

# Other ACCIONA Businesses' Commitment

ACCIONA pursues other types of business, such as financial services, including fund management and stock brokerage by Bestinver, the production of high-quality wines by Grupo Bodegas Palacio 1894, and the development of real estate properties through ACCIONA Inmobiliaria.



## OTHER BUSINESSES IN 2018

**438**

EMPLOYEES

**€ 225 million**

REVENUE

**€ 86 million**

EBITDA

*These figures include the three businesses in this chapter: Bestinver, Grupo Bodegas Palacio 1894 and ACCIONA Inmobiliaria.*

## Bestinver's sustainability performance in 2018

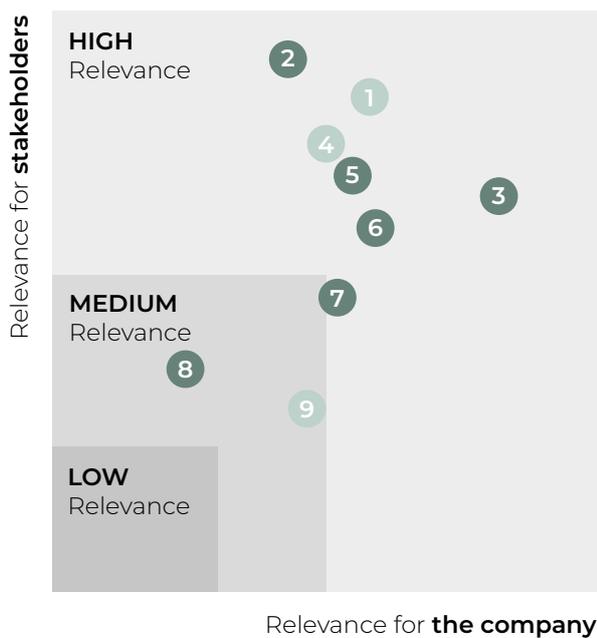
Bestinver is a leading company in management services of investment funds, pension funds and other collective investment institutions. Bestinver focuses on obtaining appealing, sustainable returns through the construction of strong portfolios. The alignment of interests is essential as both investors and managers co-invest with a single

goal: to obtain the best possible returns over the long term. The Bestinver investment philosophy can be defined simply: "to obtain profitability investing in companies that are undervalued through essential analysis, suitable risk management and a long-term time horizon shared by investors and managers".



The 2018 Bestinver materiality matrix, which establishes the relevance of the identified aspects for stakeholders and/or the business, is shown below. This chapter outlines the sustainability performance of the business as regards

the aspects displaying high relevance, whenever there is specific information for the business that has not been detailed in previous chapters.



1. Human capital
2. Economic performance
3. Service quality and customer satisfaction
4. Equality and diversity among employees
5. Non-financial risks
6. Ethics and anti-corruption
7. Innovation and new business opportunities
8. Supply chain
9. Safety, health and well-being

## Investor satisfaction

In order to consistently increase the satisfaction of its customer base, Bestinver relies on an extensive investor relations team, which is in charge of keeping them informed at all times of the status of their portfolios, as well as facilitating their transactions in the management of their investment and pension funds.

Additionally, Bestinver measures the degree of recommendation by its investors of the company, according to the NPS indicator, which analyses responses to the

question: “How likely are you to recommend Bestinver to a friend or acquaintance?”; the NPS obtained was 38 %, in other words, a score nearing “excellent”, since more than one third of all customers promote the company.

Bestinver has a private area for customers in which on-line operations can be carried out and the “Investment School” section, where key concepts are set out to explain the essential facts necessary when investing in investment funds and pension plans.

This year Bestinver held two conferences for its customers; with 509 people in attendance in Barcelona (January 2019) where returns and portfolio positioning were discussed and participants' questions were answered. 651 people attended the conference of Madrid.

The 2018 Grupo Bodegas Palacio 1894 materiality matrix, which establishes the relevance of the identified aspects for stakeholders and/or the business, is shown below. This chapter outlines the sustainability performance of the business as regards the aspects displaying high relevance, whenever there is specific information for the business that has not been detailed in previous chapters.

AN OVERALL **SATISFACTION ASSESSMENT OF 4 OUT OF 5** WAS OBTAINED FOR THE PRODUCTS AND SERVICES OFFERED

## Sustainability performance of grupo Bodegas Palacio 1894 in 2018



## Climate change

The wineries in ACCIONA's wine-producing group in Spain have released emissions of just 336 tCO<sub>2</sub>e. As is the case with the other businesses in ACCIONA, Grupo Bodegas Palacio 1894 has offset the emissions generated through its activity, thus making it a carbon-neutral company.

The business' wine cellars and vineyards, which have been consuming electricity solely from renewable sources since 2015, continue to progress with measures aiming to reduce the amount of energy used. Notably:

- Replacing the cooling equipment in Peñascal with more energy-efficient equipment. This measure leads to an 18 % reduction of energy consumption.
- Launching measures to enhance the filter system in Peñascal, thereby reducing the energy consumed by 30 %.

Additionally, initiatives were taken to reduce GHG emissions in the value chain, working to reduce the weight of the bottles used for several types of wine. In the Viña Mayor range, the bottle weight was reduced by about 9 %, thus avoiding the use and transport of 103 tonnes of glass. In certain types of Bodegas Palacio wines, the new version of the bottle has 4 % less glass than the previous model.

## Commitment to quality and food safety

Grupo Bodegas Palacio 1894 works to offer top quality and safety in the products it offers its customers, as well as to foster responsible consumption, participating in initiatives like Wine in Moderation, an initiative sponsored by the European wine sector that aims to promote moderation and responsible wine consumption and contribute to the prevention of excess consumption or misuse of alcoholic beverages.

Over the past year, Grupo Bodegas Palacio 1894 has revised and enhanced the controls conducted on the quality of its products, placing special emphasis on effective content control, physical and chemical controls throughout the winemaking process and controls of dry materials received<sup>1</sup>. In the field of food safety, the requirements relating to the analysis of critical points were updated, specifically, those referring to cleaning processes in certain areas and controls to be done on the water supplied to centres that use well water.

<sup>1</sup>Palacio and Peñascal.

## CERTIFICATIONS

- **ISO 9001 and ISO 14001:** 100 % of the wine production activity at Bodegas Peñascal, Viña Mayor, Caserío de Dueñas and Bodegas Palacio.
- **Wineries for Climate Protection:** the only specific certification for the wine sector in the area of environmental sustainability and the fight against climate change. The certification involves improvements to processes to reduce emissions and increase energy efficiency. Viña Mayor was the first winery with Designation of Origin Ribera de Duero to obtain this distinction, which was renewed in 2018.
- **Food Safety System Certification (FSSC 22000):** at Bodegas Peñascal, Viña Mayor, Caserío de Dueñas and Bodegas Palacio. This is the international benchmark standard for the management of food safety risks throughout the supply chain. In 2018 the certification was renewed according to the criteria in the new version of the FSSC standard.
- **ISO 22000:** food safety management system at Bodegas Peñascal, Viña Mayor, Caserío de Dueñas and Bodegas Palacio.

The improvement in the quality of group products and services has a direct impact on customer and consumer satisfaction. The initiatives carried out in recent years to improve the Route to Market and the presence of the HORECA channel, such as the change in approach by the sales team and the launch of more modern product ranges, were consolidated in 2018 and helped to raise the level of recommendation of Grupo Bodegas Palacio 1894 to 100 % among HORECA customers. Among final consumers, the level of recommendation reached 94 % this year, and in the food sector, 67 %, with a general satisfaction rate of 97 %.

The 2019 goals for Grupo Bodegas Palacio 1894 related to customers include gaining further knowledge about them and their needs in order to reduce excess stock levels, and revising and updating the returns and claims management processes.

All the quality-related claims received in 2018 have been resolved.

At year-end, Grupo Bodegas Palacio 1894 is not aware of any sanctions relating to safety and the quality of its products.

### Environmental management: reduction of water consumption

Water consumption is one of the most important environmental variables in the wine-making business. In 2018, the group accounted for 6 % of ACCIONA water consumption. In particular, the property spanning 400 hectares of vineyard makes managing water resources a strategical aspect.

For this reason, in 2018, measures aimed at reducing water consumption continued to be implemented in the vineyards, leading to a 56 % drop in total water consumption (also strongly influenced by the increase in rainfall during the year). Further progress was made in the implementation of good practices in vineyard irrigation, adjusting the watering intervals and flows to the weather conditions, terrain, soil characteristics, and the grape variety and ultimate use. Specifically, in 2018,

a programming device was purchased for irrigating the Viña Mayor vineyard during hours of little or no sunlight to avoid plant evapotranspiration. This measure affords savings of about one third of the water consumed for this activity.

### Contribution to society

For the fourth year in a row, Grupo Bodegas Palacio 1894 participated in the social cooking project, Gastronomix, which facilitates access to educational opportunities and career prospects for young people at risk of social exclusion.

A total of 50 people participated in 2018. The activities carried out by Grupo Bodegas Palacio 1894 included a master class in which the participants learned essential concepts of proper wine conservation and service, basic pairing rules and other techniques to be applied on a daily basis in Cantina Gastronomix.

## ACCIONA Inmobiliaria's sustainability performance in 2018

With more than 25 years of experience in the field, ACCIONA Inmobiliaria is one of Spain's leading residential management and development companies, having developed more than 9,000 housing units across Spain, Portugal, Poland and Mexico.

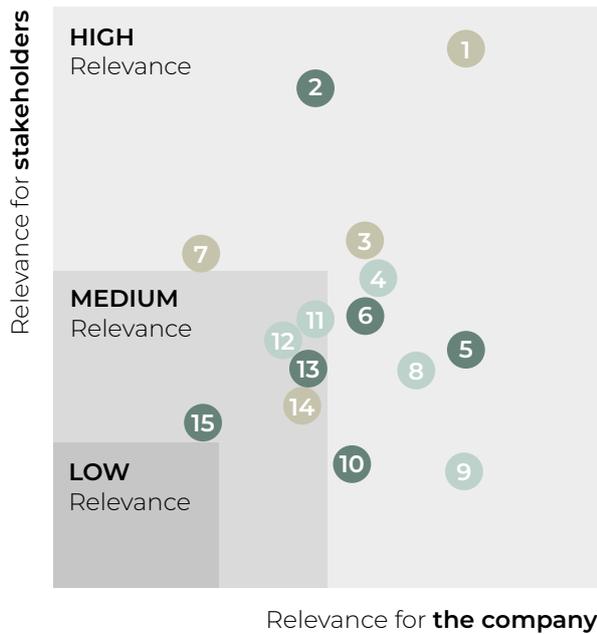


INMOBILIARIA

<b>110</b> EMPLOYEES	<b>€ 84 million</b> REVENUE	<b>100 %</b> PROPERTY DEVELOPMENT IN SPAIN CERTIFIED UNDER ISO 14001
<b>€ 9 million</b> EBITDA	<b>100 %</b> CUSTOMER SATISFACTION	<b>100 %</b> ACTIVITY IN SPAIN CERTIFIED UNDER OHSAS 18001

The 2018 ACCIONA Inmobiliaria materiality matrix, which establishes the relevance of the identified aspects for stakeholders and/or the business, is shown below. This chapter outlines the sustainability performance of the

business as regards the aspects displaying high relevance, whenever there is specific information for the business that has not been detailed in previous chapters.



1. Climate change
2. Economic performance
3. Environmental management and biodiversity
4. Human rights
5. Service quality and customer satisfaction
6. Ethics and anti-corruption
7. Water use
8. Human capital
9. Safety, health and well-being
10. Supply chain
11. Equality and diversity among employees
12. Local communities
13. Innovation and new business opportunities
14. Waste and circular economy
15. Non-financial risks

— Economic Dimension — Environmental Dimension — Social Dimension

## ACTIVITY IN SPAIN

# 100 %

CERTIFIED  
UNDER  
OHSAS 18001

### Environmental management: eco-efficient housing

In line with the company's policies, ACCIONA Inmobiliaria has for years now been committed to certifying all its new developments with the BREEAM sustainable seal, and it aspires to achieve a score of "Good" or higher for virtually all its projects.

This prestigious sustainability assessment method provides a series of tools and procedures aimed at measuring, analysing and weighing sustainability levels in the design and execution of new buildings.

In 2018, ACCIONA Inmobiliaria handed over 4 residential developments bearing this certification. At present, they all have a score of "Very Good".

The company delivered a total of 180 housing units in the provinces of Madrid and Zaragoza that feature measures in the fields of energy efficiency, water consumption, health and well-being, low environmental impact materials, pollution, transport and waste.

Thanks to the enhancements involved in this certification, the housing units having higher quality ratings than the current market offering, making the investment more attractive. Thus, banks are now offering better mortgage conditions. Furthermore, they can be rented and/or sold more quickly and under better conditions.

### Improving customer experience and satisfaction

In 2018, ACCIONA Inmobiliaria continued to progress in the implementation of its CRM, which aims to enhance customer segmentation. Likewise, the company also implemented a new tool integrated into the private area for customers on its website to centralise the claims channel, so that customers can register their incidents, which are forwarded to the after-sales department. The new private area for customers will be operational in the early months of 2019, coinciding with the delivery of new developments.

ACCIONA Inmobiliaria has accomplished the goal of implementing a BPM (Business Process Management) system to automate several internal procedures such as: Opportunity analysis, Project management and Construction management.

In line with the progress made in 2017 in terms of communication with customers, in 2018 the company redesigned its app, offering new functionalities such as the possibility to see both the interior and the exterior of the developments and the virtual reality feature.

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100 % OF THE PROPERTY  
DEVELOPMENT ACTIVITIES CARRIED  
OUT IN SPAIN ARE CERTIFIED  
ISO 9001 Y EN ISO 14001 AND  
IN POLAND THEY ARE 100 %  
CERTIFIED ISO 9001

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The improvement in the satisfaction survey score of the five student residences managed by ACCIONA in 2018 deserves special mention, with an overall score that rose by more than 2.5 points compared to the previous year. The most relevant aspects that contributed to these results are the service staff, and the increased bandwidth and number of WIFI hotspots for the students living there.

### GOOD PRACTICES WITH THE SUPPLY CHAIN

In relation to the BREEAM certification for all its developments, before starting any project, ACCIONA Inmobiliaria holds a meeting with suppliers to inform them of the expected scope for the specific project in terms of sustainability. In this way, the designer can take into account all the requirements to be met in the fields of energy, water, sustainable materials, pollution, health and well-being, and so on, before undertaking the design work.

## Health and safety

The ACCIONA Inmobiliaria safety management system, which is certified OHSAS 18001, is integrated into the whole of the company's organisational structure. At all permanent work centres, there is a liaison officer with the Prevention Service, who monitors health and safety matters. This enables a real integration of the preventive functions at each workplace.

The sphere of influence of the preventive culture includes not only partners but also customers. Information has been included in the contracts of student residences about the risks of the centre and instructions given on prevention and action in the event of an emergency. These actions are supplemented with awareness-raising talks to all staff at the start of the academic year.

It should be noted that a frequency rate of zero has been recorded for the fourth year running, which is an indicator of the implementation of the OHS management system, thereby showing the absence of accidents at work resulting in time off for medical reasons.