes establishments used for restaurants, visitor centres and wine tourism in general.



760\*



397\*

\*Workforce at year-end.



## HEALTH AND SAFETY

Ensuring the health and safety of employees is our priority. As such, we have an Occupational Health & Safety Policy for each winery, which establishes our commitment to preventing accidents and complying with current regulations on this matter. We also have:

- Health and Safety Committees at Miguel Torres and the Sociedad Vinícola de Chile, which are open to 100% of employees.
- We periodically carry out internal audits in most of the wineries.
- Health programmes and campaigns for the employees of Familia Torres Spain.

As a result of the situation generated by COVID-19, several actions have been carried out to guarantee the health and safety of our team:

- Creation of a Crisis Committee.
- Delivery of protection kits (masks, hand sanitiser, etc.).
- Prioritisation of remote work in positions where it is feasible.
- Antigen, serological and PCR tests on a regular basis.
- In some locations, protective screens have been installed to minimise contact between employees.
- Formalisation of various protocols on the implementation and use of protective equipment.

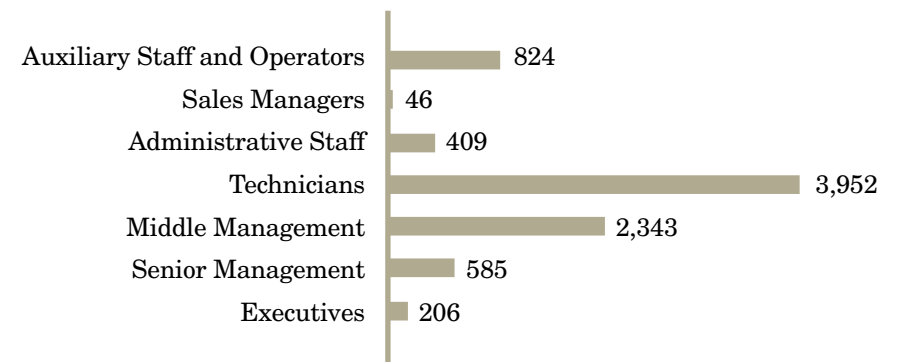


## DEVELOPMENT AND TRAINING

We provide our employees with opportunities for professional development and support them in their personal ambitions and challenges. For this reason, at Familia Torres we have a Training and Development Policy.

In 2020, training actions have been reduced due to the current situation derived from COVID-19. As a result, a total of 8,365 hours of training have taken place among our employees.

**TRAINING HOURS  
BY PROFESSIONAL CATEGORY**







## The Fruit of Our Work: Our Products

Commitment to quality and excellence pervades each of the areas in which we work, from the **wines, distillates and foods** that we produce to the third-party brands that we distribute, the **experiences** we offer in our wineries and the **gastronomy** that we create in our restaurants.

Thanks to our passion to serve, wine lovers from more than **100 countries** can enjoy our products in moderation in their homes or at restaurants.

“From the soil to the table,  
we create exceptional wines  
and distillates, with the aim  
of encouraging memorable  
experiences in every  
corner of the world.”



Familia Torres, Europe’s Most  
Admired Wine in 2020

DRINKS INTERNATIONAL



## Wines

As prestigious winemakers, we have known how to innovate in our production processes over the years, anticipate trends and improve the quality offered to customers and consumers. We have wines made in both hemispheres and in several wine-growing regions, showing the potential and diversity of each of them:

### SPAIN

Penedès DO

Priorat DOQ

Conca de Barberà DO

Costers del Segre DO

Montsant DO

Empordà DO

Terra Alta DO

Catalunya DO

La Mancha DO

Ribera del Duero DO

Rioja DOC

Rueda DO

Rías Baixas DO

Campo de Borja DOP

### CHILE

Limarí Valley

Casablanca Valley

Maipo Valley

Cachapoal Valley - Peumo

Colchagua Valley

Maule Valley

Maule Costa

Central Valley

Curicó Valley

Empedrado

Secano Interior

-Itata Valley

Colemu -Itata Valley

Secano Interior

-Bio Bio Valley

Osorno Valley

## PRODUCTS OF REFERENCE



Mas La Rosa



**97 points**  
Decanter



Mas La Plana



**95 points**  
Wine Enthusiast



Purgatori



**95 points**  
Decanter



Las Pisadas



**95 points**  
Decanter



Celeste Crianza



**92 points**  
Decanter



Cordillera Chardonnay



**93 points**  
Tim Atkin

## NEW PRODUCTS



Forcada



Vinyarets



Grans Muralles 2016,  
one of the 50 best wines in the world

**DECANTER WORLD WINE AWARDS  
2020**

## Distillates

**Juan Torres Master Distillers** is the division in charge of making distillates. Its origins date back to 1928, when Juan Torres Casals (2nd generation) began to produce smooth and aromatic oak-aged brandies from a selection of the best white wines from Penedès.

Today, with ninety years of experience as master distillers, perfecting the art of distillation day after day, Juan Torres Master Distillers continues to pursue excellence in each of its distillates. These are all given their own dose of personality and elegance, and are used in mixology to satisfy the tastes of a new, more demanding consumer who seeks out uniqueness and quality in their moments of leisure.

For yet another year, **Torres Brandy** is the world's leading Spanish brandy in terms of value, with a market share of 37.2% in 2020.

## PRODUCTS OF REFERENCE



Torres 10



El Gobernador



Magdala



Torres 15



Torres 20



Jaime I



Reserva del Mamut



Torres Brandy,  
**#1 BEST SELLING BRAND**  
**#1 TOP TRENDING BRAND**  
in the Brandy category

**DRINKS INTERNATIONAL**  
**“ANNUAL BRAND REPORT 2020”**



Torres Brandy,  
the brandy brand of choice  
among *bartenders*

**DRINKS INTERNATIONAL**



## Food

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

We also import and distribute delicatessen products from premium European brands, helping to strengthen the connection between wine and cooking.

### PRODUCTS OF REFERENCE



Olive Oil

Vinegar





## Food Safety

As a food company, our priority is to ensure the safety of our final products. Therefore, we integrate all our food controls into a Food Safety System, which applies to all wineries and is supported by the following policies:

- Food Safety Policy for wineries in Spain.
- Integrated Management System Policy for wineries in Spain.
- Integrated Quality and Safety Policy of Miguel Torres Chile.

The Food Safety Management System implemented in Miguel Torres is certified under the ISO 22000 standard. In 2020 we have migrated to the new version of the ISO 22000:2018 standard.

In addition, at the end of 2020, the Sociedad Vinícola Miguel Torres, S.A. (Chile) was also certified under the ISO 22000:2018 food safety standard.

### LABELLING

Product labelling is an important tool when it comes to guaranteeing that the end consumer receives relevant information about the product consumed, according to the regulations of each country and market that we serve:

- Responsible consumption of alcohol.
- Allergens.
- Prohibition of consumption by minors.
- Information for pregnant women.
- Safe use of the product according to the best before date.
- Disposal method: recycling at a waste collection point.

Therefore, all the products that we make are subject to strict controls on compliance with European Union regulations on labelling and we also have reinforced approval mechanisms with distributors outside the EU.



27

employees dedicated to  
Food Safety\*



\*Of which 14 are part of the Food Safety Department and the rest hold Food Safety roles.

The Food Safety Management System is based on the seven principles of the Codex Alimentarius.

- 1. SAFE SYSTEM**
- 2. MONITORING AND CONTROL**
- 3. SYSTEM VERIFICATION**
- 4. TECHNICAL COMPETENCE OF PERSONNEL**
- 5. TRACEABILITY SYSTEM**
- 6. COMMUNICATION WITH THE CONSUMER**
- 7. CONTINGENCY PLAN**



## At the Service of Our Customers

Our commitment to excellence is the best way to ensure the high levels of satisfaction among **customers, distributors and end consumers** who have trusted our products for more than a century.

### ATTENTIVE TO THEIR NEEDS

Through the **customer service process**, we manage communications such as complaints, acknowledgements, suggestions or inquiries.

The mechanisms made available to customers and distributors are direct communication with our sales managers or other employees, email, phone, fax, regular mail, and the billing circuit. For end consumers, we manage communications through social networks, telephone, and the contact page and forms on the websites.

In 2020, we have received three complaints in regard to food safety and one in relation to legal violations on food labelling. All have been resolved and in no case has there been a significant impact or risk to the health and safety of consumers that justifies the need to activate a plan to recall the product from the market.

### ACTIVE LISTENING

In order to assess customer opinions and promote the continuous improvement of our management processes, we periodically carry out satisfaction surveys with customers and distributors in relation to various aspects, placing special emphasis on product and service quality.

We also carry out visitor satisfaction surveys in our main wineries to collect feedback about the visits and other wine tourism activities. This year, due to the pandemic and the drop in visits to the wineries, none have been carried out.

#### SATISFACTION SURVEY RESULTS 2020

- Excelsia Vinos y Destilados: **84%**
- Sociedad Vinícola Chile:  
domestic customers **92.5%**  
export customers **87.5%**



## Wine Tourism

Wine tourism helps us every day to **spread the culture of wine and gastronomy** and, at the same time, to pass on our family legacy. At Familia Torres we promote tourist visits through a wide range of experiences and activities that revolve around wine.

In addition to visits to the Pacs del Penedès, Priorat\*, Jean Leon and Miguel Torres Chiles wineries, we offer a wide variety of wine and gastronomic experiences, walks and tours of our vineyards, workshops, etc.

This year in 2020, due to the pandemic and periods in which the facilities have been closed, the number of visits has dropped significantly. To adapt to the situation, we have redesigned the visits and the usual consumption model, promoting online sales and creating new elements such as menus through QR codes or on blackboards, as well as alternative visits to the winery, focused much more on the vineyards.

\*Visits only possible with a prior reservation.

We have a Responsible Tourism Policy, which includes our commitment to good environmental practices, energy efficiency and universal accessibility and seeks to reduce the impact on local communities, in the field of our wine tourism activities.

In addition, we also have the following certifications:



**Biosphere**  
Pacs del Penedès  
and Jean Leon  
Visitor Centres



**Safe Travels**  
Pacs del Penedès  
Visitor Centre

**“Wine tourism is a fundamental pillar for spreading the culture of wine and gastronomy. At Familia Torres, we promote wine-related visits and experiences at our wineries and vineyards, under the premise of responsible tourism.”**





## The Best Setting to Enjoy Wine

Motivated by the ambition to promote memorable experiences from the soil to the table, and aware that there is no better setting for enjoying wine than a good meal, we view restaurants as an opportunity to promote wine culture associated with gastronomy.

Through our selection of restaurants based on the values of excellence and quality, we want to offer unique and memorable gastronomic experiences.

Throughout 2020, we have developed our activity in the 5 gastronomic spaces that Familia Torres currently owns:

- **Jardí Restaurant El Celleret** (Pacs del Penedès, Spain), offering local Mediterranean cuisine at the foot of the vineyard.
- **Mas Rabell** (Sant Martí Sarroca, Spain), a singular space thanks to its unique environment and its organic garden, from which vegetables and aromatic herbs are picked every morning.
- **El Petit Celler** (Barcelona, Spain), a wine shop and bar with more than 2,000 bottles and a wide range of wines available by the glass.
- **La Bodeguita** (Santiago de Chile, Chile), whose objective is to recover and revalue traditional Chilean food and to achieve harmony between wine and gastronomy.
- **Vinos Miguel Torres Restaurant** (Curicó, Chile), focused on the variety and richness that the Chilean land has to offer in the preparation of its gastronomic proposal.



Restaurant that adheres to the **100K programme** that promotes local raw materials.

“Wines made to be enjoyed with food. Food made to be enjoyed with wine.”







## Promoting Responsible Consumption

Consumer trends are increasingly focused on moderation and healthy habits, as well as a greater concern for the responsible consumption of organic and vegan products. At the same time, the social responsibility of countries is increasing, which are intervening to regulate alcohol consumption or increase taxes for higher alcohol wines.

Through our product ranges and various initiatives, we seek to respond to these new trends.

### PRODUCTS

#### LOW ALCOHOL CONTENT

We have 12 wines with a low alcohol content (5.5%) and alcohol-free wines (0.0%).

#### ORGANIC WINES

All our organic products comply with the strictest global standards: the “Euro Leaf” for wines sold to the European market and the American National Organic Program (NOP) standard for the rest of the world.

#### VEGAN WINES

We also have a wide range of vegan wines. Aware of the evolution in consumer preferences, we are working on certifying some of our wines with the V-Label seal, a symbol registered by the European Vegetarian Union.

### ACTIONS

#### RESPONSIBLE ADVERTISING

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

#### WINE TOURISM

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

#### WINE IN MODERATION

Familia Torres is part of the Wine in Moderation association, created in 2011 and present in more than 26 countries, which encourages cultural and social changes that promote moderation and responsibility in wine consumption. To help convey this idea to the consumer, we apply the “Wine in Moderation” logo to the back label of wines such as Sangre de Toro, De Casta and Viña Sol, and to new global and regional launches.

#### FIVIN

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







## The Earth We Want for the Future

We are promoters of innovation because we believe that it is a fundamental pillar in the shift towards more sustainable practices that allow us to reduce our impact on the environment.

### PARTNERSHIPS FOR INNOVATION

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

Familia Torres is a member of the **Wine Technology Platform**, a meeting point for all industry players to join forces in the field of R&D and promote a network of business/science cooperation. Currently, Mireia Torres Maczassek (5th generation) is the President of this association that contributes to the promotion of R&D in the wine sector in Spain. In 2020, within the “Mercados del Vino y la Distribución” Business Awards, the Wine Technology Platform received the award for the best R&D management in the Producers category.



11

R&D projects



€645,442

expenditure on R&D



€40,858

investment in R&D

### CORPORATE VENTURING

Since the end of 2017, within the area of Innovation and Knowledge, a new formula has been launched to incorporate innovation into Familia Torres: through collaborations with startups. With this action, the goal is to establish a relationship that is beneficial for both parties.

For the startup, this relationship with Familia Torres can result in a process of acceleration of its growth through various forms of collaboration: conducting pilot tests, validation of its technology, influence in the sector and even financial investment in some cases.

For Familia Torres, it represents an opportunity to incorporate new technologies, respond to business challenges in an agile way, test out new business models, identify talented people and open up potential new lines of business with a vision of the future.

During 2020, 181 startups were contacted and four new collaborations were initiated.

The project that we launched in 2020 called Horeca Challenge is also worth highlighting, a joint call with DAMM and MEDIAPRO to search for solutions and opportunities for an economic reactivation of On Trade Business through collaborations with startups and with the support of ACCIÓ.

## Our Footprint on the Planet: Torres & Earth

The increase in CO2 concentrations due to human activity is the cause of today's global warming and alteration of the climate system. As a consequence, the planet's average temperature has increased by almost one degree centigrade since the beginning of the 19th century, causing an increasing in the frequency and virulence of extreme natural phenomena: droughts, hurricanes, fires or floods, among others. Specifically in Catalonia, we have witnessed an increase of more than 1°C in the average temperature over the last 50 years.

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

The vine is a plant that is extremely sensitive to changes in temperature, a variation that directly affects the vineyard and causes an advance of the harvest, which in turn could impact the quality of the wines.

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

### IDENTIFIED RISKS

We have processes in place to identify risks related to the climate emergency that may impact our activity:

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



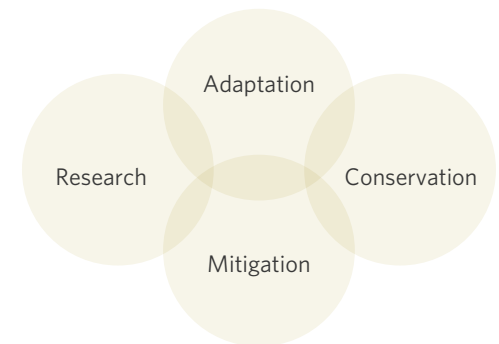
**TORRES & EARTH**

### DOUBLE OBJECTIVE

**Reduce** our carbon footprint to help mitigate the effects of global warming.

**Adapt** our activity to the climate emergency.

### HOW?







## ADAPTATION

To cope with the increase in temperatures, we are **adapting our growing systems** to delay the ripening of the grapes and protect the vineyards from the effects of climate change, modifying, for example, the pruning system of the vines, the planting framework, the choice of rootstock, etc.

We are looking for **new locations** to grow vines at a higher altitude or latitude where the climate is cooler (for every 100 metres of altitude, the temperature drops by almost one degree). We grow grapes at an altitude of almost one thousand metres in Tremp (Catalan Pre-Pyrenees), and in Chile we are moving south to the Itata Valley.

Likewise, for more than 30 years, we have been working on the **recovery of ancestral varieties**, selecting those that, in addition to showing great oenological potential, can better adapt to the climate models that we are moving towards.

## CONSERVATION

The vine is much more than just a crop. The balance it strikes with the environment, its high biodiversity and its perfect harmony with nature make the vineyard one of the most fertile and characteristic habitats in our environment.

To help with its conservation, we carry out actions in protected habitats, working to promote the presence of wildlife and biological corridors, among other measures.



## MITIGATION

### ATMOSPHERIC EMISSIONS

At Miguel Torres, we have a Greenhouse Gas Emissions Policy that aims to monitor and reduce our CO<sub>2</sub> emissions associated with the different phases of the product life cycle: from growing the vines in the vineyards to the transport, distribution, consumption and final disposal of post-consumer waste.

We measure the carbon footprint for Miguel Torres and Sociedad Vinícola de Chile, including scope 1, scope 2 and scope 3 of greenhouse gases (GHG). It should be noted that we are working to obtain the footprint of Jean Leon for the first time.

#### EMISSIONS OF MIGUEL TORRES AND SOCIEDAD VINÍCOLA

SCOPE 1	SCOPE 2	SCOPE 3
<b>6,733.4</b> tCO <sub>2</sub> eq Direct emissions	<b>2,242.89</b> tCO <sub>2</sub> eq Indirect emissions due to electricity	<b>51,708.01</b> tCO <sub>2</sub> eq Pre-manufacturing and downstream related emissions

The calculation of our carbon footprint is verified by an accredited auditor (Lloyd's Register) according to the ISO14064 standard.

### REDUCTION IN CO<sub>2</sub>

#### MIGUEL TORRES

**2008-2020**

CO<sub>2</sub> reduction  
objective  
per bottle

**30%**

CO<sub>2</sub> reduction  
objective  
per bottle

**34%**

**2008-2030**

CO<sub>2</sub> reduction  
objective  
per bottle

**55%**

#### SOCIEDAD VINÍCOLA DE CHILE

**2018-2020**

CO<sub>2</sub> reduction  
per bottle

**7%**

At Miguel Torres S.A. we have the following certifications

Wineries for Climate  
Protection (WfCP)

Spanish Wineries for  
Emission Reduction



## INITIATIVES TO MITIGATE CLIMATE CHANGE

Climate change mitigation activities and initiatives are those that contribute to reducing the emissions that are causing it, in order to slow the rise in temperatures and help prevent the worst-case scenarios.

### Renewable energy

22% of the energy consumption for our activity comes from 100% self-generated renewable sources: solar photovoltaic, geothermal and biomass.

- Since 2019, we have been collaborating in AEInova's "Life Heat-R" project, based on the use of waste heat from the industry to generate electricity. We have provided our biomass boiler facilities at Pags del Penedès to carry out the project's pilot and thus help innovative companies that aim to reduce their CO2 emissions.
- We continue to work hard to use electricity from renewable sources in all our facilities. This year we have managed to ensure that the Chilean winery obtains 100% of its electricity from renewable sources, and as such 99% of the electricity consumed at Familia Torres comes from renewable sources.

### Energy efficiency

Reduction of energy demand and the consequent impact on the environment through smart building projects, based on bioclimatic architecture, such as underground cellars and insulated barrels to improve their efficiency. For example:

- White sand roof to reflect solar energy and reduce the need for air conditioning in the Waltraud winery (albedo effect).
- Underground cellars for the aging of wines, isolated from solar radiation with low energy consumption.



**6,490,241 kWh**

Consumption of self-generated renewable energy



**1,107 tCO<sub>2</sub>q**

Reduction of GHG emissions due to the self-generation of renewable energy



## Sustainable Mobility

We promote sustainable mobility through the use of electric or hybrid vehicles. Specifically, out of a commercial fleet of 200 vehicles in Familia Torres Spain, 164 are hybrids or electric. This year we have installed 3 new electric car charging stations with which we now have 25 stations in our facilities.

In addition, during 2020 we have acquired the second solar/electric train for visits to the Pacs del Penedès winery, making the transportation used during the visit 100% sustainable.



82%

hybrid or electric vehicles in the commercial fleet in Spain



25

electric car charging stations

We are also working on switching over to electrical machinery in our wineries, warehouses and vineyards. In February 2020, the Mas La Plana vineyard hosted the technical demonstration of the first electric tractor in Europe, suitable for working in the vineyard. This vehicle could be revolutionary for viticulture, mitigating the effects of climate change thanks to the use of clean energy.

Also, for several years we have been promoting the change from fossil fuel trucks to electric ones. In this regard, 82% of our fleet of forklifts are now electric.



82%

fleet of electric forklifts



€187,233

invested in initiatives related to sustainable mobility





### Lighter packaging

We are still working to reduce the weight of most of our bottles with the aim of reducing the CO2 emissions associated with their manufacture and transport. For example, this year at Soto de Torres we have changed the bottle for the Las Pisadas wine, going from 460 g to 410 g. Thanks to this initiative, we have avoided the emission of **1,385 tCO2eq**.

Along these lines, in 2020 we have managed to reduce the weight per brandy capsule by 1 g compared to 2019, which has represented a total saving of **38 tCO2eq**.

### Forest Management

Over the years, we have carried out various **reforestation projects** with native tree species to help restore the forest cover, thus mitigating the effects of climate change:

- In 2015 we planted 28.8 hectares in different areas of Catalonia, contributing to the absorption of an expected **2,342 tCO2eq**.
- In 2016, we started a reforestation project on our vineyard in the **Chilean Patagonia**. Since then, 5,615 hectares have been acquired, with the goal of planting 2,000 hectares by 2030, which is calculated to offset the emission of **10,000 tCO2eq per year**.





## RESEARCH

At Familia Torres, we allocate a significant amount of resources to researching ways of adapting to and mitigating climate change.

One of the areas in which we are currently working is the development of technologies for capturing, storing and reusing the CO<sub>2</sub> generated in the wine fermentation process, in collaboration with universities and other companies.

We also participate and lead some of the main national and international projects to study the influence of climate change on vineyards and wine and thus facilitate new mechanisms of adaptation and mitigation.

## CAPTURE AND REUSE OF CO<sub>2</sub>

For years we have been concerned with capturing and reusing the CO<sub>2</sub> released during the wine fermentation process. During the last decade, we have carried out different pilot projects in our facilities with the collaboration of universities and research centres, such as the use of CO<sub>2</sub> for the growth of algae, fertilisation in greenhouses or methanation, among others.

The capture and fixation of CO<sub>2</sub> from wine fermentation is an opportunity to reduce the carbon dioxide emitted, thus helping to prevent the problem of increasing CO<sub>2</sub> concentrations in the atmosphere, as well as fighting climate change. In addition, there is growing interest in the use of technologies that give the CO<sub>2</sub> that is wasted a second life and new value.

In 2020, the CO<sub>2</sub> capture expansion project began, which will allow for the capture of a greater amount of gas, with a very high purity level. This will enable the gas to be reused for internal processes, mainly for tank inerting, thus generating a circular economy solution based on the CO<sub>2</sub> captured from fermentation.







## Raising Awareness and Promoting Change

Aware that alliances are key to achieving progress in the fight against the climate emergency, we have various initiatives for conveying our commitment to the rest of the sector and to society.

### INTERNATIONAL WINERIES FOR CLIMATE ACTION (IWCA)

In 2019, together with the California winery Jackson Family Wines, we promoted the creation of International Wineries for Climate Action (IWCA), an international working group of wineries whose common goal is to reduce greenhouse gas (GHG) emissions by 50% in 2030, and achieve net-zero emissions by 2050.

Its mission is to push the global wine community towards the creation of strategies to mitigate climate change and decarbonise the sector, in addition to raising awareness about the urgent need to address the effects of climate change, and promoting the adoption of greenhouse gas (GHG) emissions footprint inventories, which include the 3 scopes, as well as the development of strategies to reduce emissions and implement best practices.



### SUPPLIER PLAN

We offer our suppliers information on growing practices that respect the environment, as is the case with our grape suppliers in Spain with the demonstration of the first electric tractor, presenting them with a more sustainable alternative to conventional tractors. In addition, we work closely with our suppliers, and every year we pass on a number of measures and tips for reducing their footprint in the field and we encourage them to calculate their emissions.

### TORRES & EARTH AWARDS

Every year, we present the Torres & Earth Awards to suppliers, disseminators, territories and employees in recognition of the fight against climate change.

### ENVIRONMENTAL CONFERENCES

Every year, together with the University of Barcelona, we organise Environmental Conferences in which high-level experts discuss issues related to the environment and climate change. Within the framework of the conferences, the Torres & Earth Award for Environmental Innovation is also presented. This year, the pandemic forced us to cancel the event.

### PHOTOVOLTAIC SELF-CONSUMPTION CONFERENCES

Conference held in February 2020 in the Canary Islands, organised jointly with the Spanish Photovoltaic Union (UNEF), with the aim of encouraging photovoltaic self-consumption in the hotels and restaurants business.

### SELF-CONSUMPTION AID FOR EMPLOYEES

We encourage photovoltaic panels to be installed in the homes of our employees in Spain, subsidising the purchase of two solar panels for each one purchased by the employee, up to a maximum of four per person (1,320 W of power).

### CARSHARING

In order to promote sustainable mobility among employees and visitors, we have a carsharing initiative, an electric vehicle rental service that we participate in. This year in 2020, we managed to save 16.95 tCO<sub>2</sub>eq.

### INSPIRING THE LEADERS OF THE FUTURE

At the IMD (International Institute for Management Development) in Lausanne, Switzerland, the case of our sustainability and climate change strategy is being studied (“Miguel Torres: Ensuring the Family Legacies”).

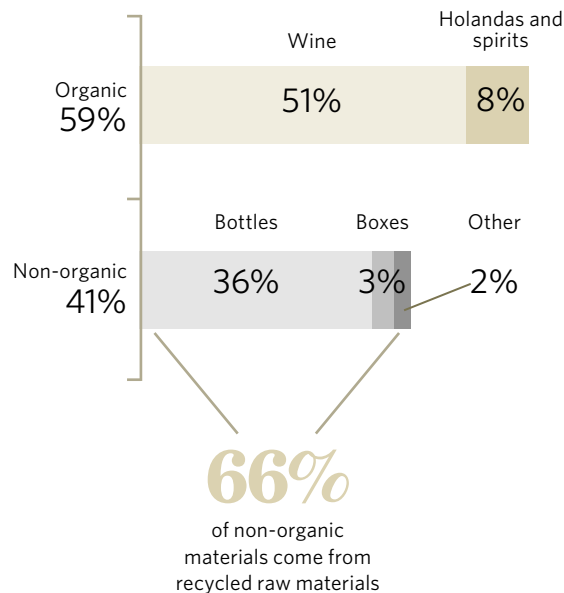
## Circular Production and Intelligent Use of Resources

We try to use resources responsibly, looking for an efficient model in which the materials used are of organic or recycled origin.

We have a **Waste Management Policy** whose guidelines are based on the principles of non-generation of waste, minimisation, reuse and recycling.

 **63,960 t** materials used in the manufacturing process

**99%** are renewable and non-hazardous



As a sign of our commitment to the circular economy, we have launched several initiatives throughout the entire value chain for the intelligent use of resources. With these measures, and relying on research and development projects, we try to close the circle.

 **11,917 t** waste generated\*

 **27%** decrease compared to 2019\*

### RECOVERY

**99%** | 11,779.94 t non-hazardous  
10.87 t hazardous

### DISPOSAL

**1%** | 123.73 t non-hazardous  
2.48 t hazardous

\*The improvement in waste management has contributed to this reduction, but a significant part has been caused by the decrease in production and by remote working as a result of COVID-19.





## RESOURCE OPTIMISATION INITIATIVES

With the aim of optimising resources, we have launched a series of initiatives that affect our vineyards, restaurants, cellars and offices, which revolve around the following areas of action:

### REDUCED USE OF MATERIALS

We have a Strategic Plastic Reduction Plan, with the aim of prioritising the reduction and commitment to the reuse of raw materials and new materials with a lower environmental impact, implementing packaging return systems and replacing single-use plastic elements.

#### INITIATIVES

- Since 2019, the plastic decorative elements on the bottles (bull and cupid figurines) are gradually being replaced by **biodegradable materials** from sugar cane. This year, all productions of these figures have been manufactured with this material, which has represented a 59% reduction in GHG emissions.
- Following our commitment to reduce single-use plastics at Miguel Torres, in 2020, we have reduced our use of plastic cups by **60%** in the consumption of our coffee machines.
- At the Pacs del Penedès winery, we have managed to eliminate the plastic handles from the boxes of a specific wine, with which we have eliminated the use of more than **1 million** plastic handles in 2020.
- Elimination of the separators in the Rebels de Batea wine boxes.
- Elimination of the adhesive tape when closing the boxes at the Pago del Cielo winery by replacing the box closing machine.

### REUSE AND CIRCULARITY

- In the production of the decorative bull figurines, the casting and waste are recovered for their reuse in the production process. In 2020, 36% of production came from reused material.
- The useful life of the barrels is around five years; after which they are used to age the brandy or are sold to third parties.
- In order to give construction waste a second life, at Familia Torres we reuse this waste generated at the Pacs del Penedès facilities for other construction work and renovations, having reused a total of 1,915 t in 2020.

### MINIMISING FOOD WASTE

At Miguel Torres, we have a **Food Waste Policy** and we promote various initiatives in our restaurants:

- A set lunchtime menu, which means a more limited variety of goods, thus facilitating control of stock and reducing waste.
- Production of by-products from offcuts or elements not incorporated into the dishes.
- Inclusion of common ingredients in various dishes to reduce food waste.
- Seasonal products, requiring purchases to be made almost daily.
- In the case of tapas menus, we can work with a product that is already rationed out and vacuum packed, resulting in an almost complete minimisation of waste.

## R&D PROJECTS IN THE CIRCULAR ECONOMY

### RAÏM Project

The project aims to push ahead with our mission of improving our sustainability through the application of the circular economy in waste management, with the objective of studying the possibility of reusing the treated sludge from the biological treatment plant as organic fertiliser for the soil.

At the time of writing this report, there are no definitive conclusions yet from the project, which was completed this year.

### reWINE Project

The objective of the reWINE project, which we have been working on from 2016-2020, is to study the feasibility of using reused wine bottles, taking into account technical and environmental aspects in order to obtain data on the life cycle of the entire process.

The results of this project have been 82,239 reused wine bottles, avoiding 33.2 tons of waste and 167,230 kg of CO<sub>2</sub>e after 8 cycles of bottle reuse.







## About This Report

This report contains the Non-Financial Information of Miguel Torres S.A. (hereinafter, Familia Torres) and the companies that are part of it.

This report has been prepared based on the Global Reporting Initiative (GRI) in its “Standards” version and in its Core option, in order to meet the requirements on Non-Financial Reporting and Diversity Information covered by Law 11/2018 of 29 December in each of its sections (environmental, social, personal, human rights and the organisation’s fight against corruption and bribery).

The principles for defining the content and quality of the report included in Law 11/2018 on Non-Financial Reporting and Diversity Information have also been applied.

### Principles in the definition of the report’s content that have been taken into account:

- Stakeholder participation: identification of stakeholders and an explanation of how to respond to their needs and expectations.
- Sustainability context: description of the organisation’s performance within the broader definition of sustainability.
- Materiality: issues that reflect significant economic, environmental and social impacts of the organisation and that substantially influence the assessments and decisions of stakeholders.
- Completeness: the coverage and scope of the report allow stakeholders to evaluate the organisation’s performance.

### Principles in the definition of the quality report that have been taken into account:

- Accuracy: published information must be accurate and detailed.
- Balance: the report reflects both positive and negative aspects of the organisation’s performance.
- Clarity: the information is presented in a way that is understandable and accessible to all.
- Comparability: the information must be collected and communicated in a consistent way that can be compared over time and with other companies by the stakeholders.
- Reliability: the information and processes used to prepare the report are gathered, recorded, analysed and communicated so that they can be reviewed and the quality and materiality of the information can be established.

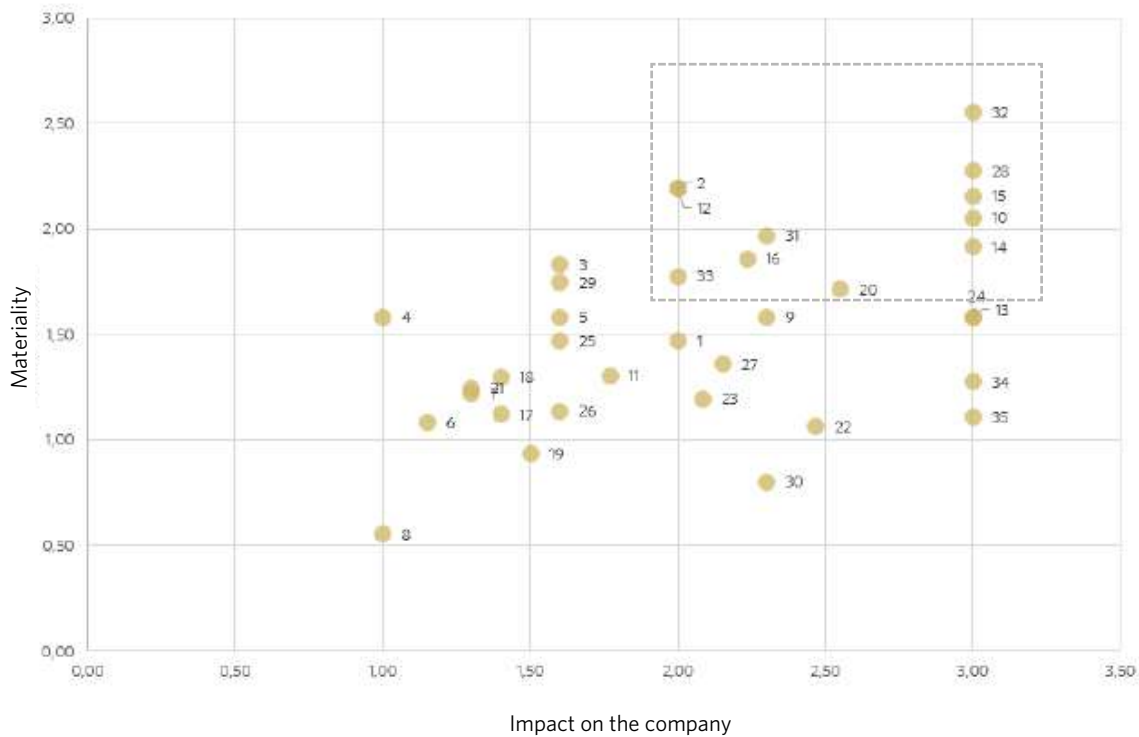






## Materiality Analysis

In accordance with the principle of materiality, in 2020 we have worked on the review of material aspects for both the organisation and the stakeholders covered in this report. Based on the analysis carried out in 2018, the processes of quantifying and assessing the material aspects of Familia Torres have been improved, which has allowed us to identify the current material aspects, taking into account the evolution of trends in the sector.



### MATERIAL ASPECTS

- Quality management (32)
- Consumer safety (28)
- Climate emergency (15)
- Environmental management system (10)
- Energy management (14)
- Innovation (31)
- Health and safety of our employees (20)
- CSR strategy (2)
- Circular economy and waste (12)
- Protection of biodiversity (16)
- New requirements and trends (organic, vegan, low alcohol content, etc.) (33)

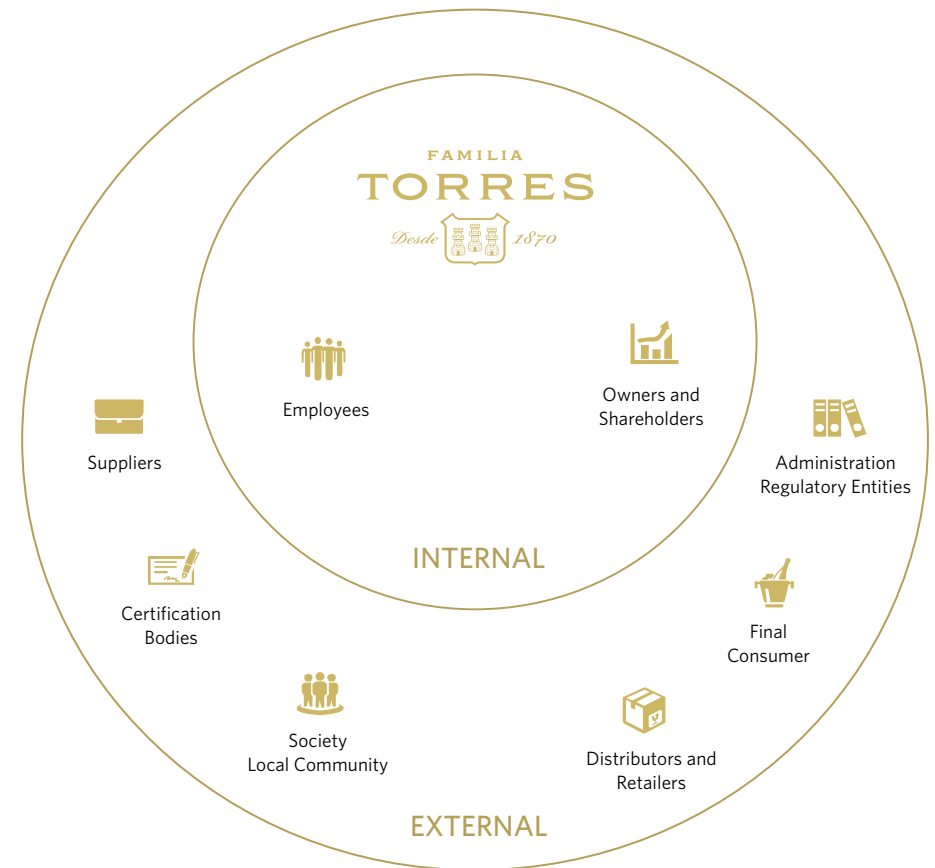
## Our Stakeholders

Maintaining good relationships with our stakeholders and meeting their expectations is a key element for the sustainability and success of Familia Torres and, therefore, we try to strike a balance between the **range of reasonable expectations, needs and interests of stakeholders in our business strategy**.

### COMMUNICATION CHANNELS

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

- **Internal channels:** corporate intranet, email and regular mail, telephone, meetings and conferences, internal news, informative panels, employee representatives, surveys, etc.
- **External channels:** email and regular mail, telephone, meetings and conferences, press, etc.
- Additional channels for distributors: customer service, specific digital portal for distributors, surveys and marketing guidelines.
- Additional channels for consumers: customer service, surveys and online channels (social networks, Familia Torres websites and the online store).





FAMILIA TORRES BRANDS

BRANDS

FAMILIA TORRES

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

OWNED BY FAMILIA TORRES

Celeste	Pazo Das Bruxas
Las Pisadas	Vardon Kennet Esplendor

JEAN LEON

Jean Leon 3055 	Jean Leon Vinya Gigi 
Jean Leon 50 Aniversario	Jean Leon Vinya La Scala 
Jean Leon Adelita	Jean Leon Vinya Le Havre 
Jean Leon Experimental 	Jean Leon Vinya Palau 
Jean Leon Nativa 	

MIGUEL TORRES CHILE

Alto Las Nieves	Escaleras de Empedrado	Nectaria 
Ándica  	Estelado 	Reserva Ancestral
Cacci	Finca Negra 	Reserva de Pueblo 
Conde de Superunda	Hemisferio	Reserva del Sol
Cordillera 	La Causa 	Rio Claro  
Días de Verano	Las Mulas  	San Medin
Digno  	Manso de Velasco 	Santa Digna 
Emblema	Miguel Torres Gran Reserva	Trinitas  



Brands with organic wines



Brands with vegan wines



FAMILIA TORRES BRANDS

BRANDS

7 MAGNÍFICS

El Senat del Montsant	Rebels de Batea	Somiadors
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VIÑA ESMERALDA

Viña Esmeralda 
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SANGRE DE TORO

Gran Sangre de Toro  	Sangre de Oro	Sangre de Toro  
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JUAN TORRES MASTER DISTILLERS

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

OTHER BRANDS

Altos Ibericoss	Natureo 
Blancat Natur 	San Valentin  
De Casta 	Torres - 5G 
Gran Viña Sol  	Torre Roja
Infinite	Verdeo
Laudis	Viña Brava 
Mas Rabell 	Viña Sol 

FOOD

FAMILIA TORRES	MOLÍ DE DALT	TORRE REAL
Eterno Oil	Molí de Dalt Oil	Albacore
Purgatori Oil		Fillets
Silencio Oil	TORRE REAL	Baby Broad Beans
La Oscuridad Vinegar	Olives	Marrón al Brandy
	Mediterranean	Marrón Glacé
MIGUEL TORRES CHILE	Bluefin Tuna	Canned Mushrooms
Santa Digna Oil	Albacore	Albacore
		Belly





FAMILIA TORRES COMPANIES

MIGUEL TORRES, S.A.

**PRODUCERS**

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

**DISTRIBUTORS**

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

**PROMOTERS**

Miguel Torres USA, Inc.  
Wine Tech, Ltd.

**RESTAURANTS**

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

**HOLDING COMPANIES**

Torres Araba 2007, S.L.U.	Torres Taiyo, S.L.U.	Miguel Torres Canarias, S.L.U.
Promociones Soto Eólica, S.L.U.	Forestal Miguel Torres, S.P.A.	Masos Flassada Sord, S.A.U.

\*In liquidation proceedings



## TABLES OF CONTENT

**Table 1**  
Workforce at Year-End by Age Group, Gender and Professional Category

	TOP MANAGEMENT	EXECUTIVES	SENIOR MANAGEMENT	MIDDLE MANAGEMENT	TECHNICIANS	ADMINISTRATIVE STAFF	SALES MANAGERS	AUXILIARY STAFF AND OPERATORS	TOTAL
MEN <30	-	-	-	-	17	2	1	34	55
WOMEN <30	-	-	-	1	19	12	2	15	48
MEN 30-50	1	6	28	62	115	16	46	171	445
WOMEN 30-50	-	2	14	40	112	52	23	35	278
MEN >50	-	10	17	37	52	16	20	108	260
WOMEN >50	-	2	2	5	23	14	2	23	71
<b>TOTAL</b>	<b>1</b>	<b>20</b>	<b>61</b>	<b>145</b>	<b>338</b>	<b>112</b>	<b>94</b>	<b>386</b>	<b>1,157</b>

**Table 2**  
Workforce at Year-End by Country

	NO. WORKERS
ANDORRA	7
BRAZIL	-
CHILE	194
CHINA	121
IRELAND	1
SPAIN	826
UNITED STATES	8
<b>TOTAL</b>	<b>1,157</b>

**Table 3**  
Workforce at Year-End by Type of Contract, Gender, Age and Professional Category

	PERMANENT CONTRACT	TEMPORARY CONTRACT
<b>GENDER</b>	<b>1,036</b>	<b>121</b>
Women	332	65
Men	704	56
<b>AGE</b>	<b>1,036</b>	<b>121</b>
Under 30	78	25
Between 30-50	636	87
Over 50	322	9
<b>PROFESSIONAL CATEGORY</b>	<b>1,036</b>	<b>121</b>
Top Management	1	-
Executives	19	1
Senior Management	56	5
Middle Management	141	4
Technicians	314	24
Administrative Staff	91	21
Sales Managers	76	18
Auxiliary Staff and Operators	338	48

**Table 4**  
Workforce at Year-End by Work Hours, Gender, Age and Professional Category

	FULL TIME	PART TIME
<b>GENDER</b>	<b>1,086</b>	<b>71</b>
Women	354	43
Men	732	28
<b>AGE</b>	<b>1,086</b>	<b>71</b>
Under 30	96	7
Between 30-50	694	29
Over 50	296	35
<b>PROFESSIONAL CATEGORY</b>	<b>1,086</b>	<b>71</b>
Top Management	1	-
Executives	20	-
Senior Management	58	3
Middle Management	137	8
Technicians	319	19
Administrative Staff	97	15
Sales Managers	93	1
Auxiliary Staff and Operators	361	25



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**Table 5**  
Average Workforce by Age Group, Gender and Professional Category

	TOP MANAGEMENT	EXECUTIVES	SENIOR MANAGEMENT	MIDDLE MANAGEMENT	TECHNICIANS	ADMINISTRATIVE STAFF	SALES MANAGERS	AUXILIARY STAFF AND OPERATORS	TOTAL
MEN <30	-	-	-	2	19	3	1	46	71
WOMEN <30	-	-	-	2	23	14	2	18	59
MEN 30-50	1	7	28	69	123	19	51	179	477
WOMEN 30-50	-	2	14	39	114	52	25	39	285
MEN >50	-	9	14	32	50	17	22	112	256
WOMEN >50	-	2	2	6	23	13	3	21	70
<b>TOTAL</b>	<b>1</b>	<b>20</b>	<b>58</b>	<b>150</b>	<b>352</b>	<b>118</b>	<b>104</b>	<b>415</b>	<b>1,218</b>

**Table 6**  
Average Workforce by Country

	NO. WORKERS
ANDORRA	7
BRAZIL	3
CHILE	200
CHINA	131
IRELAND	-
SPAIN	868
UNITED STATES	9
<b>TOTAL</b>	<b>1,218</b>

**Table 7**  
Average Workforce by Type of Contract, Gender, Age and Professional Category

	PERMANENT CONTRACT	TEMPORARY CONTRACT
<b>GENDER</b>	<b>1,076</b>	<b>142</b>
Women	337	77
Men	739	65
<b>AGE</b>	<b>1,076</b>	<b>142</b>
Under 30	92	38
Between 30-50	668	94
Over 50	316	10
<b>PROFESSIONAL CATEGORY</b>	<b>1,076</b>	<b>142</b>
Top Management	1	-
Executives	19	1
Senior Management	53	5
Middle Management	146	4
Technicians	326	26
Administrative Staff	93	25
Sales Managers	82	22
Auxiliary Staff and Operators	356	59

**Table 8**  
Average Workforce by Type of Work Hours, Gender, Age and Professional Category

	FULL TIME	PART TIME
<b>GENDER</b>	<b>1,180</b>	<b>38</b>
Women	385	29
Men	795	9
<b>AGE</b>	<b>1,180</b>	<b>38</b>
Under 30	127	3
Between 30-50	737	25
Over 50	316	10
<b>PROFESSIONAL CATEGORY</b>	<b>1,180</b>	<b>38</b>
Top Management	1	-
Executives	20	-
Senior Management	57	1
Middle Management	146	4
Technicians	340	12
Administrative Staff	109	9
Sales Managers	104	-
Auxiliary Staff and Operators	403	12



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**Table 9**

### Accident Rate by Gender

	WOMEN	MEN
Occupational accidents with leave	5	16
Days lost due to occupational accidents with leave	104	249
Actual hours worked by employees	782,493	1,492,746
Frequency rate (*)	6.39	10.72
Severity rate (**)	0.13	0.17
Occupational diseases	0	0
Deaths	0	0

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

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

**Table 10**

### Rotation and Layoffs by Gender, Age and Professional Category

	LAYOFFS	VOLUNTARY LEAVE CONTRACT TERMINATION, ETC.	ROTATION RATE
<b>GENDER</b>	<b>148</b>	<b>178</b>	<b>28%</b>
Women	55	65	30%
Men	93	113	27%
<b>AGE</b>	<b>148</b>	<b>178</b>	<b>28%</b>
Under 30	18	88	103%
Between 30-50	83	60	20%
Over 50	47	30	23%
<b>PROFESSIONAL CATEGORY</b>	<b>148</b>	<b>178</b>	<b>28%</b>
Top Management	-	-	-
Executives	1	-	5%
Senior Management	2	1	5%
Middle Management	14	10	17%
Technicians	32	14	14%
Administrative Staff	20	18	34%
Sales Managers	19	8	29%
Auxiliary Staff and operators	60	127	49%





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**Table 11**

Profits Obtained and Taxes Paid on Profits by Country

COUNTRY	PROFITS MADE (€)	TAXES PAID ON PROFITS (€)
Andorra	€62,060	€5,046
Brazil	-€345,869	-
Chile	-€614,161	€84,099
China	-€1,743,563	-
Ireland	€119,752	-
Spain	€-18,567,614	€70,634
United States	€-205,652	-
<b>TOTAL</b>	<b>€-21,295,047</b>	<b>€159,779</b>

**Table 12**

Minimum Salary by Country

	STARTING MINIMUM ANNUAL SALARY (GROSS €)	ANNUAL LOCAL MINIMUM SALARY (GROSS €)	RATIO
Andorra	€23,650.28	€13,457.64	1.76
Chile	€5,623.96	€4,259.89	1.32
China	€4,837.55	€2,710.66	1.78
Ireland	€80,000.00	€19,890.00	4.02
Spain	€17,079.66	€13,300.00	1.28
United States	€78,461.16	€13,228.42	5.93

**Table 13**

Average Salary by Gender, Age and Professional Category (\*)

	AVERAGE SALARY (GROSS €)
<b>GENDER</b>	
Women	€31,271
Men	€41,942
<b>AGE</b>	
Under 30	€19,940
Between 30-50	€36,592
Over 50	€47,675
<b>PROFESSIONAL CATEGORY</b>	
Executives	€200,609
Senior Management	€92,352
Middle Management	€58,909
Technicians	€32,639
Administrative Staff	€23,201
Sales Managers	€37,533
Auxiliary Staff and Operators	€22,651

(\*) The salary and salary gap for Top Management is not reported because there is only one person in this category.



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**Table 14**  
Pay Gap by Professional Category (\*)

	GROSS HOURLY WAGE MEN (**)	GROSS HOURLY WAGE WOMEN (**)	PAY GAP (***)
Executives	€110.86	€92.58	16%
Senior Management	€54.15	€36.18	33%
Middle Management	€34.01	€26.02	23%
Technicians	€18.78	€15.91	15%
Administrative Staff	€14.64	€11.45	22%
Sales Managers	€21.63	€16.26	25%
Auxiliary Staff and Operators	€12.58	€10.18	19%

Familia Torres defends equal pay. According to our Remuneration Policy, when deciding an employee's salary, the job to be performed is taken into account, regardless of the category and gender, with salary ranges for each job.

The main cause of the existing pay gap is due to the reduced presence of women in the workforce (which is accentuated in the sales area and in production), as well as the reduced presence of women in positions of responsibility (executives, senior management and middle management). The positions of greater responsibility are mostly held by the men. For Familia Torres, reversing this situation is a priority, gradually increasing the presence of women in positions of greater responsibility, in order to achieve parity.

It should also be noted that the gap includes very disparate wage markets, such as China, Chile or Spain. In China and Chile there are categories such as that of administrative staff in which the positions are mainly covered by women, with lower salaries to those in Spain, thus significantly increasing the gap. As an example, if we exclude these two countries from the calculation of the gap in the administrative staff category, a gap of 4% is obtained.

(\*) The salary and salary gap for Top Management is not reported because there is only one person in this category.

(\*\*) The calculation of the gross hourly wages takes into account the different working hours of the companies that make up Familia Torres, obtaining the average hours actually worked according to the weight of the number of employees in each company.

(\*\*\*) The formula used to calculate the salary figures has been:  $(\text{Average pay for men} - \text{Average pay for women}) / \text{Average pay for men} * 100$ . (Positive gap) % in which the average salary for women is lower than the average salary for men; negative gap = % in which the average salary for women is higher than the average salary for men).



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Contents of Law 11/2018 on Non-Financial Reporting and Diversity	GRI Standard	Page of Reference	Comments
<b>GENERAL INFORMATION</b>			
Description of the business model, its business environment and its organisation and structure	GRI 102-2 GRI 102- 7 (partial) GRI 102-10 (partial)	7-12, 41-44, 67-69	In 2020, the Forestal Miguel Torres, S.P.A. has been created in Chile to manage land dedicated to planting trees to capture CO2. In addition, the company Icon Wines & Spirits Distribuidora De Bebidas Ltda., in liquidation proceedings since 2019, has been liquidated this year. As a result of COVID-19, we have closed the La Vinoteca restaurant in Barcelona.
Markets in which it operates	GRI 102-4 GRI 102-6	69	
Objectives and strategies of the organisation	GRI 102-14	4, 12, 52	
Main factors and trends that may affect its future evolution	GRI 102-15 (partial)	4, 16-17, 52	
Reporting framework used	GRI 102-54	64	
Materiality analysis	GRI 102-46 GRI 102-47	65	
<b>INFORMATION ON ENVIRONMENTAL ISSUES</b>			
Policies and main risks	GRI 103-2 GRI 102-15	18, 31-33, 34, 52	
<b>General Information</b>			
Current and foreseeable effects of the company's activities on the environment and, where appropriate, on health and safety	GRI 103-2	31	
Environmental evaluation or certification procedures	GRI 103-2	31,33,54	
Resources dedicated to the prevention of environmental risks	GRI 103-2	31, 33, 35, 56	
Application of the precautionary principle	GRI 102-11	31	
Provisions and guarantees for environmental risks	GRI 103-2	31	
<b>Contamination</b>			
Measures to prevent, reduce or remedy emissions that seriously affect the environment; taking into account any form of activity-specific air pollution, including noise and light pollution	Does not apply	-	No material.
<b>Circular economy and waste prevention and management</b>			
Measures for the prevention, recycling, reuse, other forms of recovery and disposal of waste	GRI 103-2 GRI 306-2	60-62	
Actions to reduce food waste	GRI 103-2	61	



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Contents of Law 11/2018 on Non-Financial Reporting and Diversity	GRI Standard	Page of Reference	Comments
Sustainable use of resources			
Water consumption and water supply according to local constraints	GRI 303-1 (v.2018) GRI 303-3 (v.2018) (partial) GRI 303-5 (v.2018) (partial)	34-35	There are no facilities in areas of water stress
Consumption of raw materials and measures taken to improve the efficiency of their use	GRI 301-1 GRI 301-2	60	
Direct and indirect energy consumption, measures taken to improve energy efficiency and the use of renewable energy	GRI 302-1 GRI 302-4	32-33, 55	
Climate change			
Greenhouse gas emissions	GRI 305-1 GRI 305-2 GRI 305-3	54	
Measures taken to adapt to the consequences of climate change	GRI 102-15 GRI 103-2 GRI 201-2	52-58	
Reduction targets voluntarily established in the medium and long term for greenhouse gas emissions	GRI 305-5	54	
Protection of biodiversity			
Measures taken to preserve or restore biodiversity	GRI 103-2 GRI 304-3	18-20	
Impacts caused by activities or operations in protected areas	GRI 304-1 GRI 304-2 GRI 304-4	18	
<b>INFORMATION ON SOCIAL AND STAFF-RELATED ISSUES</b>			
Policies and main risks	GRI 103-2 GRI 102-15	36-39	
Employment			
Total number and distribution of employees by country, sex, age and professional category	GRI 102-8 GRI 405-1 (partial)	10, 36, 70	In 2020, the project that reviewed the professional categories used was completed, meaning these categories have changed compared to the previous year in order to adequately reflect the organisation and its wage reality.
Total number and distribution of types of employment contracts Annual average of permanent, temporary and part-time contracts by sex, age and professional category	GRI 102-8	70	
Number of layoffs by sex, age and professional category	GRI 103-2 GRI 401-1	72	
Average salaries and their evolution broken down by sex, age and professional category or equal value	GRI 103-2	72-73	





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Contents of Law 11/2018 on Non-Financial Reporting and Diversity	GRI Standard	Page of Reference	Comments
Pay gap	GRI 405-2	74	
Compensation for equal jobs or the average in the company	GRI 202-1	72	
Average salary of directors and executives broken down by sex	GRI 102-35 GRI 103-2	76	The compensation received by Top Management is not reported for confidentiality reasons, since there is only one person in this category.
Implementation of disconnection-from-work policies	GRI 103-2	37	
Employees with functional diversity	GRI 405-1 (partial)	38	
Organisation of work			
Organisation of working time	GRI 103-2 GRI 102-8	36-37	
Number of hours of absenteeism	GRI 403-9 (v.2018) (partial)	37	
Measures aimed at facilitating a work-life balance and promoting the joint exercise of these measures by both parents	GRI 103-2	37	
Health and safety			
Health and safety conditions at work	GRI 403-1 (v.2018) GRI 403-2 (v.2018)	39	
Occupational accidents (frequency and severity) broken down by sex	GRI 403-9 (v.2018) (partial)	39, 72	
Occupational diseases (frequency and severity) broken down by sex	GRI 403-10 (v.2018) (partial)	72	
Social relationships			
Organisation of social dialogue, including procedures for informing, consulting and negotiating with staff	GRI 102-43 GRI 402-1 GRI 403-4 (v.2018)	37, 39, 66	The minimum terms set by the applicable collective agreement are met.
Percentage of employees covered by a collective agreement by country	GRI 102-41	76	100% of our employees in Spain, Chile and China are covered by collective bargaining agreements.
Assessment of collective agreements, particularly in the field of health and safety at work	GRI 403-4 (v.2018)	37, 39	
Training			
Policies implemented in the training field	GRI 103-2 GRI 404-2 (partial)	39	
Total hours of training by professional category	GRI 404-1 (partial)	39	
Universal accessibility of people with functional diversity	GRI 103-2	38	



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Contents of Law 11/2018 on Non-Financial Reporting and Diversity	GRI Standard	Page of Reference	Comments
<b>Equality</b>			
Measures taken to promote equal treatment and opportunities for men and women	GRI 103-2	38	
Equality plans	GRI 103-2	38	
Measures taken to promote employment	GRI 103-2 GRI 404-2	37-39	
Protocols against sexual and sex-based harassment	GRI 103-2 GRI 406-1	38	In 2020, one complaint of harassment within the organisation was received. An investigation was carried out and the corresponding disciplinary measures were taken.
Integration and universal accessibility of people with functional diversity	GRI 103-2	38	
Policy against all types of discrimination and, where appropriate, on diversity management	GRI 103-2	38	
<b>INFORMATION ON RESPECT FOR HUMAN RIGHTS</b>			
Policies and main risks	GRI 103-2 GRI 102-15	21-22, 30	
Application of due diligence procedures in human rights	GRI 103-2	7, 10, 21-22, 27, 29-30	
Prevention of the risks of human rights violations and, where appropriate, measures to mitigate, manage and remedy possible abuses committed	GRI 103-2 GRI 412-1	7, 10, 21-22, 29-30	
Reported cases of human rights violations	GRI 102-17 GRI 103-2 GRI 419-1	77	No complaints related to human rights violations have been received during 2020.
Promotion and compliance with the provisions of the fundamental ILO Conventions	GRI 103-2	21-22, 30	
<b>INFORMATION ON THE FIGHT AGAINST CORRUPTION AND BRIBERY</b>			
Policies and main risks	GRI 103-2 GRI 102-15	10, 30	
Measures taken to prevent corruption and bribery	GRI 103-2 GRI 102-16 GRI 102-17 GRI 205-1 GRI 205-2	7, 10, 30, 39, 77	The risks identified related to corruption are, among others: achievement of goals through bribes to clients or suppliers, acceptance of gifts and favours to obtain personal benefits, payments to achieve greater flexibility in administration, and a lack of accounting for cash transactions that are not justified with contracts or invoices.
Measures to combat money laundering	GRI 103-2	77	Although Familia Torres is not obligated to do so, we have identified the risks relating to money laundering, as well as a control plan designed and implemented to prevent each of them.
Contributions to foundations and non-profit organisations	GRI 103-2 GRI 201-1 GRI 203-2 (partial)	23-25	



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Contents of Law 11/2018 on Non-Financial Reporting and Diversity	GRI Standard	Page of Reference	Comments
<b>INFORMATION ABOUT THE COMPANY</b>			
Policies and main risks	GRI 103-2 GRI 102-15	21-22, 27, 29-30, 45-47	
Company commitments to sustainable development			
Impact of the company's activity on employment and local development, as well as on local populations and the territory	GRI 203-2 (partial) GRI 204-1 GRI 413-1 GRI 413-2	11, 21-25	No operations with significant negative impacts on local communities have been identified.
Relationships with local community actors and types of dialogue with them	GRI 102-43	66	
Association or sponsorship actions	GRI 102-13 GRI 201-1 (partial)	24	
Outsourcing and suppliers			
Inclusion of social, gender, equality and environmental issues in the purchasing policy	GRI 103-2	29-30	
Consideration of social and environmental responsibility in relationships with suppliers and subcontractors	GRI 103-3 GRI 308-1 GRI 414-1	15, 29-30	
Supervision and audit systems and their results	GRI 102-9 GRI 308-2 (partial) GRI 414-2 (partial)	27, 29-30	
Consumers			
Measures for the health and safety of consumers	GRI 103-2 GRI 416-1 GRI 416-2 GRI 417-1	15, 27, 30, 45-46	For 100% of our significant product categories, impacts on health and safety are assessed.
Systems for received complaints, claims and their resolution	GRI 102-17 GRI 103-2 GRI 418-1	46	We guarantee the privacy of our customers' data through: general personal data protection policy, procedure for the exercise of rights, and specific privacy policies for each website. In 2020, no complaints related to privacy breaches have been received.
Tax information			
Profits made by country	GRI 103-2 GRI 207-1 (v.2019) GRI 207-4 (v.2019) (partial)	73.78	Our Corporate Tax Policy consists of ensuring compliance with the tax regulations applicable in each territory where the Familia Torres group operates in accordance with the long-term business strategy, avoiding risks and tax inefficiencies in operations.
Taxes paid on profits	GRI 103-2 GRI 207-4 (v.2019) (partial)	73	
Public grants received	GRI 201-4	12	