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Letter to Stakeholders

Message from Management

Dear Stakeholders,

Borgo Pignano Tuscany is a place sustained by the breath of the land, the memory held in its stones, and the energy of the people who care for it every day.

With this first Sustainability Report, we wish to describe our commitment transparently: a journey shaped by tangible choices, care for the local area, and responsibility towards those who share this vision with us.

For us, sustainability is not separate from hospitality: it is how we inhabit the landscape, cultivate the land, welcome guests, and build relationships with the local community.

It means safeguarding the estate's biodiversity, promoting organic farming, reducing waste, choosing renewable energy, and offering an authentic experience capable of leaving a positive footprint.

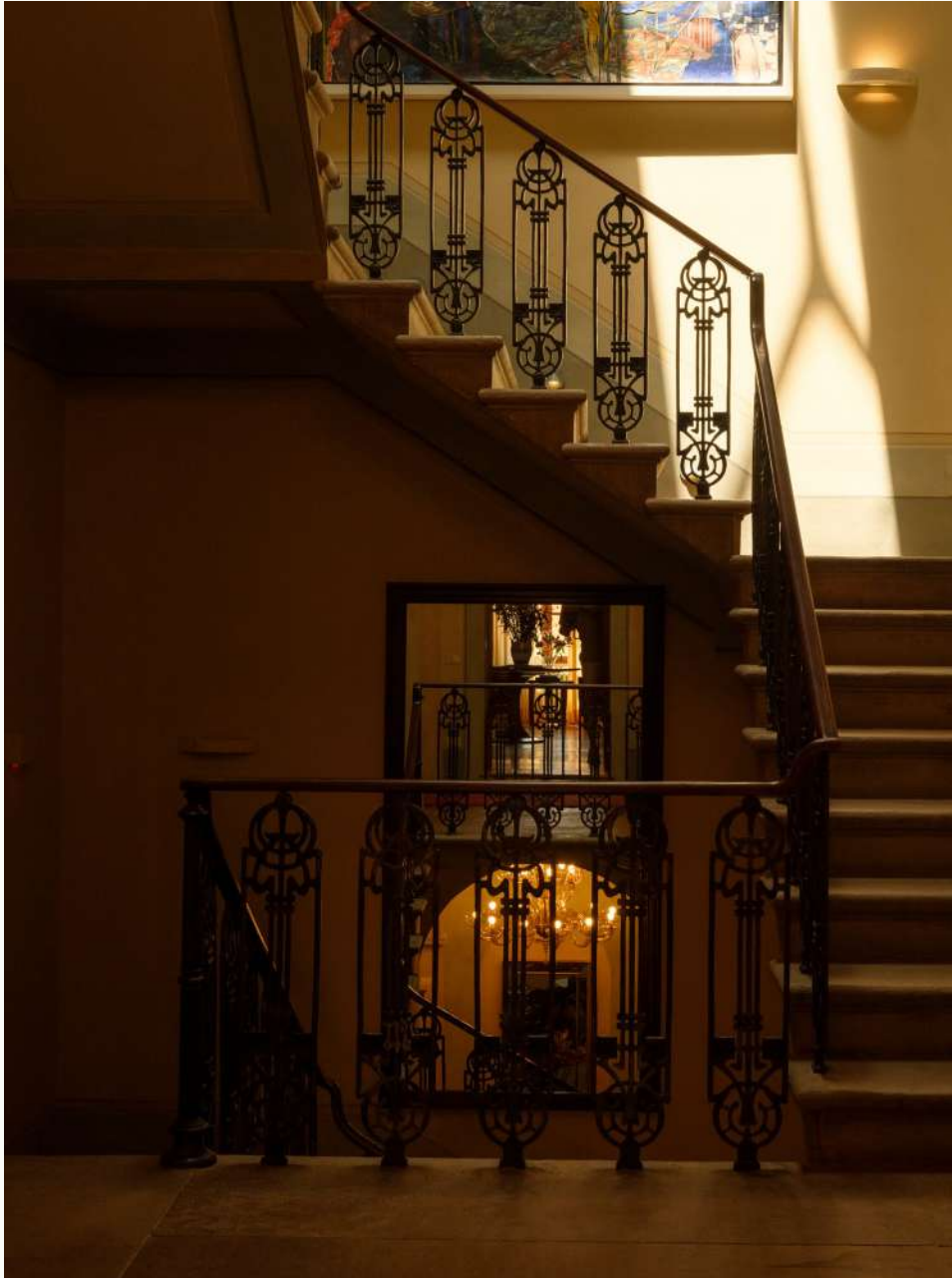
In recent years, we have strengthened this journey through emissions measurement, Green Globe certification, careful management of water and resources, and the introduction of reporting in accordance with the VSME standard. These are important steps that help us understand our impacts more fully and turn commitments into measurable actions.

We know that the path towards an increasingly sustainable model requires continuity, listening, and collaboration. We therefore look to the future with clear objectives: to continue reducing our carbon footprint, protect natural resources, progressively eliminate single-use plastic, reduce waste, and increasingly involve employees, guests, suppliers, and the community.

This report is also an expression of gratitude. We thank everyone who works at Borgo Pignano each day, those who collaborate with us, those who support the local area, and those who choose a form of hospitality rooted in care. It is thanks to this network of people that the Borgo continues to grow while remaining true to its soul.

We share these pages as an invitation to dialogue and trust: an account of who we are, what we have begun to build, and the sense of responsibility with which we wish to continue safeguarding Borgo Pignano Tuscany for the future.

With gratitude,
The Management of Borgo Pignano Tuscany



Methodology and Reporting Scope

This document is the first **Sustainability Report** prepared by Inspira S.r.l. concerning the Borgo Pignano Tuscany property (hereinafter referred to as “Borgo Pignano Tuscany” as the reporting entity) and covers the 2025 financial year (1 January to 31 December).

By preparing this report, the company intends to lay the foundations for a journey of transparency and accountability regarding **ESG** issues—environmental, social, and governance.

As it is not among the companies required to report under the **Corporate Sustainability Reporting Directive (CSRD) EU 2022/2464**, Borgo Pignano Tuscany has chosen to prepare this sustainability statement with reference to the **VSME (Voluntary Sustainability Reporting Standard for SMEs)**, published by the European Financial Reporting Advisory Group (EFRAG) on 17 December 2024.

This standard is specifically designed for unlisted small and medium-sized enterprises, is fully aligned with the **European Sustainability Reporting Standards (ESRS)**, and provides a simplified, proportionate framework enabling companies outside the scope of the CSRD to report on their sustainability-related activities.

The report is intended to ensure transparency towards stakeholders regarding the company’s potential environmental, social, and governance impacts, highlighting commitments already made, initiatives launched, and the objectives currently being pursued.

Borgo Pignano Tuscany has been pursuing sustainability for several years and has measured its emissions since 2023. Initially, the study covered impacts from the company's direct and indirect sources—Scope 1 and Scope 2; from 2024 onwards, it was expanded to include indirect emissions across the value chain—Scope 3.

Borgo Pignano Tuscany is also **Green Globe certified**. Green Globe is a certification programme developed specifically for the travel and tourism sector, providing hotels and resorts with a framework for carrying out a comprehensive assessment of their environmental and social sustainability performance.

In addition to its established activities, in 2025 Borgo Pignano Tuscany began a new process to prepare its first sustainability report in accordance with the VSME standard. The project, developed through collaboration between the company and Interzero Italy, began with an **ESG Assessment** conducted through a questionnaire based on **UNI/PdR 134:2022 – Sustainability Rating for Smaller Enterprises**. This assessment enabled Interzero Italy to evaluate Borgo Pignano Tuscany's initial level of commitment to ESG issues.

The ESG reporting process was coordinated by company representative Anna Velardi, who, supported by external consultants and the working group, collects, processes, and organises qualitative and quantitative data and information. All assessments performed, actions taken, and data collected were incorporated into the 2025 Sustainability Report, prepared with the technical and methodological support of the consulting team at **Interzero Italy Srl** and approved by management and the Chief Executive Officer on 21 May 2025.





The VSME standard used in preparing this document includes both qualitative information and quantitative data. Sources used to collect and process this information include:

- data sheets completed by the managers of the various business functions;
- internal documents such as policies, procedures, and operational reports.

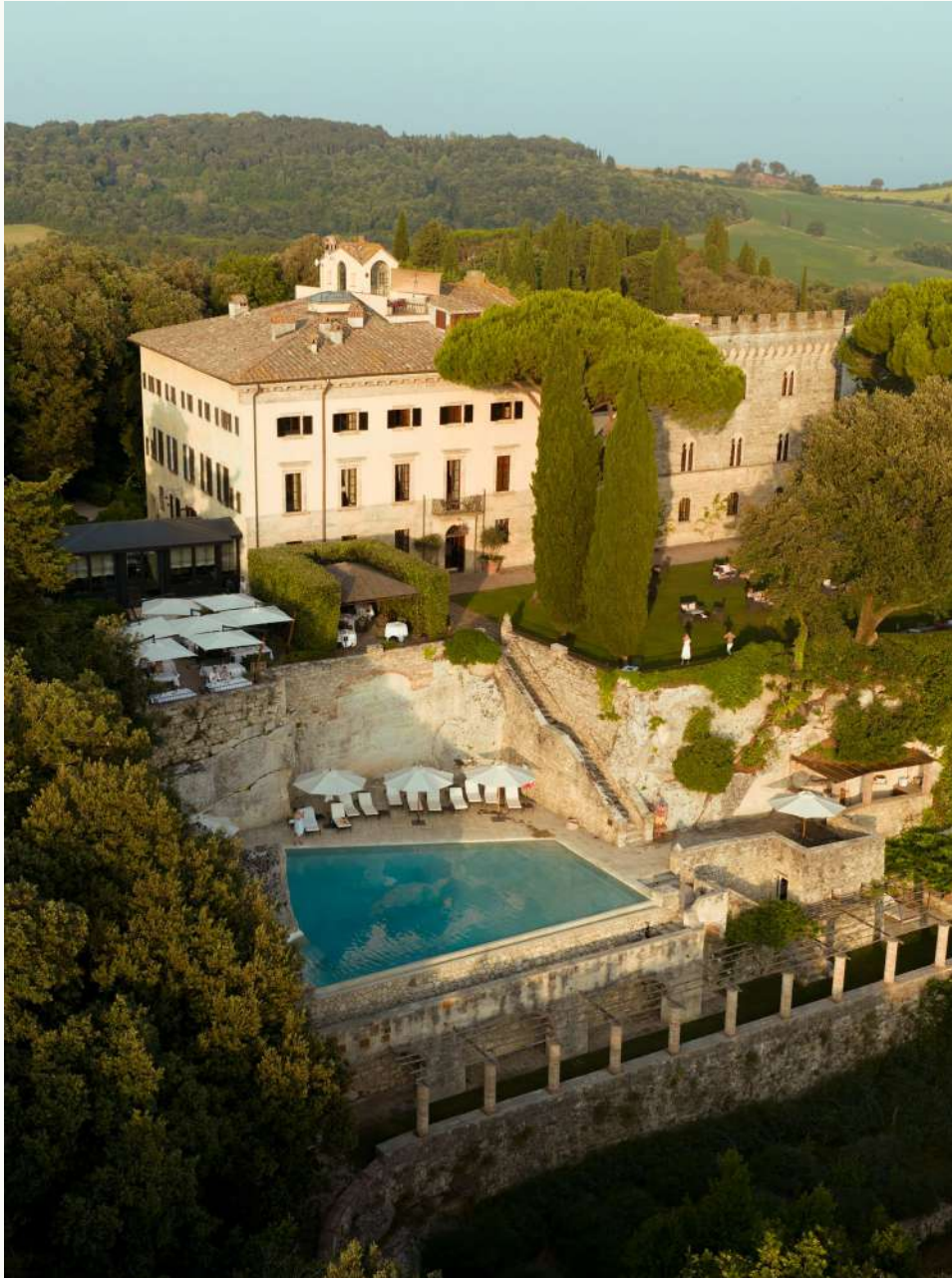
Reporting under the VSME standard was prepared using **Option B: Basic Module and Comprehensive Module**, in accordance with the reporting principles (accuracy, balance, clarity, comparability, completeness, and verifiability), and on an **individual basis**, meaning that the report is limited to information relating solely to the Volterra site.

In the 2025 financial year, Borgo Pignano Tuscany addressed material topics in accordance with the If applicable principle set out in the VSME standard. This principle establishes that information required by the standard should be provided only when relevant to the company's activities, impacts, risks, or dependencies. Where a disclosure is not relevant to the company's context, it may be omitted, with the reason for its non-applicability stated where appropriate.

This report has not been subject to third-party assurance.

For further information about this Report, please contact us at: anna.velardi@borgopignano.com

Company Profile and Business Model



The Company

Borgo Pignano, managed by INSPIRA Soc. Agricola SRL, is an elegant country estate located in the heart of Tuscany, combining luxury hospitality with organic farming.

Sustainability is the backbone of every business activity, with the aim of preserving the ecosystem and the cultural identity of the area.

The company's approach to sustainability is built around three fundamental pillars:

- Land and Environmental Management
- Climate Performance and Carbon Footprint
- Social Responsibility and Culture

Borgo Pignano Tuscany invests in the well-being of the local community and in the preservation of its historical heritage.

Borgo Pignano Tuscany can be imagined as a living estate, where every element contributes to the balance of the whole: cultivated land, woodlands, water, historic buildings, people, and guests. As in a harmonious system, what is received from the land is transformed into care, value, and beauty, giving energy back to the community, the environment, and the hospitality experience.

History

"Immersed in the most authentic Tuscany"

From its Etruscan origins and medieval foundations, through its transformation from a noble residence to a carefully and respectfully restored estate, Borgo Pignano Tuscany preserves a tradition of care, craftsmanship, and harmony with the land. Today, it is a haven of quiet beauty, where the pace of life is shaped by place and time.

1139

Today, Borgo Pignano Volterra Tuscany is a peaceful retreat, but its roots date back to the Etruscan era. First mentioned in 1139, shortly before the construction of the Church of Saint Bartholomew the Apostle, the estate has appeared on maps for centuries—some of which are now preserved in the Vatican and the Uffizi Galleries.

The Incontri Family

For centuries, rival families fought bitterly over the territories of Tuscany. It was only towards the end of the seventeenth century that the province entered a period of relative peace. At that time, the Incontri family acquired the estate, and Marquis Ludovico—whose name is still carved into the main villa—transformed a simple farmstead into a prestigious country residence.





1944

As with many other large Italian estates, Borgo Pignano Tuscany was sustained by rents paid by sharecroppers. The records, carefully written in Gothic script, offer a glimpse into the simple and austere lives of farming families.

1950

The estate emerged largely unscathed from the Second World War, although damage from shelling can still be seen on the church walls. In the 1950s, as Italy's industrialisation accelerated, the local community—which had numbered around one hundred residents before 1939—began to decline. The property changed hands several times until, approximately twenty-five years ago, the current owners undertook a careful restoration of the buildings and revived the surrounding gardens and grounds.

Oggi

Today, Borgo Pignano Tuscany is more welcoming and vibrant than ever, attracting guests who appreciate an atmosphere where notifications and messages feel far away and the use of mobile phones in shared spaces is politely discouraged.

Main Activities

Borgo Pignano Tuscany is a hotel and resort offering guests villas and accommodation built near a nature reserve in the Volterra area of Tuscany.

Guests staying at the property can enjoy a range of services, including craft workshops, painting lessons, yoga classes, and cooking classes. Outdoor activities such as cycling excursions and horse riding are also available.

To promote the area's cultural heritage, Borgo Pignano Tuscany also organises walks in the surrounding nature reserve, truffle hunting, and wine tastings.

In addition to caring for the surrounding natural environment and creating accommodation that preserves classical architecture while ensuring the highest level of comfort, the property is committed to supporting guests' well-being by providing an on-site spa.

This wellness centre includes private treatment rooms, suites with a steam bath and sauna, cryotherapy experiences, and outdoor spaces immersed in nature, ideal for moments of silent meditation. Mobility at Borgo Pignano Tuscany is supported by electric vehicles made available to guests for travel within the estate.

The dining operation has been awarded a Michelin Green Star.

Finally, the property also sells directly soaps and essential oils produced using medicinal herbs and flowers grown in the estate's fields.





Accommodation

"Elegant residences in harmony with nature"

A collection of enchanting residences, each with its own quiet story of elegance, heritage, and harmony with the land. Every space is a retreat, shaped by natural materials, light, and time. Here, comfort reveals itself with simplicity: every detail invites guests to slow down, breathe deeply, and experience Tuscany in its most harmonious expression.

The hospitality offering at **Borgo Pignano Tuscany** features a wide range of exclusive accommodation designed to reflect Tuscan cultural identity through three distinct types:

- the sophisticated **Villa Pignano**;
- the vibrant **Borgo**, designed for families;
- the independent **Villas**, ensuring maximum privacy.

1. Rooms and Suites in the Villa (Villa Pignano)

Located within the nineteenth-century manor house, this accommodation blends historic elegance with modern comfort.

- **Charm Rooms and View Rooms:** the Charm Rooms offer luxurious marble and travertine bathrooms with views over the countryside or herb gardens. The View Rooms overlook a panorama stretching as far as the sea.
- **Suites:** the collection includes **Charm Suites**, ideal for families thanks to connecting rooms, and View Suites, some enhanced by sitting rooms with grand pianos, original frescoes, and four-poster beds.
- **Signature Suites:** these represent the highest level of luxury within the Villa, with generous floor areas, separate living spaces, and refined décor.
- **La Canonica:** a thirteenth-century building adjoining the Villa, offering a stay amid medieval arches, vaulted ceilings, and restored frescoes..

2. Maisonettes in the Borgo

The ten maisonettes have been created from restored historic buildings, such as former barns and stables, and offer an authentic yet practical atmosphere.

- **For families and groups:** options such as **Il Fienile**, **Il Granaio**, and **Casa del Guardia** offer two to three bedrooms, fully equipped kitchens, and, in some cases, wood-burning stoves or rustic fireplaces.
- **Historic charm:** **l'Antica Stalla** and **La Stallina**, former seventeenth-century animal shelters, retain vaulted ceilings and stone details, complemented by terraces overlooking the hills.
- **Intimate accommodation:** the **Artist's Studio**, located in one wing of the Villa, is a smaller apartment with a privileged view of the medieval church.

3. Independent Villas

The Villas are exclusive residences set within the estate, each with a **private heated swimming pool** and personalised services.

- **Generous dimensions:** **Villa La Fonte** is the largest, with five bedrooms and lake views, while **Villa Il Poggio** is a nineteenth-century farmhouse that also features a wood-fired oven and a small gym.
- **Connection with nature:** **Villa Casa del Lago** overlooks a natural lake, while **Villa Artists' House** is set within an oak and beech woodland.
- **Operational sustainability:** many villas, including **La Cavallerizza**, **Il Vignino**, **Poggio**, and **Poggiarello**, include electric-vehicle charging stations and provide an electric minicar for travel within the estate.





Outstanding Shared Services

All accommodation includes **daily housekeeping**, evening turndown service, and guest amenities made with **organic ingredients** from the estate. Guests also have access to complimentary Wi-Fi, air conditioning, and an “eco-shopping list” for purchasing Pignano farm products.

The hospitality at Borgo Pignano Tuscany is like a **period mosaic**: each room, suite, or villa is a unique tessera in shape and decoration, yet together they reveal the complete picture of a Tuscan story that continues to live through the comforts of the present.

Food & Beverage

"The land, cared for with respect, nourishes vegetable gardens, orchards, vineyards, and olive groves that inspire our cuisine."

– Introduction to the Villa Pignano Restaurant, Al Fresco, and Il Camino –

The dining offering at Borgo Pignano Tuscany reflects the estate's sustainability philosophy and strong connection with Tuscan traditions, providing an experience that ranges from refined cuisine to more convivial and informal options. All restaurants follow a farm-to-table approach, using seasonal produce sourced directly from the estate's certified organic farm, including ancient grains, vegetables, olive oil, and honey.

1. Villa Pignano Restaurant

The Villa Pignano Restaurant represents the pinnacle of the property's culinary elegance and innovation.

- It has been awarded the Michelin Green Star for its commitment to sustainable gastronomy and respect for the local area.
- Its refined and creative menu highlights the authentic flavours of Tuscany, supported by an extensive selection of local organic and biodynamic wines.
- Service is sophisticated, attentive, and discreet..





2. Al Fresco Restaurant

Al Fresco is a contemporary and elegant trattoria set within an enchanting garden.

- It offers an informal and relaxed dining experience, ideal for the summer months.
- The cuisine is Mediterranean-inspired, with particular emphasis on seafood dishes, alongside meat and vegetarian options.
- During the summer season, this restaurant is the main venue for à la carte lunch.

3. Il Camino (Medieval Fireplace Room)

Located in the Villa's historic rooms, this dining space offers a unique experience during the cooler months.

- Dinner is served in a communal-table style, creating the warm, family atmosphere typical of traditional Tuscan homes.
- The daily offerings focus closely on local and regional cuisine.
- The space is particularly suited to families or small groups seeking an intimate experience beside the fireplace.

Dining at Borgo Pignano Tuscany can be imagined as a journey from seed to plate: Villa Pignano is its artistic and celebratory expression, Al Fresco its moment of open-air joy, and Il Camino a warm return to roots and shared home-style dining.

Wellness

"In harmony with the land"

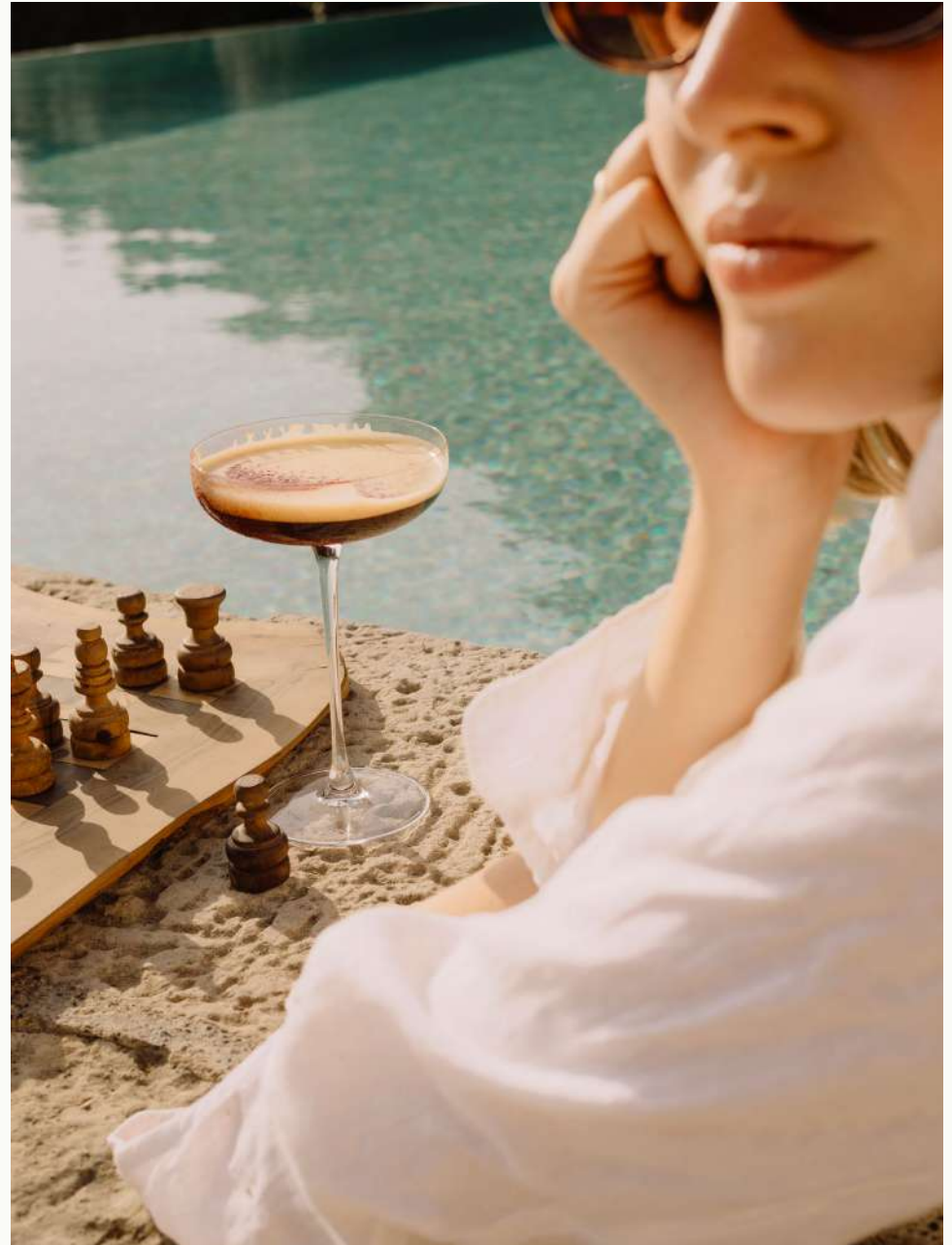
The rhythm of well-being follows the rhythm of nature: among ancient stones and open skies, every moment invites guests to slow down. Gentle treatments, immersion in water, or simple pauses of stillness become gestures of profound reconnection.

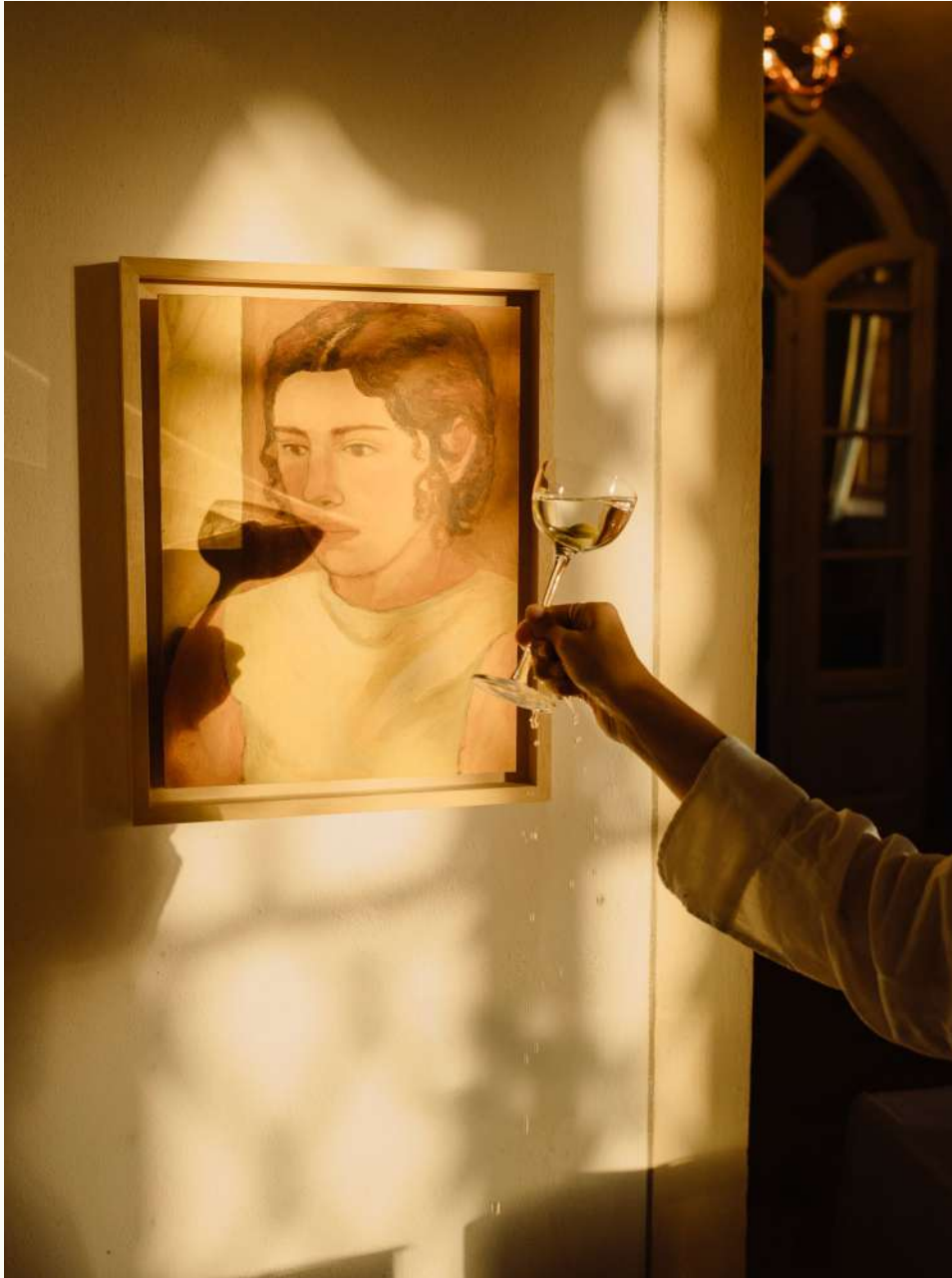
The wellness offering at Borgo Pignano Tuscany combines spa treatments, yoga practices, and physical activities designed to restore balance to body and mind, enhancing contact with nature and the authentic rhythm of the estate. Created within an ancient cistern that has now been skilfully restored, La Cisterna Spa at Borgo Pignano Tuscany is a peaceful retreat dedicated to rest and renewal. From the invigorating effects of cryotherapy to the enveloping warmth of the steam bath and sauna, every space is designed to relax the body, calm the mind, and awaken the senses. The spa includes private treatment rooms, suites with a steam bath and sauna, cryotherapy experiences, and outdoor areas immersed in nature, ideal for moments of silent meditation. Here, treatments unfold with care, guided by expert hands and the natural rhythm of time, inviting guests to reconnect with themselves and their surroundings.

The yoga room hosts both group and individual classes, offering programmes suitable for different levels of experience. The practices are designed to foster self-awareness, balance, and mindfulness, allowing guests to rediscover a slower, more harmonious rhythm in connection with the surrounding landscape.

The offering is complemented by numerous outdoor sporting activities, enabling guests to experience the estate actively and with respect for the environment: horse riding, cycling, trekking, running, basketball, five-a-side football, and swimming. These experiences make the most of Borgo Pignano Tuscany's natural spaces and promote an active, healthy lifestyle in close contact with nature.

For guests who prefer to exercise indoors, the gym provides a dedicated space for individual physical activity, complementing the outdoor offering with facilities designed to support movement, health, and everyday well-being within the property.





Mission, Vision and Core Business

“Inspired by nature, shaped by tradition, and connected to the land”

Borgo Pignano Tuscany believes in the positive impact that tourism can have on the environment by supporting local communities and encouraging the protection of natural and cultural heritage. For two consecutive years, Borgo Pignano Tuscany has obtained **Green Globe Certification – CEO category** – Hotels and Resorts, an international certification dedicated to sustainable travel and tourism.

Climate Change

With regard to its carbon footprint, Borgo Pignano Tuscany has worked with Up2You since 2023 to measure and reduce its emissions. Initially, the study covered impacts arising from the company's direct and indirect sources—Scope 1 and Scope 2; from 2024 onwards, it was expanded to include indirect emissions along the value chain—Scope 3. Wherever possible, renewable energy is preferred to non-renewable sources through the use of solar panels and wood-chip boilers fuelled by timber collected within the estate. Domestic heating and hot water are supplied entirely by renewable energy, either self-generated or purchased from third parties. In addition, electric vehicles are available to guests for transport throughout the estate, together with dedicated charging points at the villas.

Pollution

Environmentally compatible materials such as locally sourced stone, organic plaster, and eco-friendly paints were used for renovations across the estate. Eco-friendly cleaning products are also used throughout the property. The use of Borgo Pignano Tuscany's land for organic farming and its farm-to-table approach enable raw materials from the estate and local suppliers to meet approximately 80% of internal demand. This limits the need to purchase products from different parts of the country and consequently reduces transport-related pollution.





Water and Marine Resources

At Borgo Pignano Tuscany, agricultural activities are carried out with particular attention to preventing water waste. Gardens are irrigated using rainwater, while the estate's natural lakes provide irrigation for agricultural fields. For domestic use, the water supplied to staff and guests is filtered water from the estate.

Biodiversity and Ecosystems

At Borgo Pignano Tuscany, natural and sustainable farming methods are used to improve soil quality and fertility, enhance its condition, promote a self-sufficient ecosystem, and reduce the need for irrigation. These methods include contour swales, which have been tested within the estate to retain rainwater and prevent soil erosion naturally.

The cultivation of native Tuscan varieties of vegetables and fruit is also preferred. Borgo Pignano Tuscany's important work to protect natural heritage is recognised by ICEA (the Institute for Ethical and Environmental Certification), which has designated the Borgo as a certified organic farm meeting specific EU organic-farming standards, verified four times a year.

The nature reserve in which Borgo Pignano Tuscany is located is monitored and managed by the company itself. As a certified organic farm, no fertilisers, pesticides, or other chemicals are used, thereby safeguarding biodiversity and the well-being of flora and fauna.

Circular Economy

Borgo Pignano Tuscany has implemented a campaign to reduce plastic waste, leading to the elimination of more than 20,000 plastic bottles per year. In addition to using glass bottles at all food and beverage outlets, filled with filtered still and sparkling water, Borgo Pignano Tuscany has recently introduced Tetra Pak® cartons as an alternative where glass could pose a safety risk. As part of its circular-economy approach, the company has also implemented a comprehensive separate waste-collection system in line with local waste regulations.

Workforce

At Borgo Pignano Tuscany, introductory training courses are organised for all new team members, familiarising them with the company ethos, which highlights the strong connection between the Borgo and art, traditions, authenticity, natural and sustainable farming, environmental care, and natural wellness therapies. We ensure that our team continues to grow both professionally and personally. The company recognises and rewards employee commitment through bonuses acknowledging dedication, results achieved, and a sense of belonging to the organisation. In addition to bonuses, salaries are reviewed annually to recognise professional growth and employees' contributions.

Local Communities

Borgo Pignano Tuscany supports the local community by promoting traditional culture through concerts and art exhibitions and by assisting community members in need. Recently, Borgo Pignano Tuscany donated €500,000 to support the discovery of Volterra's Ancient Roman Theatre, one of the most significant archaeological finds of recent years. The company also promotes the local area by including visits to local businesses and tours of nearby destinations in its service catalogue, and every year sponsors events organised by the Municipality of Volterra with contributions amounting to several thousand euros.





Guest Well-being

Borgo Pignano Tuscany is a hotel and resort offering guests villas and accommodation within a nature reserve. Activities include on-site courses such as craft workshops using natural ingredients from the estate's gardens, painting lessons, and cooking classes. Outdoor options include cycling excursions, walks in the surrounding reserve, and horse riding. To promote local cultural heritage, truffle hunting and wine tastings are also available. Yoga classes and a wellness centre further support guest well-being. Borgo Pignano Tuscany provides electric transport for guests to move around the estate. Thanks to its locally sourced product policy, focus on seasonality, and certified-farm status, the guest restaurant has received a Michelin Green Star. Finally, the soaps and essential oils used and sold at the resort are produced in-house by specialised herbalists using medicinal herbs and flowers from the estate's fields.

Business Conduct

Borgo Pignano Tuscany has a sustainable management plan. The plan is communicated internally through the staff booklet and externally through public channels such as the website. The company's Sustainability Management System is designed to meet—and exceed—Green Globe criteria by integrating environmental, sociocultural, quality, health, and safety considerations into all operations.

Environment (E)



Energy Consumption and Energy Sources

Energy consumption management at Borgo Pignano Tuscany is a central element of its sustainability strategy, aimed at balancing luxury hospitality with environmental regeneration. Currently, **the company sources 90% of its energy from renewable sources**, combining modern technologies with the estate's own natural resources.

The company has implemented a diversified system to meet its heating, cooling, and electricity needs:

- **Electricity:** all purchased electricity comes from **certified renewable sources** (Enel Energia). Through the purchase of Guarantees of Origin, emissions associated with electricity consumption (Scope 2) are equal to 0 tonnes CO₂e.
- **Biomass and wood chips:** the heating and hot-water systems in the Villa and the Borgo are powered by wood-chip boilers using timber collected directly from the estate's woodlands. Within the Scope 1 category "other direct consumption", this source accounts for almost 70% of emissions.
- **Solar energy and heat pumps:** the property uses photovoltaic systems to generate energy. Water in some of the swimming pools is heated by a wood-chip boiler.

Greenhouse Gas Emissions

(Scope 1, Scope 2, Scope 3)

Borgo Pignano Tuscany rigorously monitors its greenhouse gas (GHG) emissions in accordance with the **GHG Protocol Corporate Accounting and Reporting Standard**, the world's most widely used reference standard. Emissions are divided into three categories, or "Scopes", to identify direct and indirect sources throughout the value chain.

The greenhouse gas inventory data for 2025 are presented below.

Summary of 2025 GHG Emissions

Emission category	Description	Quantity (T CO ₂ E)	% of total
Scope 1	Direct emissions	77,24	3,24%
Scope 2 (MARKET-BASED)	Indirect emissions from purchased electricity	0	0%
Scope 3	Indirect emissions from the value chain	2.309,57	96,76%
Totale		2.386,81	100%

(Data extracted from the 2025 Up2You Carbon Footprint Report).

A detailed description of the items included in each Scope is provided below:

Scope 1: Direct Emissions (77,24 ton CO₂ eq)

These emissions arise from sources owned or directly controlled by the company, including:

- Company vehicles (29% of Scope 1): the most significant source in this category, associated with the use of 37 vehicles, including cars and vans.
- Refrigerant gases (2%): fugitive emissions from leaks in cooling systems.
- Other direct consumption (69%): mainly the use of wood chips sourced from the estate's woodlands for heating.

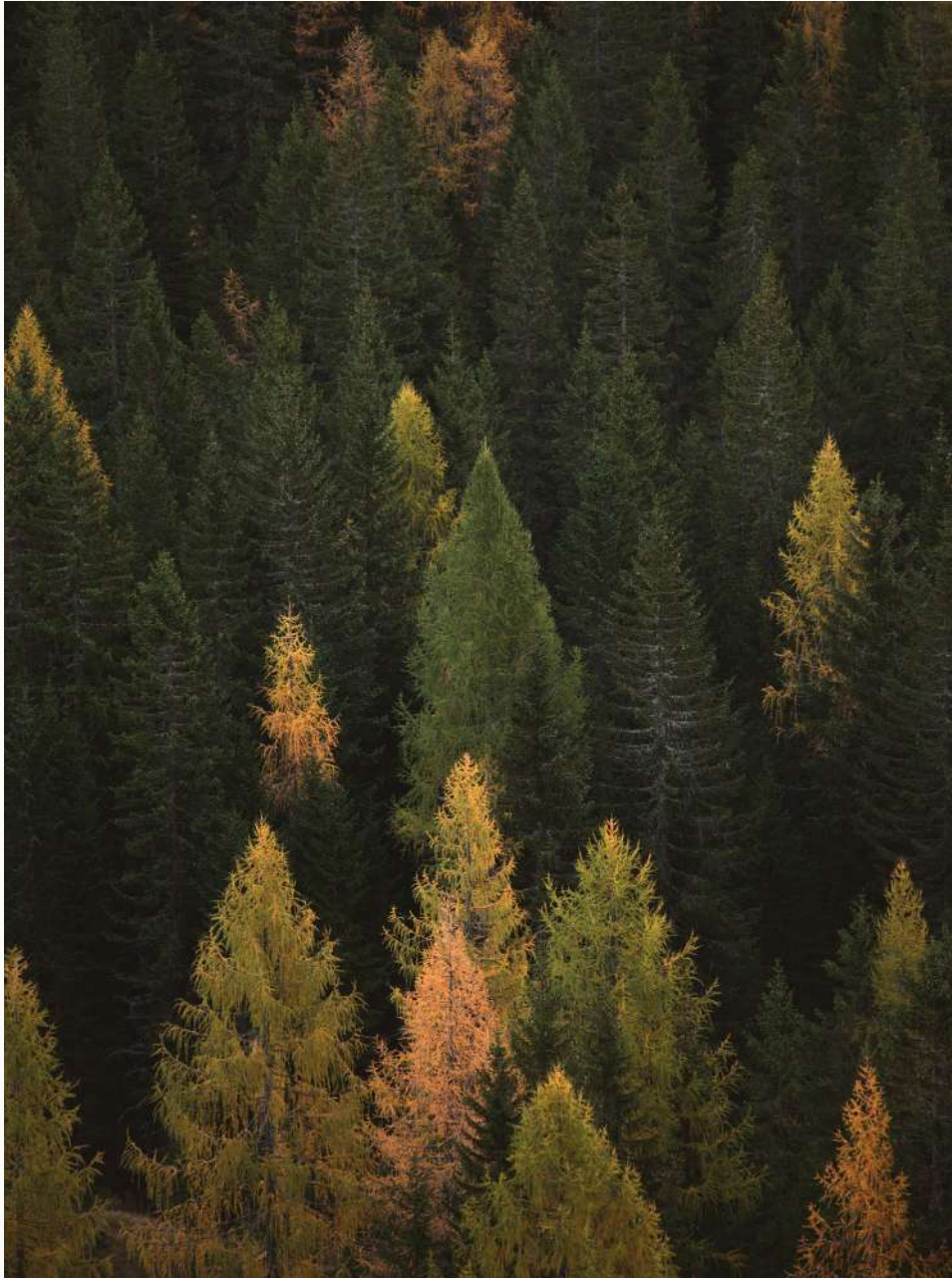
Scope 2: Indirect Energy Emissions (0 ton CO₂ eq)

Scope 2 concerns purchased electricity. Borgo Pignano Tuscany has reduced these emissions to zero under the market-based approach by purchasing 100% certified green energy through Guarantees of Origin.

Scope 3: Other Indirect Emissions (2.309,57 ton CO₂ eq)

This is the most significant category, accounting for more than 90% of the total carbon footprint, and comprises:

- Capital goods (80% of Scope 3): the high level of these emissions is due to renovation work carried out in 2025.
- Purchased goods and services (12% of Scope 3): the main source is the purchase of food and beverages (35% of this subcategory), followed by gardening and cleaning services.
- Employee commuting (5.7%): staff travel between home and work by car. The property provides shuttle services to transport employees within the estate.
- Other: includes the transport of energy and fuels, business travel, and waste management.



Pollution (Air, Water and Soil)

Borgo Pignano Tuscany's activities do not fall within the scope of activities subject to Regulation (EC) No 166/2006; consequently, no E-PRTR declaration is required.

The following impact assessments have been carried out in this regard.

Air Pollution and Climate Performance

The company monitors and manages atmospheric emissions with the aim of achieving carbon neutrality by 2030.

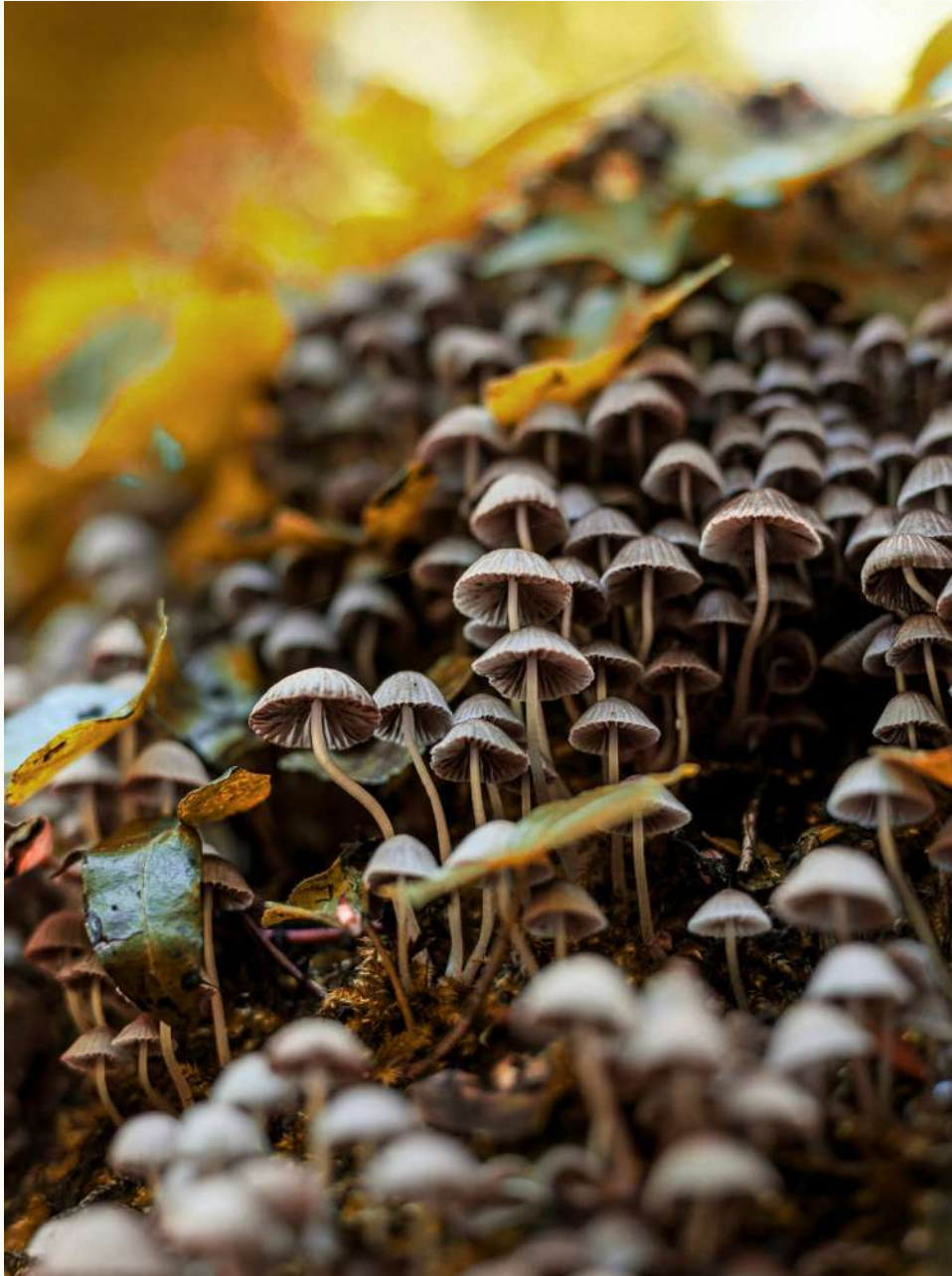
- **Greenhouse gas emissions:** in 2025, Borgo Pignano Tuscany emitted 2,386.81 tonnes of CO₂e. This increase was mainly caused by Scope 3 emissions linked to renovation work carried out in 2025. Values are therefore expected to decrease next year.
- **Refrigerant gases:** the company identifies gas leaks from cooling systems as a source of Scope 1 emissions (1.22 t CO₂e in 2025) and is committed to careful maintenance to minimise them, while assessing replacement with latest-generation gases with low global warming potential.
- **Heating:** wood-chip boilers and heating systems undergo periodic combustion-product checks and draught tests to ensure efficiency and safety.

Water Management and Protection

Borgo Pignano Tuscany adopts natural systems to prevent pollutant discharges and optimise water resources.

- **Constructed wetland treatment:** the company uses a natural constructed wetland system to treat greywater, which is purified through planted beds for reuse in garden irrigation and to remove pollutants from the soil.
- **Ban on chemicals:** to avoid damaging the plants in the treatment system, the use of bleach within the property is strictly prohibited.
- **Water recovery:** irrigation relies on the collection and filtration of rainwater, reducing abstraction from natural water sources.
- **Spill prevention:** emergency procedures are in place to manage accidental releases of hazardous substances, using containers of inert materials for immediate collection.





Soil Protection and Regeneration

Agricultural and management practices are designed to preserve fertility and prevent soil degradation.

- **Organic farming:** as a certified organic farm recognised by the Institute for Ethical and Environmental Certification (ICEA), Borgo Pignano Tuscany avoids the use of synthetic pesticides and fertilisers, improving soil structure and fertility.
- **Permaculture and swales:** it was the first organisation in Tuscany to experiment with “swales” (contour ditches), channels that retain water in the soil and prevent erosion.
- **Circular economy:** a large proportion of organic waste is composted on site, returning nutrients to the soil in the form of natural fertiliser.
- **Waste management:** processing residues are stored separately and managed in accordance with applicable environmental regulations to prevent soil contamination.

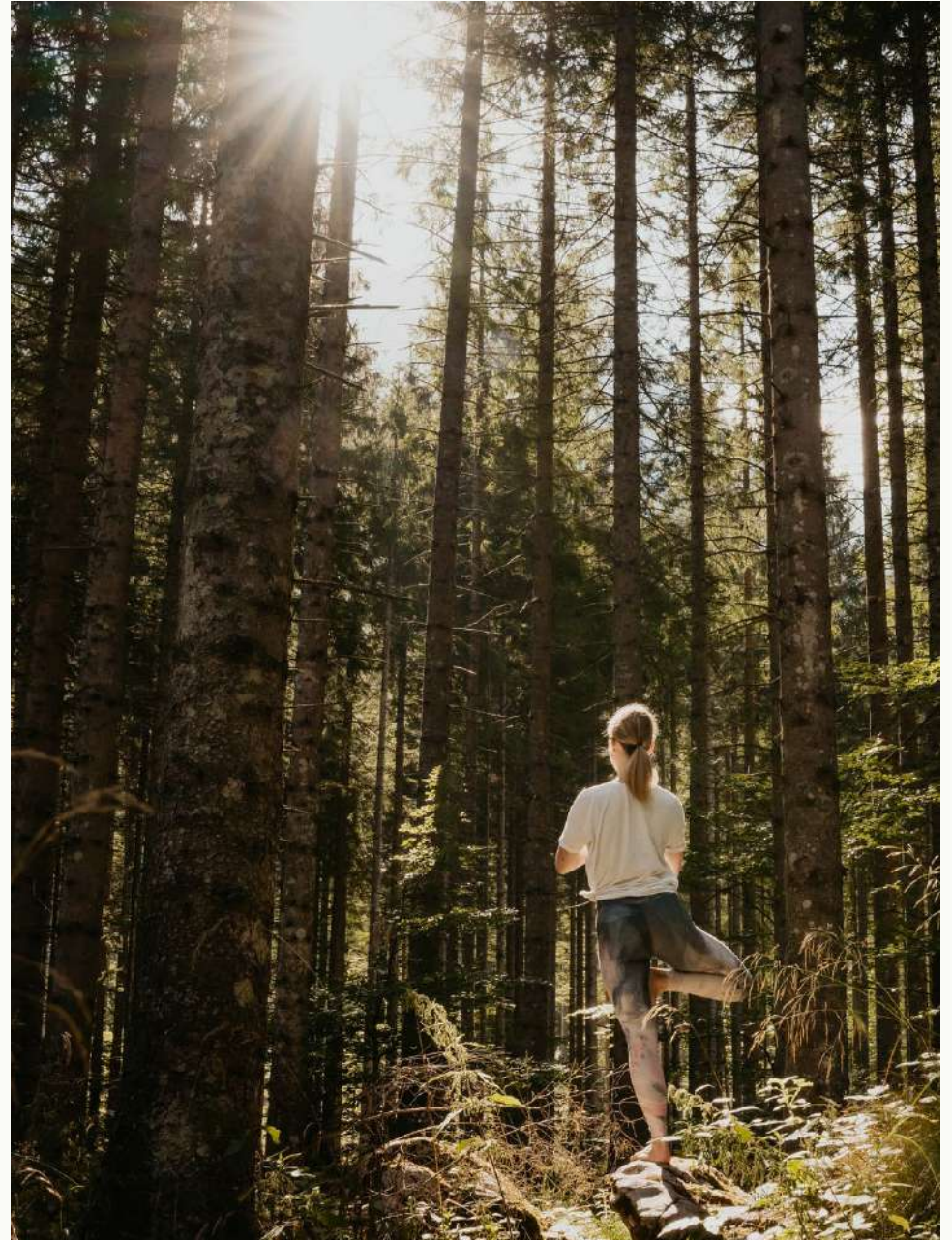
Biodiversity

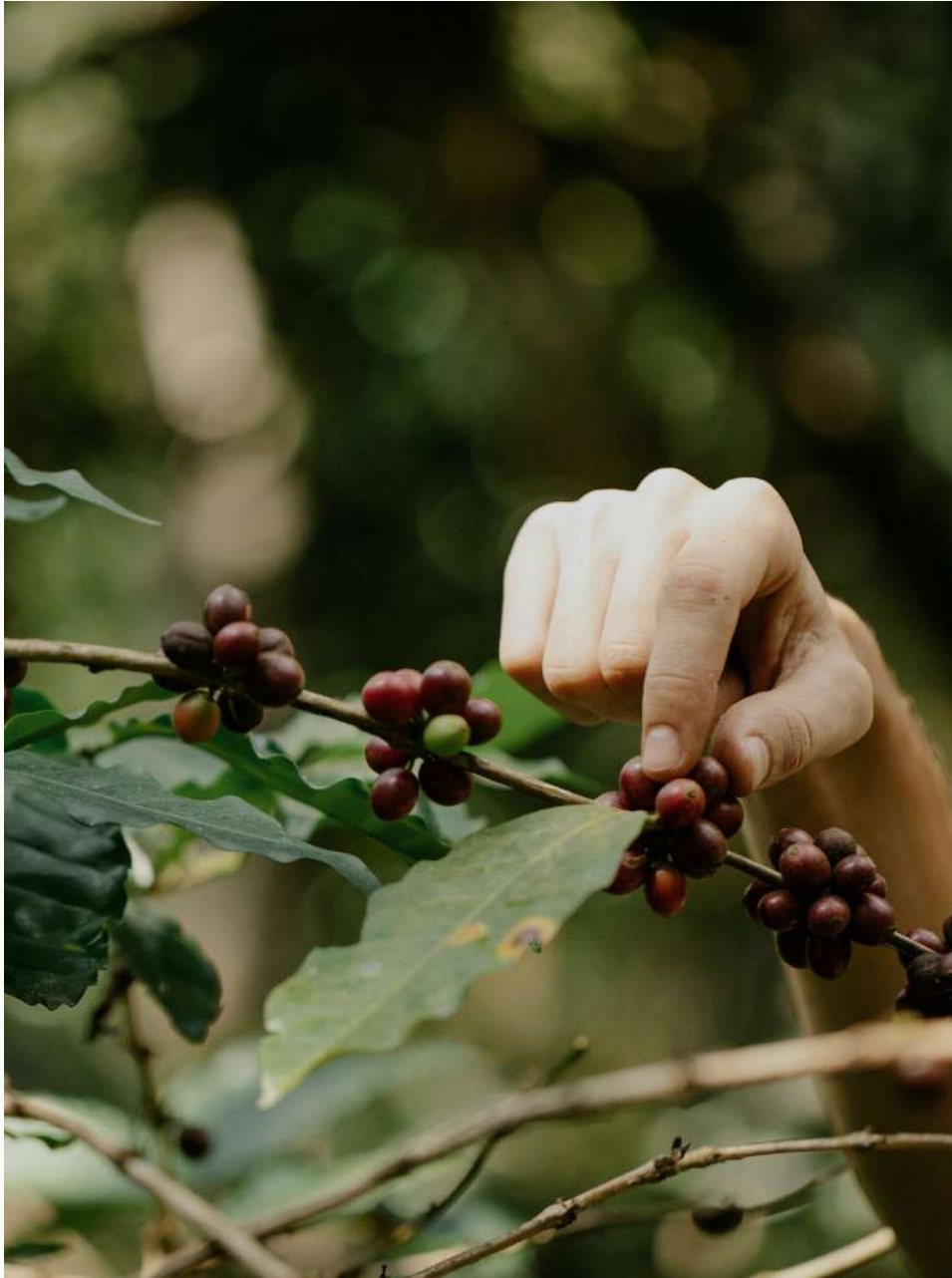
Protection of Habitats and Wildlife

- **Nature reserves:** the estate lies at the intersection of two nature reserves, Berignone and Castelvechio, and the company is actively committed to protecting the biodiversity of this area.
- **Wildlife presence:** the property is home to a wide range of wild animals, including partridges, pheasants, wild boar, roe deer, porcupines, badgers, foxes, and birds of prey such as ospreys and kestrels.
- **Beekeeping:** bee colonies are considered an integral part of the ecological structure because of their vital role in pollinating orchards and vegetable gardens.
- **Light pollution:** low-impact outdoor lighting is used to reduce light pollution and protect the natural cycles of nocturnal wildlife.

Flora Conservation and Regenerative Agriculture

- **Heritage varieties:** Borgo Pignano Tuscany promotes the recovery of heritage seeds and the cultivation of native Tuscan fruit and vegetable varieties to preserve genetic diversity.
- **Green spaces and forests:** biodiversity is enhanced through the management of more than 150 hectares of woodland, gardens of native aromatic herbs, and organic vegetable gardens.
- **Agricultural practices:** the use of permaculture and natural organic farming methods improves soil structure and increases fertility, supporting a healthy ecosystem.





Governance and Global Commitments

- **International standards:** as a member of Relais & Châteaux, the company follows specific commitments to protect biodiversity and the world's culinary heritage.
- **Offsetting:** among the projects proposed by Up2You to offset residual emissions are specific packages dedicated to biodiversity conservation.

In summary, the company regards the estate as a vibrant ecosystem where conservation is not a passive act, but an investment in the resilience of the local area.

Water Consumption and Water Management

Water management at Borgo Pignano Tuscany is a central element of its regenerative strategy, designed to harmonise with Tuscany's natural cycles and minimise environmental impact through efficiency and recovery.

Water consumption recorded in 2025 amounted to 11,248 m³ and represents the water use measured by domestic meters. The remaining consumption is met through natural water resources, such as lakes and rainwater, used mainly for irrigation and the management of green spaces.

Water-Saving and Conservation Systems

The company has implemented various technologies to reduce water abstraction at source and optimise its use:

- Guest rooms are equipped with low-impact systems, such as low-flow taps, which reduce water consumption and limit waste without compromising guest comfort.
- Borgo Pignano Tuscany uses rainwater collection and filtration systems, mainly for irrigating the relais gardens.
- Irrigation of the organic farm's land is supported by a system of natural and artificial lakes located within the estate.
- While irrigation uses internal resources, drinking water for human consumption is supplied by the municipal water network, with estimated average consumption of approximately 180–220 litres per guest per day.

Permaculture and Soil Management

Borgo Pignano Tuscany was the first organisation in Tuscany to introduce a permaculture-based approach to soil water management:

- **Use of “swales”:** contour ditches (swales) have been created to slow rainwater runoff, capturing it and allowing it to infiltrate gradually into the subsoil.
- **Erosion prevention:** this system not only replenishes local aquifers but is also essential for preventing soil erosion and maintaining the estate's fertility.





Natural Treatment (Constructed Wetlands)

The circular management of water is completed by greywater treatment:

- **Constructed wetland system:** wastewater is treated naturally through planted beds that remove contaminants from the water.
- **Reuse:** the treated water is returned to the environment or reused for garden irrigation, closing the resource cycle.
- **Ban on chemicals:** to protect the plants used in the constructed wetland system, bleach is strictly prohibited and the exclusive use of eco-friendly cleaning products is promoted.

Responsibility and Future Targets

The company's commitment involves both staff and guests in responsible water management:

- **Guest service:** to eliminate single-use plastic, still and sparkling water is served in reusable glass bottles. This avoids the use of more than 20,000 plastic bottles each year.
- **Staff standards:** employees are required to monitor and promptly report any leaks and to ensure taps are properly turned off. Staff are also provided with reusable bottles to reduce the use and dispersal of plastic.
- **2030 target:** Borgo Pignano Tuscany has set the ambitious goal of reducing overall water consumption by 10% by 2030.

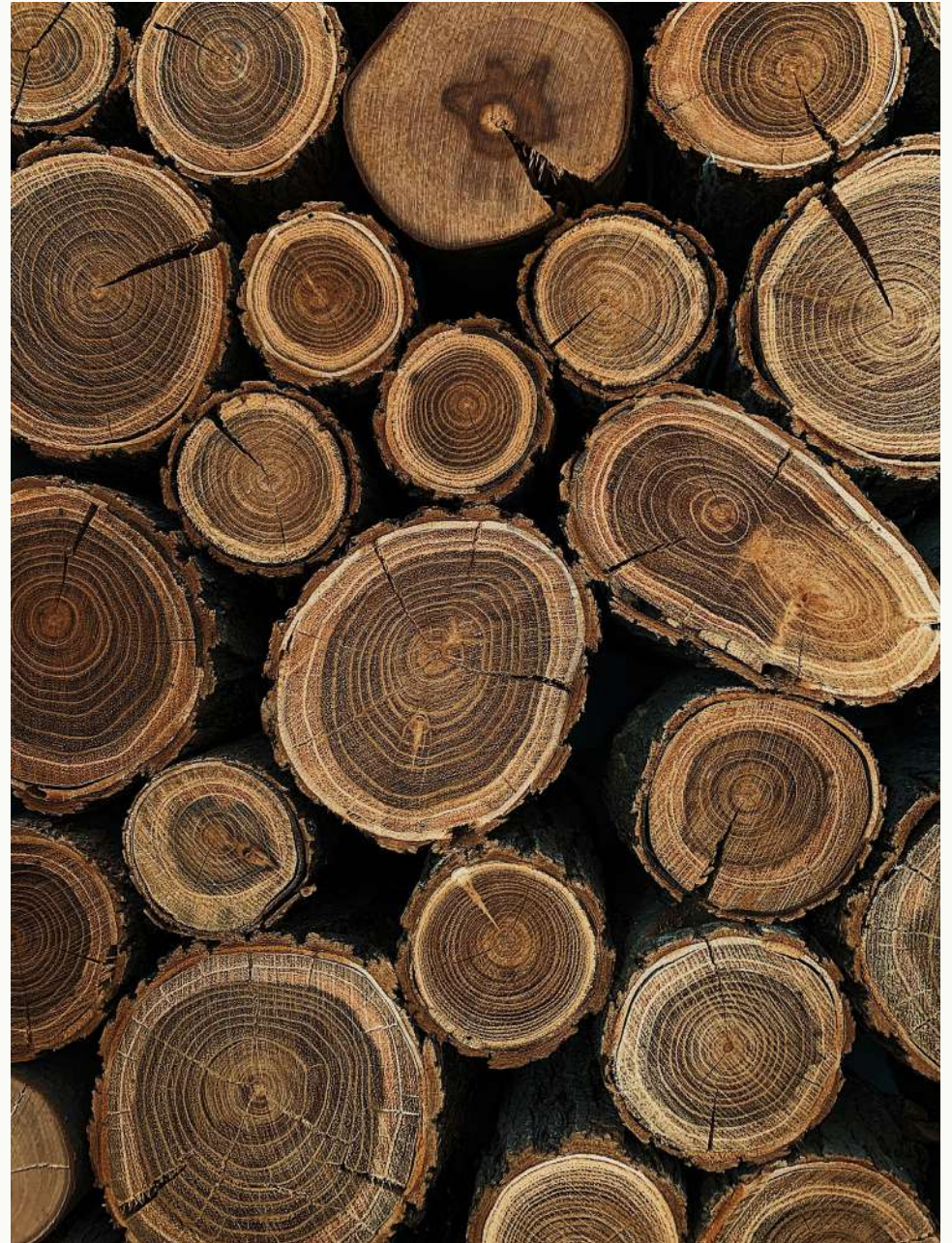
Circular Economy and Waste Management

Borgo Pignano Tuscany's approach to the circular economy and waste management is not merely an operational practice, but an integrated regenerative philosophy aimed at eliminating the concept of “waste” by transforming it into a resource for the estate's ecosystem.

Circular Economy: Closed Loops and Self-Production

The company implements circular systems in several key areas:

- **Green-space and energy management:** timber collected from the estate's woodlands is converted into wood chips to fuel the boilers, providing heating and hot water to the Villa.
- **Farm-to-Table:** produce from the organic farm—grains, vegetables, oil, and honey—is processed on site for use in the restaurants; where possible, organic residues are then returned to the soil through composting, helping to close the nutrient cycle.
- **Water recovery:** rainwater is collected for irrigation, while the constructed wetland system treats greywater for reuse in the gardens.



Waste Management and Separate Collection

Borgo Pignano Tuscany adopts a rigorous policy for waste reduction and recycling:

- **Reduction at source:** to eliminate single-use plastic, water is served exclusively in reusable glass bottles. Biodegradable or recyclable packaging is preferred throughout the property.
- **Staff protocols:** employees are instructed to separate waste meticulously into five categories: glass, plastic, paper/cardboard, organic waste, and residual waste. To ensure accurate sorting, the “Junker” app is used to scan barcodes and indicate the correct disposal method according to the rules of the Municipality of Volterra.
- **Maintenance and safety:** the Risk Assessment Document (DVR) requires processing residues, including chemical or biological waste, to be stored separately and appropriately to prevent environmental contamination.

Waste Fraction	Annual Quantity (t) <i>(calculation based on the number of bin collections and the average weight of waste collected)</i>
Paper and Cardboard	27,83
Plastic	1,73
Glass	88,08
Food Waste	52,33
Residual Waste	19,86

The largest waste fraction recorded in 2025 was glass, mainly due to its use as a substitute for plastic throughout the estate. The commitment to reducing single-use plastic is likewise reflected in the quantity of plastic collected, which is the lowest recorded value. Organic residues cannot always be managed through composting; for this reason, and given the hospitality nature of the business, food waste is the second-largest category.

Climate Impact and 2030 Targets

The effectiveness of these practices is confirmed by carbon footprint monitoring:

- **2024 data:** production waste accounted for a minimal share of the company's total carbon footprint, equal to approximately 1.90 tonnes of CO₂e (0.37% of the total).
- **Future targets:** by 2030, the company is committed to reducing food waste by 20% and completely eliminating single-use plastic.



Climate Change and Climate Risks

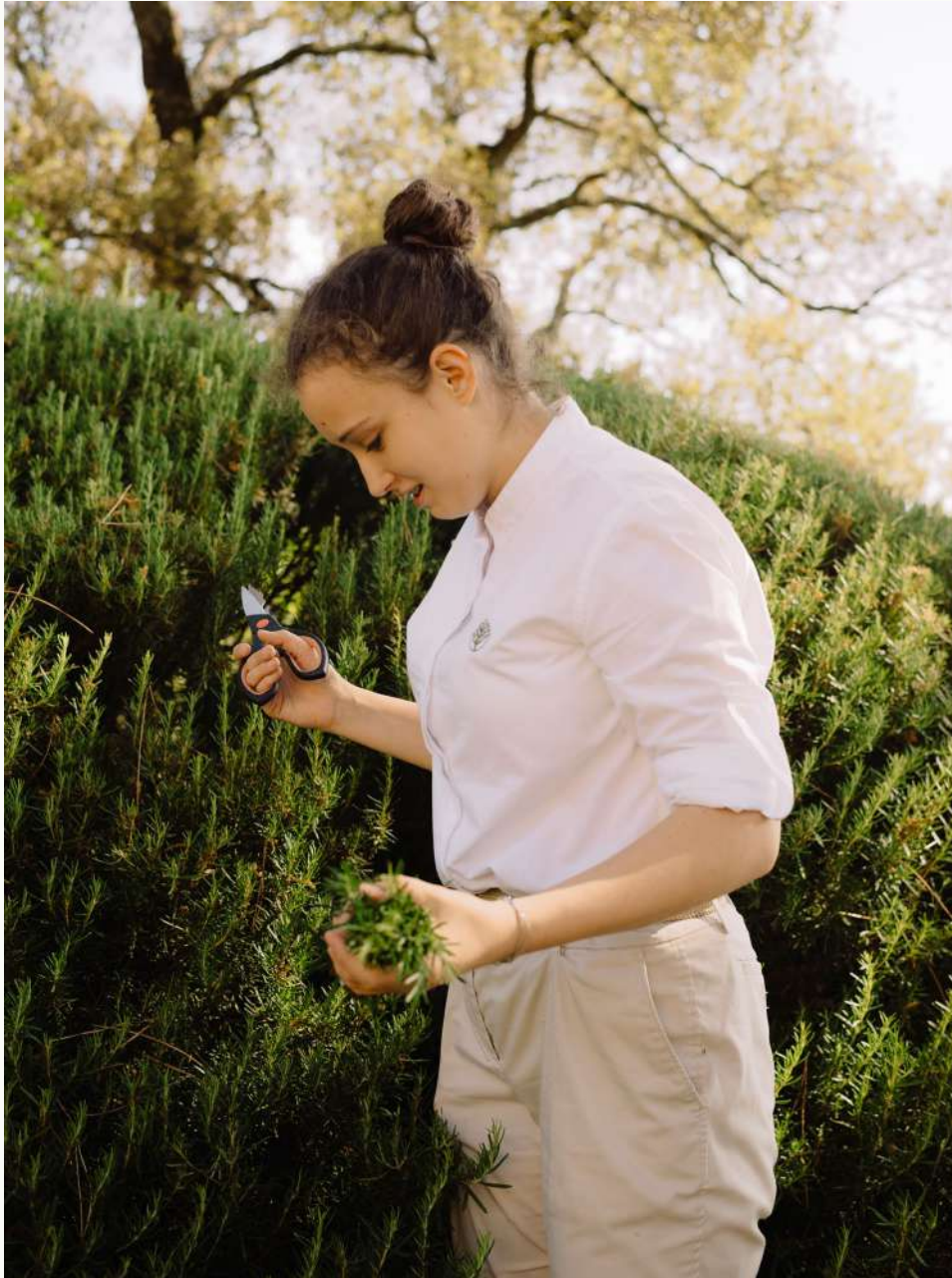
The company recognises that climate is a multidimensional risk factor and addresses it through rigorous emissions monitoring and the adaptation of agricultural and working practices.

Climate Risk Management Across the Estate

The estate is located within a vulnerable ecosystem where climate change can alter water cycles and soil integrity.

- **Erosion mitigation:** Borgo Pignano Tuscany has implemented permaculture systems and “swales” (contour ditches) to retain rainwater in the soil, a crucial adaptation measure for preventing soil erosion caused by extreme weather events and replenishing aquifers.
- **Biodiversity protection:** climate change threatens the survival of pollinators; the company actively protects bee colonies, which are essential for agricultural regeneration and the resilience of the surrounding Nature Reserve.
- **Water resources:** to address water scarcity, garden irrigation relies exclusively on collected and filtered rainwater, while the estate's lakes meet the needs of agricultural land.





Climate Risks and Occupational Safety

The Risk Assessment Document (DVR) highlights how macroclimate risk has become a priority because of the impact of climate change on work activities, particularly for staff working outdoors.

- **Heat stress and UV exposure:** prolonged exposure to extreme temperatures and ultraviolet (UV) solar radiation is classified as a physical risk that may cause heatstroke, illness, and serious skin conditions such as photocarcinogenesis.
- **Protective measures:** the company manages this risk through specific staff training, rotation between indoor and outdoor duties during peak hours (11:00–16:00), and the provision of appropriate personal protective equipment such as head coverings and sun protection.
- **Monitoring:** indoor microclimatic conditions are continuously regulated to avoid temperature fluctuations exceeding 7°C, thereby ensuring staff thermal comfort.

Decarbonisation Strategy and Targets

Borgo Pignano Tuscany monitors its carbon footprint to assess its direct contribution to global warming, following GHG Protocol standards.

- **2025 performance:** the total carbon footprint amounted to 2,386.81 tonnes of CO₂e; however, as this figure is associated with exceptional activities carried out in 2025, it is expected to decrease when 2026 performance is calculated.
- **Energy efficiency:** the company aims to reduce energy consumption by 15% and eliminate Scope 2 emissions by purchasing 100% renewable electricity, as part of its decarbonisation strategy and pathway towards carbon neutrality by 2030.
- **Energy transition:** the company mitigates the risk of dependence on fossil fuels by using wood-chip boilers fuelled with timber from the estate and investing in electric mobility through the use of 37 low-impact vehicles.

Governance and Training

To address future climate risks, the company plans to introduce specific climate-change training courses for its team. The ESG (Environmental, Social and Governance) strategy includes a climate-risk identification and management system to analyse sustainability-related threats and opportunities.



Social (S)



People and Responsible Hospitality Valuing Those Who Bring Borgo Pignano to Life

Borgo Pignano Tuscany places particular emphasis on the people who bring it to life, recognising their fundamental role in creating an authentic experience. Quality of working life and professional and personal growth are two pillars guiding company policies. The aim is to foster a professional environment based on listening, collaboration, and mutual respect, in which every team member feels valued and an integral part of a shared project.

Care for people is also reflected in corporate welfare policies designed to support employees' overall well-being and promote lasting, high-quality working relationships. With this in mind, Borgo Pignano Tuscany promotes working conditions that respect personal dignity, safety, and the development of talent, while encouraging a participatory and responsible approach.

Internal and external relationships are guided by a set of shared values that shape everyday conduct: teamwork, integrity, respect, authenticity, stewardship and interpretation of natural and historical heritage, genuine care for others, and daily practices that respect the environment. These principles form the basis of a culture of responsible hospitality, in which guest well-being is closely connected to that of the people who live and work at the Borgo.

The People of Borgo Pignano

The People of Borgo Pignano Tuscany—agricultural workers, chefs, waiting staff, receptionists, housekeeping staff, maintenance personnel, and managers—are the lifeblood of the estate. Responsible hospitality means creating a thriving, safe, and stimulating working environment, both within our properties and with our partners.

Our workforce is distributed across several departments according to the company's needs. Care for the fauna and flora living on the estate is entrusted to gardeners, farmers, and herbalists, who not only protect the site's biodiversity but also promote its stewardship and the responsible use of produce from the land.

The organisation and management of activities concerning protection of the surrounding environment are periodically reviewed by the company's entire management team.

Local employment: 50% of staff are hired locally

Community development: We invest in regional well-being by supporting micro-enterprises and charitable organisations.





Targets:

- Achieve more than 70% local staff recruitment by 2030
- By 2030, increase team awareness of the company's sustainability practices by raising the share of responses scoring 5 (on a scale from 1 to 5) to the relevant question in the employee climate survey
- By 2030, organise at least one activity per season—such as workshops, training sessions, or other initiatives—to further improve employee awareness of sustainability
- By 2030, actively seek guest feedback on sustainability practices by expanding and integrating dedicated questions into satisfaction surveys

During the season, social and well-being activities were organised for staff to strengthen team cohesion, promote a positive working environment, and help reduce stress. In particular, two barbecue events involving the entire staff were held as recreational and social occasions.

At the end of the season, a celebratory company dinner was also organised to recognise the results achieved and thank employees for their commitment. During the evening, a final raffle ensured that every employee received a prize, including stays at other properties, vouchers for food and beverage services, shopping vouchers, and other gifts.

Gender Characteristics

Diversity and Inclusion

The commitment to fairness in recruitment is reflected in the gender composition of Borgo Pignano Tuscany’s workforce, which is 37% women and 63% men.

Department	Number of Employees	
Agriculture	Men	8
	Women	6
Other departments	Men	81
	Women	46
Total		141

Contract Types

Given the seasonal nature of our operations, which run for approximately seven months each year, 79% of employees are seasonal workers on fixed-term contracts, all fully covered by the applicable National Collective Labour Agreements (CCNL), including those for agricultural and floriculture workers.

In a seasonal business, employees leaving the company during the year is a natural dynamic linked to operational cycles. Most team

members are hired on fixed-term contracts closely tied to the duration of the season, and at the end of the working period many pursue new professional paths or take up different opportunities.

In this context, the company regards people as central to its growth and continually invests in creating a positive, inclusive working environment that values skills and experience. The objective is not only to manage the sector’s natural variability, but also to build lasting professional relationships, strengthening ties with seasonal employees year after year and encouraging their return in subsequent seasons.

Initiatives dedicated to training, organisational well-being, and the quality of the working experience form part of this continuous improvement journey, aimed at strengthening a sense of belonging and making the company a reliable and attractive place to work.

Reason for Leaving	Number of Employees
Contract type (seasonal operations with fixed-term contracts)	111
Voluntary resignations	16
Dismissal for just cause	0
Retirement	0
Transfer to another site/company	0
Total	127

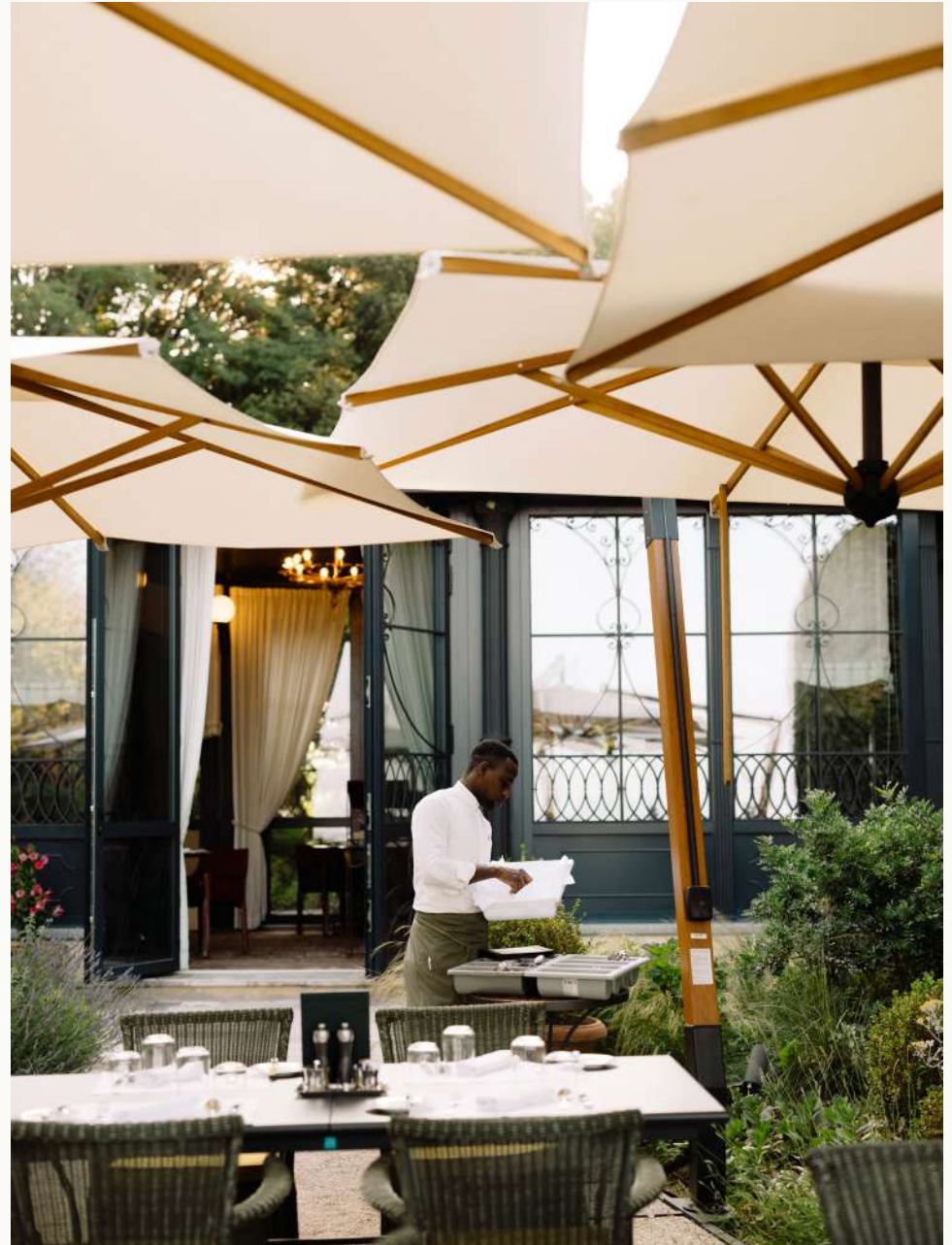
Occupational Health and Safety

A culture of health and safety is shared at all levels through the implementation of a long-term sustainability management system that takes environmental, sociocultural, quality, and health matters into account and requires the full involvement of the organisation, from management to employees.

All staff receive periodic role-specific training to ensure compliance with all relevant health and safety measures and safeguard the well-being of guests, employees, and the local community. Every March, the property organises **safety drills**, and all **mandatory training courses** required by law are provided before and during the opening period. In addition, **14 employees are appointed as first-aiders**.

During 2025, **four workplace accidents** were recorded, none with serious consequences.

In accordance with regulatory requirements, the company has developed a **specific assessment of risks related to workers' health and safety**. The Risk Assessment Document is organised by department and work phase and is continuously updated. This assessment has enabled the company to identify all safety risks arising during work activities, together with the prevention and protection measures to be implemented. Ongoing improvement actions are also defined on the basis of the findings.





Borgo Pignano Tuscany has a code of conduct that protects the human rights of employees and guests. To this end, the company document **“The People of Borgo Pignano”** is shared with staff as a guide to hospitality and service standards and general rules of conduct. The guide describes the company’s ethical and behavioural principles and raises awareness of the estate’s historical importance.

To support **workforce well-being**, Borgo Pignano Tuscany is planning to convert an area currently undergoing maintenance into dedicated employee facilities with lockers and catering services.

The hotel also provides a shuttle service to staff accommodation. This accommodation is free of charge for employees, and a new dedicated staff house is planned by the end of 2026. Employees also receive a 50% discount on Borgo Pignano products.

Training and Professional Development

At Borgo Pignano Tuscany, we provide our staff with comprehensive sustainability training and encourage them to volunteer in community projects aligned with our sustainability objectives.

At the end of the season, a staff celebration and other recognition programmes are held, including an award for the employee most frequently mentioned by guests. An annual prize draw is also organised, with the winner receiving a complimentary stay at a luxury property.

Every day, we work to recognise and develop our employees' skills so that they can apply them to deliver the best possible experience to our guests. The team therefore participates in an ongoing development programme comprising training activities and internal communications. Over the past year, several courses were offered to strengthen communication skills, leadership capabilities, and the quality of the guest experience.

Training and Duration (hours)	Staff Participation (no. of people)	
Health and Safety (30 h)	M	30
	F	21
Opera (22,5 h)	M	4
	F	3
MICROS Symphony (13 h)	M	1
	F	1
First Aid (16 h)	M	5
	F	2
Fire Safety	M	13
	F	2
Safety Supervisors (8h)	M	0
	F	1
HACCP (12h)	M	25
	F	11
Working at Height (8h)	M	5
	F	0
Confined Spaces (8h)	M	5
	F	0
Swimming Pool and Technical Systems Manager (38h)	M	2
	F	0
Leadership Course (15h)	M	4
	F	4
English Language (HSK Standard 37,5h)	M	0
	F	3
Front office (22,5h)	M	9
	F	4
Food & Beverage (52h)	M	11
	F	6

Governance (G)

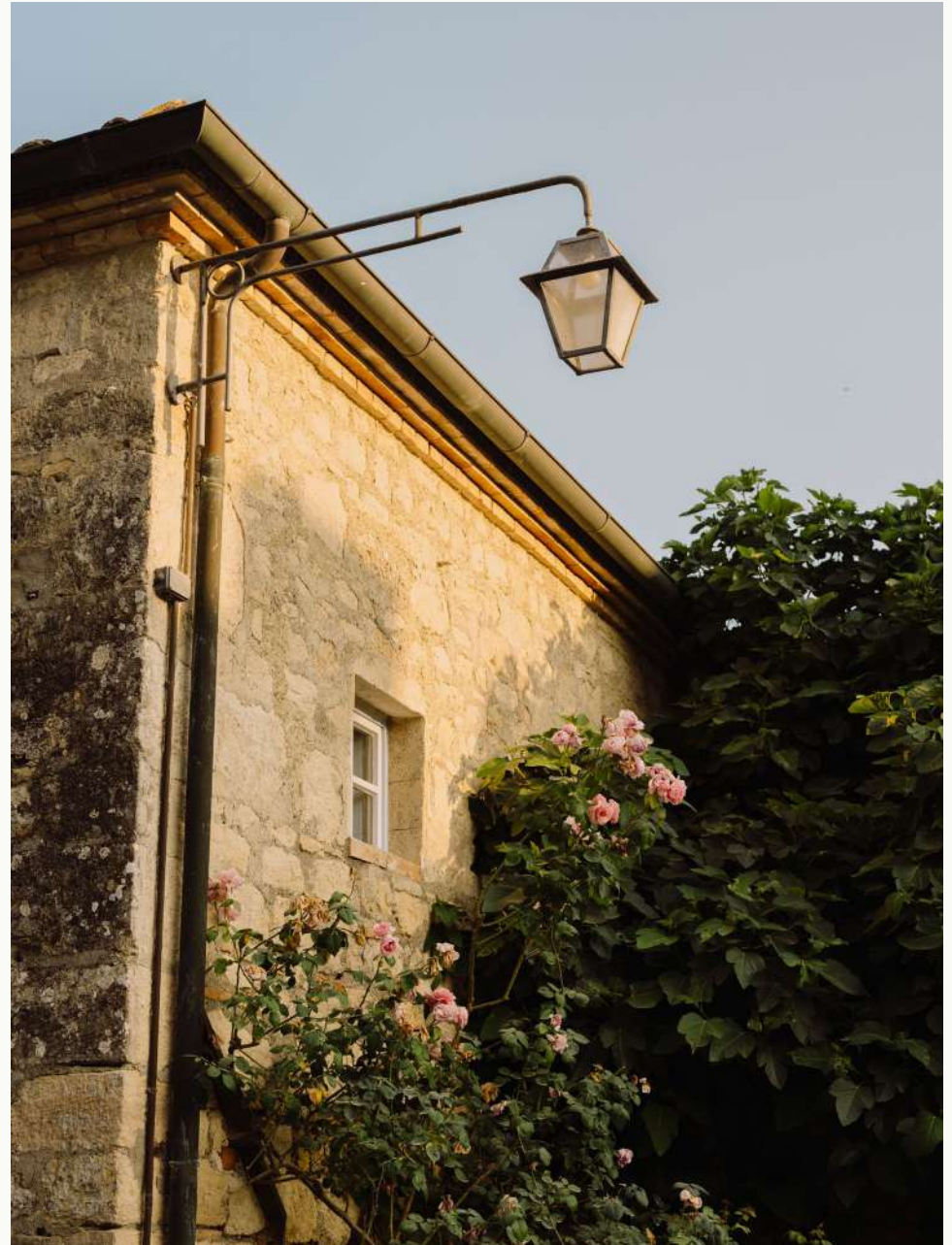
At Borgo Pignano Tuscany, the concept of sustainability is founded on principles of clarity, cooperation, and tangible results. It is a commitment arising from observing nature and respecting its rhythms through the changing seasons. Our operational choices are shaped by the natural cycles that influence agriculture, energy consumption, and resource use, ensuring that every action is in harmony with the environment and the local ecosystem.

Strong governance ensures that sustainability does not remain merely a stated value, but becomes a rigorous method: owners and management participate actively, working with staff, local communities, and verification bodies to maintain consistency between the estate's history and its natural setting. The entire team is progressively involved in dedicated sustainability training as an integral part of an ongoing programme.

Transparency and accountability are essential pillars: each year, we publish dedicated reports that openly share objectives, results, and challenges. Guests, residents, artisans, and partners are invited to contribute, fostering a collective commitment to positive impact.

Our sustainability management system is structured to meet—and exceed—Green Globe standards by integrating environmental, social, cultural, quality, and safety aspects into every activity. Policies are updated every two years to address emerging needs, while measurable targets guide our journey:

- achieve carbon neutrality by 2030
- reduce energy consumption by 15%
- reduce food waste by 20%
- completely eliminate single-use plastic by 2030
- reduce water consumption by 10%





As an active member of the Relais & Châteaux family, we adhere to the collection's 12 commitments, pledging to protect global culinary heritage, biodiversity, and respect for people. We promote local culinary traditions, regional architecture, agriculture, and traditional crafts; our chefs work with local producers to ensure that every dish has a clear, sustainable, and ethically responsible origin.

We promote biodiversity both within our estate and throughout the supply chain by adopting regenerative farming practices and ensuring the careful and respectful treatment of animals. Every day, we work to reduce inequalities, improve access to education, and offer all employees dignified and meaningful employment.

Our approach is based on cooperation and the capacity to innovate. Through the Relais & Châteaux network, we share projects and good practices that amplify our contribution to sustainability, ensuring that our actions generate tangible benefits for both people and the environment.

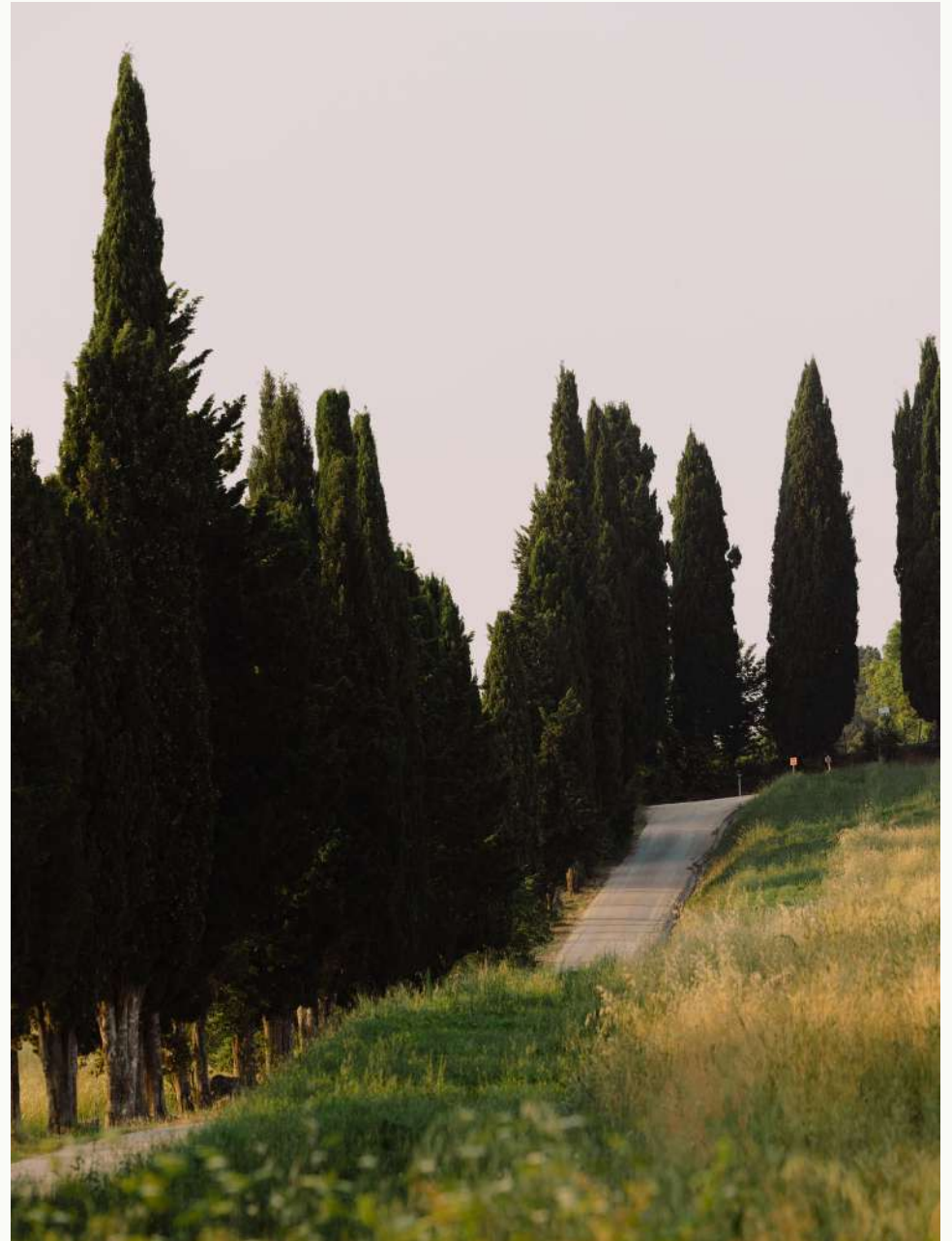
Corporate Structure and Ownership

Borgo Pignano Tuscany is part of INSPIRA Società Agricola a Responsabilità Limitata. The governing body (Board of Directors) consists of two people, both men.

Ethics and Anti-Corruption Policies

Corruption, in both its active and passive forms, is a central consideration in sustainability and the integrity of corporate conduct. In this context, Borgo Pignano Tuscany is committed to transparently reporting the total number of any convictions received and the overall amount of penalties imposed for breaches of anti-corruption laws and regulations.

It is therefore confirmed that, during the reporting period, Borgo Pignano Tuscany **was not subject to any convictions or financial penalties** relating to breaches of applicable anti-corruption provisions, confirming its ongoing commitment to ethical and legally compliant conduct.



Acknowledgements and Contacts

Acknowledgements: to the Owners, the entire Team, our Partners and Stakeholders, whose contributions, collaboration and trust in our work make our sustainability journey possible.

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