

ESG APPENDIX  
2022

# Governance

# VIÑA CONCHA Y TORO

— FAMILY OF WINERIES —

## - Board of Directors

For the definition of independence of the members of the Board of Directors of Viña Concha y Toro, the company is governed by the provisions of Law No. 18046 on Public Limited Companies.

The table below shows, according to the independence criteria considered in international standards, the conditions for the independence of the company's directors: (where 1 = complies; 0= does not comply).

Director	Alfonso Larraín Santa María	Rafael Guilisasti Gana	Rafel Marín Jordán	Janet Awad Pérez	Pablo Guilisasti Gana	Felipe Larraín Vial*	Blanca Bustamante Bravo*	Mariano Fontecilla de Santiago Concha**	Andrés Larraín Santa María**
1.- The director must not have been employed by the company as an executive during the last five years. .	1	1	1	1	1	0	0	1	1
2.- The director must not accept or have a "family member who accepts any payment from the company or from a parent company or subsidiary of the company in excess of USD\$60,000* during the current fiscal year or any of the last three fiscal years".	0	0	1	1	0	0	1	1	0
3.- The director must not be a "member of the family of a person who has worked, or during the last three years was employed by the company or by a parent or subsidiary of the company as an executive officer".	0	0	1	1	0	0	1	1	0
4.- The director must not be (and must not be affiliated with a company that is) an advisor or consultant to the company or a member of the senior management of the company. .	1	1	1	1	1	1	1	1	1
5.- The director must not be affiliated with a significant client or supplier of the company.	1	1	1	1	1	1	1	1	1
6.- The director must not have a contract(s) for personal services with the company or with a member of the company's senior management.	1	1	1	1	1	1	1	1	1
7.- The director must not be affiliated with a non-profit entity that receives significant contributions from the company.	1	1	1	1	1	1	1	1	1
8.- The director must not have been a partner or employee of the company's external auditor during the last three years.	1	1	1	1	1	1	1	1	1
9.- The director must not have any other conflict of interest that the board of directors itself determines that he cannot be considered independent.	1	1	1	1	1	1	1	1	1
<b>Total Compliance</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>7</b>
Compliance with the first three criterias Independent	1	1	3	3	1	0	2	3	1
	NO	NO	YES	YES	NO	NO	YES	YES	NO
* Member of the Board of Directors of Viña Concha y Toro since April 2023.									
** He ceased to belong to the Viña Concha y Toro board of directors in April 2023.									

## - Board Effectiveness

During 2023, the average attendance of the Viña Concha y Toro Board of Directors at ordinary sessions was 99%.

The company has not established a minimum attendance requirement for Board members.

## - Risk Governance

Currently, the highest-ranking position with responsibility for risk management corresponds to the Overseas Financial Administrative Manager, María José Quintas, who reports directly to the Chief Financial Officer, Osvaldo Solar. Within management, the position of Deputy Manager of Risk Management Manager has also been established, with exclusive dedication to the subject, who reports to the Overseas Financial Administrative Manager.

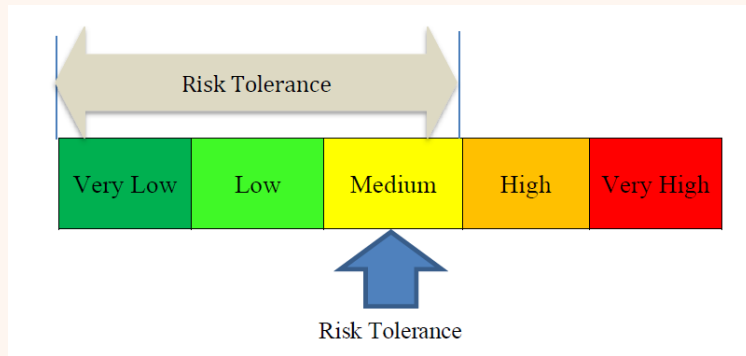
On the other hand, the highest-ranking position with responsibility for monitoring and auditing risk management performance corresponds to the Corporate General Auditor, Tomás Larraín, who reports directly to the Directors' Committee and was appointed to the position in December 2022.

The functions of both positions are structured independently from the company's business units.

The members of the Board of Directors of Viña Concha y Toro receive training in risk management at least once a year. During 2022, an e-learning course was implemented that addressed these matters, which will be extended to the entire company, including the Board of Directors, in 2023

## - Risk Management Processes

As described in the Risk Management Policy regarding Risk Tolerance, the guiding principle is not to assume risks above the Accepted Risk Level. Assuming that due diligence has been carried out to manage the identified risks, this Policy understands that exceptions may occur, in which cases it is possible, with the appropriate information, to responsibly assume greater risk. Tolerance to residual risks is allowed up to a medium level, and it can be assumed as long as the cost of implementing the risk response is greater than the effect associated with the identified risk. The event's occurrence probability during the period under analysis must also be considered (a minimum 1-year period).



Risk	Category	Impact	Probability	Inherent Risk
Material consumption due to incorrect quantity in WBS Element	Operational	Very Severe	Remote	High

Risk	Category	Impact	Probability	Inherent Risk
Accounting for unauthorized scrapping	Operational	Low	Remote	Low

When cases associated with higher risk levels (High or Very High) also have a high implementation cost, even higher than the possible effect of the identified risk, and considering the risk's occurrence probability, these cases should escalate to the Internal Control Committee, which will proceed to evaluate possible treatments. If the Internal Control Committee is unable to resolve a case, it should then be escalated to CEO and finally to the Company's Directors' Committee, which may communicate the case or cases under analysis to the Board of Directors so it may evaluate risk treatment options

In 2022, an external entity (Exmo) conducted an Entity Level Control for Viña Concha y Toro. Entity Level Controls are rules, policies and procedures that lay down the desired behaviors of the board members, management team and employees in addressing the financial statement-level risk of a company.

## - Risk Management Processes

### **Sensitivity analysis or stress testing on non-financial risks:**

We use the categorizations of the WRI Aqueduct tool as part of an annual evaluation of our exposure to water risks in our operations (direct), as well as in the operations of our grape suppliers (indirect). According to our most recent analysis, using the WRI Aqueduct tool, 7 of the areas in Chile (of 8), in addition to one water basin in Argentina, in which we produce grapes are in regions with "High" or "Extremely high" risk of "Baseline Water Stress". In the foreseeable future, we anticipate no significant changes, since the map of the WRI Aqueduct tool and the boundaries of our operations have not changed, and these conditions are likely to persist in the future. According to WRI's prediction for 2030 under a "business as usual" scenario, we anticipate that 100% of our grape commodities in these regions will continue to be produced in areas under high or extremely high risk of water stress.

## - Emerging Risks

Cybersecurity	Shipping Crisis
<p>Cybersecurity issues could become more relevant for the Concha y Toro Group in the coming years due to the growing dependence on the use of information technology networks and systems for data analysis, processing, and storage, added to the exponential development of new cybercrime techniques</p>	<p>As demonstrated by the Covid-19 pandemic, global logistics systems may become increasingly vulnerable to economic, health or geopolitical crises. Specifically, the vulnerability of shipping services could increase as the global economy becomes more connected, with demand for transportation of goods rising, as well as port congestion and a decrease in the availability of shipping containers.</p>
<p>If not properly managed, critical information could be lost, privileged information could be leaked and even the continuity of processes crucial to operations could be compromised.</p>	<p>If not managed properly, further shipping emergencies could impact our value chain, with our products delayed in ports or with no possibility of transportation. This could mean that contractual agreements may be impossible to meet, as well as increase transportation expenses and affect our storage system.</p>
<p>The company has increased its efforts to mitigate technological risks through different control measures at the level of processes, infrastructure, and technological tools. It has also updated its methodologies to identify, evaluate and mitigate this type of risk, based on global best practices. Viña Concha y Toro uses external consulting services to evaluate its exposure to risks associated with cyber-attacks. In addition, annual audits of general computer controls have been carried out by the Corporate General Auditing area to generate action plans that allow for continuous improvement in the security of the Company's information systems.</p>	<p>Concha y Toro has already started to adopt actions to mitigate risks of growing shipping crisis. We have created a team in charge of managing possible events on this regard, who may dedicate 100% of their energy in case of an emergency situation. Moreover, the company has defined economic measures as to assure transportation of its products in case of emergencies, such as overcharge payments for container space.</p>

## - Corruption and Bribery

Viña Concha y Toro's Donation policy applies to and involves all of the company's directors, executives and workers, as well as its national and foreign subsidiaries. This means by donation any process of free and irrevocable transfer to another person who accepts it (Art. 1386 of the Civil Code), without consideration for a benefit of a similar purpose or of any kind, which is part of the management of support actions for third parties defined as legal persons, whose objectives and needs are in line with the ethical values of the company. Any monetary donation, whether or not it constitutes a tax exemption, made by Viña Concha y Toro S.A. and subsidiaries must be approved by the Board of Directors of the Company, regardless of its amount, beneficiary institution and purpose, and must be recorded in the minutes of the session where the operation is authorized.

Donation requests submitted to the Board of Directors must, among other requirements, complete a Declaration of Conflict of Interest. Upon a request, the Compliance Office will carry out a due diligence of the recipient and of the person external to the company requesting the donation, to strictly comply with the corporate Crime Prevention Policy, including its guidelines regarding matters of corruption. and bribery, and be submitted along with the application to the Board of Directors.

Any donation made by Viña Concha y Toro S.A. and affiliates must comply with all current regulations and laws of the country where the donation will be made.

All donations made by Viña Concha y Toro S.A. and subsidiaries must strictly adhere to compliance with corporate policies related to the Code of Ethics and Conduct and the corporate Crime Prevention Model.

Donations may not be made for political purposes, nor to a public official, in accordance with the provisions of the Code of Ethics and Conduct, the Gifts Policy and the Conflict of Interest Policy.

In 2022, the amount of donations subject to this policy amounted to CLP \$241,325,813. 41% of this amount corresponded to a pledged donation for a total of three years to the Choshuenco Educational Foundation, with the aim of supporting preschool education in 24 kindergartens in the areas of Pirque, Chimbarongo and Molina, all areas where the company has operations. This considers educational advice, installation of family centers, among other aspects.



## **- Code of Conduct Systems and Processes**

The Performance Management System evaluates not only the achievement of objectives and KPIs, but also the behaviors of the workers identified in the Code of Ethics (respect, collaboration and excellence). Likewise, there is a recognition program, in which any employee of the company can carry out or receive recognition for the aforementioned behaviors. The Performance Management System and the fulfillment of the established objectives and values is associated with the worker's remuneration.

Viña Concha y Toro's Crime Prevention Model and all of its components are externally verified.

## **- Reporting on Breaches**

During 2022, there were no leaks of customer personal data, nor incidents related to conflicts of interest, money or asset laundering or use of privileged information.

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## - Policy Influence: Contributions & Other Spending

Contributions to:	2018	2019	2020	2021	2022
Lobbying Organizations	0	0	0	0	0
Political Organizations / Candidates	0	0	0	0	0
Trade unions, think tanks and other organizations exempt from paying taxes (CLP)	502.407.459	777.064.299	622.000.000	694.443.438	839.964.414
Others	0	0	0	0	0
Operations coverage	100%	100%	100%	100%	100%

## - Policy Influence: Largest Contributions & Expenditures

Greater contributions 2022	Name	Description	Total contribution (CLP)
Organization 1	Vinos de Chile	Union Contribution	715.178.047
Organization 2	I+D+I Vinos de Chile	Trade research and development	60.573.857
Organization 3	COVIAR	Union Contribution	27.798.971

## **- Lobbying and Trade Associations - Climate Alignment**

At Viña Concha y Toro we consider that our membership of/engagement with trade associations could influence policy, law, or regulation that may impact the climate. Though we do not currently have a commitment or position statement to conduct your engagement activities in line with the goals of the Paris Agreement, we plan to have one in the next two years.

Viña Concha y Toro has a Sustainability Committee in charge of directing and managing all activities under the influence of the Sustainability Strategy and any environmental matters. The Sustainability Committee ensures that our collaboration with policy makers is aligned with the Company's Strategy regarding Climate Change. Every activity and participation with third parties regarding climate change is discussed and validated by the Sustainability Committee. If any inconsistency between our policy influence activities and our Sustainability Policy and Strategy is identified, this is escalated for analysis by the Committee so that appropriate corrective action can be taken. This process is also supported by the Sustainable Development team, who are responsible for determining the environmental and social performance indicators; supporting planning and monitoring; and participating in evaluation of Company activities against our climate and sustainability commitments.

Viña Concha y Toro has a Corporate Donations Policy which establishes that all possible political donations must be approved in a meeting of the Board of Directors and in compliance with current laws. During 2022, the Company made no contributions to campaigns or political organizations. On the other hand, each year it supports different associations for commercial benefit and production, such as: the Santiago Chamber of Commerce, California Chamber of Commerce, Vinos de Chile AG, Wine Institute of California, Bodegas de Argentina, among others, with the aim of promoting the competitive potential of the wine industry and creating a solid network of collaboration with other organizations.

## - Supply Chain Management

During the year 2022, the company worked with 3,959 direct suppliers. Viña Concha y Toro has no indirect (non-Tier I suppliers). During 2022, the company did not terminate commercial relationships with any supplier due to ESG breaches.

According to the suppliers screening process, 431 suppliers are key or significant.

These suppliers are consulted annually on their practices in social and environmental matters through an Ethical Responsibility and Sustainability Self-Assessment Form. The results are used to generate actions that aim to reduce the risks in terms of human rights in the company, a matter that is consulted in the self-assessment. Environmental matters are also consulted in this exercise. In 2022, 145 suppliers responded to the Self-Assessment Form.

26 suppliers have been considered as suppliers with actual or potential negative impact, all of them along environmental matters, specifically their carbon footprints. These suppliers are all part of the SBTi program for suppliers that the company is considering on its strategic plan. By participating in the Environmental Component of the Program, these suppliers are constantly supported, monitored, and evaluated in their progress. The evaluation is carried out once a year, verifying if they have advanced according to the work plan proposed for the year, which is presented through the annual workshops.

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## - Tax Reporting

Country	Revenues (CLP)	Profit (Loss) before tax (CLP)	Profit (Expense) for Income Tax (CLP)	Tax refunded (paid) in the period [according to FS] (CLP)	Number of employees
Chile	736,505,875	84,836,592	-7,851,920	-5,876,761	3,607
Argentina	51,375,528	10,670,794	-3,557,227	-4,273,609	418
Brazil	54,524,427	1,205,077	-462,787	-1,463,489	92
England	212,728,631	-301,836	63,332	-633,204	84
Finland	6,781,899	274,048	-55,093	-109,372	2
Norway	12,308,993	981,093	-200,680	-425,727	2
Sweden	17,649,947	292,830	-63,500	-254,374	9
China	14,699,799	-2,963,340	740,879	-	39
Singapore	6,396,180	426,044	-131,468	-39,082	14
USA	144,191,907	-254,155	104,625	-553,164	228
México	49,124,580	4,018,171	-1,339,309	-3,190,375	2
Canadá	-	-324,161	12,950	-	-
France	977,894	-2,663	-	-10,152	5
<b>Total</b>	<b>1,307,265,660</b>	<b>98,858,494</b>	<b>-12,740,199</b>	<b>-16,829,308</b>	<b>4,502</b>

The rate determined on the payments is influenced by the return made by the national treasury to Viña CyT in 2022 for MM\$10,012, originating from the loss determined as of 12.31.21. This originated the return of payments made during the year 2021 on account of the annual tax as well as by PPUA (Provisional Payment for Absorbed Profits).

The rate determined on the recorded expense is influenced by the reduction in the results due to the high inflation that occurred in Chile in 2022. This originates a tax expense, classified as a permanent difference, and is the result of applying the annual variation of the CPI on the tax patrimony.

## **- IT Security/ Cybersecurity Governance**

The Directors' Committee is the body that monitors and directs Viña Concha y Toro's risk management at a general level, including those related to information security and cybersecurity. The Directors Committee is currently led by Janet Awad.

As established in the Corporate Information Security Policy, the Chief Information Security Officer (CISO) is primarily responsible for defining information security and Cybersecurity criteria at Viña Concha y Toro and subsidiaries, for which he must permanently analyze the level of existing risk, in addition to maintaining the validity of this document, generating the necessary modifications according to the new threats and risks of the environment. On the other hand, it is responsible for publishing and publicizing new versions of the document within the Company, informing the Cybersecurity Committee and senior Management of the risks associated with Cybersecurity, establishing pertinent mitigation measures, and proposing changes to the Committee for its approval. subsequent validation and approval. Lastly, it is key within her role to detect the need for induction and/or training in the understanding and adoption of the information security policy when necessary. The CISO reports within the risk management area to the Overseas Financial Manager (CRO).

During 2022, there were no cybersecurity incidents or leaks.

## - Assurance

The data shared on our Impact Report was analyzed by assurance specialist, Deloitte, who undertook an independent "limited" assurance of the information, according to ISO/IEC 17029:2019. The assurance letter includes an independence statement.

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# Environmental



**- Green House Gas Emissions – Scope 1**

	Unit	2019	2020	2021	2022
Direct emissions (Scope 1)	tCO2e	41,196	33,054	35,227	37,281

**- Green House Gas Emissions – Scope 2**

	Unit	2019	2020	2021	2022
Indirect Emissions (Scope 2) - Location Based	tCO2e	31,039	28,832	27,188	19,503
Indirect Emissions (Scope 2) - Market Based	tCO2e	14,135	13,815	4,568	3,689

**- Green House Gas Emissions – Scope 3**

	Unit	2019	2020	2021	2022
Indirect emissions (Scope 3)	tCO2e	223,237	118,179	146,831	241,661

Scope 3 Category	2022 Emissions
	tCO2e
1. Purchased Goods and Services	159,444
4. Upstream transportation and distribution	18,143
6. Business travel	1,177
7. Employee commuting	1,318
9. Downstream transportation and distribution	60,231
12. End of life treatment of sold products	1,348

**- Waste Management**

	Unit	2019	2020	2021	2022
Total Waste Reused/Recycled	ton	58434	59,870	79,118	83,987
Total Waste Disposed	ton	2,066	1,589	1,784	2,242

**- Energy Use**

	Unit	2019	2020	2021	2022
Non-renewable Energy	MWh	101,437	83,800	82,301	86,360
Renewable Energy	MWh	46,380	45,787	51,417	59,640

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## - Water Consumption

	Unit	2019	2020	2021	2022
Total Water Withdrawal	MMm3	43.387	44.599	37.1343	48.385
Total Water Discharge	MMm3	0.744	0.672	0.7408	0.737
Total Consumption	MMm3	42.643	43.927	36.3935	47.651

## - Water Consumption in Water-stressed Zones

Water Stress Zone < 1700 me/person*year	Unit	2019	2020	2021	2022
Total Consumption	MMm3	40.084	27.234	31.6623	40.9798

## - Food Loss & Waste

	Unit	2019	2020	2021	2022
Total Food Loss & Waste	ton	53,537	54,332	72,544	78,892
Food Loss & Waste used for alternatives purposes	ton	53,458	54,214	72,544	78,892

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**Social**

## - Gender

During the year 2022, 24% of managerial positions related to revenue generation in the business were held by women, while 39% of STEM-related positions were held by women.

## - Human Rights Due Diligence

The Corporate Ethics Standard of the company is guided by international principles of human rights as set forth in the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact, and the United Nations Guiding Principles on Business and Human Rights. The Corporate Ethics Standard covers 100% of the operations of Concha y Toro subsidiary in Chile. Through this standard, the company commits to identifying, preventing, and mitigating adverse impacts that could arise in relation to human rights, either as a result of its business activities or as a consequence of mitigation and due diligence processes. When national laws and international human rights standards differ, the company will follow the higher standard; depending on where conflicts arise, the company will adhere to national legislation.

Viña Concha y Toro conducts compliance evaluation audits of its Corporate Ethics Standard at its facilities to identify and mitigate potential risks of human rights violations. During 2022, these audits were conducted at Bodega Genéricos Lontué and the Pirque Plant. In both audits, the following human rights risks were evaluated: Diversity, equity, and inclusion; Prohibition of child labor and protection of young workers; Prohibition of forced labor; Fair wages and working hours; Freedom of association and the right to collective bargaining; and Hygienic and safe working conditions for our employees, third-party employees, and children. In these audits, the company has not identified operations at risk of violating these rights. However, possible improvements have been identified at these two sites. One of the potential improvements is to provide regular reports to the People Management department about documentation that is not currently available, such as overtime agreements.

Regarding active suppliers, as well as any new supplier, the company periodically conducts Due Diligence through a technological platform to verify whether they have been convicted of infractions and crimes, including forced labor and child and youth labor.

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## - Employee programs

At Concha y Toro, our dedication is focused on fostering the professional growth of our collaborators. As a result, we are pleased to present two of our outstanding programs below.

### Corporate Leadership Program

The objective of this program is to develop transformative, modern, and inspiring leadership behaviors in our Managers, Assistant Managers, and Executives. Within the program's purposes, there is the aim of enhancing employee productivity through a leadership approach centered on them. Additionally, the program aspires to elevate the quality of service provided by both leaders and employees, while also aiming to increase the level of engagement and participation. In the year 2022, 6% of our staff participated in this program.

### Train The Trainers Program

The purpose of this corporate program is to provide knowledge and tools that strengthen the training and communication competencies necessary to achieve training objectives in new technical and operational positions in key areas of Concha y Toro. Focused on the roles of operators and supervisors who serve as internal instructors within the organization, this program supports induction and internal training processes. Its goal is to facilitate the adaptation of new employees to their roles and the company culture, improve their performance in their tasks, and ensure the proper use of machinery and tools in accordance with the quality and safety policies of the winery. The initiative is particularly directed towards critical roles in Operations, Supply Chain, and Enology. Through a comprehensive training approach supported by practical and standardized methodology in the field, the program aims to reduce workplace accident rates and increase levels of engagement and collaboration among employees. During the year 2022, the program involved 2% of our workforce, presenting five editions that trained a total of 53 individuals, including both operational-level employees and supervisors, in the role of Internal Instructor. The results were promising, with a 95% approval rate and an average rating of 6.4 on a scale of 1 to 7. These indicators reflect the success in achieving objectives and the quality of the provided training.

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## - Hiring

During the year 2022, we carried out 194 new hires, resulting in a total expenditure of 418,897,901 Chilean pesos. Likewise, we managed to fill 35.5% of the available vacancies through the promotion of internal candidates.

	2019	2020	2021
New Hirings	1,053	650	573
% vacancies filled by internal candidates	63%	74%	34%
Average cost of hiring	59,685	83,740	82,006

## - Performance Evaluation

At Concha y Toro, we take the time to assess the performance of our collaborators. That's why we conduct objective-based evaluations and multidimensional evaluations on a quarterly basis.

## - Turnover

Throughout 2022, our overall turnover rate stood at 13.2%, of which 4.4% was attributed to voluntary turnover within the same period.

	2019	2020	2021
Total turnover	17.1%	8.9%	13.3%
Voluntary turnover	6.6%	3.7%	5.4%



## - Wellbeing of employees

In order to assess employee engagement, our surveys cover a range of indicators encompassing job satisfaction, motivation, feelings of happiness, and stress levels. It's worth mentioning that during the year 2022, the survey aimed at evaluating our team's engagement was not conducted. However, we have plans to carry it out during the course of the year 2023.

	2019	2020	2021
% satisfaction	66%	66%	67%
% coverage	83%	83%	85%

## - Health and Safety Policy

Concha y Toro has established a robust internal policy regarding Health and Occupational Safety, which has been endorsed by the executive members of our team.

- This policy encompasses the following fundamental principles:
  - Its application extends to all our operations, including our contractors.
  - There is a strong commitment to continuously enhance the performance of our Health and Occupational Safety Management System.
  - Consultation and participation of labor representatives are encouraged through Joint Committees.
  - Priorities are set through the development of action plans, supported by on-site risk assessments.
  - Annual goals are taken into account for accident and incident rates, aiming for a 15% reduction compared to the previous year for the latter.

## - Health and Safety Management

- From our Health and Safety policy, we have constructed an integrated management system and a risk prevention plan that encompass the following essential components:
  - Risk Assessments: We conduct thorough risk analyses to identify potential sources of hazard in work environments.
  - Strategic Planning and Prioritized Actions: We integrate action plans with measurable objectives focused on specifically addressing those identified risks.
  - Continuous Monitoring of Key Indicators: We consistently track KPIs related to absenteeism and accidents, with well-defined annual goals.
  - Emergency Protocols: We have detailed protocols for emergency situations such as fires or earthquakes, ensuring an effective response.
  - Interactive Training: We provide training and encourage "conversations" with our employees to prevent workplace accidents.
  - Rigorous Inspections: We conduct rigorous internal inspections in the realm of Health and Safety to uphold high standards.
  - Incident Case Investigations: We establish procedures to thoroughly investigate injuries, illnesses, and other work-related incidents.
  - Integration in Acquisitions and Contracts: We have incorporated Health and Safety criteria into our acquisition processes and contractual requirements.
  - As a demonstration of our commitment, Cono Sur is certified in ISO 45001:2018.

## - Fatalities

In 2022, our contractors did not experience any fatalities.

## - Lost-Time Injury Frequency Rate (LTIFR)

Pendiente: Publicar tasa de frecuencia total de lesiones registrables y su cobertura para contratistas

	2019	2020	2021
Total frequency of recordable injuries for employees	19.3	17.7	14.2
Total Recordable Injury Frequency for Contractors	9.16	8.5	11.12

## - Client Satisfaction

In the year 2022, customer satisfaction was 87%, covering 54% of surveyed customers.