

# CENADOR DE AVIÓS



*SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY REPORT*

*ACCORDING TO ORDER ESS/1554/2016*







# INTERACTIVE INDEX

1. *INTRODUCTION*
2. *OUR COMPANY AND THE GLOBAL COMPACT*
3. *VALUES CENADOR DE AMOS S.L.*
4. *SUSTAINABLE ACTIONS BY DEPARTMENTS*
5. *TRANSPARENCY IN MANAGEMENT*
6. *GOOD CORPORATE GOVERNANCE*
7. *OPINIONS OF INTEREST GROUPS*
8. *DIVERSITY AND EQUALITY POLICIES*
9. *HUMAN RIGHTS*
10. *LABOR RULES*
11. *ANTI-CORRUPTION*
12. *COMMUNICATION OF CSR*



# *1. INTRODUCTION*



## A 360° movement throughout the entire value chain

We are in the middle of a rural environment, we promote the local economy by buying from nearby producers, without intermediaries, we are committed to fair trade. Today sustainability and the creation of value chains in rural areas are essential.

At Cenador de Amós we are committed to respecting the seasonal nature of the organic products we grow. We recycle, we separate our waste, we also have our own seedbed and orchard. We defend the zero-kilometre philosophy, a local cuisine, which is committed to organic products, we tell the history of our territory through our gastronomic proposal. We are committed to a new operating model, which will give priority to our current commitment to the environment and renewable energies, carbon emissions, working from the value chain of its local producers, in order to generate a 360° movement, from the origin from the product to the final consumer. We carry out our own composting in a controlled environment, promoting the use of organic and fertilizer-free compost in the gardens and orchards of Cenador de Amós.

## Zero net emissions in 2022

Our firm commitment to the environment, the well-being of people and the promotion of the local economy, frame our objective of reaching zero net emissions in 2022.

Our strategy is based on a multi-energy commitment, which combines LPG and electricity with clean energy sources, placing us at the forefront of gastronomic sustainability. A new alliance stems from our concern to choose and unite with companies like Repsol to give us support and increase our commitment to the environment. We will be more efficient, we will increase our renewable generation targets, we will increase our production of products with a low, neutral or even negative carbon footprint, we will promote the circular economy, we will develop new energy solutions, we will promote cutting-edge projects that reduce the carbon footprint. The new strategy establishes a demanding roadmap, with intermediate targets for reducing CO2 emissions, to continue advancing successfully.

## Charging solution for electric vehicles in Cenador de Amós

Thanks to the new alliance reached with Repsol, Cenador de Amós is going to start up the installation of recharging infrastructure for electric vehicles which, within the framework of our commitment to the environment and sustainability, will favour the reduction of polluting emissions and it will contribute to the fight against climate change, since the electricity supplied by Repsol for the electric vehicles of the Cenador de Amós will be 100% renewable. The recharging infrastructure to be installed will make it possible to supply electricity to 2 electric vehicles simultaneously.

## Solar Community Cenador de Amos

Cenador de Amós, together with Repsol, has created its own Solar Community, sharing energy with neighbours less than 500 meters away, who will be able to connect to said community and consume local energy. CENADOR DE AMÓS promotes sustainable initiatives, promoting citizen participation and supporting the economic reactivation of Empty Spain. In the field of energy generation and self-consumption, it is committed to training its employees in the new collective model through its Repsol Solmatch solar community, being the main promoter and enabler of a new way of generating and consuming 100% renewable local energy obtained in an efficient way.





## Boosting the local economy

We understand social responsibility as the permanent search for excellence. Our commitment is to achieve responsible management of the resources in our environment, in collaboration with farmers and artisans in our environment, with whom we share a mission and vision, developing our daily tasks with dedication, passion, sacrifice and love for what we do. With our work philosophy we have managed to place our small town with 400 inhabitants on the map, we help maintain a network of local producers, we are committed to quality products "0 km" and we give value to the cuisine and products of our area, thus becoming an element to be taken into account in the much-needed fight against the depopulation of small towns.

## Philosophy Cenador de Amós

CENADOR DE AMÓS is aware that today companies must have identified our commitments to stakeholders and society as a whole to maintain and strengthen the trust of our customers, collaborators and professionals.

Profitability and CSR are not discrepant concepts, but complementary and consistent.

The VALUES that define our business culture and our way of doing things focus on employees and customers. However, this scenario cannot be understood in isolation or outside of a broader framework.

CENADOR DE AMÓS has reflected in its MISSION as a company a commitment to the environment, to the territory and to society.

Our firm commitment to people: We closed the last year with a staff of approximately 30 trained professionals. Significant efforts in training, talent management and the protection of equality between men and women.

Our firm commitment to the territory: we have joined different projects related to cultural heritage and the natural environment. Being part of the Urban Heritage of Palatial Houses of Cantabria and guaranteeing its optimal urban maintenance. An example of this is that the company's headquarters are located in a palatial mansion from the 18th century catalogued within the "100 masterpieces of civil architecture in Cantabria".

Through this Sustainability Report, CENADOR DE AMOS wants to implement the commitment to the United Nations Global Compact and works in line with constant improvement within the 10 Principles contained in said Compact.

This Corporate Social Responsibility (CSR) and Sustainability Report prepared by the company CENADOR DE AMÓS, S.L. *is carried out based on Order ESS/1554/2016, of September 29, of the Ministry of Employment and Social Security.*



It is based on a model accepted both nationally and internationally by the United Nations Global Compact. Our company develops its activity in the Autonomous Community of Cantabria, specifically in Santander and Villaverde de Pontones. Although the services it currently provides extend to other countries such as Mexico, Asia, Argentina and the US, among others.

The content is the result of reflection and commitment to continuous improvement, carried out by all the staff and management of CENADOR DE AMÓS. In it we try to indicate the most significant aspects that the action carried out by CENADOR DE AMOS can generate from the social, environmental and economic point of view. The main objective is to express the connection and commitment of CENADOR DE AMÓS S.L. with social responsibility and sustainability policies, as well as the implementation of this type of policy, showing the evolution and the results obtained.

The chosen format meets the universal accessibility criteria, under the revised text of the General Law on the rights of people with disabilities and their social inclusion, approved by Royal Legislative Decree 1/2013, of November 29. The Report has been prepared in accordance with the specific model of Social Responsibility or Sustainability Reports and has been verified or audited by the Cantabria Chamber of Commerce through the CANTABRIA RESPONSIBLE program with the collaboration of the Government of Cantabria.

In 2021, Cenador de Amós was awarded the Green Star by the Michelin Guide. With this leaf-shaped badge, which evokes nature, MICHELIN materializes its commitment to sustainability in the gastronomic field.









*2. OUR COMPANY AND THE GLOBAL  
COMPACT*



In order to be a sustainable restaurant, we are aware that we must take different factors into account and know how to combine them successfully to achieve comprehensive and balanced management of:

- Factors of a social nature: hiring of personnel, participation in charitable causes.
- Economic factors: raw materials, suppliers, etc.
- Environmental factors: recycling, waste policy and generation and consumption of 100% renewable energy.
- Institutional factors: agreements signed with associations, institutions, groups, whether national or international, with the objective of sustainable development.

As a first step, we are a company adhering to the United Nations Global Compact and its ten principles derived from United Nations declarations on human rights, labour, the environment and anti-corruption that enjoy universal consensus. This Global Compact aims to incorporate the 10 principles in business activities around the world and therefore CENADOR DE AMOS shares these principles and wants to be present in it:

#### Human rights

- Principle N° 1. Support and respect the protection of human rights.
- Principle N° 2. Not be an accomplice in rights abuses.

#### Professional area

- Principle N° 3. Support the principles of freedom of association and union and the right to collective bargaining.
- Principle N° 4. Eliminate forced and compulsory labour.
- Principle N° 5. Abolish any form of child labour.
- Principle N° 6. Eliminate discrimination in employment and occupation.

#### Environment

- Principle N° 7. Companies must maintain a preventive approach that favours the environment.
- Principle N° 8. Companies must encourage initiatives that promote greater environmental responsibility.
- Principle N° 9. Companies must favour the development and diffusion of technologies that respect the environment.

#### Anti-Corruption

- Principle N° 10. Companies and institutions must work against corruption in all its forms, including extortion and bribery.



*Principles 1, 2, 3, 4 and 5 of support and respect for Human Rights in the workplace:*

- In 2021, CENADOR DE AMÓS is committed to a new operating model, which will give priority to its commitment to the environment and renewable energy, carbon emissions, working from the value chain of its local producers, thus generating a 360° movement from the origin of the product, to the final consumer.
- In 2019, CENADOR DE AMOS approved its CSR Decalogue and code of ethics. Publishes its Manual of Good Practices.
- CENADOR DE AMOS maintains a very active Occupational Risk Prevention and Occupational Health Policy for employees. We have talent management, development and appropriate training practices for people, through specialized companies that share our values and firmly support the Global Compact. Among others: SEALCO Formation; Anievas & Diversey training in chemical risks; Attendance at Congresses of maximum value such as SAN SEBASTIAN GASTRONOMIKA, MADRID FUSIÓN, PRAGUE SYMPOSIUM, ALIMENTARIA, among others, transferring and accompanying our staff. We are covered by the Cantabria Hospitality collective agreement, respecting all its principles and obligations in the workplace.

*Principle 6 in the work environment:*

- We do not tolerate discrimination and seek to develop a favourable labour relations framework based on equal opportunities.

- DON'T ASSUME

It is nothing of course, if you have doubts clarify them. If you suspect, ask. Assume makes you invent incredible stories that only poison your soul without foundation.

- HONOR YOUR WORDS...

Honouring your words is being consistent with what you think and what you do. Being authentic and makes you respectable before others and before yourself.

- ALWAYS DO YOUR BEST...

If you always do your best, you will never be able to recriminate or regret anything.

- DO NOT TAKE ANYTHING PERSONAL...

To the extent that someone wants to hurt you, that someone hurts himself, the problem is his and not yours.





*Principles 7, 8 and 9 in relation to the environment:*

- CENADOR DE AMOS applies responsible energy efficiency policies for the following purposes: 1. Reduce energy consumption 2. Improve energy use and efficiency. 3. Protect the environment. 4. Contribute to creating a sustainable policy.

*Principle 10 measures against corruption:*

Contemplated in the Code of Ethics and Good Governance, as well as in the transparency regulations. Staff are trained and informed on this matter for their prevention and protection.



### *3. VALUES CENADOR DE AMÓS S.L.*

The Code of Ethics and Good Governance defines our fundamental guidelines for conduct and action: our Mission, Principles, Vision and Values. We are a space with a soul, a gastronomic restaurant with more than 27 years of experience, experts in detecting what the client needs and providing it, based on excellence.

### *Mission*

Exercise leadership based on professional excellence and customer trust. In the continuous search for excellence, in the selection of the best raw materials grown in a sustainable way, excellence in the development of recipes with pure and marked flavours, with their own personality, using haute cuisine culinary techniques, which elevate the experience of the diner. We are committed to excellence in the art of serving our guests, providing creativity, humility, emotion, generosity and emotional intelligence from the dining room.

For this, it is essential that all of us who are part of CENADOR DE AMOS live and transmit our principles:

- Respect people and value their diversity.
- Understand that success is associated with teamwork.
- Achieve maximum customer satisfaction.
- Understand that profitability is essential today and for future success.
- Contribute positively to society and care for the environment.

### *Vision*

To be a leading company in the restaurant sector working with high parameters of quality and excellence in all the areas that a restaurant encompasses.

We work from the value chain of local producers, in order to generate a 360° movement, from the origin of the product, to the final consumer.

We are committed to promoting the talent and comprehensive development of our teams. All linked to the values that gastronomy gives off, to ensure that our clients become our best ambassadors.

### *Values*

- Integrity
- Respect
- Professionalism
- Teamwork
- Leadership
- Customer orientation
- Empathy
- Responsibility
- Positivism
- Continuous innovation
- Action orientation
- Regularity in the work carried out

All this reinforced with its own *Code of Ethics and Good Governance* developed through 15 articles.





*4. SUSTAINABLE ACTIONS BY  
DEPARTMENTS*

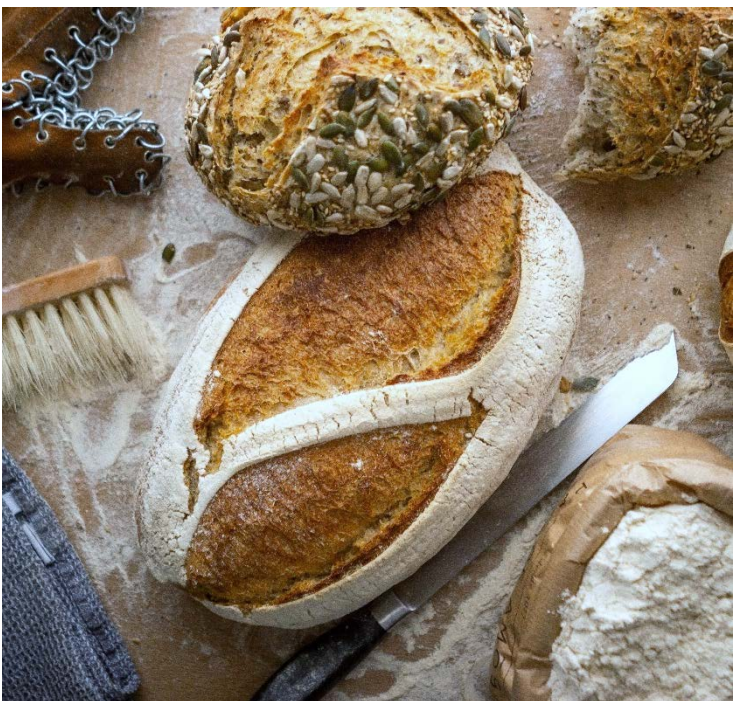
## FROM THE BAKERY

Our flours come from national companies with more than fifteen years grinding organically produced wheat, such as "El Molino de Cerecinos". Companies that are committed to consolidating collaborative relationships with farmers and specialized operators, which guarantee the supply of raw materials and, in turn, the regularity of each of these flours.

Amós bread is made with sourdough, without the addition of yeast. This is the base with which we combine organic white wheat flour to make our bread, which ferments for 22 hours in a totally natural way.

All the types of cereals we use are from organic farming: white wheat flour, T80 (semi-wholemeal), wholemeal and wholemeal rye flour. All stone ground.

The result is a long-lasting bread, with an intense aroma and flavor of cereal, healthy and in line with the great traditional rustic breads.





## FROM THE WINE CELLAR

From the cellar department, we share the commitment to social development and sustainability. We are fortunate to be a fast-moving industry that requires regular and ongoing training and preparation.

We try to give the maximum support to small wine growers from different regions worldwide, to organic wine producers and to wineries in Cantabria, betting on local trade and zero kilometre.

We take maximum care of all waste, recycling cardboard and glass without exception, and seeking to reuse materials. Currently, we are working on several projects, among which are the production of handicrafts with bottles, making coasters by reusing corks from daily service, projects for which we have the advice and collaboration of local artisans.

We are also concerned about the proper use of resources. Our cellar is located in the north room of the mansion, and despite its cost, we kept the floor and stone walls, to minimize the consumption of air conditioning, as it is a cellar with natural cold. We have a zero-waste policy, meaning that no drinks are thrown away or wasted in the restaurant.

As in the rest of the departments, we raise awareness and promote these principles to the entire sommelier team and students. Being a project in constant growth and evolution.





## FROM THE KITCHEN

The basic principles that are executed in the kitchen field define our work, our day to day as the search for excellence and the desire to share with others a unique and singular territory from awareness and sustainability:

- Waste reduction, recycling, products and services in the field of sustainability.
- We stimulate the promotion of Cantabria and Spain outside our borders through conventions, interviews, presentations and courses, in which our main ingredient are the most characteristic products of our environment.
- We promote alliances with producers in Cantabria who are committed to a quality, healthy and sustainable product that they have managed to characterize thanks to the distinctive quality seals such as IGP (protected geographical indications) and PDO (protected geographical designations of origin).

Some IGP of Cantabria:

- Cantabrian meat
- Sobao Pasiego
- Local wine Costa de Cantabria
- Wine from the land of Liébana

Some PDOs from Cantabria:

- Bejes-Tresviso Picón Cheese
- Cream cheese from Cantabria
- Cheeses from Liébana
- Honey from Liébana

- We bet on companies that have been awarded the CC quality seal (Cantabria Quality) that guarantees the uniqueness and quality of the product and meets the general requirements of the brand.

- |                                 |   |
|---------------------------------|---|
| - Semi-preserved anchovy fillet | - Free range eggs-                      |
| - Carico Montañés               | - Honey                                 |
| - Blueberry                     | - Pasteurized milk                      |
| - Potato                        | - Pomace brandy                         |
| - Tomatoes                      | - Pepper from Isla                      |
| - Leeks                         | - Cured raw sausages of hunting species |
| - Cured sheep cheese            |   |
| - Cabbage with pitcher handle   |   |

We support the agri-food sector by collaborating with companies and small producers in Cantabria who, like us, are committed to excellence, quality, tradition when it comes to making and respect for the product here:

\* Quintana butcher shop, Tudanca meat.









Eco-cultivation: without pesticides or chemical fertilizers

Cenador de Amós is committed to nearby greenhouses such as Eco-Tierra Mojada, with the experience of several generations of women and men passionately dedicated to growing vegetables and fruits using traditional and certified organic methods, which respect the balance of the environment, the life of the soil and the quality of the water. It has one hectare of land, part in the open air and part under the roof of ventilated greenhouses, which, in addition to protection from inclement weather, serves as a unit for collecting rainwater for irrigation. We align ourselves with producers who seek to restore the connection between the consumer and the origin of the food, favouring with their proximity a better knowledge and use of local resources, as is the case of the Tarruco greenhouse. Its field of action is conceived at a local level, which, in addition to reducing the environmental impact of long-distance transportation, allows products to be harvested at their optimum point of ripeness, restoring the flavour and freshness of vegetables grown with care in the vegetable plot.

Hydroponic cultivation

We are committed to pioneering companies such as Gota Viva thanks to its floating hydroponic cultivation system. The lettuces float in the water, their roots are totally free and they feed on the nutrients that are supplied to the environment. The PH, conductivity, temperature and oxygenation of the water, as well as the quality of the air, are controlled daily. No type of herbicide is used. As it is a closed and recirculating system, no waste is discharged into the environment and the amount of water required is the minimum for cultivation, this being only that captured from rainwater. The idea is to prioritize a very sustainable and respectful activity. The crop is 90 cm high and there are no physical barriers. No tractors or heavy machinery are used. Energy consumption is minimal and the next step is energy self-efficiency.





## THE COFFEE

Cenador de Amós chooses Dromedario Group for its high parameters of excellence and commitment to the environment.

Founded in 1871, since its inception the Dromedario Group has sought excellence in its products and production processes. Thanks to this effort and dedication, the Dromedary Group has obtained awards and recognition both nationally and internationally. Since its creation, Café Dromedario has maintained its status as Cantabrian coffee par excellence and absolute leadership in the region.

- We are committed to coffee with a positive sustainable impact on the environment.
- All the energy used in the production of coffee comes from sources of renewable origin.
- The packaging used is sustainable and compostable.
- All the infusions that we use at Cenador de Amós are organically grown.
- Within our selection of coffees, we find ecological, rainforest, organic and sustainable crops.
- Our sugar is from organic cane and in compostable packaging.



## THE WATER

We are committed to the first water dispenser with technology capable of eliminating viruses and bacteria, a system that reduces the carbon footprint by 72%, guaranteeing 100% pure and safe water with our own reusable containers.

Aligned with a company that contributes to the reduction of up to 23.8 million single-use plastic bottles each year.





## INTERIOR DESIGN

Anyone who knows us knows that one of our main values since the beginning of has been to carry out responsible interior design work with our surroundings, people and the environment.

For this reason, we select pieces in addition to their beauty, we are demanding that their manufacture be respectful of the environment.





## Sustainable rug - Rols

We have chosen an eco-friendly rug created from plastic and the remains of fishing nets collected from the ocean. In its manufacturing process, the Rols firm weaves a custom-made rug with a texture that combines cut and loop, so characteristic of traditional Wilton looms. Thanks to the technology implemented in the threads, the Martina rug that our patio wears have an unparalleled softness, with a water effect reminiscent of silk or Tencel.

The energy needed to move these looms comes from sustainable sources and photovoltaic panels. Of course, the carpets and rugs we select are woven from sustainable raw materials.

### Materials:

- Recycled Polyamide: This fibre comes entirely from reclaimed ocean fishing nets and other pre- and post-consumer polyamide plastic waste.



## 100% recyclable chair - Nuez Chair Andreu World

The chair that we have chosen for the 2021 season by Andreu World is characterized by a technological, innovative and sustainable design, which combines thermo-polymer injection technology with the materials (aluminium, steel or wood) that make up its different base versions. At Nuez, sustainability focuses on materials, all of which are 100% recyclable.

In their production, specific work has been done to optimize the use of the material, which makes it possible to ensure that they have been manufactured by optimizing their energy consumption or the elimination of waste. In this way, it is also guaranteed that it is a durable and resistant part with a long useful life cycle and for intensive uses.

In addition, all its components and parts can be easily separated for proper recycling at the end of its useful life. Nuez is certified with the BIFMA LEVEL<sup>®</sup> regulation that guarantees maximum transparency when evaluating and communicating the environmental impacts of its production.

It also has the eco-design certification, according to the ISO 14006 standard, which is a guarantee that Nuez has been manufactured through production processes that minimize the impact and environmental footprint, reducing and optimizing its production to also avoid waste generated by environmental level.

### Materials

Regarding the materials, its casing has been made with ECO thermoplastics, 100% recyclable, which allows it to enter the cycle of circularity, where the use of the necessary plastic per unit has been controlled. In addition, up to 20% recycled material is used at its origin.

In its different versions, its recycling at the end of its useful life; steel bases, whose properties allow it to be continuously recycled without degradation in performance or FSC-certified wooden legs, which guarantees its 100% responsible wood origin and complies with the Chain of Custody, from the tree to the final product.









## *5. TRANSPARENCY IN MANAGEMENT*

## We perform:

- Ethical evaluation of suppliers.
- Internal anti-corruption control procedures: The company is obliged to carry out an external audit of the Annual Accounts and also carries out an Internal Audit and Quality Audits.
- The control systems that we have established in terms of quality management, environment and food hygiene, are integrated into the Management Excellence System, with scope to all departments, activities and services provided.
- Evaluation and transparency in customer satisfaction.
- Policies of commissions or gifts.
- Transparency processes and employee participation in the results of the organization.

*The company was incorporated under the legal form of a Limited Liability Company.*

Currently the company has a staff of about 30 workers, including permanent and full-time contracts. In special campaigns, they are contracted on a temporary basis.

The template is determined 50% men and 50% women.

Jesús Sánchez and Marián Martínez carry out their work in the company as Chef and CEO respectively, in addition to being founding partners and owners of Cenador de Amós.



## *6. GOOD CORPORATE GOVERNANCE*



In this regard, CENADOR DE AMÓS currently works through these four channels:

- Creation of an Ethics or Social Responsibility Committee
- Business leadership
- Generation of Alliances related to CSR
- Responsible communication

The procedure is fed by the suggestions *received from our stakeholders*, which are received through the annual satisfaction survey, the work environment survey or through the email that appears on the web.

These suggestions are conveniently addressed and *incorporated into the company's strategy*. This is materialized through the management of the company and the recently created CSR committee, made up of the management team and Marián Martínez Pereda as the person in charge. The person in charge of the Committee will also be in charge of personally supervising and managing the correct implementation of the 10 Principles, as well as *measuring progress in compliance*.

For those suppliers of products and services with a greater impact on the environment, we request in the selection process that they be certified by international standards ISO 14001 and that they present services and/or products that respect the environment, such as suppliers cleaning products, cleaning and laundry services.

We identify and comply with the legal requirements in environmental matters and quality management standards, guaranteeing that we carry out the identification of the legislation and legal requirements of application in force (at European, national, regional and local levels) in matters of quality, environment, industrial safety and food hygiene and that we comply with it.

We ensure that regulatory safety inspections are carried out on industrial equipment and installations (high and low voltage installation, thermal and refrigeration installations, fuel tanks, elevators, installation and fire-fighting equipment, ...)

We increased the recovery, rehabilitation and conservation actions of the establishments. All our establishments have implemented an Annual Preventive Maintenance Plan for all facilities.









## *7. COMMITMENT TO THE LOCAL*

Cenador de Amós promotes principles that strengthen the local economy and the environment, among others:

- Support to the local community: To the restoration and enhancement of the Cantabrian product and the Cantabrian Identity inside and outside of Spain.
- Creation of the CENADOR DE AMÓS solar community, a pioneering model of collective self-consumption in which we enable a new way of generating and consuming local energy, 100% renewable and obtained efficiently, also sharing it with the residents of Villaverde de Pontones.
- Rejection of unfair competition practices.
- Corporate volunteering program with local actions.
- Sustainability in the use of materials.
- Energy saving, water saving, evaluation, reduction and/or compensation of emissions.
- Waste reduction, recycling, products and services in the field of sustainability.
- Promotion of sustainable mobility: public transport or shared vehicle, parking with electric recharging points, etc.
- Responsible and sustainable consumption practices.
- Promotion of Cantabria and Spain outside our borders.
- Local company in rural environment, fixing population to rural territory.
- Company that promotes alliances with producers in Cantabria.
- Company promoter of alliances with the industry of Cantabria.
- Company that promotes the local economy through the construction of photovoltaic installations by companies in the area.
- Company that stimulates and supports the agri-food sector.
- Innovative company in the transfer of knowledge, collaborating with schools, institutes and educational entities at all levels: Congresses, Teaching Centres of all grades: Educational Centres (primary, secondary and high school), Vocational Training Centres, University of Cantabria and within it, the UIMP, CESINE, European University of the Atlantic, Altamira School (Molinucos); schools specializing in hospitality: Basque Culinary Centre, Higher Hospitality Schools of Seville-Alabardero, Galicia ESHG, Cruzcampo-Gambrinus, internship management in the workplace.
- Book “La cocina del Cantábrico” with Everest publishing house; collaborator in different radio, TV and print media: El País; collaborator of RNE in the program “COMER DE OIDO”; among others.
- And for the international positioning of Cantabria products: presentation of the Valderredible potato at the 1st International Potato Gastronomic Forum 10/16-18/2017, Madrid Fusión, San Sebastián Gastronómica, etc.
- Commitment to the territory and local products of Cantabria.

**Social Commitment Arbor of Amos**







## 8. SOCIAL COMMITMENT

Jesús Sánchez actively collaborates with ChefsForChildren and his solidarity project.

In the latest edition of ChefsForChildren, we have collaborated with Juegaterapia, which has been working since 2010 to make the lives of children undergoing chemotherapy treatments happier and so that they can face their illness with an extra dose of strength and positivity.

From Juegaterapia, they affirm that "these activities that some chefs are doing with the children of the Niño Jesús hospital, reinforce our idea of the importance of play and contact with the kitchen, both to improve the hospital experience of the little ones when they receive their chemo, such as, in this case, learn to eat healthy and discover all the possibilities that our kitchen offers us.



## *9. OPINIONS OF INTEREST GROUPS*



The interest groups of our organization are those people or groups that are affected or have an impact on the activities, services or products of our company. For CENADOR DE AMÓS and in order to enhance the long-term sustainability of our organization, it is especially important *to know, prioritize and segment our different interest group* to better understand their expectations and establish a constructive dialogue with them that allows us to create value for everyone and gain their trust.

- Detailed study of the relationship with the interest groups.
- Communication plan with interest groups.
- Requests for internal evaluation to interest groups.
- Others

The main interest groups that we identify and target are the following:

1. Clients: real, potential, strategic and large clients
2. Partners
3. Employees and their families
4. Suppliers
5. Related financial entities
6. Local Community
7. Administration: City Council, Regional and National Government
8. Organizations specialized in gastronomy: the Michelin Guide, the Repsol Guide, Gourmet Clubs, among others.
9. Specialized media
10. Regional, national and international tourism promotion networks.
11. Ambassador of the anchovy of Cantabria, Valderredible Gastronomic Ambassador, Brotherhood of Honour of the Cantabria Cheese Brotherhood, Navarra asparagus, etc.
12. Founding Partner and Technical Director of the #SantanderFoodie Congress in favour of sustainability, disclosure and dissemination of culture based on healthy food.

The channels of communication with our interest groups are carried out in an orderly manner, even in the case of a small company.

- Participation in the media on an ongoing basis.
- With workers through continuous and fluid dialogue, in work meetings and in training sessions. Structured.
- With society through our telematic media such as the web, Twitter, Facebook and Instagram channels. Blog and YouTube Channel.

For our internal management we have a specialized Advisory Council made up of first-rate professionals from different disciplines, who meet and communicate on a quarterly basis.

Due to the characteristics of our company, we are continuously evaluated externally through *different specialized entities such as Repsol and Michelin, valued with the highest distinction and in publications such as “7 Caníbales”, “Salsa de Chiles”, other specialized blogs.*

Participative chef in TV programs such as CANAL COCINA, defending the values and know-how to maintain a healthy diet.





## 10. DIVERSITY AND EQUALITY POLICIES

Establishment of Plans, Programs, Policies and Procedures related to the promotion of *diversity and equality in the organization* of the type:

- Control of non-sexist language
- Labour conciliation programs
- Control studies of jobs in the organization

## 11. HUMAN RIGHTS

“Entities must ensure that their entities are not complicit in the violation of Human Rights.” acquiring most of our products from small local suppliers, with whom we maintain a close relationship of mutual knowledge that materializes in continuous visits to their facilities, as well as weekly telephone contact.

Purchases are also prioritized from suppliers with organic and fair-trade certification, which guarantee strict respect and compliance with human rights. *This type of purchases has accounted for approximately 45% of the total this year.* Our goal is to continue to increase the percentage of organic and fair-trade products on our menu.

Regarding supplier selection policies, CENADOR DE AMOS does not have a supplier selection or classification policy with regard to HUMAN RIGHTS, since when working with local suppliers we have not detected any potential risk in this regard.



## 12. LABOR STANDARDS

“The entities must support the freedom of affiliation and the effective recognition of the right to collective bargaining.” CENADOR DE AMÓS does not have a company committee or staff delegates. The company is currently governed by the Cantabria Hospitality Agreement, at a regional level, negotiated by the HORECA hotel business association and the two majority unions in the sector: UGT and CCOO.

Despite the absence of union representation, company committee or staff delegates, there is *fluid communication between company and staff through regular meetings*. At least one quarterly meeting is held with the workers, in addition to an annual work environment survey. The monitoring and measurement of impacts is dealt with in the quarterly meetings, as well as in the annual work climate test, which allow us to know the criticisms and suggestions of the employees. There is special care for motherhood and childhood, a flexible system.

## 13. ANTI-CORRUPTION

“Entities must work against corruption in all its forms, including extortion and bribery.”

As in any economic activity, there is also a potential risk of corrupt or fraudulent practices in our company. These are specified in favouritism when selecting suppliers or when choosing a contractor company by customers. From the employee area, the main risk is the embezzlement of food or raw materials that are available to them.

*The selection of suppliers and the acquisition of new clients are tasks carried out or supervised directly by management.* The control of food or raw materials consumed is carried out by the purchasing department. CENADOR DE AMÓS does not offer, to its current or potential clients, any type of economic incentive, monetary or otherwise.



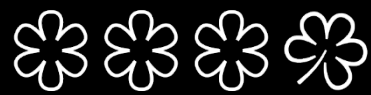


## 14. COMMUNICATION OF CSR

- Manual of Good Practices: includes environment.
- Guide to good food practices.
- All this disseminated and applied to all employees.
- Company presents in new channels, transfer through RRSS as a communication tool adapted to the current reality and to different types of publics by age, situation and location.



# CENADOR DE AMÓS



*SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY REPORTE*

*cenadordeamos.com*