



# RIDGEVIEW

ENGLAND

## IMPACT REPORT

2024

Certified



Corporation



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# INTRODUCTION

I am delighted to share our second impact report, reflecting on our sustainability journey over the past year and outlining our focus for the future.

As we approach our 30th anniversary in 2025 and our third year as a B Corp, we have much to celebrate. With many milestones achieved and challenges overcome, I am extremely proud of our team, past and present, who have been instrumental in our success. The last few years have reminded us how difficult it can be to run a business, let alone grow one, in challenging socio-economic times. We have managed both while staying true to our values and ethos.

Highlights include our gold award in the Sustainable Wines of Great Britain recertification and a strong focus on sustainability throughout our supply chain. Commercial growth has fostered new trade partnerships and nurtured existing ones, based on shared values and long-lasting relationships. With innovation in visitor experiences, we have introduced self-guided tours and a summer shuttle bus service to reduce car journeys. Additionally, we launched the Ridgeview commercial training academy to ensure a consistent, exceptional experience for all customers.

Success is rooted in our people, and we continue to embed a sustainability mindset within our growing team. Our second staff inset day featured a sustainability keynote speaker, along with group learning and wellbeing activities. Our new green team and B Corp working groups lead various initiatives across the business, fostering collaboration for meaningful change.

We remain committed to reaching carbon neutrality by 2030 and pushing boundaries for our industry in sustainable practices. Through continuous improvements across all impact areas, we are well positioned to achieve our target of 100+ points in our 2025 B Corp recertification.

I must, of course, thank my wonderful team, partners, and customers for their contributions and continued collaboration towards our shared goals.

*Tamara Roberts*

Tamara Roberts – CEO Ridgeview



# WE ARE RIDGEVIEW

Ridgeview has led the way in the English sparkling wine revolution, crafting traditional method wines since 1995. Established near the picturesque village of Ditchling in Sussex, we are a second-generation family business with siblings Tamara Roberts and Simon Roberts steering the business, as CEO and Head Winemaker.

We are committed to driving continuous improvements and positive impact for future generations.

We created ripples in the wine world by being crowned the globe's best sparkling wine in Decanter World Wine Awards 2010 and Best International Winemaker in the 2018 International Wine & Spirit Competition. Blazing the trail for sustainable winemaking and viticulture, Ridgeview was one of only 25 wineries to be certified at the time of certification in 2022.

We were also a founding member of the industry's Sustainable Wines of Great Britain initiative and have committed to being an employer that pays real living wage since 2018.

Served at a collection of royal occasions, including King Charles' first state banquet and served at the United Nations COP26, Ridgeview's sparkling wines are now exported and enjoyed around the globe.

With stunning views over the South Downs, we love hosting visitors to experience the essence of Ridgeview, which is found on the foil of every bottle; 'Life is for Celebrating'.

*'Life is for Celebrating'*



# OUR PURPOSE

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To bring celebration to life through nurturing our environment and community, leading excellence in English wine

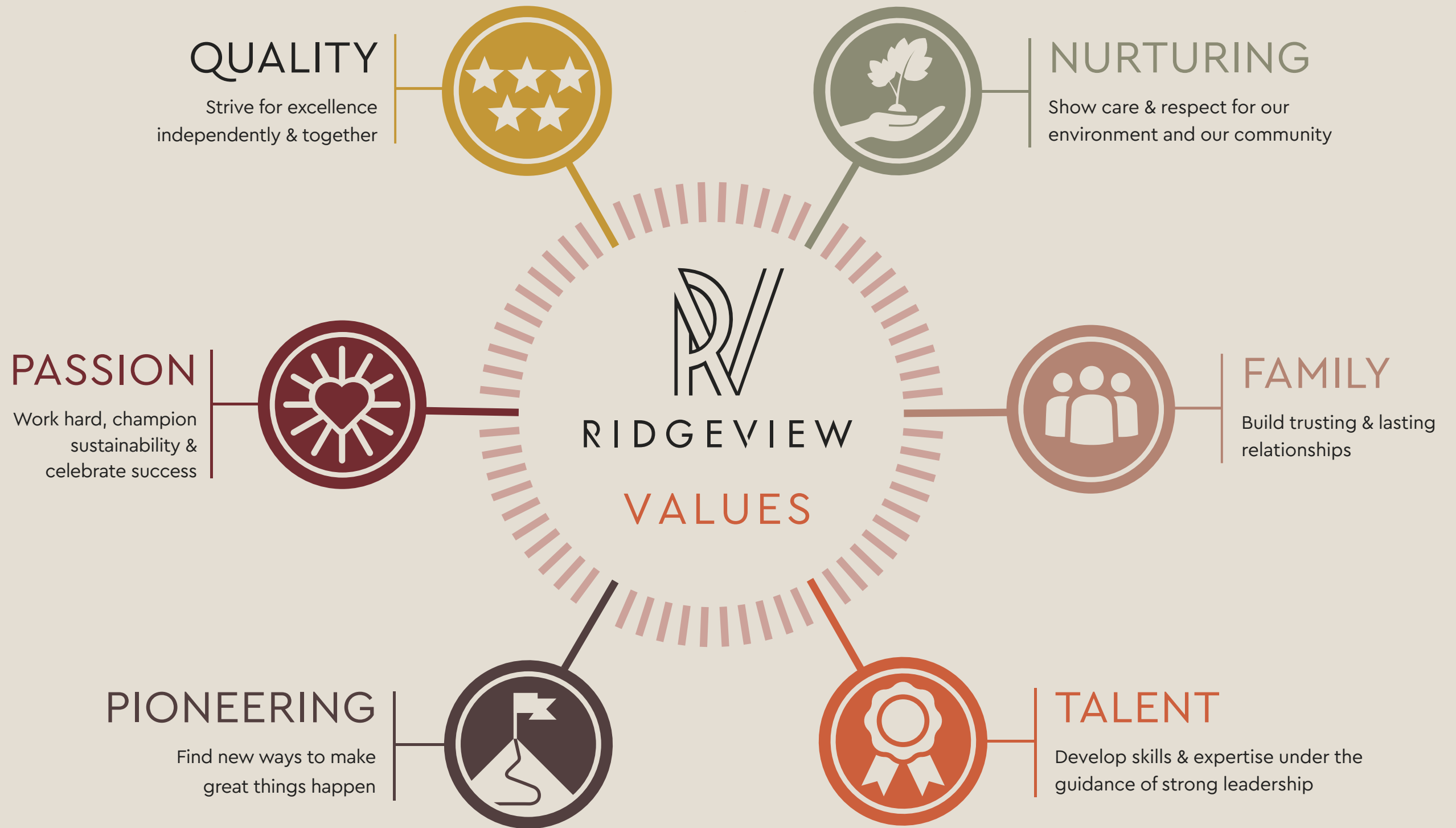


# OUR VISION

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In every hand at every celebration





# CELEBRATING OUR B CORP CERTIFICATION

In September 2022, we were delighted to become an official Certified B Corporation®, joining some of the most innovative and inspirational businesses making strides in the global sustainability movement. Since we established our family business in 1995, sustainability has been a core part of our DNA, and we have always believed in business as a force for good. Becoming a B Corp has been a challenge and one of our greatest joys and marks a new chapter in our sustainability journey.

## WHAT IS B CORP?

Being a B Corp is underpinned by a philosophy of balancing people, planet, and profit. We are a community of purpose-driven businesses achieving the highest standards of environmental and social practices, leading the global movement for an inclusive, equitable, and regenerative economy.

## WHAT BEING A B CORP MEANS TO US

As a family business in the heart of rural Sussex, our sense of place is strong. We consider it a great honour to be custodians of our beautiful estate, in the South Downs National Park, with a duty to protect and preserve the land and communities within it, for generations to come.

Like us, the B Corp movement measures success by balancing profit with our planet and people. It is so much more than a badge; it's a continuous commitment and a change-making journey towards a more sustainable future for all.

Certified



Corporation



# UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The **UNSDG's** are a collection of 17 global goals designed to be a "blueprint to achieve a better and more sustainable future for all". Adopted by UN member states in September 2015, the SDGs shape government, business and civil society priorities to 2030.

In this year's Impact Report we have added in icons on pages that relate to where we support and contribute to the to the United Nations Sustainable Development Goals (UNSDG).





# IMPACT HIGHLIGHTS

## VINEYARD

85% of grapes arrived in picking bins in the 2023 harvest (60% at previous harvest) reducing vehicles on the road.

\*See page 15 for more.

## GOLD AWARD

Our vineyard achieved a gold award in our Sustainable Wines of Great Britain recertification audit.

## WOODLAND & ESTATE

Enhanced tree and undergrowth management to increase light to the woodland floor, alongside additional hedgerow planting.

## GREEN TOURISM

Introduced a complimentary summer shuttle bus service for guests, to encourage public transport use.

## WASTE MANAGEMENT

Internal "Green Team" established to improve recycling across the estate.

## TRAINING

Sustainability refresher training for all staff implemented.

# RIDGEVIEW'S IMPACT SCORE

# 92.9

OUR IMPACT  
SCORE  
92.9

SCORE TO QUALIFY  
FOR B CORP  
CERTIFICATION  
80

MEDIAN SCORE OF  
ORDINARY  
BUSINESSES  
50.9

16.3/19.4 (84%)



GOVERNANCE

27/37.2 (72.6%)



PEOPLE

23.5/34.8 (67.5%)



COMMUNITY

3.5/5 (70%)



CUSTOMERS

22.7/45.1 (50.3%)



ENVIRONMENT

# CELEBRATING OUR FOUNDATIONS

Ridgeview is dedicated to the health of the planet, the wellbeing of our employees and the trust of our customers. Our ambition is to lead the way in sustainable and ethical business practices. We are committed to making every step along the journey efficient, ethical and ecologically positive. We have achieved several of our self-initiated sustainability goals in recent years and achieving B Corp status in 2022 was also a significant milestone.

GOVERNANCE SCORE

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16.3



# GOVERNANCE

## OUR CURRENT GOALS

- Measure social and environmental targets and publicly communicate Ridgeview's performance
- Share insights gained from Ridgeview's B Corp journey
- Foster employee engagement in our mission and empower decision-making aligned with our goals

## WHAT WE'RE WORKING ON

- Effectively communicating our 2024 Impact Report to stakeholders, highlighting our progress and areas for improvement
- Supporting stakeholders in enhancing their own sustainability credentials
- Targeting a score of over 100 in our March 2025 B Lab Impact Assessment

## OUR PROGRESS

- Enhancing B Corp communication for prospective employees, extending beyond onboarding
- Guiding and supporting other companies on their B Corp journeys
- Active participation in the Sussex B Local groups
- Improved data quality following our inaugural Impact Report, providing deeper insights into our sustainability journey
- Allocating dedicated time for B Corp workgroup leaders and enhancing team involvement opportunities
- Strengthening communication with broader stakeholders
- Governance remains one of our highest scoring areas



# CELEBRATING OUR LAND

Ridgeview's environmental commitments are borne from a deep affinity to our beautiful Sussex estate, set in the South Downs National Park. Perfectly positioned to grow the traditional grape varieties used in the world's finest sparkling wines, since our first vineyard plantings in 1995, we have championed responsible and sustainable practices. Intrinsic to our company's philosophy since the beginning, we recognise the need to measure and monitor our environmental impact, from grape to glass.

ENVIRONMENT SCORE

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27



# ENVIRONMENT

## OUR GOALS

- Achieve carbon neutrality by 2030 through strategic initiatives to reduce our carbon footprint across all operations
- Enhance data accuracy and transparency to support informed and impactful sustainability decisions
- Collaborate with key suppliers to measure and develop emission reduction plans for 2024 and beyond, improving our supply chain and enhancing Scope 3 reporting
- Implement targeted initiatives to enhance and preserve biodiversity across our estate

## OUR PROGRESS

- Increased grape tonnage delivered in picking bins by 27%, reducing vehicles on the road and associated transport emissions
- Repurposed 205kg of bidules from our bottling process into items like planters and benches, in collaboration with our recycling partners
- Completed Phase 1 of our Woodland Management Plan and additional planting, increasing habitat units by 204% and hedgerow units by 100% (DEFRA biodiversity metrics), surpassing the UK's 10% Biodiversity Net Gain requirement linked to our new winery project
- Celebrated World Earth Day with team initiatives, engaging staff in woodland management activities across the estate
- Recertified with a new gold award in our Sustainable Wines of Great Britain vineyard audit

## WHAT WE'RE WORKING ON

- Enhancing Scope 3 emissions tracking, building on our progress with raw materials and key suppliers e.g. glass and looking a better tracking system
- Implementing our 2024–2029 Woodland Management Plan to improve tree management, light exposure, wildflower edges, and creation of a new pond habitat
- Collaborating with a leading biofuel company to develop sustainable solutions to utilise our grape marc waste stream
- Investigating CO<sub>2</sub> recovery & capture from fermentation
- Continued development of sustainable pruning methods (working with international pruning consultants Simonit&Sirch) with a future focus on soil health



# HARVEST REPORT 2023

2023 was our biggest harvest yet. Our newly extended winery was fully put to the test in its first year, processing record quantities of fruit from our grower's vineyards. After more than a month of long days and late nights, over 600,000 litres of juice was transferred into 160 gleaming tanks. Read more about our harvest and presses [here](#).



**DURATION:** 34 days



**VOLUME:** 846 Tonnes of handpicked grapes:

439.6T Chardonnay (52%)  
292.7T Pinot Noir (35%)  
113.8T Pinot Meunier (13%)



**TRANSPORTATION:** 25% increase in use of efficient picking bins (from 60% in 2022 to 85% in 2023), reducing lorries on the road and manual handling:



714.4T delivered in 3250 picking bins (85%)  
131.8T delivered in 6590 crates (15%)

~30kg Crate (requires a plastic wrap)  
~300kg Bin (no plastic wrap, higher grape to lorry ratio)



**INTAKE:** 93 lorries averaging 9.1T/lorry  
Average daily intake: 26.44T  
(highest daily record peak intake on 12th October at 65.336T)



**TEAM:** 21 people, 2 x shifts/daily,  
7 days per week



# OUR GROWERS



## BEACON DOWN

Beacon Down Vineyard spans 18 acres within the High Weald, a designated Area of Outstanding Natural Beauty in East Sussex. Nestled on gentle South-East facing slopes, the vineyard enjoys natural frost protection, minimising the need for spring frost measures which is a rarity in England.

Recent investments include a Davis Pro weather station with a 'leaf wetness monitoring' and Integrated Pest Management (IPM) module. These enhancements aim to bolster pest, weed, and disease prevention, detection, and control across the vineyard. To develop their onsite visitor experience, Beacon Down are refurbishing an existing vineyard building into a retail shop and café, and are exploring installation of solar panels as a more sustainable solution to the associated increase in energy demands.

## UPPERTON

Upperton is a family run vineyard in the heart of the South Downs. Established in 2004 by Andy Rogers, Upperton now comprises of around 6,000 vines with three generations of the family working together. The vineyard is planted on green sand soil and a gentle south facing slope, providing ideal conditions for producing the highest quality grapes.

Our relationship with Upperton goes back to their first harvest in 2008 and continues as a partnership built on the principles of producing first-class English sparkling wine. Upperton endeavours to use sustainable methods where possible. This includes their Upperton sheep flock that graze on the vineyard, providing natural weed control and of course, fertilisation!

## CASTLE BROOK

Established in 2004, Castle Brook is a family run vineyard in the heart of the Wye Valley. Their vineyard sits on 2.5ha of south facing slopes in an ancient meander valley, benefiting from a temperate micro-climate and sandy, free-draining soil with ideal pH levels for growing traditional Champagne grape varieties. It is believed that their hillside was originally terraced by the Romans for the same purpose.

Castle Brook have been supplying grapes to Ridgeview since 2006, a long-standing relationship built on a commitment to quality and dedication to producing the best sparkling wines. John Chinn is a trusted advisor across a broad range of government-commissioned and academic projects conducting research into soil management, agronomy and harvest practices which focus on minimising the negative impact of our activity on the land, nature and wider environment.



# LET'S TALK ABOUT GLASS

## 1. WHY DO WE USE GLASS

At Ridgeview, we use the Champagne Ecova classic style sparkling wine bottle, produced by world-leading manufacturer [Verallia](#) in France. Weighing 835g, they are the lightest classic method sparkling wine bottles available. Heavier and thicker than still wine bottles, they are designed for optimum safety and quality, to withstand sustained internal pressure (~6 bar).

## 2. THE BENEFITS OF GLASS

- Impermeable and strong to allow for preservation of carbonation and withstand internal pressure
- Infinitely recyclable with no loss of quality and widely recyclable through common waste collection systems in most countries
- Single material without the need for internal liners or coatings
- Chemically inert and does not degrade, leach or breakdown – all essential qualities for wine aging in bottle
- Suitable for re-use/re-fill in other applications
- Aesthetically pleasing and rooted in tradition

## 3. THE CHALLENGES OF GLASS

Glass bottles are our main source of carbon emissions, through manufacturing, inbound and outbound shipments. Molten glass requires a glass furnace to run 24 hours a day at 1500°C and many are powered by gas. For each bottle used, 0.9 kg of CO<sub>2e</sub> is emitted. Over the 2023/2024 bottling season this will account for roughly 480 tonnes of CO<sub>2e</sub> being emitted. However, this is balanced with the great recyclability and re-use of glass.

## 4. OUR GLASS SUPPLY CHAIN

We procure glass bottles through [AE Chapman](#) who consolidate orders for the UK wine industry from France. Their storage and distribution depot recently moved from London (44 miles away from us) to a location near Gatwick (just 20 miles away). This relocation has minimised delivery mileage.

## 5. CLEAR GOALS FOR THE FUTURE

Close collaboration with our suppliers is crucial for driving innovation and we recognise our collective responsibility to reduce CO<sub>2e</sub> emissions from glass. Verallia are actively engaged in decarbonising their manufacturing processes and have ambitious goals for the future. Over the past decade, they have lightened bottle designs from 900g to 835g and to aim towards further decreasing this to 800g.



# CELEBRATING OUR PEOPLE

Ridgeview's values stem from our family roots. We believe in fairness and consistency, giving everyone the opportunity to develop while they are with us. We celebrate as our people grow in their knowledge, skill and confidence, empowering them to progress and excel at Ridgeview and in the wider English sparkling wine industry. Committed to paying the real living wage since 2018, one of our key drivers is to ensure our employees feel valued and we are focused on improving our strong record on employee satisfaction and retention.

PEOPLE SCORE

27



# PEOPLE

## OUR CURRENT GOALS

- Benchmark our employee satisfaction to ensure leading practice put in place
- Define and implement inclusive internal communications focused on Celebration
- Achieve the **Menopause Friendly** accreditation
- Achieve Gold Wellbeing Award

## WHAT WE'RE WORKING ON

- Review our employer value proposition offering to ensure it is in line with employee needs
- Gaining feedback and improving on our entry level schemes
- Work towards an external accreditation to validate Ridgeview as a great work place
- Implement effective support initiatives for the financial wellbeing of our employees

## OUR PROGRESS

- Annual volunteering day for all employees
- Our retention rate has increased to over 90% from 85%
- Increased the number of employees receiving a financial bonus
- Achieved **Wellbeing Silver** Award through East Sussex County Council
- Introduced new scheme for entry level business trainees
- Employed our first viticulture apprentice in conjunction with **Plumpton College**
- Started a formal paid intern process for various entry points in the business
- Awarded Menopause Committed, working towards full accreditation
- Celebrate Diversity fire side chats launched to help us support minority groups
- Held our second inset day, focusing on staff development and wellbeing (including weaving our own willow deer for the woodland on our estate)



## SCHEMES

Schemes to support the next generation of talent into the English Wine Industry



## OWEN LARDER

### BUSINESS TRAINEE

The business traineeship has been very rewarding, offering experience across a wide range of areas. I've developed skills in communication, leadership and financial systems (invaluable for any future job role) alongside practical experience in the vineyard and winery.

There were areas that challenged me (like harvest and pruning) and I learnt how to overcome setbacks, maintain a positive mindset and pull together as a team.

At Ridgeview, staff wellbeing is a priority. They recognise individual achievements and celebrate success together. It is a supportive and welcoming environment that makes everyone feel included and part of the team. This

traineeship has built a strong passion for the wine industry and helped me identify business areas that I can thrive in. It has also prepared me for my future studies (reading chemical engineering at university) and my career beyond this.



## JAMES TOLEN

### HARVEST INTERN

My internship at Ridgeview has been very positive. Onboarding was thorough, emphasising safety and product quality. Despite a busy harvest, the permanent staff remained calm and supportive, allowing me to get hands-on with the grapes. I was trusted to work independently once trained, gaining more responsibility rapidly as my skill base increased.

The diverse skills acquired in the cellar during harvest have instilled professional confidence in me. They have prepared me to effectively apply my existing skill set within a winery context.

Starting an MSc at Plumpton College in September, this unique experience will support my future studies and career journey. I wholeheartedly recommend Ridgeview's entry-level programme; their wealth of knowledge and genuine support nurtures new careers in the wine industry.



## EMILY PAYNE

### VINEYARD APPRENTICE

My vineyard apprenticeship has been a great experience. Transitioning careers, I wanted something beyond college learning and felt this role offered unique practical work in viticulture.

The vineyard team is so experienced and always happy to share their knowledge. I've developed skills in winter vine care alongside tractor and vineyard machinery training. Learning from sustainable pruning consultants, **Simonit & Sirch**, has enhanced my college teachings, providing unique on-the-job experience I couldn't have gained elsewhere.

Ridgeview is a very welcoming and supportive workplace, allowing new starters to settle in quickly. Employees feel appreciated and cared for, with a focus on health, teamwork, and celebrating achievements. Ridgeview offers a unique and positive environment for an apprenticeship, whatever stage in your career journey, and it has been invaluable for my future.

# CELEBRATING OUR CUSTOMERS

Ridgeview is proud of its global accolades as a world-class producer of sparkling wines and we strive to deliver exceptional experiences for our customers to celebrate moments that matter. Quality is at the heart of everything we do and we work continuously to maintain and improve our high standards. We are also passionate about supporting our trade customers, forging long-term partnerships and collaborations built on shared values.

## CUSTOMERS SCORE

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# 3.5



# CUSTOMERS

## OUR GOALS

- Strengthen customer relationships with innovative initiatives aligned with shared values
- Enhance customer experience by improving monitoring, measuring satisfaction feedback and visitor retention
- Improve customer response time and ensure all feedback is reviewed and addressed

## WHAT WE'RE WORKING ON

- Launching a new Customer Service Academy to empower our team to deliver exceptional customer experiences
- Establishing customer service ambassadors within the business
- Developing a series of exclusive wines for OurView wine club members
- Introducing a 'mystery shopper' programme to measure team performance
- Enhancing customer surveys to measure satisfaction
- Targeting a 50% increase in customer footfall through tours and tastings
- Striving for 100% positive customer reviews on third-party review platform

## OUR PROGRESS

- Strengthened corporate, trade and personal business relationships through supporting more events and activations.
- Newsletter launched for contract winemaking customers to improve communication
- New Data Protection Officer onboarded and refresher GDPR training for all staff implemented in 2024
- Enhanced visitor experience with a new onsite shop, a dedicated tasting room and launched a self-guided audio tour
- Relunched Ridgeview's **wine club** (OurView) with an improved offering and a dedicated Wine Club Executive
- Improved customer engagement through proactive management and responsiveness to social media and review platform feedback
- Celebrated B Corp Month with an e-commerce B Corp collaboration and educational content promoting other inspirational B Corp brands



# CELEBRATING SUSTAINABLE TOURISM

We seek to bring people together through exceptional English wine, and welcoming visitors to our estate is integral to this. Over the last year, c. 25,000 guests have visited Ridgeview to tour, taste, dine, and shop. As our tourism offering expands, limiting the impact of this remains a priority.

## SUSTAINABLE TRAVEL

We encourage low-impact travel options and provide free EV charging points. We have launched a complimentary summer shuttle bus service to and from our local train station, to reduce road traffic and encourage public transport use.

## ENHANCED VISITOR EXPERIENCE

New for 2024, we have introduced a self-guided audio tour, allowing visitors to explore the estate and learn about our sustainable vineyard practices. New signage educates guests on the seasonal nature of the vineyard and our viticultural methods. The Rows & Vine restaurant now operates indoors in winter, creating a new seasonal space, and returns to its alfresco setting in summer, allowing for a new shop space and separate tasting room. We have launched Ridgeview's first-ever limited-edition still wine, English Rosé, available exclusively to estate visitors and continue to feature fellow B Corp brands on our drinks menu.

## LEADERSHIP IN SUSTAINABLE WINE TOURISM

Ridgeview is part of the wider Sussex tourism community. As a member of the **Local Visitor Economy Programme (LVEP)** recognised by Visit England, the aim is to establish Sussex as a leader in wine tourism, creating over 3,000 jobs and contributing an estimated £283 million to the local community by 2040.



# CELEBRATING OUR COMMUNITY

Ridgeview's foundations are built on family and strong community. We believe in a business model based on interdependence with our stakeholders. We're proud of the inclusive work environment we've created – and want our teams to be representative of the communities we serve and operate in. Knowledge sharing and creating conditions for collective growth to help the industry thrive is in our roots.

COMMUNITY SCORE

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23.3





# COMMUNITY

## OUR CURRENT GOALS

- Embed equity, inclusion, and acceptance in our culture and practices, ensuring a safe workplace for all
- Support and strengthen relationships with charities, community groups, projects and individuals seeking to improve the lives of others

## WHAT WE'RE WORKING ON

- Launching the Ridgeview charitable foundation
- Implementing charitable giving and community investment policies and practices
- Hosting more work experience events

## OUR PROGRESS

- Delivered 100 hours of mentoring for a local, specialist land-based college student
- 255 hours given in support of industry, educational, environmental and tourism groups
- Implemented an employee volunteering scheme in October 2023, with 16 team members contributing 56 hours at a FareShare Sussex & Surrey, supporting food redistribution to 153 charities. Additionally, the team participated in two local beach cleans
- Delivered careers advice to students at a local special educational needs and disabilities college (SEND) and contributed to a STEM subject project at a local primary school
- 48 Tour and Tasting experiences donated to local charities and charitable causes
- Supported a fundraising event for Chailey Heritage Foundation (a leading centre for people with complex neurodisabilities)
- Our CEO became a board member of Burgess Hill Business Parks Association to support the local business community



# SUPPORT

The Ridgeview team believe in supporting our local business, education, sport and charitable communities. We are active participants in the following groups, lending our time and support to these worthy organisations, together making an impact on our local region.

## TRADE ORGANISATIONS



WINEGB  
SOUTH EAST



WINEGB  
WINES OF GREAT BRITAIN

wsta  
speaking for the wine and spirit trade



## LOCAL BUSINESS ORGANISATIONS

**Burgess Hill**  
BUSINESS PARKS ASSOCIATION



platinum

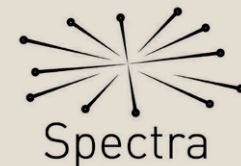
## COMMUNITY & CHARITY SUPPORT



## EDUCATION



## TOURISM



# SUCCESS

Our recent achievements and awards.

## OUR PRODUCTS AND FACILITIES



## BEING A RESPONSIBLE EMPLOYER



## OUR PEOPLE





## FINAL THOUGHTS

Thank you for reading Ridgeview's Impact Report. We are extremely proud of what the Ridgeview team has achieved so far on our B Corp journey. We're now looking to the future, setting our sights on recertifying in 2025 with 100+ points as we reach for evermore ambitious goals.

We strive to foster long-term relationships with all of our stakeholders, creating a shared value built on the principles of business for good, not just profit. We welcome all feedback about how we're doing – please drop us a message at [info@ridgeview.co.uk](mailto:info@ridgeview.co.uk) or come and visit us at our winery.

*'Life is for Celebrating'*

RIDGEVIEW ESTATE WINERY  
FRAGBARROW LANE, DITCHLING COMMON  
EAST SUSSEX, BN6 8TP  
+44 (0) 1444 242 040  
[WWW.RIDGEVIEW.CO.UK](http://WWW.RIDGEVIEW.CO.UK)