# SUSTAINABILITY REPORT 2012



CONCHA Y TORO

Viña Concha y Toro S.A.

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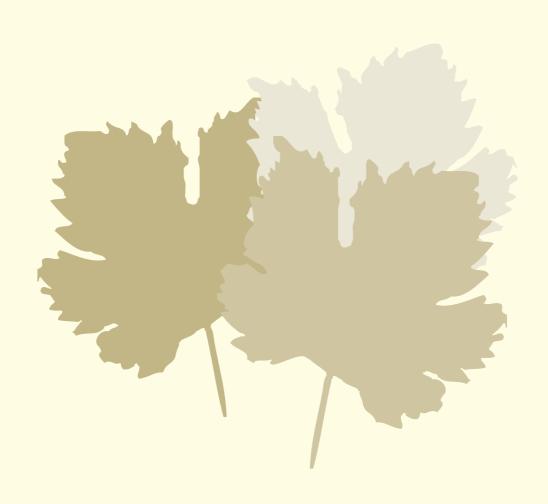
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## SUSTAINABILITY REPORT 2012

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Concha y Toro is pleased to present its first Sustainability Report, which accounts for the relevant aspects of its economic-financial, social and environmental performance, from January 1 to December 31, 2012.

This report has been prepared under the Global Reporting Initiative (GRI) methodology, specified in the Guide for Preparation of Sustainability Reports version 3.1 adjusting to the requirements of application level A established by the GRI.

Through this publication, which will hereafter be issued annually, we aim to establish a channel of communication and transparency with all stakeholders that at the same time constitutes a tool to report on the progress and challenges addressed by the company to consolidate a sustainable business model.

The contents and materiality included in this report are the result of the analysis of environmental, social and economic issues relevant or material to the company, which were defined considering the opinions of different stakeholders gathered in the diagnosis for the elaboration of the sustainability strategy, carried out in 2012. In the process of making the diagnosis, managers from different areas of the company, suppliers, wine industry associations, and employee representatives were interviewed to identify expectations and integrate them in the development of the strategic framework.

Also, the report considered relevant issues from the results of the customer satisfaction survey the company conducts annually, and the opinions expressed by consumers through the dialogue channels the company has created to communicate directly with them.

Application Level	С	C+	В	B+	А	A+
G3 Profile Disclosures	Report on: 1.1 1.2-2.10 3.1-3.8-3.10-3.12 4.1-4.4-4.14-4.15	SSURED	Report on all criteria listed for Level C plus: 1.2 3.9-3.13 4.5-4.13-4.16-4.17	SSURED	Same as requirement for Level B	SSURED
G3 Management Approach Disclosures	Not Required	EXTERNALLY AS	Management Approach Disclosures for each Indicator Category	RNALLY A	Management Approach Disclosures for each Indicator Category	EXTERNALLY AS
G3 Performance Indicators & Sector Supplement Performance Indicators	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.	REPORT EXTE	Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society and Product Reponsibility.	REPORT EXTE	Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reasons for its omissions.	REPORT EXTE





It is important to mention that all amounts in the report are expressed in thousands (M\$) and millions (MM\$) Chilean pesos, reporting figures at the end of 2012, and its historic 2011, where it was considered relevant. The guidelines of the GRI protocols were applied for the preparation of the calculations, as well as calculation methodologies and procedures developed internally at Concha y Toro. In case there is need to explain specific calculations, these will be detailed in the relevant section.

Finally, this document marks a significant milestone for the company as it establishes the commitment to our stakeholders to report on relevant events relating to management with transparency and objectivity. The company aims to improve this effort every year and hopes the report reflects the main objective of its sustainability management, which is to give back in each bottle that which the earth has given us.

include Viña Cono Sur.

The report contains economic information about Concha y Toro Holding in its entirety, including its subsidiary wineries, distributors and global offices.

The scope of environmental and social information in this report is limited to the operations of Viña

Concha y Toro and its subsidiary wineries in Chile: Quinta de Maipo and Enolia Fine Wines, as well as the national distributor Comercial Peumo. It does not

#### Message from the Chairman

Viña Concha y Toro is a company with a long tradition in Chile, its 130 years of existence are rooted in the history of our country. The company has seen the country grow and progress, it has seen it diversifying its exports, opening to new markets and integrating with the international community. And as the country and the surroundings have changed, the company has experienced a process of business maturity that allows us to look back at our past management with pride, and plan with enthusiasm the course for the next decade.

There are different voices that consider sustainability as a sign of modernity in the way of developing business, a new dimension that began to be in vogue in the mid-eighties, when the term was coined. However, we realize that we do not conceive it in such way. A centennial history as that of Concha y Toro would not have been possible in the absence of a balance to understand the relationship with our surroundings, including its environmental variables; a form of integration with the communities living around us, and a commercial innovation policy, which has taken us to 137 destinations worldwide. The essential components of sustainability are part of our history and the philosophy of excellence that characterizes our actions.

Therefore, the presentation of our first sustainability report is an important milestone for the company. This report reflects in a transparent and objective way our social, environmental and economic management. This is our first account, which displays information for the year 2012, and we are committed to replicate it annually, reinforcing the principle of closeness with our stakeholders.

2012 was a challenging year for the winery and we had to overcome a particularly difficult scenario for the Chilean wine industry. Besides economic uncertainty, we had to face significant increases in the price of our main raw materials and an unfavorable exchange rate. Thanks to a successful business strategy

and management the company was able to face these challenges with strength and yield positive results.

At the production level we continue to make investments in the agricultural and winemaking area, allowing us to ensure the quality needed to successfully compete in the markets where the company is present. We continue to implement a plan to increase our own vineyards, seeking new terroirs that enhance our varieties. But besides the productive land, the winery has over 3,200 hectares of native forest registered with CONAF¹, which shows our commitment to conservation. We have conducted inventories in about 90% of that area, in order to know the biodiversity these forests contain, and that way initiate a path to effectively and durably preserve and enhance it.

In turn, our winemaking team is still working to obtain higher quality grapes and production efficiency. The improvements made in the cellars and plants have allowed us to make better use of energy, which is reflected in lower consumption per liter produced. We will continue to foster these efficiencies in the future.

Thanks to the excellent quality achieved by our wines we have managed to restructure the portfolios of all our subsidiary wineries, following the strategy of prioritizing the premium-and-above segments, which has proven to be more attractive for its dynamism and profitability. Also, the company has strengthened its external commercial network creating a solid platform for the sale of its products worldwide.

In terms of sustainable development, the winery took significant steps, as this year we succeeded in formalizing our Sustainability Strategy, a project involving multiple areas of the company. Our strategy is based on six pillars that were considered crucial to the future management: Product, Supply Chain, Customers, People, Society and Environment. Each pillar has defined objectives that will enable us to evaluate and move forward in a planned manner,

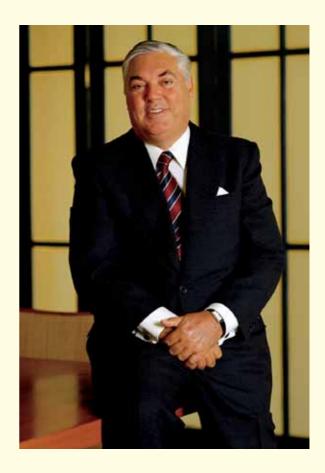
<sup>&</sup>lt;sup>1</sup>The National Forest Corporation (CONAF) is a Chilean government agency that is part of the Ministry of Agriculture of Chile. It manages the forest policies of Chile and promotes the development of the sector.



because we understand that sustainability is a journey of continuous review and improvement to which the company is commitment.

Also, in 2012 the winery achieved the certification under the Code of Sustainability of the National Wine Industry. This certification system is a program developed by the Association of Wines of Chile (Asociación de Vinos de Chile), equivalent to the existing sustainability programs in California or New Zealand, which puts the winery in an excellent position in terms of international competitiveness.

Concha y Toro is today a leading company and we assume this leadership with great responsibility. None of the above would be possible without the passionate work of a team of excellence that has enabled us to meet the new challenges of the industry at a global level. Thus, our wines are the result of a delicate balance between the soil and the work of man, represented by the unique terroirs, worldclass crops and winemaking. We understand that to continue producing wines with the excellence that distinguishes us this balance must be everlasting, as it will allow us to continue the century-old tradition of accompanying every drinking occasion and turning it into a memorable event.





Alfonso Larraín Santa María Chairman Viña Concha y Toro





## **CONCHA Y TORO HOLDING**

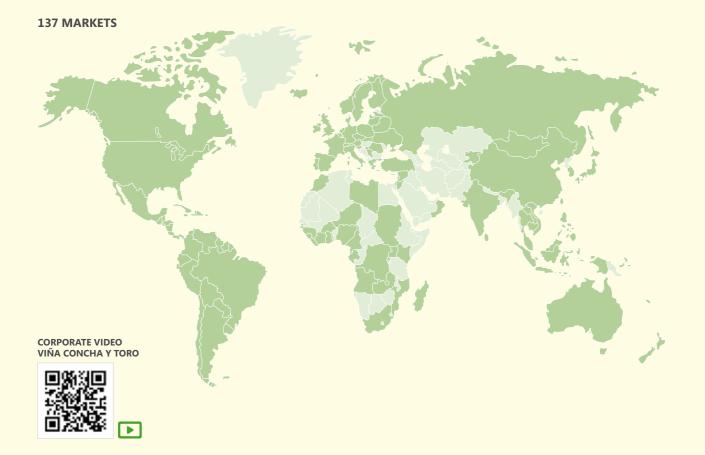
#### **Concha y Toro Holding**

Concha y Toro S.A. is the main producer and exporter of wines from Chile, both in terms of volume and economic value. In 130 years of history it has been characterized by an ongoing commitment to quality and the environment from where the raw materials for the production of wines come from, complementing the agricultural and winemaking tradition with the will to export and permanent innovation.

Concha y Toro owns and manages vineyards for growing grapes that are used solely for the production of wine. It holds the second position among the wineries with the most vineyards of its own in the world, with 9,133 hectares in Chile, 1,154 hectares in Argentina and 463 hectares in the U.S., totaling 10,750 hectares for the cultivation of the grapevines.

Its main operations are located in Chile, where the company operates in 51 vineyards located in the central area, has 15 wine cellars and 4 bottling plants as well as its own national distribution network. Additionally, the winery has operations in Argentina through its subsidiary Trivento Bodegas y Viñedos, and in California (USA) through its subsidiary Fetzer Vineyards. The company also operates through its distribution subsidiaries in Europe, Asia, United States, Mexico, Brazil, Canada and South Africa.

The company produces a broad portfolio of wines sold in 137 countries.



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## ONCHA Y TORO









Most Admired Wine Brand in the World, Drinks International 2011 and 2012



Winery of the Year, Wine & Spirits, USA 2012

nd

winery with the most planted vineyards in the world

winery to measure its water footprint



Carbon Neutral Certification in its Sales Offices

winery committed to sustainability in Rio+20

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#### PRODUCTION



The years 2011 and 2012 were key to Concha y Toro's positioning strategy as a global competitor. The company moved forward with its diversification and participation in international markets with the acquisition of Fetzer Vineyards, one of the ten most important wineries in the United States and a global example in sustainable wine production.

This transaction, the most important a Chilean company has made in the United States during the reporting period, allowed Concha y Toro to take another step in its growth strategy by adding a production and commercial operation in the U.S. market.

Moreover, in order to strengthen the integration of the distribution in South Africa and Canada, in 2012 two new offices were established: VCT Africa & Middle East Ltd., and Concha y Toro Canada Ltd., respectively. This way, Concha y Toro became the first Chilean winery to settle in Africa, thus furthering the company's process of internationalization.

Aiming to increase the production of top quality wines, Concha y Toro has invested US\$59 million in 2012, primarily on perfecting different areas such as winemaking, and supporting its subsidiaries. Also, 540 new hectares of vineyards were planted and grown in Chile, aiming to increase the volume of Premium and Super Premium products.

Viña Cono Sur

Quinta de Maipo

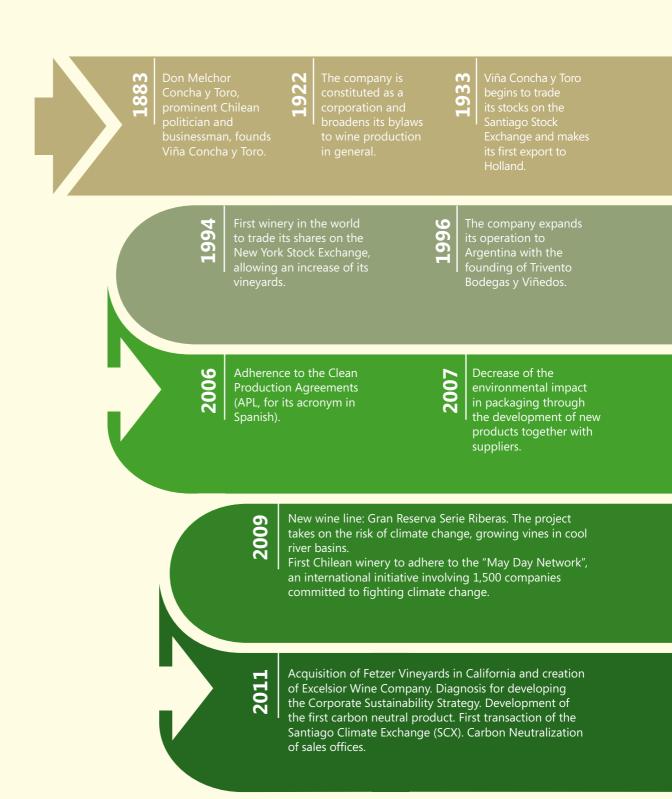
Enolia Fine Wines Viña Almaviva



- DISTRIBUTION SUBSIDIARIES
- SALES OFFICES



#### **Milestones in History**





and implementation of an investment program –still valid today-, which involves the acquisition of vineyards, increasing operational capacity, and adopting state-of-the-art winemaking and aging processes. Implementation of Technified Irrigation begins.

Vineyards Policy, which seeks to improve the production with a minimal impact on natural resources, protecting the health of employees.

Measuring of the Carbon Footprint. Lightweight Bottles development, a joint project with CristalChile aimed at reducing the weight of bottles. Creation of the Sustainable Development Area.

Strategic partnership with Manchester United. Adherence to the Clean Production Agreements II (APLII). Reconstruction of houses after the earthquake. Association to the Water Footprint Network to make a first estimate of the Corporate Water Footprint. Drinks Business Green Awards prize for decreasing greenhouse gas emissions in transport. Founding partner of the Santiago Climate Exchange (SCX).

Development of the Corporate Sustainability Strategy. National Sustainability Code Certification awarded by Vinnova and Tecnovid. First CO<sub>2</sub> abatement curve of the wine industry.

CASILLERO DEL DIABLO -MANCHESTER UNITED (New Devil)





#### **Mission and Vision**

VISION

O Concha y Toro aims to be one of the global brands leading the international wine industry.

- Perform daily work with excellence, enthusiasm and a visionary attitude.
- Create quality wines respecting nature, its harmony and balance, from the vineyard to its production.

MISSION -

- Promote an inspiring, enriching and rewarding workplace, fostering the professional development of each one of Concha y Toro's employees.
- Understanding the needs of clients, especially consumers, providing brands and excellence service.
- Create value for employees, suppliers, distributors, consumers and shareholders.

## LEADERSHIP TRADITION EXCELLENCE ACCESSIBILITY CLOSE RESPECTFUL DISTINGUISHED ENTREPRENEURIAL



**8** subsidiary wineries



**19** wine cellars in Chile, Argentina and USA



bottling plants in Chile, Argentina and USA



estates in Chile, Argentina and USA



#### **Concha y Toro Holding**



10,750 hectares planted in Chile, Argentina and the U.S.



countries of destination on 5 continents

\$450,545 million in annual sales



million cases sold in 2012



employees in Chile and foreign subsidiaries

#### **Subsidiary Wineries**

Viña Concha y Toro's diversification policy has led the company to expand its horizons implementing new projects and investments, shaping new subsidiary

wineries, and achieving greater scope and diversity in its portfolio of wines.



#### VIÑA **CONCHAY TORO**

Renowned in Chile and the world for the quality of its wines and for being the main producer and exporter of wines from Chile. It operates its own vineyards, winemaking and bottling plants, and has a wide distribution network.



#### VIÑA **CONO SUR**

Created in 1993 for the purpose of processing, bottling, distributing and marketing wines, in response to growing international demand. Today it is present in over 50 markets around the world.



#### **QUINTA DE MAIPO**

Includes Viña Maipo and Viña Palo Alto. Dedicated to the processing, bottling, distribution, purchase and sale of a broad portfolio of products in its main markets (Europe, Asia and Latin America).



#### **ENOLIA FINE WINES**

Created in 2011 through the union of the wineries Canepa, Maycas del Limarí and Finca La Chamiza (Argentina). It aims to strengthen Premium wines from each of the wineries.



#### TRIVENTO BODEGAS **Y VIÑEDOS**

Founded in Mendoza (Argentina) in 1997 with the purpose of producing higher quality wines, positioning them in international markets.



#### **FETZER VINEYARDS**

Pioneer in the development of sustainable practices, is today one of the 10 most important wineries in California. It is part of the Concha y Toro Holding since 2011.



#### VIÑA **ALMAVIVA**

Joint venture with Baron Philippe de Rothschild, owner of Chateau Mouton Rothschild in Bordeaux (France). Its main purpose is the production and marketing of Super Premium wines.



#### **Distribution and Sales Offices**



#### COMERCIAL **PEUMO**

Dedicated to the sale, distribution and marketing of products made by the parent company and its subsidiaries in Chile.



#### **CONCHAY TORO** UK

Dedicated to the distribution and positioning of the group's brands, especially wines and sparkling wines. The subsidiary exhibits constant growth in sales and a strong position in the market.



#### **CONCHA Y TORO NORDICS**

Focused on marketing and distribution of products of the parent company and its subsidiaries in the Swedish, Finnish and Norwegian markets.



#### **VCT BRASIL**

Focused on the distribution and marketing of wines and similar products. This subsidiary also does marketing, communication and promotional activities through local partnerships.



#### **VCT ASIA**

Located in Singapore, acts as broker and promoter of the Chilean and Argentine wines of the Holding in the Asian market.



#### **VCT&DG MEXICO**

Headquartered in Mexico City, this subsidiary is intended to consolidate the distribution of the products of Viña Concha y Toro in that country.



#### **EXCELSIOR WINE COMPANY**

Focused on the distribution of the products of Concha y Toro, Trivento Bodegas y Viñedos and some Fetzer Vineyards brands in the U.S. market.

#### **VCT AFRICA &** MIDDLE EAST

Established in Cape Town, this new office is dedicated to sales promotion of the products of Concha y Toro and its subsidiaries in South Africa and other African territories.

#### **CONCHAY TORO CANADA**

Located in Toronto, this new office began operating in 2012. It promotes the sales of the products of Concha y Toro and its subsidiaries.



## **CORPORATE GOVERNANCE**

#### **Board of Directors and Executives**

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The company is managed by a Board of Directors composed of seven members appointed by the General Shareholders Meeting. After a period of three years the Board must be completely renewed and its members can be reelected indefinitely. In accordance with the Public Limited Companies Act (Ley sobre Sociedades Anónimas No. 18,046), neither the president nor the directors hold an executive position.

The current Board was elected on April 25, 2011, for a three-year term ending in 2014.

The Board meets in regular sessions once a month to discuss and decide on major issues within its competence, and extraordinarily if business management requires it.

#### The board consists of:



#### Alfonso Larraín Santa María

#### Chairman

Businessman

Director of the company since 1969 General Manager between 1973 and 1989



#### Rafael Guilisasti Gana

#### Vice-chairman

Degree in History

Director of the company since 1998



#### Francisco Marín Estévez

Agricultural Engineer
Director of the company since 1982



#### Mariano Fontecilla de Santiago Concha

Diplomat

Director of the company at various periods
The first in 1949 and more recently since 1995



#### Sergio de la Cuadra Fabres

Commercial Engineer
Director of the company since 2005



#### Pablo Guilisasti Gana

Commercial Engineer
Director of the company since 2005



#### Jorge Desormeaux Jiménez

Commercial Engineer
Director of the company since 2011



#### **Committee of Directors**

In accordance with Chilean regulations, the company appointed a Committee of Directors. The current Committee of Directors of Viña Concha y Toro is composed of Sergio de la Cuadra Fabres (Chairman), Jorge Desormeaux Jiménez and Rafael Guilisasti Gana, who were elected at the Board of Directors' Extraordinary Meeting of April 25, 2011.

The Committee, in the reporting period, met 12 times, carrying out its main duties:

- Reviewing balance sheets and financial statements and reports from accounting oversight bodies and auditors;
- Proposing external auditors and credit risk rating companies to the Board;
- Examining background information regarding the Company's operations with related persons;
- Reviewing managers and executive officers compensation plans.
- Monitoring internal control systems used at Viña Concha y Toro and its affiliated companies.

#### **Audit Committee**

In compliance with the U.S. Sarbanes-Oxley Act (2002), in its meeting held on April 25, 2011, the Board of Concha y Toro appointed from among its members those who would integrate the Audit Committee required by that legislation. The same directors that serve on the Committee of Directors required by the Chilean law were assigned for this purpose. The committee must ensure the implementation of measures to promote investor confidence and market integrity.

#### **Senior Executives**

The top executive of the company is the General Manager, appointed by the Board, and of which the remaining managing positions depend on. He is responsible for ensuring the company's global strategy in its economic, environmental and social aspects, and to foster the development of new businesses.

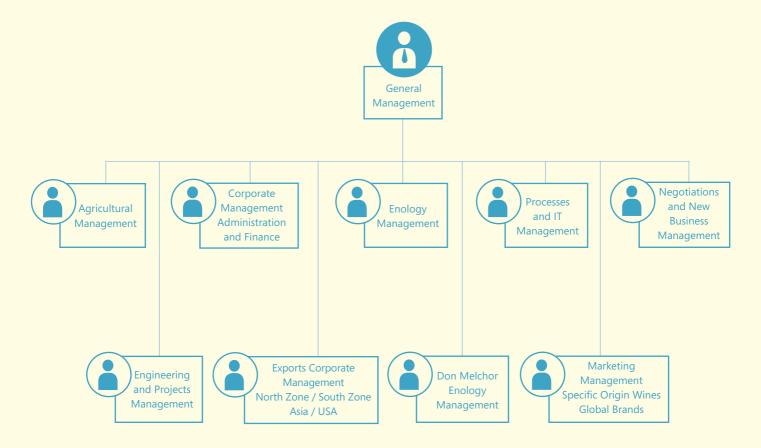
The current General Manager is Eduardo Guilisasti Gana, Civil Engineer, who holds the position since 1989 and has 33 years of seniority in the company. During his tenure, Concha y Toro began its plan for the expansion of vineyards, cellars and export markets, consolidating the current global sales network. His responsibilities and those of all executives are detailed in the Code of Ethics and Conduct, which is available on the company's website.



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## Organization Chart of Concha y Toro

The company's management structure is as follows:



Managements are responsible of informing the different areas about changes in its organizational structure. Such changes are informed to the entire company by an "Internal Notice". Promotions and additions are also

published in the Human Resources internal newsletter. While dismissals are informed via internal memo and the employee is notified with privacy and in compliance with labor regulations.

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#### **Remuneration of Directors** and Senior Executives

According to the company's regulations, the directors' remuneration for 2012 was set by the Ordinary Shareholders Meeting as 1.3% of the net income of the period. Also, an allowance of 300UF<sup>2</sup> per month was approved for the executive responsibilities of the Chairman of the Board.

#### The remuneration of Directors and Executives for 2012 was:

	QUANTITY	AMOUNT (M\$)
Directors (participation and responsibility allowances)	8	737,697
Directors Committee (Remunerations)	4	93,753
Managers, assistant managers and senior executives	140	12,915

The compensation for termination of contract paid to managers, assistant managers and senior executives of the company and subsidiaries in 2012 totaled \$228.8 million.

Managers and senior executives participate in an annual bonus plan for profit sharing and achievements. While the company's administrative employees participate in an annual bonus equivalent to 4.5% of net income in proportion to their salary.



<sup>&</sup>lt;sup>2</sup>UF: Financial unit adjustable according to inflation (measured by the consumer price index).



#### **Corporate Ethics**

Viña Concha y Toro considers fundamental to have a total commitment to the ethical values that guide the company, and absolute compliance with all current rules and regulations in all locations where it operates.

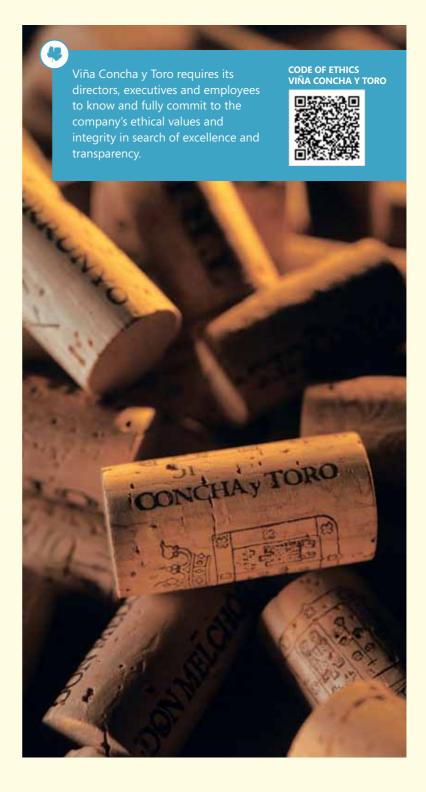
#### **Code of Ethics and Conduct**

The fundamental principles of Concha y Toro and its subsidiaries are embodied in the Code of Ethics and Conduct. This text establishes the standards of conduct to be observed by the directors, executives and employees of the company and its subsidiaries, in each stage of the production, distribution and sale of products.

The Code of Ethics and Conduct was approved by the Board in 2004 and subsequently updated and approved by it on May 31, 2012. This latest update includes all regulations adopted by the Corporate Governance of the Holding. Among others, the Code considers the requirements of the Securities and Exchange Commission (SEC), the independent agency of the U.S. government whose function is to ensure compliance with federal laws on financial markets and stock exchanges of that country.

Concha y Toro's Code of Ethics and Conduct includes, among others, the following topics:

- Duties of Senior Management and employees in general.
- Labor relations.
- Customer relations.
- · Conflicts of interest.
- Environment.



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#### **Ethics Committee**

The Board approved the establishment of an Ethics Committee on May 31, 2012, whose primary mission will be to promote and regulate the behavior of professional and personal excellence of all of Concha y Toro's employees, consistent with the principles and values of the company.

In fulfillment of this mission, among the special powers of the Ethics Committee are:

- Be aware of the anonymous complaints received through the channel specially designed for this purpose and report them to the Directors;
- Analyze those complaints received that are under the purview of the Crime Prevention Model or are associated with offenses under Law No. 20,393, and coordinate investigations arising from such activities:
- Support the Crime Prevention Officer in the different control activities he carries out.

#### **Anonymous Complaints**

Through its website Viña Concha y Toro has implemented a simple and efficient anonymous complaint system concerning all aspects covered in the Code of Ethics and Conduct on issues related to accounting, fraud, asset protection, audit or any matter relating to the breach thereof. This way employees, customers, suppliers, shareholders and third parties can make anonymous complaints, confidentially.

In the reporting period there was one sexual harassment complaint, which was managed in compliance with the anonymous complaints procedures of the company. According to the final resolution of the same there was no evidence of such harassment.

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SO3

#### 4.8 Crime Prevention Model

With the help of an external consultant all business units of the company were analyzed according to the Crime Prevention Model (MPD, for its acronym in Spanish) specially designed for the winery, which includes a risk matrix and crime prevention policy. The matrix indicates bribery, money laundering and financing terrorism, as specified in current legislation.

Concha y Toro periodically organizes formative talks for executives in order to prevent corruption or crime problems described in the model. 15 senior executives were trained in the reporting period, including the General Manager. However, in 2011 a total of 40 executives were trained. Of these, 37 belong to the Operations Management and 3 to the Administration and Finance Corporate Management.

### Manual for Handling Information of Interest to the Market

As a self-regulation tool, Concha y Toro has internal rules for handling information, so it can be useful for proper financial analysis of the company and its subsidiaries or the securities issued by them.

This considers any information of legal, economic or financial concern regarding relevant aspects of the business operation or that may have a significant impact on them. This manual establishes protocols and obligations for all persons who are required to inform, and those who by reason of their position, activity or relationship with Concha y Toro require access to information, such as external auditors, banks and lawyers, among others.





SUSTAINABILITY

### **Procedures to Avoid**

**Conflicts of Interest** 

Additionally to complying with the Public Limited Company Act, Concha y Toro has taken a number of measures to strengthen the independence and transparency of its directors and executives. Such measures are contained in the Code of Ethics and Conduct and the Manual for Handling Information to the market.

#### **Procedures to Ensure Free** and Fair Competition

There are no actions proving the company's involvement in lawsuits related to monopolistic and anti-competitive practices. The participation in the wine industry is done with absolute respect for the rules of free competition.

The company has a manual for complying with the rules of free competition, and also carries out trainings for those executives whose positions are directly linked to these issues. The company, its directors, executives and employees should promote and base their actions on the principles of respect for free and fair competition as well as for other market players, regardless of their size or position. The company's employees, in the pursuit of profits and benefits for the same, should always keep in mind these principles as well as customers' benefit. Concha y Toro believes that practices that undermine free competition constitute a grave offense to the Code of Ethics and Conduct of the company.





#### **Ownership and Control Structure**

Concha y Toro is a public limited corporation, which operates as a vertically integrated holding. Its headquarters, located in Santiago, Chile, directs the various operations and subsidiaries to expand its reach and generate greater value in the wine production chain, from the cultivation of grapes to the final consumer.

The ownership of Viña Concha y Toro S.A. to December 31, 2012, is distributed among 1,297 shareholders. The 12 largest shareholders own the following number and percentage<sup>3</sup> of shares:

OWNERSHIP DISTRIBUTION					
SHAREHOLDERS	NUMBER OF SHARES	% SHARE			
Inversiones Totihue S.A.	87,615,431	11.7%			
Rentas Santa Bárbara S.A.	85,274,628	11.4%			
Banco Itaú Cta. de Inversionistas	35,448,446	4.8%			
Inversiones Quivolgo S.A.	30,721,493	4.1%			
Banco Santader Cta. de terceros	29,513,034	4.0%			
Fundación Cultura Nacional	26,964,775	3.6%			
Banco de Chile Cta. de terceros	26,772,619	3.6%			
Inversiones GDF Ltda.	24,439,851	3.3%			
Constructora Santa Marta Ltda.	22,293,321	3.0%			
Agroforestal e Inversiones Maihue Ltda.	21,781,895	2.9%			
AFP Provida S.A. Fondo de Pensiones	21,620,270	2.9%			
AFP Cuprum S.A. Fondo de Pensiones	20,611,367	2.8%			
TOTAL MAIN SHAREHOLDERS	433,057,130	58.0%			
TOTAL SUBSCRIBED SHARES UNIQUE SERIES	747,005,982				
TOTAL NUMBER OF SHAREHOLDERS	1,297				







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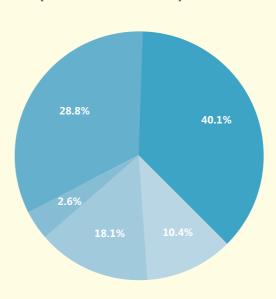


The percentage directly and indirectly controlled by the Controller Group, whose members have a nonformalized agreement to act together, is 40.1%<sup>3</sup>.

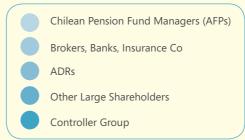
#### The Controller Group is composed of:

CONTROLLER GROUP	SHARE
Guilisasti Gana <sup>4</sup> Family	26.8%
Alfonso Larraín Santa María and family	7.3%
Mariano Fontecilla de Santiago Concha and family	3.7%
Sergio Calvo Salas and family	2.4%
TOTAL SHARE	40.1%

#### Composition of the ownership is shown below:







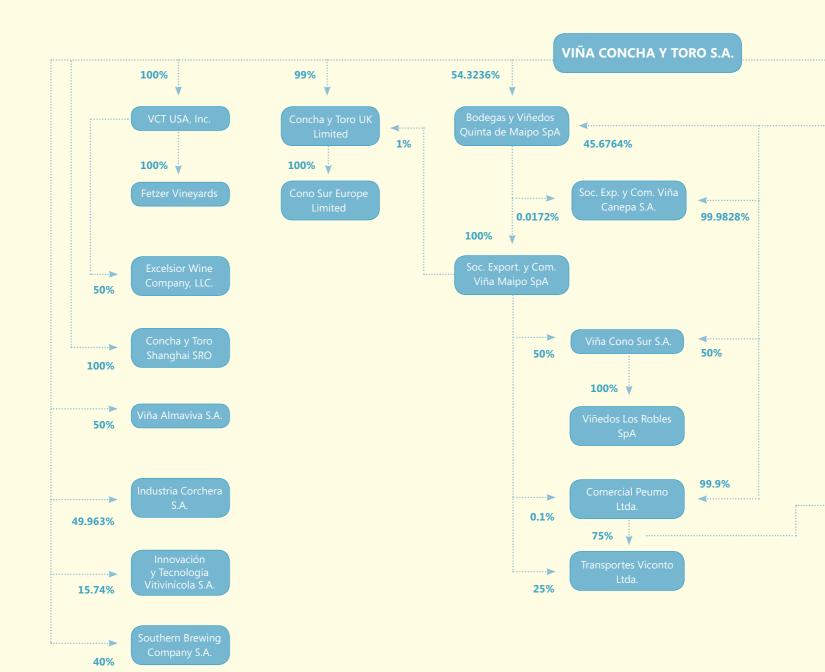
ANNUAL REPORT



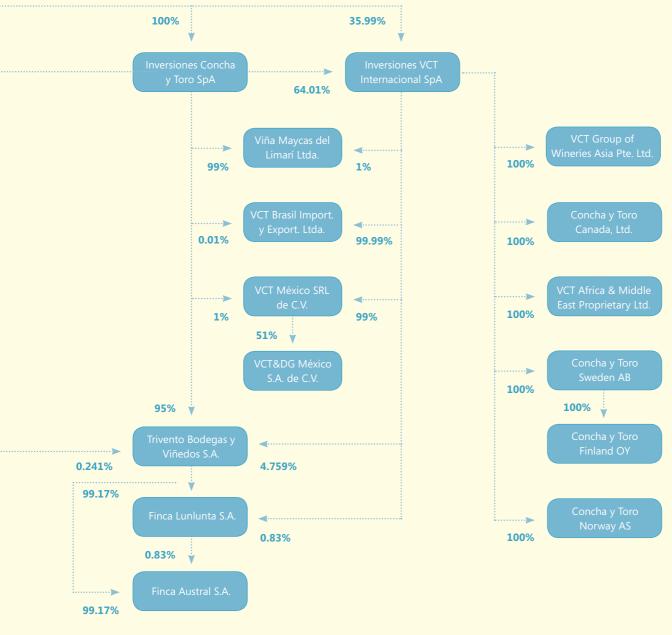
<sup>&</sup>lt;sup>3</sup> Shareholding percentages have been rounded to one decimal. Greater detail in the Annual Report 2012 <sup>4</sup> Represented by Santa Barbara S.A. and Inversiones Totihue S.A., both public limited companies, 100% controlled directly or indirectly by the Guilisasti Gana Family.

#### 2.3 Ownership

Concha y Toro's subsidiaries and affiliates companies, and the percentage of direct or indirect ownership are:











# VIÑA CONCHA Y TORO: FROM THE VINEYARD TO THE PRODUCT





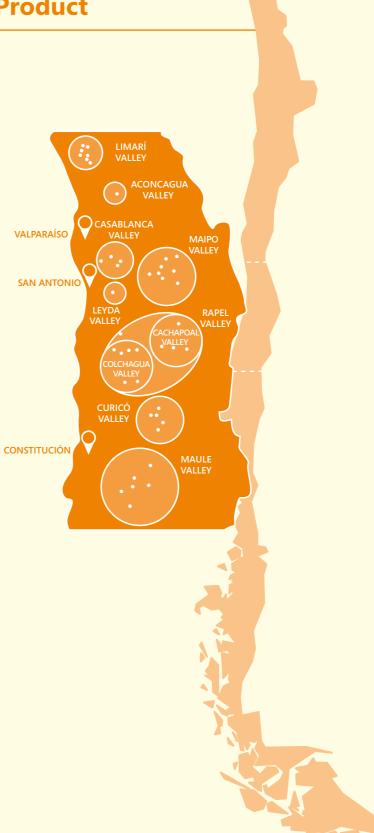
## Viña Concha y Toro: From the Vineyard to the Product

## **Vineyards**

Viña Concha y Toro has 42 vineyards in the 7 major wine-producing valleys of Central Chile, with a total of 8,025 hectares planted to December 2012. With this, it has access to a variety of soils and climates, which allows it to develop 23 wine varieties, constantly improving quality.

The vineyards produce about 75% red varieties, among which Cabernet Sauvignon, Carmenere, Merlot, Pinot Noir and Syrah stand out. As for the white varieties produced, Sauvignon Blanc, Chardonnay and Viognier stand out.

The central zone of Chile is considered privileged for growing grapevines for the production of high quality wine. This area, characterized by its Mediterraneanclimate valleys, extends for about 500 kilometers between southern latitudes 32° and 38°, coinciding with the latitude belt that houses the world's major wine regions like California, Australia and France.



BEGINNING OF THE





Vinevards

Cellars and Plants

Production

Product Portfolio

Awards and Recognitions

LIMARÍ VALLEY

## LIMARI VALLEY 1,106 hectares planted

The varieties most favored by its semi-arid climate with strong maritime influence are Chardonnay, Sauvignon Blanc, Syrah and Pinot Noir.

**(4)** 

## **CASABLANCA VALLEY** 376 hectares planted

It is an exceptional micro-zone for the production of premium white wines such as Chardonnay and Sauvignon Blanc.

(3)

## MAIPO VALLEY 954 hectares planted

This valley is known worldwide for the excellence of its red wine. Its soils are irrigated by glacial waters that flow from the Andes, resulting in an exceptional Cabernet Sauvignon.

## **COLCHAGUA VALLEY - RAPEL** 869 hectares planted

Its variety of soils allows the cultivation of a wide range of grape varieties and qualities, among which Cabernet Sauvignon and Carmenere stand out.

4

## CACHAPOAL VALLEY - RAPEL 1,853 hectares planted

Its mild climate, generally without frosts and with warm summers, is suitable for grape varieties that require a late harvest, such as Carmenere.

4

## CURICÓ VALLEY 677 hectares planted

The soils and climate of this valley make it suitable for growing a wide range of premium wines.

4

## MAULE VALLEY 2,190 hectares planted

The wines produced from these grapes have higher alcohol content. In dryland farming areas a rustic grape called "País" is planted, intended for the popular wine segment in the domestic market.



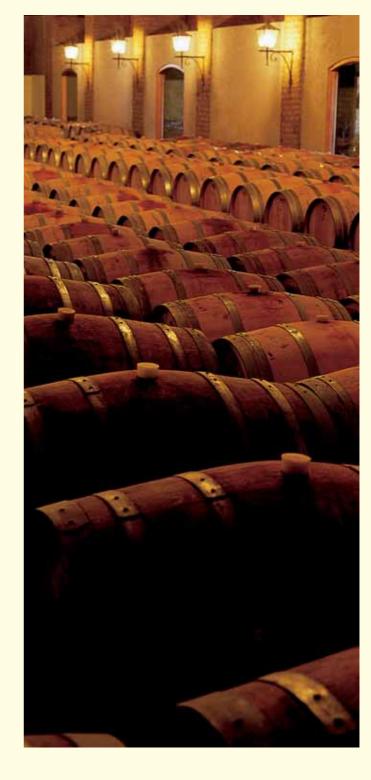


## **Cellars and Plants**

Viña Concha y Toro has 14 cellars, strategically located along the main wine regions of Chile, through which it seeks to increase the efficiency of the winemaking processes, and benefit the quality of the grapes and wines. It also has 4 modern bottling plants located in Pirque, Vespucio and Lo Espejo in the Metropolitan Region, and Lontué in the Maule Region.

The company uses a combination of concrete tanks with epoxy covers, stainless steel tanks, and American and French oak barrels to ferment, age and store its wines. The equipment used for the harvesting, vinification, aging and production are of state-of-theart technology.

As of December 2012, the total capacity of winemaking and aging in Chile was 361 million liters and 45 thousand barrels.



CASILLERO DEL DIABLO PIRQUE







## **Production**

Taking into consideration that grapevines take three to four years to produce grapes suitable for wine, being able to produce wine grapes for 40 years or longer, Concha y Toro has incorporated sustainable practices throughout each stage of the production process, from the planting of the grapevines to the harvest.

During grape production we follow all quality standards the company has established. These procedures are also implemented by grape growers with whom the winery has a business relationship.

Additionally, during 2012 the company developed projects related to winemaking for which it has received contributions from the State of Chile in the framework of the Promotion of Irrigation and Drainage Law, No. 18,450. This contribution amounts to \$65.8 million, which have been deducted from the cost of construction in progress and infrastructure for irrigation.



**CHILEAN CARMENERE** WINE HARVEST: FROM THE VINEYARD TO THE CELLAR





#### **Production 2012**

**STAGES OF PRODUCTION** 

**DESCRIPTION** 

**SUSTAINABILITY ASPECT** 



The production cycle starts with the beginning of the agricultural year on June 1st. Taking care of the vineyards is essential for the preservation of natural resources.

- Technified irrigation for efficient use of water.
- Responsible phytosanitary management and fertilization, keeping the proportions between water and nutrients to avoid altering surrounding water bodies and fields.
- The organic remains of the grapevines are reused as compost for the fields.
- APL Certification.

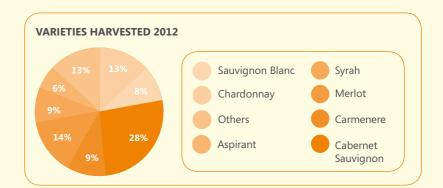


The process of collecting and crushing the grapes begins in late March. After harvesting, the grapes are transferred to the hoppers in the cellars.

- O Provide safety and good working conditions for seasonal workers.
- Annual training for workers involved in the harvesting process.
- Monitoring and coordination of the harvest with grape suppliers.
- O Planning of own and external fields to optimize the use of human resources, machinery and energy.

96.8 Million kilos of grapes

planted









Controlled grape fermentation process for an optimal winemaking result.

- O Incorporation of tangential modules to filter the wine that produce no waste.
- Organic waste is recycled to produce tartaric acid and as compost for reuse.
- Sanitization of tanks to prevent health and safety incidents.



The wine is innocuously transported from the cellars to the plants to be packaged.

- Certification under HACCP, BRC and IFS standards.
- Energy efficiency in plants.
- Use of certified supplies.



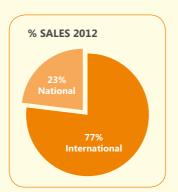
Distribution to logistics centers or export to finally reach the consumer's glass.

- Reducing the carbon footprint by using lighter bottles.
- Ecolabelling (Sunrise).
- · O Information on responsible consumption.

4 Million liters vinified



Million liters packaged



137 Destinations

Vineyards

Cellars and Plants

Production



Product Portfolio Awards and Recognitions

## **Product Portfolio**

## **Concha y Toro**

Viña Concha y Toro offers a wide portfolio of products of renowned quality and consistency in each market segment, for people to share rewarding and unique experiences. Each bottle offers consumers a passion for excellence in every Concha y Toro variety, vintage and brand.

The company sells its products through its own brands, duly registered. Among the major brands is Concha

y Toro and sub-brands Gravas del Maipo, Carmín de Peumo, Don Melchor, Amelia, Terrunyo, Marques de Casa Concha, Gran Reserva Serie Riberas, Trio, Casillero del Diablo, Sunrise, Sendero and Frontera.

Among the wide variety of bottled wines offered by the company in the Ultra Premium, Super Premium, Premium, Varietals, Bivarietales and Sparkling wines segments are:















## **Enolia**

Includes the wineries Canepa, Maycas del Limarí and Finca La Chamiza, the latter in Argentina. Its main objective is to strengthen the Premium wines segment of each winery and work on brand building, taking advantage of the synergies generated by working three complementary portfolios.

Among the wide variety of bottled wines offered by the three wineries are:

## **Quinta de Maipo**

This project originates from the business integration of Viña Maipo and Viña Palo Alto. It focuses on innovation and the development of products for different markets around the world. Noteworthy is Viña Palo Alto's commitment to the environment and its Organic Wine line.

The top wines of Quinta de Maipo are:







PALO ALTO



VIÑA MAIPO



Vineyards

Cellars and Plants

Production

Product Portfolio



## **Awards and Recognitions**

Concha y Toro's leadership is confirmed by the main awards and recognitions<sup>5</sup> received in 2012.

- Most Admired Wine Brand in the World, Drinks Interational Magazine, UK.
- Winery of the Year, Wine & Spirits, USA.
- Certification of Excellence, Tourist Wine Center in Pirque, TripAdvisor.
- Concha y Toro is among the 10 companies with the best corporate reputation in Chile, 3rd place in the ranking by sector, MERCO.
- Award for the promotion of free trade and free enterprise with the American market, Chilean-American Chamber of Commerce.
- Leader in creating value in the Chilean wine industry, the annual ranking of EVA, ECONSULT, Chile.
- "Best Supplier", Alko, Finland.
- The Mark of Positive Living, Positive Luxury.









RIO+20

During 2012, Viña Concha y Toro took the initiative of joining the United Nations Conference Rio+20, confirming its commitment to global sustainability and becoming the first winery committed to sustainable development in this event.



<sup>&</sup>lt;sup>5</sup>These are the major awards received by Concha y Toro in 2012, for more information check the website http://www.conchaytoro.com/



BRAND		MEDIA	RECOGNITION		
GRAVAS DEL MAIPO					
Syrah	2008	Wine Spectator, October 2012 Wine Enthusiast, June 2012 Descorchados 2012	93 points 93 points & Editor's Choice 93 points		
CARMÍN DE PEUMO					
Carmenere Carmenere	07/08 2008	Robert Parker, February2012 Wine & Spirits, June 2012 Descorchados 2012	96 points / 95 points 94 points 95 points - Best Chilean Carmenere		
DON MELCHOR					
Cabernet Sauvignon Cabernet Sauvignon	2007 2008	Robert Parker, February 2012 Wine Spectator, October 2012 Wine Enthusiast, June 2012 Wine & Spirits, June 2012	94+ points 94 points - Daily Wine Picks 93 points & Editor's Choice 93 points		
TERRUNYO					
Carmenere Carmenere Cabernet Sauvignon Riesling	2007 2008 2008 2011	Robert Parker, February 2012 Robert Parker, February 2012 Wine & Spirits, June 2012 Descorchados 2012	93 points 93 points 93 points Best Other Grapevines White		
MARQUES DE CASA COI	NCHA				
Carmenere Chardonnay	2009 2009	Wine & Spirits, June 2012 Wine Spectator, 2012	Best Chilean Carmenere 1st Chilean Chardonnay in the Top 100		
GRAN RESERVA SERIE RIBERAS					
Malbec Carmenere	2011 2009	Descorchados 2013, October 2012 eRobertParker.com, March 2012	91 points 90 points		
CASILLERO DEL DIABLO					
Cabernet Sauvignon Merlot Shiraz Sauvignon Blanc	2010 2011 2011 2012	Matthew Jukes, February 2012 Berliner Wein Trophy - Germany, February 2012 Japan Wine Challenge, September 2012 CAV - Mesa de Cata, November 2012	Finest Value Cabernet on the Planet Gold Medal Gold Medal 90 points - Best Value		

AWARDS AND RECOGNITIONS



48 •





# **SUSTAINABILITY MANAGEMENT**





## **Sustainability Management**

Concha y Toro incorporates sustainability into its corporate vision, showing that its business complies with these principles. The winery has established itself as a world-class company in the wine industry, driven by a sustained policy of investment, growth and globalization.

To ensure sustainability, the company has a policy that considers caring for the environment from the vineyard to the final product. It also has a Code of Ethics and Conduct that defines the company's relationship with its employees and its social environment.

According to new environmental requirements, Concha y Toro has reported all environmental commitments in the Distributed Load System of Environmental Commitments (SCDCA, for its acronym in Spanish) of the Superintendent's Office for Environment and is currently in the process of formalizing the precautionary principle, which includes vulnerability and potential risks assessment, and actions to prevent them.

This is achieved through the objectives of the 6 pillars of Concha y Toro's Sustainability Strategy. While the pillars "product", "customers" and "supply chain" ensure continuous growth and global leadership of the winery, the pillars "people" and "society" seek to create shared value for the society and stakeholders. Finally, the pillar "environment" aims at turning the winery into a leader in environmental practices.

For purposes of this report, and understanding that sustainability has three dimensions (economic, social and environmental), we have defined having the strategic pillars grouped under each of these, thus leaving the pillars "product", "customers" and "supply chain" under the economic aspect, and the pillars "people" and "society" under the social aspect, while the environmental pillar has been included under the environmental aspect of sustainability.



## **Stakeholders**

4.15

4.13

4.14

Within the framework of the diagnosis to define the Sustainability Strategy we identified internal and external stakeholders, which were mapped and classified according to their degree of dependence and influence.

Internal stakeholders are considered those that are part of the organizational structure of the company, while external stakeholders are those that relate indirectly with the company.

#### **Internal stakeholders:**

- Shareholders and Investors
- Employees
- » Permanent and temporary
- » Unions

#### **External stakeholders:**

- Customers
  - » Distributors
  - » Consumers
- Suppliers
  - » Suppliers of packaging material
  - » Suppliers of grape
  - » Transporters
- Regulatory Government Authorities
  - » Agriculture and Livestock Service (SAG, for its acronym in Spanish)
  - » Ministry of Labor
  - » Public entities
- Local Communities
  - » Municipalities
- Local Associations
- Unions and Associations
  - » Vinnova
  - » Wines of Chile

### **Membership and Associations**

As part of the relationship with its external stakeholders, Concha y Toro is part and/or collaborates with:

MEMBERSHIPD AND ASSOCIATIONS				
Water Footprint Network (WFN)	May Day Network			
Bolsa de Clima de Santiago (SCX)	Instituto de Ecología y Biodiversidad			
Corporación Nacional Forestal (CONAF)	Chile Enter			
Corporación Esperanza	Fundación Casa Básica			
Drinkaware (British Organization)	Asociación de Vinos de Chile			





## **Dialogue Mechanisms**

The company is aware of the importance of establishing and maintaining fluid communication with its stakeholders in order to improve their perception and expectations of the winery. Concha y Toro has implemented and continues to develop specific dialogue channels for each of them. The following matrix shows the communication mechanisms the company has for each of the various stakeholders:

STAKEHOLDER	HOW WE COMMUNICATE		
Distributors	Monthly Newsletter     "Mailing Concha y Toro"     "Focus On" Magazine     Corporate Web		
Consumers	Social Media Platform (Concha y Toro Fans)     Customer Satisfaction Survey     Internet sites and social platforms of its major brands		
Investors	Permanent financial information on the corporate website     Financial Report     Form 20-F		
Industry and Government	Participation in union activities		
Employees	"Nuestra Viña" internal magazine     HR Bulletin "Nuestra Gente"     Sustainable Bulletin		

Concha y Toro has channels to collect the concerns of its stakeholders, standing out the online contact and the anonymous complaints system for issues relating to the Code of Ethics and Conduct.

During the preparation of the Sustainability Strategy we constantly communicated with stakeholders to identify their expectations in terms of sustainability, and incorporate them into the development of the strategic framework.







4.16

(4.17

## **Sustainability Strategy**

For Concha y Toro leadership and sustainability go hand in hand. To continue growing in global markets, the company considers essential to decrease the environmental footprint and create shared value for society and stakeholders. Therefore, Concha y Toro has incorporated sustainability into its corporate vision, defining it as an essential element, a value required to achieve global leadership.

The winery has defined sustainability around six strategic pillars, which were selected based on an analysis of its most relevant topics and stakeholders. Through their objectives each pillar helps the winery fulfill its vision:

- Product: Provide products of excellence that create the best experience for our customers.
- Customers: Create partnerships with our customers.
- Supply Chain: Be a partner for our suppliers.
- People: Have highly committed employees.
- Society: Create shared value for society.
- Environment: Be an example for the industry on environmental practices.

To monitor the implementation of the strategy, Concha y Toro has formed a Sustainability Executive Committee with the executives who lead the various pillars, the General Manager and the area of Sustainable Development acting as committee coordinator. This way, sustainability becomes an essential component to differentiate and position Concha y Toro as an example for the industry in global markets.







### **Economic Performance**

The year 2012 was particularly difficult for the wine industry. The largest markets presented a weak economic situation, and there was an increase in the cost of raw materials and an unfavorable exchange situation for the currencies traded by the company.

Consolidated sales of the Concha y Toro Holding rose 6.6% from the previous year, reaching \$450,545 million. The volume traded globally also showed an increase of 1.8% reaching 30.2 million cases.

The economic value generated and distributed for 2011 and 2012 was:

ECONOMIC VALUE	(M\$) 2011	(M\$) 2012	
GENERATED ECONOMIC VALUE	453,154,451	466,211,665	
Income from ordinary activities	422,735,429	450,544,557	
Other income	30,419,022	15,667,108	
DISTRIBUTED ECONOMIC VALUE	402,672,061	435,908,615	
Operating Costs	352,724,057	379,499,830	
Wages and benefits for permanent employees	33,767,840	42,851,451	
Investment in environment, safety and occupational health	3,064,068	3,049,952	
Community Investment	75,304	41,900	
Expense for income tax	13,040,792	10,465,482	
RETAINED ECONOMIC VALUE	50,482,390	30,303,050	



Exports from Chile and sales of foreign subsidiaries increased by 5.6% from the previous year to US\$577 million, and the volume increased by 3.1% totaling 19.5 million cases. This result is due to a 2.4% rise in average export price to US\$29.6 per case.

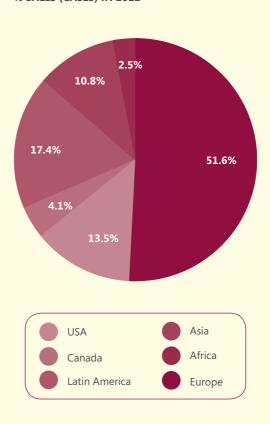
The growth experienced by Concha y Toro reflects a major success in the strategy that has been pursued, which prioritizes the growth in value over an increase in sales volume, focusing on the premium-and-above segment of the portfolio.

Exports by geographical area for the years 2011 and 2012 were:

EXPORTS BY REGION	N° OF CASES (M)		% OF TOTAL	
	2011	2012	2011	2012
Europe	9,490	10,061	50.2%	51.6%
USA	2,773	2,628	14.7%	13.5%
Canada	803	807	4.2%	4.1%
Latin America	3,612	3,391	19.1%	17.4%
Asia	1,742	2,112	9.2%	10.8%
Africa	485	493	2.6%	2.5%
TOTAL	18,905	19,493	100%	100%

The most dynamic market in 2012 was Asia favored by rising consumption and new consumers. The volume of exports to the region showed a strong increase of 21%. China led the growth (56%) followed by Singapore (30%), Korea (26%), Japan (20%) and Hong Kong (14%).

#### % SALES (CASES) IN 2012



In Europe, sales volumes increased by 6%, with remarkable growth in the United Kingdom (8.5%) and the Nordic subsidiaries (6%).

The U.S. market presented a greater challenge, with sales falling by 5% mainly in the competitive segment between US\$5 and US\$7 (retail price per bottle).



To ensure the company's growth, Concha y Toro has focused its sustainability strategy, related to economic aspects, around three pillars: product, supply chain and customers.

### **Product**



Providing products of excellence that create the best experience for consumers through a portfolio of brands and wines that allows satisfying current customers and innovating to adapt to future consumer trends.



#### Strategic Pillar PRODUCT





1.2

#### **Trends and Innovation**

In the development of its wines, Concha y Toro is always looking to meet the expectations of its clients. Therefore, the company selects supplies whose characteristics are aligned with the brand's positioning and market requirements.

Because of this, Viña Concha y Toro expanded its research in areas within large river basins realizing that they had a higher level of freshness for the cultivation of grapevines.

Through the "Analysis of terroirs in the river basins of Chile", requested to the Faculty of Agricultural Sciences of the University of Chile, it was able to confirm the presence of significant levels of freshness in the vineyards near river basins. This freshness is essential as it allows a slow and controlled ripening of the grapes, resulting in more complex flavors and scents, concentrated and elegant. For their topographical conditions, and considering that in time the temperature in the central valley will increase and water resources will decrease, these basins become important corridors of cold air coming from the Pacific Ocean or from the Andes.

Through research and innovation, Concha y Toro has managed to spot an opportunity in climate change, since in the future river basins will become true havens for quality wine production.









EC2



#### Quality

Offering consumers a product with the highest quality requires constant improvement. Therefore, in 2002 the company created its first quality policy, which was updated in 2010:



#### **QUALITY POLICY**

Viña Concha y Toro S.A. aspires to be one of the leading global brands in the wine industry. For that it reiterates its commitment to lead and continuously improve its business relationships with clients, producers and suppliers, as well as its operations and systems at all stages of collaboration, distribution and sales. All this while permanently preserving the environment and ensuring the quality, innocuousness, legality and excellence of its products, all guided by ethical behavior.

We intend to understand more and improve the current and future needs of our clients, meeting them promptly and continuously striving to loyally meet and exceed their expectations.

Our efforts are aimed at effectively protecting the health and safety of our employees, promoting quality of life in a happy, constructive and safe working environment.

Under the framework of the Quality Policy any new project of Concha y Toro considers the basic rules of food safety and quality in compliance with the procedures established by the company. To ensure safety, legality and quality, the company has been certified HACCP (Hazard Analysis and Critical Control Points), BRC (British Retail Consortium), IFS (International Food Standard) for its four bottling plants. This way it is possible to contain any potential risk to the innocuousness of the product, giving customers peace of mind.





### **Responsible Marketing**

Concha y Toro incorporates innovative initiatives to maintain a communication system that respects the environment. Therefore, the company investigates the origin of the materials used in merchandising, which has led to the incorporation of new elements with technologies such as Stonepaper<sup>6</sup>.



Some of the bags handed out at the Pirque Tourist Center use Stonepaper.

<sup>6</sup>It is a mineral paper produced with calcium carbonate so no trees are used for its manufacture.

In Chile, the company participates in the Chilean Trade Association of Spirits Companies Pro Responsible Consumption (APROCOR, for its acronym in Spanish). Formed by major liquor companies operating in Chile, aims to raise awareness about the effects of excessive alcohol consumption and promote responsible behavior.

In addition, at a digital level it has implemented policies such as the filter to enter the company's website, in which users must declare they are of legal age. This same policy is also applied for marketing activities.

An initiative launched by the company was the introduction of eco-labeling, which on the back label includes information on the carbon footprint, water footprint and amount of recycled material in each bottle.





**WE WANT THE WORLD TO ALWAYS ENJOY A SUNRISE** 







PR1

PR6





In 2011 Sunrise neutralized its CO<sub>2</sub> emissions using the Life Cycle Analysis (LCA) methodology, from the production in the field up to the distribution. This information is communicated via a collar and a sticker on the bottle, both neutralized, which display detailed information.

Moreover, Concha y Toro complies with different regulations regarding labeling in the markets where it operates. In some destinations such as the EU, USA and Canada it is required to detail the content of sulfites on the label. In most Latin American countries quotes about responsible alcohol consumption are included. In the European Union it includes Green Point recycling logos, Tidyman Symbol, "Reuse, Reduce and Recycle" or "Recycle Now" logos, encouraging recycling among consumers. In some countries it includes a responsible drinking message to pregnant women and maximum daily intake recommendations for adults.











During the reporting period, the company has not received fines or penalties for noncompliance related to the labeling of its wines by government agencies of the countries where Concha y Toro operates.

PR1

PR3

PR4

Stakeholders

Sustainability Strategy



Economic Performance | Social Environment | Environmental Performance

#### **Customers**



Be an example for our importers by our ability to understand the markets and their needs, given our global experience.



#### Strategic Pillar CUSTOMERS

#### **FOCUS** Sustainable Knowledge Efficiency in Transparency the Supply Transfer and Information Chain **INITIATIVES Business Practices Logistics Chain** Sustainability Sustainable **Practices**

1.2



The company sells its wines through its subsidiaries and independent distributors, meeting information and labeling standards required by customers of the 137 countries of destination, and at the same time ensures responsible advertising, consistent with the values that inspire the company.

### **Sustainable Efficiency in the Supply Chain**

Concha y Toro wants to focus its future efforts in meeting the requirements of its customers. For this reason, the winery is determined to evaluate all of its major clients in order to know more about them and be able to satisfy their demands in terms of sustainability.

### **Knowledge Transfer**

Furthermore, through such evaluation the company aims to identify opportunities for improvement to transfer business and sustainable best practices. For this, it expects to implement a code of good business practices and a sustainable practices protocol, based on its own initiatives and market requirements.



As an example, during May 2012 the company held the Distributors Corporate Convention - Latin America and the Caribbean, where it brought together its major clients in the area.

DISTRIBUTORS CORPORATE CONVENTION VIDEO



Also, the winery announced its sustainability initiatives.







### **Transparency and Information**

Concha y Toro considers transparency with clients and informing about sustainability practices indispensable.

With the aim of promoting its sustainable practices, the winery launched the campaign "To communicate less waste without adding more waste" in the United Kingdom to inform about the lower energy consumption in the production and transportation of Sunrise and Frontera light bottles.

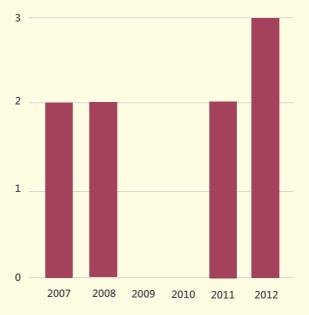
Also, since 2007 the company has been subject to ethical audits requested by clients, who have expressed interest in this matter. The winery has been evaluated by accredited audit firms selected by the same clients under the SMETA and Walmart standards, among others.

To December 2012, nine ethical audits have been carried out in the winery, five of which were performed between 2011 and 2012. All audits were carried out at the Pirque Plant, in the bottling area. The audits have been carried out without objection by the winery and corrective action plans have been implemented within the deadlines.

It is expected that in the future this type of audits will be extended to other bottling plants and new processes (cellars and vineyards) will be submitted to clients' scrutiny.

Below, the evolution of this matter at the winery is shown graphically.

#### **ETHICAL AUDITS SUMMARY VIÑA CONCHA Y TORO** 2007 - 2012



Source: Corporate Audits, March 2013

#### SEDEX



#### **ETHICAL TRADING** INITIATIVE



HR10



## **Supply Chain**



Be a partner for suppliers, creating a bond of trust and transparency with them.



#### Strategic Pillar SUPPLY CHAIN





The winery considers suppliers are strategic business partners. So it seeks to extend to the entire supply chain the same excellence and quality that inspires the company. At the same time it seeks to maintain a close relationship and a transparent and fluid dialogue with the companies that are part of the supply chain, and supports them in the implementation of operational efficiency initiatives or improvements of services and products. It also encourages a group of suppliers to measure their carbon footprint and supports them in this process.

The company encourages suppliers to work with ethical principles in line with Concha y Toro's principles stated in the Code of Conduct for Suppliers, being applicable to all suppliers and contractors of the winery, their respective employees, agents and subcontractors.

The main provision of this Code is that all suppliers must comply with the laws in force in the localities where they conduct their operations, and also adhere to the regulations contained in the Code of Ethics and Conduct.

### Suppliers

HR5

HR6

HR7

EC6

Concha y Toro selects its grape suppliers based on technical criteria related to the quality of the grapes, depending on the variety of wine to be produced. The purchase procedure with grape suppliers is performed directly with the producer, through a broker that selects the suppliers or by purchasing from a trader.

For suppliers of packaging material, parameters of quality, service and price prevail. Approximately 87% of Concha y Toro's main suppliers of packaging are local, while the remaining 13% are international.

SUPPLIERS OF GOODS AND SERVICES			
Payments to suppliers (MM\$) 344,817			
Number of Suppliers	National of grape	862	
	National of packaging	73	
	International of packaging	11	

The Code of Conduct for Suppliers seeks to ensure that various regulatory and ethical standards are fully implemented in the production chain. Among the topics covered are:

- Prohibition of all forms of child labor.
- Freedom of association and unionization.
- Compliance with working hours and wages.
- Ensuring health and safety conditions at work.
- Safeguarding the quality and safety of products.
- Prohibition of all forms of forced labor.
- · Care for the environment.



As stated in the Code of Conduct for Suppliers, Concha y Toro expects compliance with Human Rights. During the reporting period, four major contracts for the purchase of supplies were signed, three of which correspond to renovations and one new. While the contracts do not contain specific clauses on Human Rights, Concha y Toro sends its Code of Conduct for Suppliers, which contains specific provisions on Human Rights, to each supplier to be reviewed and signed in token of compliance.



### **Supplies**

PR3

EN26

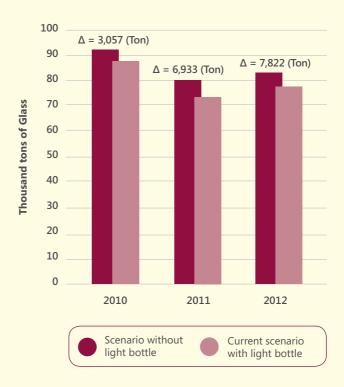
The large number of supplies used in the production process requires efficient management to minimize the impact on both the production and post consumption.

As an example, the cases and labels come from Chile; the bottles mainly from Chile and some from France; corks are from Portugal; capsules from Argentina, Chile and Spain; screw caps are from Chile and Canada; BIB from France and Chile; and finally Tetra Pak containers come from Chile and Argentina. Therefore, Concha y Toro works with its suppliers to minimize the amount of material contained in the supplies.

Of the total production of the winery about 23% is destined for the domestic market. Of this volume, a large amount uses Tetra Pak packages containing a percentage of recycled material. For the remaining 77% destined for the international market, the company has incorporated lighter bottles, called Ecoglass, produced by CristalChile with 25% recycled glass.

Since its introduction in 2010, the weight reduction in bottles has allowed reducing the consumption of 17,812 tons of glass.

#### **SCENARIOS: CURRENT V/S WITHOUT LIGHT BOTTLE**



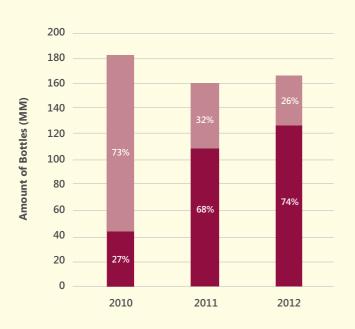
YEAR	CURRENT SCENARIO (Tons)	SCENARIO WITHOUT LIGHT BOTTLE (Tons)
2010	89,295	92,352
2011	73,454	80,387
2012	76,598	84,419

#### CRISTAL CHILE





#### **BOTTLES USED**





YEAR	TOTAL BOTTLES (Millions)	LIGHT BOTTLES (Millions)
2010	183.1	48.6
2011	161.5	109.3
2012	170.9	126.8



Also the average weight of bottles has experienced a significant reduction in the period. In 2012 the average weight of a bottle in Viña Concha y Toro was about 10% less than the value of 2010. This is because in 2012 74% of Concha y Toro's portfolio of wines uses this format.

#### SUNRISE ECOGLASS





AVERAGE WEIGHT OF BOTTLES	2010	2011	2012
Glass (Thousand Tons)	89.2	73.5	76.6
Bottles (Million Units)	183.1	161.5	170.9
Unit Weight (gr/bottle)	488	455	448

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Concha y Toro uses this type of Ecoglass bottle, on average 14% lighter than the traditional one, allowing less consumption of energy during the production process and reducing fuel consumption on transport in the distribution to both the domestic and international markets, significantly reducing greenhouse gases. This project was first developed for the varietal wine lines in 2009. Subsequently, in 2010

it was extended to Casillero del Diablo, and in 2011 to Marques de Casa Concha. Currently 92% of 750cc bottles use this format.

Compared with the previous year, the percentage of light bottles in the 750cc format increased by 12%. On average, Viña Concha y Toro used 16% more lighter bottles than the previous year.

LIGHT BOTTLES USED	2011		2012	
	750cc	TOTAL BOTTLES	750cc	TOTAL BOTTLES
Total Bottles (Millions)	124.3	161.5	133.2	170.9
Light Bottles (Millions)	109.3	109.3	122.5	126.8
% Light Bottles	88%	68%	92%	74%



# **Use of materials**

The steady growth of the winery requires the use of various supplies for its operation. That is why the company permanently seeks ways to optimize the use of supplies and raw materials. Below are the main supplies used in the reporting period.

UNITS USED (MILLI	ONS)		
SUPPLIES	2011	2012	VARIATION (%)
OPERATIONS			
Bottles	161.5	170.9	5.8
Labels	424.9	434.1	2.2
Corks	95.8	88.2	-7.9
Capsules	97.7	91.8	-6.1
Caps	96.2	96.4	0.3
BIB	2.4	2.7	15.6
Tetra Pak	34.9	32.2	-7.7
Cases	21.7	22.2	2.1
Partitions	17.2	18.2	5.5





Stakeholders Sustainability Strategy Economic Performance Social Environment Environmental Performance

WEIGHT OR VOLUME USED							
SUPPLIES	UNITS	2011	2012	VARIATION (%)			
GRAPE							
Own	Million kg	82.5	96.8	17.3			
From suppliers	Million kg	171.5	204.8	19.4			
WINEMAKING							
Additives	t	493.8	555.4	12.5			
Filtering Products	t	638.8	643.3	0.7			
Gases	t	825.8	892.3	8.1			
Washing Sanitizing Products	t	255.9	276.7	8.1			
Preservatives	t	161.5	189.7	17.5			
Nutrients	t	62.8	84.0	33.7			
Clarifiers	t	78.1	73.4	-6.0			

WEIGHT OR VOLUME USED			
SUPPLIES	UNITS	2011	2012
AGRICULTURAL			
Fertilizers	kg	2,080,463	1,682,012
Fertilizers	I	216,350	643,830
Fertilizers	m³	115	1,923
Herbicides	kg	7,235	19,475
Herbicides	I	38,062	17,375
Phytosanitary	kg	591,581	714,558
Phytosanitary	1	20,049	18,076
Phytosanitary	m³	23	0



## **Sustainable**

In September 2011 we created the initiative "Suppliers, Sustainability and Carbon Footprint", which aims to bring packaging suppliers closer to sustainability indicators like the carbon footprint.

During 2012, suppliers moved forward in measuring their carbon footprint. With the data from these measurements we are creating the first local database with information on emission factors for the wine industry in Chile. The results from our suppliers have shown a high level of performance for the national packaging industry, as local factors are up to 50% lower than international factors for wine supplies.

Since January 2012 sustainability requirements were incorporated to the quality standards for packaging supplies.

Guidelines have been established for: glass, cork, capsules, cases, labels and caps.

The requirements relate to:

#### 1. Measuring the Carbon Footprint:

Which became available in 2012. It is required to obtain the amount of CO<sub>2</sub> contained in supplies.

#### 2. Materiality:

In the future we will require information about the materiality of the supply provided to Viña Concha y Toro in terms of:

- Supplier's valid certifications.
- Percentage of recycled material contained in the supply.
- Recyclability of the material.

The objective is to move towards supplies whose environmental impact is increasingly measurable, in order to reduce it.





Stakeholders

Sustainability Strategy

Economic Performance



# **Social Environment**

# **People**



Having employees highly committed to the company, creating a long-term relationship with them.



#### Strategic Pillar PEOPLE



**Talent** Management

Well-being

Occupational Health and Safety

#### INITIATIVES

Mapping and Talent Development

Work-Family Conciliation

**Temporary** Workers

Working Environment

Occupational Safety



Concha y Toro values and takes care of the close relationship with its employees, encouraging space to grow, develop and innovate for every one of them. It considers the contribution of each of them is critical for collective success. That is why it makes important training and education efforts to achieve the highest professional and technical potential, favoring the development of its employees inside the company. The company is aware of the importance of attracting and retaining talented and committed people, so it makes sure that careers can coexist with personal and family life. Finally, it promotes a safe workplace through good safety and risk prevention management, thus reducing the accident rate by 25.6% in the reporting period compared to the previous year.

#### Workforce

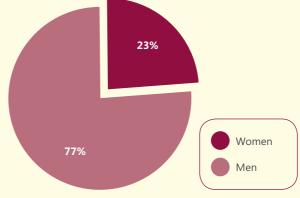
At the end of 2012, Concha y Toro had a total<sup>7</sup> of 2,542 employees. The number of personnel was similar to that of 2011, with a slight increase of 0.6%. It is distributed in 77% men and 23% women.

Compared to the previous year fixed term contracts increased due to a higher internalization of temporary workers for the harvest season to the production plants. It is worth mentioning that the majority of employees have permanent contracts.

The operation of the company is mainly located in the Metropolitan Region despite having cellars, bottling plants, estates and offices throughout the country.

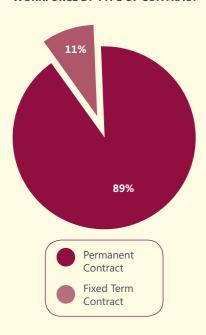


#### **WORKFORCE BY GENDER**

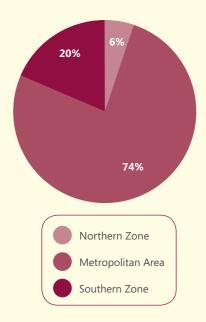


<sup>&</sup>lt;sup>7</sup>The total workforce does not include employees with temporary contracts.

## WORKFORCE BY TYPE OF CONTRACT



# **WORKFORCE BY GEOGRAPHIC AREA**



## PERCENTAGE OF EMPLOYEES BY JOB CATEGORY





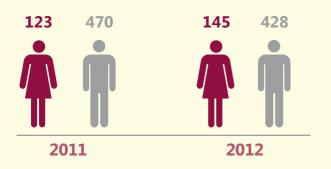


The details of Concha y Toro's workforce for the years 2012 and 2011 is as follows:

WORKFORCE		201	l1	20	12	VARIATION
		WOMEN	MEN	WOMEN	MEN	2011-2012 %
BY TYPE OF	Permanent Contract	530	1,807	528	1,743	-3
CONTRACT	Fixed Term Contract	40	149	62	209	44
Northern Zone		13	139	14	136	-1
BY GEOGRAPHIC AREA	Metropolitan Area	498	1,372	511	1,366	0.3
	Southern Zone	59	445	65	450	2
	Managers, Assistant Managers, Executives	13	63	14	63	0
BY JOB	Professionals and Technicians	309	760	237	436	-37
CATEGORY	Sales and Administrative	154	363	221	604	60
	Operators	94	770	118	849	12
	TOTAL		1,956	590	1,952	0.6
	TOTAL WORKFORCE	2,5	26	2,5	i42	0.6

NOTE: For the calculation of temporary workers personnel we considered the personnel of the 4-month-long harvest season (February,  $March, April\ and\ May).\ For\ all\ calculations\ of\ fixed-term\ and\ permanent\ personnel\ we\ considered\ the\ average\ personnel\ of\ the\ 12$ months of 2012.

#### **TEMPORARY WORK**



**-3%** +18%

The number of temporary workers decreased in 2012.

Was the increase in female temporary labor.

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# Age Range

Most of the winery's collaborators are young people between 31 and 50 years old.

## **EMPLOYEES BY AGE RANGE**

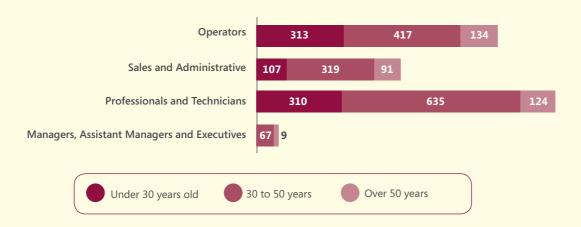




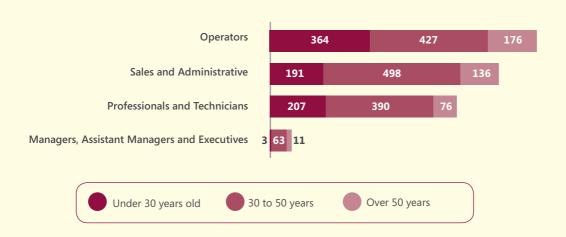
Compared to the year 2011, the number of professionals and technicians decreased, increasing the number of sales and administrative staff, mainly in the age range of 30-50 years old. The positions occupied by age range and gender for 2012 are:

AGE RANG	iE					
GENDER	CATEGORY	UNDER 30 YEARS OLD	31 TO 50 YEARS	OVER 50 YEARS	TOTAL	% BY CATEGORY
	Managers, Assistant Managers and Executives	1	12	1	14	0.6
WOMEN	Professionals and Technicians	89	138	10	237	9.3
	Sales and Administrative	74	127	20	221	8.7
	Operators		52	13	118	4.6
	SUBTOTAL WOMEN		329	44	590	23.2
	Managers, Assistant Managers and Executives	2	51	10	63	2.5
MEN	Professionals and Technicians	118	252	66	436	17.1
	Sales and Administrative	117	371	116	604	23.8
	Operators		375	163	849	33.4
	SUBTOTAL MEN	548	1,049	355	1,952	76.8
	TOTAL WORKFORCE	765	1,378	399	2,542	100.0

#### **POSITIONS BY AGE RANGE (2011)**



## **POSITIONS BY AGE RANGE (2012)**



## **Turnover**

The company has a turnover rate of 11%, doubling that of the previous year. This is because revenues have increased as a result of the internalization of seasonal personnel.

TURNOVER		201	11	2012		
		INCOME	EXPENSES	INCOME	EXPENSES	
DV CENDED	Men	388	324	428	236	
BY GENDER	Women 149		93	155	69	
Under 30 yea	Under 30 years old	358	247	340	148	
BY AGE	30 to 50 years	163	156	224	140	
Over 50 years		16	14	19	17	
	TOTAL	537	417	583	305	

AVERAGE TURNOVER	2011	2012
Net Employment Creation	120	278
Turnover rate (%)	5	11

**NOTE:** In calculating the turnover rate seasonal personnel is not considered:  $(N^{\circ} \text{ Income - } N^{\circ} \text{ Expense})$  / Total Permanent Personnel

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## Wages

The salary for Concha y Toro's employees is defined in terms of the relevance of their position within the organization. The calculation is done using a compensation methodology defined by the company based on skills, problem-solving ability and responsibility of the position held.

After defining the levels of these variables, these are compared to the situation in the relevant market to establish a salary scale based on the human resources strategy and compensations.

The following shows the relationship between the average basic salary of men compared to women, by job category:

WAGE RATIO	2011	2012
Executives	1.1	1.1
Middle Management	0.8	1
Professionals	1.3	1
Technicians and Administrative	0.9	0.8
Operators	1.1	1.2

NOTE: Considers woman basic salary 1.0. Salary man/salary woman: Basic salary man/ Basic salary woman.

The compensation policy does not consider gender differences. To set income levels the company considers the impact of the function exercised by the position. Also, in the process of performance and internal mobility evaluation, as main drivers of internal equity, the company does not establish any gender bias.









## **Unionization**

28% of Concha y Toro's employees are unionized. The winery guarantees freedom of unionization and of association. To maintain a balanced relationship with senior management and encourage an open dialogue between the parties, the company's employees are grouped and represented by the following unions:

N° OF UNIONIZED EMPLOYEES	2011	2012
Sindicato Chimbarongo	25	25
Sindicato Comercial Peumo	96	100
Sindicato Unificado Viña Concha y Toro S.A.	490	469
Sindicato Transportes Viconto	13	13
Sindicato Bodega Lourdes	27	28
Sindicato Bodega Lontué	75	70
N° OF UNIONIZED EMPLOYEES	726	705
TOTAL N° OF EMPLOYEES	2,526	2,542
PERCENTAGE OF UNIONIZATION	29%	28%

## **COMMITMENT WITH UNIONS**

The company adopts different collective bargaining agreements with its unions, which include different benefits in order to promote the health and safety of employees:

AGREEMENTS	BENEFICIARIES	DESCRIPTION
Cancer Agreement Fundación López Pérez	Employees with permanent contracts	The agreement provides copay coverage for cancer treatments for employees and their families, and access to specialized technology for the treatment.
Supplemental Health Insurance	Employees with permanent contracts	This insurance operates on health and dental expenses not reimbursed by the health insurance system (Isapre, Fonasa).
Collective Agreement with Isapre Cruz Blanca	Employees with permanent contracts	Corresponds to a group plan adjusted to the employee's taxable income, with the option of accessing plans in UF with preferential discounts on the base rate.

Additionally, Concha y Toro has an "agreement for the purchase of medicines in pharmacies" for its employees, which is not included in formal agreements with the unions.

The pillar "People" of Concha y Toro's sustainability strategy defined 3 areas in which it focuses its efforts:

## **Talent Management**

This first strategic focus aims to assist employees in their personal and professional growth, therefore, it requires performance evaluations for continuous improvement in the management of talent.

The first step corresponds to a performance evaluation that assesses the work of the employee with a formal review, done by the direct boss, of the results of the work and job performance of a given period. All this to facilitate the management of people (both for the assessor and the assessed) and their development, which allows achieving the company's strategic objectives.

PERFORMANCE EVALUATIONS	2011	2012
Women	19	17
Men	84	58
TOTAL	103	75
% OF WORKFORCE	4%	2%

To make progress in this area, the company has set the goal of implementing a comprehensive talent management system in the next 3 years.

# Well-being

The winery established this second strategic focus with the aim of promoting healthy living and wellness among its employees. During this year the Quality of Life Department delivered benefits to the employees and their family.

Through the platform "Red Social Concha y Toro", which is available to employees, a wide range of programs have been developed, including a support network that offers psychological, legal, social and financial assistance.

The company has also developed recreation initiatives that promote health through sports, developing opportunities for employees to interact with their families and promoting integration between employees in different sports teams. In 2012 the department developed bowling, soccer and tennis championships in which 559 employees participated.

Concha y Toro Runners was created in 2009 in the framework of the company's policies designed to promote the quality of life of its employees. This group has met over the past three years with a coach, who designs specific plans for each participant. For the second time, Concha y Toro invited its most committed and motivated runners to participate in the New York Marathon. They also participated in charitable activities such as Blind Running.



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#### PEOPLECARE **PLATFORM**





# **Training**

The education and training of employees is considered key in Concha y Toro's business strategy, both for the employee's career and the company. The Department of Personnel Development and Training has programs seeking to strengthen the knowledge and technical skills of employees, aligned with the responsibilities of each position.

In 2012 a total of 1,366 employees were trained, equivalent to 56,140 hours of training, with an average of 20.8 hours per employee. Because the harvest period came earlier than the previous year, there were fewer hours of pre-harvest training for employees working at the cellars.

Compared with the previous year the average training per employee decreased by 2%. The following shows the hours of training conducted among employees by occupational category:

Stakeholders Sustainability Strategy Economic Performance Social Environment Environmental Performance

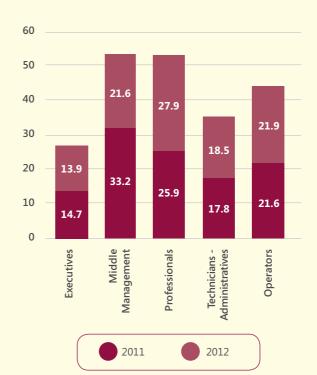
				2011					2012		
	loyees rs of	EXECUTIVES	MIDDLE MANAGEMENT	PROFESSIONALS	TECHNICIANS AND ADMINISTRATIVE	OPERATORS	EXECUTIVES	MIDDLE	PROFESSIONALS	TECHNICIANS AND ADMINISTRATIVE	OPERATORS
	Women	10	45	139	137	80	16	38	133	116	121
NUMBER OF TRAINED	Men	18	242	120	365	511	50	142	95	168	487
EMPLOYEES	TOTAL	28	287	259	502	591	66	180	228	284	608
	IOIAL			1,667			1,366				
	Women	538	1,689	4,224	3,990	3,990	460	1,505	4,204	4,715	2,383
HOURS OF	Men	817	10,352	4,953	7,980	18,525	905	6,717	6,276	8,295	20,680
TRAINING	TOTAL	1,355	12,041	9,177	11,970	22,515	1,365	8,222	10,480	13,010	23,063
	IOIAL			57,058				56,140			
	Women	26.9	33.1	27.8	18.7	29.8	21.9	23.5	25.2	22.0	17.3
AVERAGE HOURS	Men	11.3	33.2	24.5	17.3	20.4	11.8	21.3	30.0	16.9	22.7
OF TRAINING PER EMPLOYEE	TOTAL	14.7	33.2	25.9	17.8	21.6	13.9	21.6	27.9	18.5	21.9
	IOIAL			22.6					20.8		

**NOTE:** The average hours of training per employee is calculated based on the total number of employees of the company.





#### **AVERAGE HOURS OF TRAINING 2011-2012**



The winery develops various training mechanisms adapted to different employee profiles. The skill management and training programs carried out this year are:

PROGRAM	DESCRIPTION
The Wine School Program	Program aimed at employees in the commercial and marketing area in the first 2 years of work to train them on the industry and wine.
Pre Harvest Program	Program aimed at temporary and permanent employees of the winemaking management, to train them on various topics, including winemaking, best practices, safety, operating machinery, clean production and leadership. The program is divided into 3 levels of successive courses.
Scholarship Program	Annual program aimed at giving 50% to 100% scholarships to outstanding employees with high performance for 2-year graduate and/or technical careers related to their job or future work challenges.
Excel Programs	Continuous program aimed at leveling employees in the tools necessary to execute their job properly.
Language Program	In certain areas and positions the company is leveling and training employees on the English language and others required to execute their job properly and foster their relationship with internal and external clients.
Specific Technical Courses and Workshops	Each area develops technical and nontechnical courses during the year according to their individual needs.
Safety and Self-Care Program	Program launched in 2012, aimed at employees working at the production plants.

Stakeholders

Sustainability Strategy

Economic Performance



Social Environment Environmental Performance

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To promote and facilitate the implementation of the employees' own initiatives, Human Resources established the Competitive Funding Program. In 2012, 8 projects submitted by employees received support from this program, directly benefitting 657 people, considering employees and their families.

During 2012, the company conducted an internal campaign to save resources, called "Small Actions for Big Changes" ("Pequeñas Acciones para Grandes Cambios"). Its main focus was responsible consumption of: Energy, water and paper. This campaign aimed to raise awareness among the company's employees that taking care of resources is an issue to which everyone can contribute through simple practices.

The practices provided were aimed both at the workplace and the employees' homes.









#### **Benefits**

Concha y Toro believes that the well-being of employees is essential. For this reason during the reporting year the company offered the following benefits to its permanent employees:

In addition to current social benefits, Concha y Toro is in the process of developing a retirement plan for its employees.



#### • Unlimited Legal Bonus

Payment of a bonus corresponding to 25% of the basic salary without the limit established by Law (4.75 million per year).

• Metlife Supplemental Health Insurance

Operates on costs not covered under the health insurance system available to the employee (Isapre or Fonasa).

• Isapre Cruz Blanca Group Plan

Plan adjusted to the taxable 7%, regardless of the number of dependents, and discounts up to 5% in the base rate.

• Oncological Agreement with Fundación **Arturo López Pérez** 

Provides access to cancer treatment with discounts for employees and their families by paying a monthly fee.

• Employee Sale

All employees are entitled to a 30% discount on the retail price of the company's wines, limited to 2 cases per month.

- Bonus
  - » Vacation Bonus.
  - » National Holiday Bonus.
  - » Christmas Bonus.

- » Scholarships.
- » Marriage, Birth and Death Bonuses.
- » Lunch bonus.
- Special Deals
  - » Gyms: Access to monthly and annual plans in different gyms at preferential prices.
  - » Cell Phones: Access to equipment and plans at preferential prices.
  - » Dental Clinics: Dental care with various discounts.
- Concha y Toro's Online Platform **PeopleCare**

Discounts and benefits in wellness and beauty shops, food, services, health, education, leisure, travel and housing, among others.

**END OF YEAR PARTY** 





## **Return to Work**

An easy return to work after maternity leave contributes to the work-family balance and better well-being of employees. During 2012, 30 women made use of their maternity leave rights, and 23 women rejoined the company in the same period after their leave.

REINSTATEMENT AFTER PARENTAL LEAVE						
		TOTAL EMPLOYEES WHO TOOK THEIR PARENTAL LEAVE DURING THE YEAR	TOTAL EMPLOYEES WHO COMPLETED THEIR PARENTAL LEAVE DURING THE YEAR	TOTAL EMPLOYEES WHO RETURNED TO WORK AFTER PARENTAL LEAVE	RATE OF EMPLOYEES WHO FULFILLED ONE-YEAR TERM AT WORK AFTER THEIR PARENTAL LEAVE (%) *	
	Women	17	10	10	77	
2011	Men	1	1	1	100	
	TOTAL	18	11	11	-	
	Women	30	23	23	0	
2012	Men	0	0	0	0	
	TOTAL	30	23	23	-	

<sup>\*</sup>The rate of employees who completed one-year term at work after parental leave is indicated as 0% since no employee meets this condition, considering December 31, 2012, the end date of the period.



# **Occupational Health and Safety**

From the Department of Risk Prevention, Concha y Toro ensures the safety of its employees while performing their duties. This third strategic focus aims to progressively reduce occupational hazard and accident rate through trainings and prevention.

Through an agreement between the Agricultural Management and the Chilean Safety Association (Asociación Chilena de Seguridad), a safety and health management system has been implemented in the

company, which results in a significant improvement in the accident rate every year, in part due to training programs on safety conducted by the company, as well as the safety measures taken.

There were no fatal accidents in Concha y Toro in 2012.

In Concha y Toro, there are a total of 29 joint committees, which involve 100% of the employees. Each branch of the company that has more than 25 employees must have a joint committee, which includes representatives appointed by the company together with representatives elected by the employees by direct vote.

OCCUPATIONAL SAFETY STATISTICS				
PERIOD	ACCIDENTS	DAYS LOST BECAUSE OF ACCIDENTS	ACCIDENT RATE	OCCUPATIONAL HAZARD RATE
2011	289	3,818	8.0	106
2012	247	2,920	6.6	79

### NOTE:

ACCIDENT RATE = Number of accidents by accidents x 100/Average Monthly Personnel OCCUPATIONAL HAZARD RATE = Number of days lost because of accidents x 100/ Average Monthly Personnel



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## **Programs**

The initiatives developed by Concha y Toro reflect its assumed responsibility for the health and safety of its employees and, indirectly, their families. Prevention is key and it is achieved through training. During 2012, the company implemented the following programs for its employees:



PROGRAMS	BENEFITIARIES	DESCRIPTION
Taking Care of Yourself at Work	Employees at the Pirque, Vespucio and Lo Espejo Plants	Safety course on self-care, commitment to safety and good working practices.  Conducted together with the Technical Training Organization (OTEC, in Spanish) Persist Ltd.
Pre Harvest Course	Seasonal workers in Wine Cellars	Safety induction, identification of hazards, and preventive measures associated to the work during harvest.
Responsible Consumption of Alcohol and Drugs	Full-time employees	Awareness and education program for employees and, indirectly, their families with the purpose of having a policy on responsible alcohol consumption. The final goal is to reach more than 50% of the personnel. Carried out together with Corporación La Esperanza and funded through the National Training and Employment Service (SENCE, for its acronym in Spanish).
Training Programs on Health and Safety	All employees	Safety motivation and training program focused on risks in bottling plants and preventive measures.
Balance, Prevention and Self- Care Program	All employees	Program created as a comprehensive proposal to take care of and promote the well-being of employees through exercise on the job, self-care workshops and healthy eating tips.
Health Fair	Employees at the Lontué Plant, Puente Alto Cellar and Santa Rosa branch	Initiative aimed at delivering relevant information to employees on health issues, special deals, and providing free checkups.



# **Society**



Be a company that creates shared value for society and the environment in which it operates in order to share knowledge and skills, contributing to a better quality of life.



# Strategic Pillar SOCIETY

#### **FOCUS**

## **Generating Positive Impacts**

		INITIATIVES		
Research and Development Center	Training and Dissemination in areas of the sector	Education (Scholarships)	Quality of Life	Volunteering



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# **Generating Positive Impacts**

The winery seeks to generate positive impacts on its surrounding communities through initiatives that seek to improve their quality of life. The company has been carrying out various projects in education, dissemination of its practices, research, and volunteering.

The post-earthquake reconstruction project undertaken by Concha y Toro in 2010 was concluded in 2012, particularly in the communities near the company's estates and vineyards. During 2012 it implemented projects to build three social housing units for families in Chimbarongo, Peralillo and Curarrehue. The houses were donated to families in need and social risk. This way, Concha y Toro built a total of 146 homes, fulfilling the company's desire to go to the aid of neighboring communities.

Among other examples of the company's concern for the community in which it operates is the support for the reconstruction of the church in Pirque.

Investments made by Concha y Toro in construction projects to benefit the community in the period 2012 and 2011 are shown below:

COMMUNITY INVESTMENT	2010 (MM\$)	2011 (MM\$)	2012 (MM\$)
Church in Pirque		35.0	35.0
Building of social housing.	153.7	40.3	5.8
Reconstruction, Fundación Teletón and Chile ayuda a Chile	85.0		
TOTAL	238.7	75.3	40.8



SOLIDARITY CAMPAIGN **BUILDING OF HOUSES** 







Over the years Concha y Toro has shown a strong commitment to the development of human capital, supporting the education of low-income youth by granting scholarships with different institutions. Among these are:

- Funding for 20 monthly scholarships in the Agricultural School Las Garzas, a technical education school, located in the municipality of Chimbarongo, which educates young people from poor farming families. Its mission is to train agricultural technicians with a strong academic, technical and ethical base, to provide them with professional skills.
- Annual contributions to Fundación Juan Pablo II, a foundation that supports and benefits poor people or of greater financial need for them to study in the universities of the country.



• Concha y Toro Scholarship for Higher Education was created to encourage and support the education of the children of the employees of the company and its subsidiaries, by means of financial contributions to fund higher education studies. These scholarships are managed by Fundación EGT, and fund the tuition and monthly cost of professional or technical careers for youth that showed a good performance at school and in the University Selection Test, among other requirements.

In order to help reduce the digital gap, in 2011 the company donated eight computers to the Municipality of Peñalolén for its distribution among the schools in the district. Also, in 2012 electronic equipment was donated to Chile Enter, an organization that promotes the incorporation of technologies in education in a sustainable manner. Viña Concha y Toro donated 82 CPUs, 66 computer screens, 30 servers, 22 printers and 21 keyboards, among other electronic devices.



### **EDUARDO GUILISASTI TAGLE EDUCATIONAL FOUNDATION**

Fundación Eduardo Guilisasti Tagle is an initiative that was created in 2002 from the great legacy that Don Eduardo Guilisasti Tagle left in Concha y Toro, and which already has a history of more than 10 years.

The mission of the Foundation is to support the training and education of youth through scholarships for professional or technical studies. While the institution began supporting the children of

employees of Viña Concha y Toro, over the years other scholarships have been added for youth related to other companies. In its decade of existence, a total of 128 scholarships have been granted.

The scholarships given and managed by the Foundation cover all fees for professional and technical careers, and also include an additional program for spiritual, social, cultural and sporting training. In the first 10 years, 54 young people have graduated and another 74 are studying in different areas.



# **Pirque Wine Tourist Center**

Concha y Toro's Wine Tourist Center is the main oenological attraction in Santiago. It is located in Pirque, Valle del Maipo, a privileged area for the production of world-class wines. Concha y Toro's old cellars and vineyards are part of Chile's winemaking tradition and the place where, in 1883, what is now one of the largest wine companies in the world was founded.

The place has many attractions, including:

- La Casona, the vineyard founder's estate house, and the park designed by French landscapist Gustavo Renner.
- The Pirque Viejo vineyard and the new educational garden of grape varieties.
- The famous wine cellar of Casillero del Diablo where the wine legend originated.
- The Tasting Room to try wines together with international cuisine at the Wine Bar.





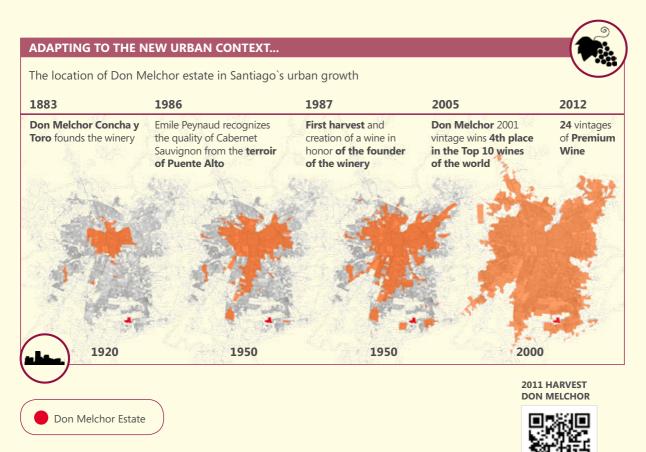






Moreover, in Viña Concha y Toro's 130 years of history some of the company's traditional vineyards have been left immersed in an urban context. In an attempt to know more about this new relationship, in 2012 we conducted the study "Assessment of Social and Ecological Benefits of Urban Vineyards". The results show that the vineyards not only have integrated harmoniously into their new social environment, but have also help to generate multiple environmental and social benefits, among which stands out an increase of up to 20% equity in homes located in neighboring areas (Don Melchor and Tocornal estates, Puente Alto).





Stakeholders

Sustainability Strategy Economic Performance





# **Environmental Performance**

## **Environment**



Be an example for the industry in environmental practices, adopting a culture of environmental excellence in the development of our products.



#### Strategic Pillar **ENVIRONMENT**





Concha y Toro together with its subsidiaries has developed various initiatives such as: Measuring the carbon footprint to work on future goals for reducing greenhouse gas emissions; measuring the water footprint and developing measures for an efficient use of this resource, as well as energy efficiency measures, reducing the amount of materials used, and incorporating technology and innovation in order to develop a clean production.

In addition, the company initiated a Native Forest Conservation Program, aimed at conserving the richness and biodiversity of the vineyards and their environment.

<b>Resource M</b>	anagement
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Following the focus established in the pillar "environment", resource management centers its efforts on optimizing the use of energy, water, as well as the conservation and protection of natural forests.

## **Energy**

Gasoline, oil and gas are the main sources of direct energy consumption for the processes of the company. Fuel consumption increased by 11.1% compared to the previous year. This is mainly due to an increase in the production of grapes, winemaking in the cellars and bottled liters.

DIRECT ENERGY CONSUMPTION				
ENERGY SOURCE	2011 (lt)	2012 (lt)	VARIATION 2011-2012 (%)	
Gasoline	503,947	544,079	8.0	
Oil	2,436,038	2,652,397	8.9	
LPG	2,473,268	2,817,840	13.9	
TOTAL CONSUMPTION	5,413,253	6,014,316	11.1	

Oil, gasoline and LPG are consumed by the agricultural, winemaking and operations areas as well as in land transport (company's own trucks and Transportes Viconto).

Moreover, power consumption in the various areas of Concha y Toro has increased by 7.7% compared to 2011.

ELECTRICITY CONSUMPTION				
AREA	2011 (kWh)	2012 (kWh)	VARIATION (%)	
Agriculture	8,871,976	9,648,892	8.8	
Cellars	18,201,308	19,976,567	9.8	
Operations	13,008,600	13,520,605	3.9	
WTC	324,329	385,034	18.7	
TOTAL CONSUMPTION	40,406,213	43,531,098	7.7	
Total Production (Million 9-Liter Cases)	18.6	19.4	4.5	
(kWh/Cases)	2.17	2.24	3.1	

During 2012, an average 3% more energy was used per 9-liter case produced. Considering the importance of this issue, the winery has carried out energy efficiency audits in the winemaking and storage cellars since 2010. During this period the company implemented measures to improve the quality of the energy used, and progressively made changes in the lightning in bottling plants and cellars. By installing the Laserlight system in the Vespucio Plant, the quality of light improved, resulting in savings of up to 70% on energy consumption.

In the area of renewable energy, in 2012 the company began installing solar thermal panels in the cellars. In a first stage, this technology has been used to power the showers for the personnel and the casino in the Chimbarongo cellars. This investment has made possible to reduce fossil fuel consumption by about 2.5% in the facility.

Also, solar thermal panels have been incorporated to provide hot water in the personnel's bathrooms in the Agricultural Area. During 2012, this technology was implemented in the estates of Los Acacios, San Julián, El Trapiche and Quebrada Seca. The strategic guideline is to continue equipping all those estates where it is feasible to replace fossil fuel with renewable energy.

the impact to the environment, strengthening the management of this resource.

The results of the study indicate that the winery uses 25% less water to produce a glass of wine that the estimated average in the global industry. It is worth noting that Concha y Toro registers a lower water footprint than selected areas such as France, Spain and Australia. Below, a comparison of the water consumption in liters per 750 ml bottle produced by Concha y Toro and the average for the global industry.



One of the measures implemented to optimize the use of water is drip irrigation. Through this system, the plant receives the exact amount of water it needs, avoiding infiltrations and losses.

Water consumption by type of process is as follows:

WATER CONSUMPTION			
PROCESS	2011 (m³)	2012 (m³)	
Water for Irrigation	21,761,492	25,275,302	
Water for Plants + Cellars	808,881	845,452	
TOTAL	22,570,373	26,120,754	

The rise in water consumption is due to an increased area of vineyards, resulting in a larger surface for irrigation.

#### Water

Concha y Toro is the first winery in the world to estimate the water footprint in partnership with Fundación Chile (FCH) and Water Footprint Network (WFN), an international organization whose mission is to promote the transition of production systems to a sustainable management in the use of water. Measuring the water footprint allows knowing the total volume of fresh water used by the company in its processes and develop better strategies to mitigate

EN8



# **Biodiversity**

The main purpose of Concha y Toro's Native Forest Conservation Program is protecting the natural sclerophyllous forest within the lands of the company. To December 2012, there were 3,272 hectares of forest registered as native forest with the National Forest Corporation (CONAF, for its acronym in Spanish).

The areas declared as protected below correspond to sclerophyllous native forest adjacent to the operation and registered with the CONAF. The other areas are approximate measurements in the various estates showing the zones that will not be planted and are treated as private protected areas adjacent to the operation, of sclerophyllous type and not formally declared.

PROTECTED NATURAL FOREST (Estate)	LOCATION (Region and Municipality)	AREA (ha)	TOTAL AREA OF THE ESTATE (ha)
Villa Alegre	Maule Region, municipality of San Javier	283	639
Rucahue	O'Higgins Region, municipality of San Vicente	106	305
Peumo	O'Higgins Region, municipality of Peumo	476	1,310
Ucúquer	O'Higgins Region, municipality of Litueche	235	971
Rauco	O'Higgins Region, municipality of Rauco	458	1,142
Santa Raquel	Maule Region, municipality of Pencahue	38	597
Lourdes	Maule Region, municipality of Pencahue	77	1,513
Palo Santo	O'Higgins Region, municipality of Litueche	84	372
Idahue	O'Higgins Region, municipality of San Vicente	1,515	2,327
TOTAL PROTECTED AREA		3,272	9,176



NEIGHBORING PROTECTED AREA (Estate)	LOCATION (Region and Municipality)	AREA (ha)	TOTAL AREA OF THE ESTATE (ha)
El Boldo	Maule Region, municipality of Cauquenes	50	857
Lourdes	Maule Region, municipality of Pencahue	9	1,513
El Mirador	Maule Region, municipality of Molina	28	200
Las Pataguas	O'Higgins Region, municipality of Pichidegua	188	251
El Triangulo	Valparaíso Region, municipality of Casablanca	3	165
Los Perales	Valparaíso Region, municipality of Casablanca	149	282
Lo Ovalle	Valparaíso Region, municipality of Casablanca	2	137
Nueva Aurora	Coquimbo Region, municipality of Punitaqui	25	225
La Granja	Coquimbo Region, municipality of Punitaqui	5	487
La Chica	Coquimbo Region, municipality of Punitaqui	2	162
TOTAL PROTECTED AREA		461	4,279

EN11 EN14 With the support of the Institute of Ecology and Biodiversity (IEB, for its acronym in Spanish) the company performed biodiversity inventories to determine the flora and fauna, and in the future develop specific conservation plans adjusted to the reality and needs of each estate. To December 2012, 1,217 hectares had been inventoried, equivalent to 37% of the total area of native forest owned by the company, action taken to assess the flora, fauna and microfauna of these sectors and finally propose conservation alternatives.





INVENTORY AREA					
ESTATE	AREA (ha)				
Peumo	476				
Rauco	458				
Villa Alegre	283				
TOTAL	1,217				
TOTAL NATIVE FOREST	3,272				
% OF INVENTORIED FOREST	37%				

The results of the inventories show positive effects on biodiversity in protected areas or non-protected areas of high biodiversity. There are animal species at different stages of endangerment whose habitat is in good condition and located within the natural forests of the company.

ANIMAL SPECIES IN NATURAL FORESTS								
ESTATE	N° OF SPECIES				TYPE OF SPECIES			
	Reptiles	Birds	Mammals	Amphibians	Endemic	Native	Introduced	Domestic
Peumo	3	36	5	-	7	33	2	2
Rauco	2	37	3	1	4	35	-	-
Villa Alegre	3	28	2	-	26	4	-	-



EN15

The following table shows plant species. According to the "Libro Rojo de la VI Región"<sup>8</sup>, Chagual (*Puya chilensis*), found in the Rauco and Peumo estates, and Patagua (*Crinodendron Patagua*), found in the Villa Alegre and Rauco estates, are considered vulnerable species, yet show no conservation problems.

PLANTS IN NATURAL FORESTS						
ESTATE	SPECIES	TOTAL NUMBER OF PLANTS				
Peumo	Boldo / Tevo Salvia macho Litre / Colihue Romerillo / Olivo	103				
Rauco	Boldo / Tevo Litre / Espino Quillay / Peumo Maqui / Bollen and Mora	98				
Villa Alegre	Boldo / Quillay Espino / Tralhuen Mora / Peumo Litre	87				

Biodiversity is a central issue in the area of resources in which the company will continue to work as set out in the Sustainability Strategy.

## **Externalities Management**

The management of externalities, second focus of the environmental pillar, centers on managing emissions, waste, material reduction and recycling.

#### **GHG** Emissions

Concha y Toro continues moving forward in the calculation of its carbon footprint, which is verified annually by an external auditor. The inventory of greenhouse gas emissions has been done since 2007, being the first initiative regarding this matter for both the Sustainable Development Area and the company.

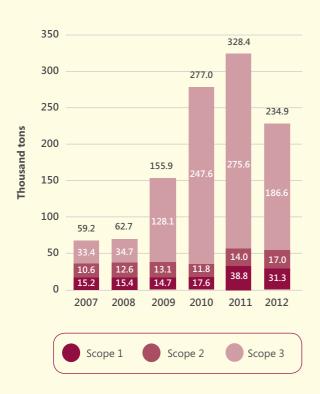
The calculation of the carbon footprint includes scopes 1, 2 and 3 and has been developed according to "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard" of the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI).

For 2011 and 2012 the results of the carbon footprint are shown in the graph below. The decrease of 28% compared to 2011 is explained by the inclusion of adjusted emission factors from the specific supplies of the winery. These were generated by suppliers under the "Suppliers, Sustainability and Carbon Footprint" ("Proveedores, Sustentabilidad y Huella de Carbono") program started in 2011.

<sup>&</sup>lt;sup>8</sup>"Libro Rojo de la VI Región" is a document detailing the state of conservation of the flora and fauna of the Libertador Bernardo O'Higgins Region.



## CONSOLIDATED CARBON FOOTPRINT CONCHA Y TORO BY SCOPE 2007 - 2012

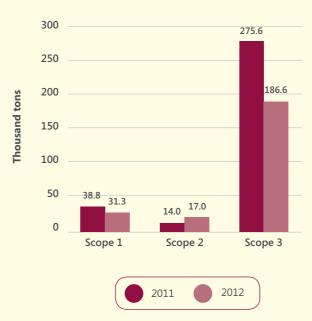


The most significant reduction of the carbon footprint is in Scope 3. This is primarily due to the incorporation of the new emission factor glass. Until 2011, the value of 2.2 kgCO $_2$ e/kg glass was used, however last year the value used was reduced to 1 kgCO $_2$ /kg glass.

Moreover, Concha y Toro's indirect emissions of greenhouse gases decreased by 32.7% in comparison to 2011, mainly due to the reduction of emissions from bottling and packaging (use of bottles, cases, Tetra Pak, Bag In Box, partitions, labels, caps and

corks) and to a lesser extent of emissions from product purchases (tartaric acid, bentonite, and grape), despite an increase of the same produced in transport (business travel, exports, domestic transportation of products and purchase of grapes), as shown below.

#### CO,e TONS PER SCOPE



TYPE OF EMISSION	2011 (t CO <sub>2</sub> e)	2012 (t CO <sub>2</sub> e)	VARIATION %
Packaging/Bottling	184,007	96,593	-47.5%
Transportation	39,905	45,830	14.8%
Product Purchase	51,706	44,194	-14.5%
TOTAL	275,617	186,617	-32.3%

EN16

( EN17

Stakeholders Sustainability Strategy Economic Performance Social Environment Function Stakeholders

EN18

EN26

During the period 2010-2012 the company reduced its emissions by 20,417 tons of  $\rm CO_2e$  due to the use of lightweight bottles. Of this reduction, 84% corresponds to the lower consumption of glass and the remaining 16% to transport. This analysis considers the new emission factor glass.

GLASS CONSU	GLASS CONSUMPTION IN BOTTLES				
YEAR	TOTAL GLASS USED (t)	SCENARIO WITHOUT LIGHT BOTTLE (t)	SAVINGS IN GLASS (t)		
2010	89,295	92,352	3,057		
2011	73,454	80,387	6,933		
2012	76,598	84,419	7,821		
TOTAL	239,347	257,158	17,811		

EMISSION REI	EMISSION REDUCTION BY USE OF LIGHT BOTTLES					
YEAR	GLASS SAVINGS (t CO <sub>2</sub> e)	TRANSPORT SAVINGS (t CO <sub>2</sub> e)	TOTAL SAVINGS (t CO <sub>2</sub> e)			
2010	2,938	491	3,430			
2011	6,663	1,302	7,965			
2012	7,517	1,506	9,022			
TOTAL	17,118	3,299	20,417			







# ANNUAL REDUCTION OF EMISSIONS DUE TO THE USE OF LIGHTWEIGHT BOTTLES



By analyzing the emissions associated with product transportation and business travel, there is an overall increase of 7.5%. This is explained by the increase in sales experienced during the period.



EMISSIONS FROM TRANSPORTATION					
ТҮРЕ	2011 (t CO <sub>2</sub> e)	2012 (t CO <sub>2</sub> e)	VARIATION (%)		
Sea Transportation (exports)	30,102	32,834	9.1		
Land Transportation (exports)	4,152	4,261	2.6		
Air Transportation (exports)	406	719	77.1		
National Distribution (Comercial Peumo )	3,439	3,345	-2.7		
Business Travel	1,806	1,748	-3.2		
TOTAL	39,905	42,907	7.5		

EN19

Moreover, the consumption of refrigerant gases, mainly associated with fugitive emissions from refrigeration systems in winemaking cellars, has decreased by 42.7%, while emissions show a decrease of 40.9%.

This decrease is due to the incorporation of new technologies during the last decade, which have systematically reduced refrigerant leaks.

CONSUMPTION AND EMISSIONS OF REFRIGERANT GASES					
	2011		2012		
REFRIGERANT	CONSUMPTION (kg) EMISSIONS (t CO <sub>2</sub> e)		CONSUMPTION (kg)	EMISSIONS (t CO <sub>2</sub> e)	
HCFC-22	4,471	8,092	2,505	4,535	
HFC-134	837	836	259	259	
R-404-A	22	71	-	-	
HFC-407	-	-	113	182	
HFC-141b			176	335	
TOTAL	5,330	8,999	3,053	5,311	







Additionally to the calculation of the carbon footprint, Concha y Toro has developed various initiatives around carbon management. During 2011, the company entered the Santiago Climate Exchange (SCX) as founding partner, which is a pioneering initiative in the transaction of carbon credits in Latin America. This enabled the company to participate in this market and position itself as a leader, making the first transaction. The operation was conducted in the context of the carbon neutral project of the Sunrise brand for the Nordic market. To achieve this certification, Sunrise offset the CO<sub>2</sub> emissions produced throughout its production and subsequent distribution to Sweden, Norway, Finland and Denmark.

Through the SCX, the company acquired carbon credits from the renewable energy project Central Hidroeléctrica Lircay. This way, Concha y Toro reduced its impact on the environment by reducing emissions by 4,300 tonnes of CO<sub>2</sub> per year, turning Sunrise into the first carbon neutral product of the company.











During 2012, Concha y Toro's distribution subsidiaries in Sweden, Finland, Norway and Brazil neutralized their emissions through the Santiago Climate Exchange. For this initiative 762 tons of  ${\rm CO_2}$  were purchased from the BEASA project for renewable energy, located in Brazil.



OFFICES SCX TRANSACTION

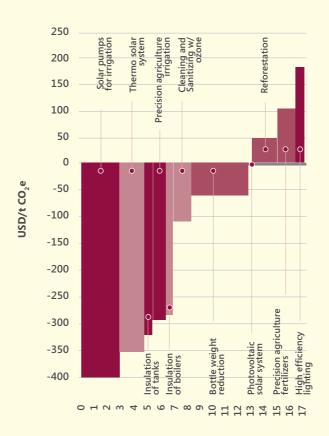


At the same time, the first Marginal  $\mathrm{CO}_2$  Abatement Cost Curve of the national wine industry was developed. This management tool identifies cost-effective reduction strategies for the winery. 11 possible projects were analyzed and the results showed a potential reduction close to 17,000 tonnes of  $\mathrm{CO}_2$ , representing 32% of the emissions associated with fuel and electricity, generating annual savings of approximately US\$2 million.

With respect to other emissions, in 2012 the emissions were as follows:

OTHERS EMISSIONS					
	CONSUMPTION (m³)	SOx (kg)	NOx (kg)	MP10 (kg)	CO (kg)
Diesel	2,658	45,291	6,379	319	1,595
Gas	2,818	27	2,254	343	4

## **CURVE OF MARGINAL CO<sub>2</sub> ABATEMENT COST**



Thousand t CO<sub>2</sub>e savings/year



## Waste

# LIQUID INDUSTRIAL WASTE

The company has 5 plants for industrial wastewater treatment. It also constantly monitors its physicochemical parameters in order to comply with current environmental regulations.

The first aerated activated sludge treatment plant was built in 1999 in the cellar located in Lontué. Currently, all treatment plants are regulated by Supreme Decree (Decreto Supremo - DS) N° 90/2000 "Emission Standard for Regulation of Pollutants Associated with Liquid Waste Discharges to Marine and Inland Surface Waters".

GENERATION OF	ILW			
FACILITY	VOLUME 2011 (m³)	VOLUME 2012 (m³)	TREATMENT	DESTINATION
San Javier	29.2	25.8	Activated Sludge	Inland surface water
Chimbarongo	71.0	101.3		Third Parties (Sanitary) contract with Biodiversa
Curicó	14.8	20.1	Accumulation Dams	Disposal System: Sprinkling Irrigation
Lourdes	29.1	34.5	Activated Sludge	Inland surface water
Lontué	182.1	179.9	Activated Sludge	Inland surface water
Mercedes-Lolol	9.2	9.0	Accumulation Dams	Disposal System: Sprinkling Irrigation
Peralillo	4.4	3.4	Accumulation Dams	Disposal System: Sprinkling Irrigation
Cachapoal	31.1	17.3	Activated Sludge	Inland surface water
Pirque	204.9	207.2	Activated Sludge	Inland surface water
Puente Alto	24.6	24.1		Third Parties (Sanitary) contract with Ecoriles
Nueva Aurora	9.1	11.7	Accumulation Dams	Disposal System: Overhead Irrigation
Lo Espejo	149.2	161.1		Third Parties (Sanitary) contract with Ecoriles
Vespucio	50.0	50.0		Third Parties (Sanitary) contract with Ecoriles
TOTAL	808.8	845.5		

EN2

#### **SOLID INDUSTRIAL WASTE**

Hazardous waste is handled directly in each plant. These are small quantities of toners, batteries, light bulbs, fluorescent tubes, ink containers, spray bottles, oil and empty chemical drums, among others. These wastes are properly managed by an external company, which transports them to the receiving company Hidronor Chile S.A.

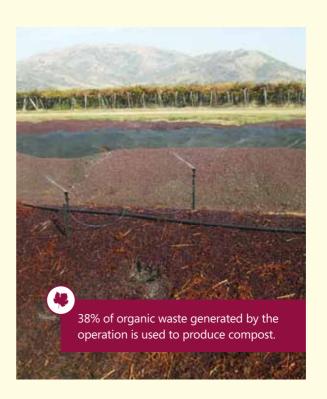
Non-hazardous waste generated by the company is mainly packaging materials (paper, cardboard, plastic, etc.) and waste from the winemaking process (organic such as pomace, stems, etc.).

For several years, a portion of the organic waste (pomace and stems) resulting from the production of wine has been reused as fertilizer in the estates through a solarization process. The remaining waste is sold for recycling and production of tartaric acid. During the reporting year the tons of waste generated increased by 25% compared to the previous year. Currently, 100% of this waste is being valued.

WASTE RECYCLING AND REUSE				
METHOD OF TREATMENT	TYPE OF WASTE	QUANTITY (t)		
		2011	2012	
RECYCLING	Pomace and stems	19,729	24,856	
RECYCLING	Sediments	4,604	4,806	
REUSE	Pomace and stems	3,813	17,983	
TOTAL		38,146	47,645	

Moreover, packaging materials generated the following amounts of 100% recyclable waste. Notably, in 2012 the generation of waste in this category decreased by 27% mainly due to operational improvements in the plants of Pirque and Vespucio.

WASTE FROM PACKAGING					
MATERIAL	2011 (t)	2012 (t)	FINAL DISPOSAL		
Glass	1,982	1,091	Cristalerías Toro S.A. Industrial Waste Collector		
Plastic	276	290	Plaserco S.A. Industrial Waste Collector		
Cardboard	817	861	Sorepa S.A. Industrial Waste Collector		
TOTAL	3,075	2,242			





Furthermore, Concha y Toro has no record in the Health and Safety Area of spills generating waste. In the case that a chemical spill occurs, the company has standing operating procedures that apply to all people present on the premises.

# **Processes and Continuous Improvement**

# **Standards and Certifications**

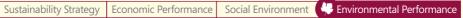
In 2012 Concha y Toro and its subsidiaries were certified with the Sustainability Code by Vinos de Chile through Consorcios Tecnológicos and Tecnovid. This certification demonstrates that the company complies with the national standard of the industry and promotes best practices along the production chain (vineyard, cellar and bottling process). This certification extends to the wineries Palo Alto, Maycas del Limarí, Viña Maipo and Viña Canepa, which may, like Concha y Toro, display an ecolabel on their bottles.

With this certification begins a process whose next phases include audits and accreditation in the social sphere, cellars and bottling plants.





Stakeholders



# **Environmental Training and Awareness**

Considering the importance of sharing the company's environmental practices and developing training programs in specific areas, the winery centers this strategic focus on training its employees on environmental matters in order to have a comprehensive corporate policy implemented and disseminated.



#### **ENVIRONMENTAL POLICY**

Each stage of the production of our wines, from the vineyard to the bottle, is marked by a profound respect for nature, and a constant search for and commitment to excellence.

We are characterized for producing wines of excellent quality respecting nature, its harmony and balance, with special care for the environment, by means of a gentle and integrated work of man inside the vineyard and the cellar.



Upon joining the winery, employees must complete a series of courses from the Corporate Induction Program through the electronic platform "Cultívate". This program includes the e-learning course on Sustainability, launched in January 2012 aiming to deepen and disseminate the various initiatives of the company. During this period 360 people were trained, of which 44% completed the induction via e-learning, while the remaining 56% was trained through the Corporate Induction Manual.

Also, 261 employees from 10 facilities were trained in APL II (Clean Production Agreements). The topics discussed include: biodiversity, water quality, waste management, energy efficiency, and climate change impacts, among others.

#### **ENVIRONMENTAL INVESTMENTS**

In 2012, Cocha y Toro made investments worth more than \$3,000 million for water treatment and other infrastructure works, machinery and equipment. This is in addition to other smaller investments that are not shown in the data presented in the table below.

TYPE OF EXPENDITURE	2011 (MM\$)	2012 (MM\$)
LIW Treatment	730.5	912.9
Construction and Infrastructure Works, Machinery and Equipment	2,333.6	2,137.0
TOTAL	3,064.1	3,049.9

### E- LEARNING





Our first sustainability report presents a series of initiatives, which the winery has developed with enthusiasm and the participation of various areas of the company.

We understand that the path we've decided to take will be full of challenges in different areas of sustainability management. However, the winery is committed to continue working every day to achieve its ultimate goal.

To give back in each bottle that which the earth has given us.



EN30

4.7

LA11



# **GRI Content Index**

INDICATOR	DESCRIPTION	PAGE
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2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	10
2.8	Scale of the reporting organization, including: number of employees, net sales (for private sector organizations) o or net revenues (for public sector organizations), total capitalization broken down in terms of debt and equity, quantity of products or services provided, total assets, ownership, and breakdown by country/region of sales/revenues by countries/regions that represent 5% or more of total revenues.	17
2.9	Significant changes during the reporting period regarding size, structure and ownership, including: the location of, or changes to, operations, including facility openings, closings, and expansions; and changes in the share capital structure and other capital formation, maintenance and alteration operations (for private sector organizations).	12
2.10	Awards received in the reporting period.	46-47
	Report Parameters	
	Report Profile	
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	4
3.2	Date of the most recent previous report (if any).	4
3.3	Reporting cycle (annual, biennial, etc.).	4
3.4	Contact point for questions regarding the report or its contents.	Back cover



	Report Scope and Boundary	
3.5	Process for defining report content, including: determining materiality, prioritizing topics included in the report, and identifying stakeholders that the organization expects will use the report.	4-54
3.6	Boundary of the report (e.g., countries, subsidiaries, leased facilities, joint ventures, suppliers).	5
3.7	State any specific limitations on the scope or boundary of the report.	5
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations.	Not applicable because this is the first report
3.9	Data measurements techniques and the bases for calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	5-77-81-82-86-90-91
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statements (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Not applicable
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Not applicable
	Índice del Contenido del GRI	
3.12	Table identifying the location of the Standard Disclosure in the report.	118
	Assurance	
3.13	Policy and current practice with regard to the seeking external assurance for the report.	It is expected to start assuring the Report in the 2013 version.
	Governance, Commitments and Engagement	
	Governance	
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	22-23-24-27
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	22
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	22
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	27
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social	25
	and environmental performance).	



4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	117 Concha y Toro has procedures for selecting both managers and employees.	
4.8	Internally developed statement of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance, and the status of their implementation.	16-26-28-54	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.	23-26	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	The assessment of that performance will be held quarterly starting in 2013 by means of sustainability management reports.	
	Commitments to External Initiatives		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	51	
4.12	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or endorses.	94-95	
4.13	Memberships in associations (such as industry associations) and/or national/ international advocacy organizations in which the organization: Has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine memberships dues; or Views membership as strategic.	52	
	Participation of Stakeholders		
4.14	List of stakeholder groups engaged by the organization.	52	
4.15	Basis for identification and selection of stakeholders with whom to engage.	52	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and stakeholder group.	4-53	
4.17	Key topics and concerns that have raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	53	
	Disclosures on Management Approach		
5	Disclosures on Management Approach	54	
	ECONOMIC PERFORMANCE INDICATORS		
	Economic Performance		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	55	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	58	



EC3	Coverage of the organization's defined benefit plan obligations.	89	
EC4	Significant financial assistance received from government.	41	
	Market Presence		
EC5 Additional	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	The company has a policy that every employee receives a salary above the legal minimum.	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	66  There are no supplier selection criteria by location.	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Executives and managers of major operations of the winery are local. Concha y Toro has defined procedures for requesting, searching and hiring of people.	
	Indirect Economic Impacts		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	94	
EC9 Additional	Understanding and describing significant indirect economic impacts, including the extent of impacts.	-	
	ENVIRONMENTAL PERFORMANCE INDICATORS		
	Materials		
EN1	Materials used, by weight or volume.	71	
EN2	Percentage of materials used that are recycled input materials.	114	
	Energy		
EN3	Direct energy consumption by primary energy source.	99	
EN4	Indirect energy consumption by primary source.	99	
EN5 Additional	Energy saved due to conservation and efficiency improvements.	100	
EN6 Additional	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not applicable	
EN7 Additional	Initiatives to reduce indirect energy consumption and reductions achieved.	88	



		1
	Water	
EN8	Total water withdrawal by source.	100
EN9 Additional	Water sources significantly affected by withdrawal of water.	-
EN10 Additional	Percentage and total volume of water recycled and reused.	-
	Biodiversity	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	104
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	105
EN13 Additional	Habitats protected or restored.	102
EN14 Additional	Strategies, current actions and future plans for managing impacts on biodiversity.	104
EN15 Additional	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	105-106
	Emissions, effluents and waste	
EN16	Total direct and indirect greenhouse gas emissions by weight.	107
EN17	Other relevant indirect greenhouse gas emissions by weight.	107
EN18 Additional	Initiatives to reduce greenhouse gas emissions and reductions achieved.	108
EN19	Emissions of ozone-depleting substances by weight.	110
EN20	NOx, SOx, and other significant air emissions by type and weight.	112
EN21	Total water discharge, by quality and destination.	113
EN22	Total weight of waste by type and disposal method.	114
EN23	Total number and volume of significant spills.	115
EN24 Additional	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	-
EN25 Additional	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	-



	Products and Services	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact	68-70-108
EN27	Percentage of products sold and their packaging materials that are reclaimed by product category.	Concern about the amount of packaging has made Concha y Toro use the least possible. Nationally, pallets are managed by the client. At an international level, they are reused as they are leased.
	Compliance	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Concha y Toro received no significant fines for non-compliance with environmental regulations in 2012.
	Transport	
EN29 Additional	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	109
	Overall	
EN30 Additional	Total environmental protection expenditures and investments by type.	117
	SOCIAL PERFORMANCE INDICATORS	
	Employment	
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	75
LA2	Total number and rate of new employee hires and employee turnover, by age group, gender, and region.	81
LA3 Additional	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	_
LA15	Return to work and retention rates after parental leave, by gender.	90
	Labor/Management Relations	
LA4	Percentage of employees covered by collective bargaining agreements.	83
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	24
	Occupational Health and Safety	



LA6 Additional	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	91
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities, by region and gender.	91
LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases.	92
LA9 Additional	Health and safety topics covered in formal agreements with trade unions.	83
	Training and Education	
LA10	Average hours of training per year per employee by gender, and by employee category.	85
LA11 Additional	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	87-117
LA12 Additional	Percentage of employees receiving regular performance and career development reviews, by gender.	84
	Diversity and Equal Opportunity	
LA13	Composition of governance bodies and breakdown of employee category according to gender, age group, minority group membership, and other indicators of diversity.	78
	Equal Remuneration for Women and Men	
LA14	Ratio of basic salary and remuneration of women to men, by employee category, by significant locations of operation.	82
	HUMAN RIGHTS	
	Investments and Procurement practices	
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	67
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Compliance with the Code of Conduct for Suppliers will be audited starting in 2013.
HR3 Additional	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	-
	Non-Discrimination	
HR4	Total number of incidents of discrimination and corrective actions taken	27
	Freedom of Association and Collective Bargaining	
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	66 These aspects are included
HR5	association and collective bargaining may be violated or at significant risk, and actions taken to	
HR5	association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	These aspects are included in the Code of Conduct for



	Prevention of forced and compulsory labor	66	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor.	These aspects are included in the Code of Conduct for Suppliers.	
	Security Practices		
HR8 Additional	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	-	
	Indigenous Rights		
HR9 Additional	Total number of incidents of violations involving rights of indigenous people and actions taken.	-	
	Assessment		
HR10	Percentage and total number of operations that have been subject to human rights review and/or impact assessments.	64	
	Remediation		
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	27	
	SOCIETY		
	Local Communities		
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	94-96 No incidents have been registered.	
SO9	Operations with significant potential or actual negative impacts on local communities.	No significant impacts have been raised in local communities.	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.		
	Corruption		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	28	
SO3	Percentage of employees trained in the organization's anti-corruption policies and procedures.	28	
SO4	Actions taken in response to incidents of corruption.	No incidents of corruption have been registered in the organization or among any of its employees.	
	Public Policy		
SO5	Public policy positions and participation in public policy development and lobbying.	Concha y Toro is not involved in the development of public policy or lobbying.	
	J L		



SO6 Additional	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	-
	Anti-Competitive Behavior	
SO7 Additional	Total number of legal actions for anti-competitive behavior, monopoly practices, and their outcomes.	29
	Compliance	
SO8	Monetary value of significant fines, and total number of non-monetary sanctions for non-compliance with laws and regulations.	There were no significant fines.
	PRODUCT RESPONSIBILITY	
	Customer Health and Safety	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	43-59-60-61
PR2 Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	-
	Product and Service Labeling	
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	61-68
PR4 Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	61
PR5 Additional	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Concha y Toro conducts continuous and random customer satisfaction surveys.
	Marketing Communications	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	60
PR7 Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	No incidents have been registered.
	Customer Privacy	
PR8 Additional	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	The company has not registered any claims.
	Compliance	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	There were no fines concerning the provision and use of the company's products.



# **FEEDBACK QUESTIONNAIRE**

TAINABILITY REPORT WHERE 1: NOT
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FOLLOWING FEATURES WHERE 1: VERY BAD
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BOUT THIS REPORT OR FOR THE NEXT REPOR

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