

VIÑA CONCHA Y TORO  
— FAMILY OF WINERIES —



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*Corporate  
Sustainability  
Report*

20  
20

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### **Viña Concha y Toro S.A.**

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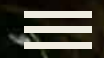
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Chapter 01

# Message from the Chairman

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# Message from the Chairman

Dear all,

I am pleased to share with you our ninth Sustainability Report, which presents Viña Concha y Toro's achievements and challenges towards the commitments made to stakeholders within the framework of its Sustainability Strategy. This document also features our Communication on Progress made to implement the United Nations Global Compact Principles and our contribution to the Sustainable Development Goals.

The year 2020 will undoubtedly go down in history as one of the most challenging for humanity. The Covid-19 pandemic had major health, social and economic consequences at the global level, and shook the structures and paths we had mapped out.

From the onset of the pandemic, our top priority was the health and wellbeing of our employees and all those with whom we interact, while at the same time we had to take the necessary steps to ensure the continuity of our operations, remain responsive to our customers and consumers, and capture opportunities for future growth. In this regard, I would like to thank and acknowledge the commitment and efforts of all of our people, who were instrumental in helping the company overcome this period's numerous obstacles.

Despite the challenges posed by COVID-19, our strategic priorities and ambitions remain intact. The company achieved a historic result, which undoubtedly reveals the strength of our business model and of the new commercial strategy, which has been implemented since 2018 and this year showed an acceleration in its achievements.

In these challenging times, we are more convinced than ever that the economic success of our business must go hand in hand with care for the environment and commitment to the people and the social sphere in which we operate. It is encouraging to see that the pandemic has sharpened the global focus on sustainability in our society.

Our company is continuously striving to make a real contribution and helping to find solutions to global challenges. We have set specific goals through our Sustainability Strategy, which is aligned with the Global Compact Principles and the United Nations Sustainable Development Goals (SDGs) and includes environmental, social, and corporate governance plans.

This past year, we achieved 92% of the goals established for the period, making solid progress in environmental care and protection, people management, responsible sourcing, community





engagement and customer relations, while maintaining quality and innovation in our products.

Our hard work and commitment were acknowledged. For the sixth consecutive year we are part of the Dow Jones Sustainability Index Chile, an important international sustainability index that measures environmental, social, economic and corporate governance aspects, and for the fourth year we are part of the DJSI MILA Pacific

Alliance. Also, the renowned CDP sustainability index once again recognized the company as a leader in sustainable water management, evaluating it with an “A” rating - the highest grade in the program - in the “Water Security” category.

Additionally, our carbon footprint had a significant cumulative decrease of 32% per bottle compared to 2014, exceeding the 30% reduction target established for the period. We also made steady progress on our new Science Based Targets (SBT) commitment, which aims to reduce our absolute emissions by 55% by 2030 compared to 2017 and to reach zero emissions by 2050. During 2020, greenhouse gas emissions decreased by 19% compared to 2017.

Following our strategy of incorporating renewable energy, we achieved our goal of 100% renewable energy supply for Concha y Toro in Chile and 85% globally. The company currently has 21 solar photovoltaic plants in Chile, 1 in Argentina and 1 in the United States.

Our water footprint was 57 liters per glass, 48% lower than the global wine industry average, which reflects the company’s responsible management of water, knowing that its availability and conservation are ongoing challenges for the

industry and society in general. Our Center for Research and Innovation made great progress in the study of adaptation to climate change and water efficiency, implementing industrial pilots to transfer new methodologies to determine water needs in 250 hectares of vineyards, obtaining excellent results and showing that this innovation generates water savings of nearly 20%.

Recognizing the importance of protecting wildlife and biodiversity, this past year we also make progress in the implementation of a new sustainable management model for our vineyards based on an ecosystemic approach. We implemented regenerative practices in two emblematic vineyards, which we hope to extend to the rest of our vineyards over the next few years in order to enhance the natural interaction with the local environment and biodiversity.

The role of forests as carbon sinks is also a key element in sustainability, so the company certified 4,272 hectares of native Mediterranean forest it owns in Chile through the Forest Stewardship Council® (FSC-C154029). In addition, we established an important alliance with the National Forestry Corporation (*Corporación Nacional Forestal*, CONAF) in order to preserve and regenerate native forests immersed in the company's estates throughout Chile.

In terms of waste management, we took important steps that allowed the valorization of 98% of our waste during the period. In our constant search for circular economy alternatives through alliances that add value to the business, we developed an initiative to recycle plastic waste from the labeling process of our wines, which is then used to produce 100% recycled and biodegradable dishwasher bottles.

**92%**

*Achievement of goals established for the period in our Strategy Sustainability*

**100%**

*Renewable electricity supply for Concha y Toro in Chile*



But above all, the success of our business depends on our people, and their health and safety are our top priority. In addition to supporting them through the challenges of the pandemic, we continued to focus our efforts on promoting a safe behavior at the workplace and reduced our lost day rate by 15% compared to the previous period.

In line with our commitment to communities, we set out to collaborate with the best of our capabilities to overcome the health emergency. We made an important contribution to the Private Emergency Health Fund in Chile, promoted by the Confederation of Production and Commerce (CPC), and delivered more than 50 thousand liters of alcohol gel sanitizer in different formats, for both individuals and organizations. Considering the important role of organized science in fighting and containing the virus, our company also provided the expertise of the Center for Research and Innovation (CRI) to strengthen the country's diagnostic capabilities and carry out tests for the detection of SARS-Cov2 as part of the network of laboratories coordinated by the Ministry of Science, Innovation, Knowledge and Technology.

Our subsidiaries, Bodegas Trivento and Fetzer Vineyards, also supported their nearby communities by delivering lunches and supplies for the

manufacture of alcohol gel, and by raising funds for the purchase of medical supplies and equipment for hospitals.

These are great achievements, but there will be new challenges ahead that will continue to demand our best. We are confident that our strong commitment to sustainability and deep sense of responsibility to future generations will enable us to maintain our company's leading position, in hand with economic success.

Our top priority will continue to be the health and safety of our employees and to ensure that our facilities are well protected and managed, to keep on contributing to a better future as the world recovers from COVID-19.

**Alfonso Larrain Santa María**  
Chairman of Viña Concha y Toro





Chapter 02

# About this report

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Viña Concha y Toro's Sustainability Report includes information for the period between January 1 to December 31, 2020. It has been prepared using the most recent version of the Global Reporting Initiative (GRI) Standards, taking into account the latest updates on: Water (2018), Health and Safety (2018), Taxes (2019) and Waste (2020). This Report aims to make public how the company manages sustainability in economic, social and environmental aspects of the business, considering the creation of value with a long-term strategic perspective.

Viña Concha y Toro publishes its Sustainability Report annually, the 2020 version being the company's ninth publication.



## Definition of Content

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The content of the Sustainability Report was prepared according to the criteria and content of the Global Reporting Initiative (GRI) Standards in its latest “**comprehensive**” version.

To determine the content of the report, a materiality process was carried out taking into account the results of the previous year and the structure of the company’s Sustainability Strategy as a basis. This was combined with new media analysis, consultation with stakeholders, review the industry’s context and internal interviews to raise challenges and progress made in the management of the company's sustainability. Subsequently, a process of validation and prioritization of the material issues raised internally and externally was carried out.

The purpose of this materiality process is to determine those aspects that affect the company’s sustainability and that may have a significant impact on its business performance or substantially influence the evaluations and decisions of its stakeholders.

The main suggestions and concerns raised by our stakeholders referred to the extension of the Sustainability Report and the strengthening of the document's external communication strategies. These concerns were considered in the preparation of this document and its subsequent publication and dissemination.





# Material Topics and Scope

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Chapter	Material Topic
<b>Viña Concha y Toro</b>	<ul style="list-style-type: none"> <li>▶ Profitability and Economic Indicators + Economic Performance</li> <li>▶ Corporate Strategy</li> <li>▶ Origins (Family of Wineries)</li> <li>▶ Awards, Recognitions and Strategic Alliances</li> <li>▶ Innovation and Research</li> <li>▶ Commitment to Sustainability</li> </ul>
<b>Corporate Governance, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>▶ Legal Compliance</li> <li>▶ Ethics and Anti-corruption</li> <li>▶ Human Rights</li> <li>▶ Information Security</li> <li>▶ Risk Management</li> </ul>
 <b>Environment</b>	<ul style="list-style-type: none"> <li>▶ Biodiversity and Soil Care</li> <li>▶ Energy (efficiency and use of renewable energy)</li> <li>▶ Waste Management and Recycling</li> <li>▶ Water Management</li> <li>▶ Mitigation and Adaptation to Climate Change</li> </ul>
 <b>Supply Chain</b>	<ul style="list-style-type: none"> <li>▶ Responsible Sourcing</li> <li>▶ Supply Management (grapes and materials)</li> <li>▶ Promotion of Sustainability in the Supply Chain</li> </ul>
 <b>People</b>	<ul style="list-style-type: none"> <li>▶ Employees Well-being</li> <li>▶ Internal Culture</li> <li>▶ Human Capital Development</li> <li>▶ Diversity and Equal Opportunities</li> <li>▶ Home Office and COVID-19 protocols</li> <li>▶ Health and Safety</li> </ul>
 <b>Product</b>	<ul style="list-style-type: none"> <li>▶ Portfolio and New Products</li> <li>▶ Certifications</li> <li>▶ Excellence in Operations</li> <li>▶ Product Quality and Safety Management</li> </ul>
 <b>Customers</b>	<ul style="list-style-type: none"> <li>▶ Marketing and Responsible Drinking</li> <li>▶ Distribution Efficiency</li> <li>▶ Customer Satisfaction</li> <li>▶ Digital Transformation and E-commerce</li> <li>▶ Transparency and Customer Information</li> </ul>
 <b>Society</b>	<ul style="list-style-type: none"> <li>▶ Aid to communities affected by COVID-19</li> <li>▶ Social Initiatives and Volunteering</li> <li>▶ Support for Local Development</li> </ul>

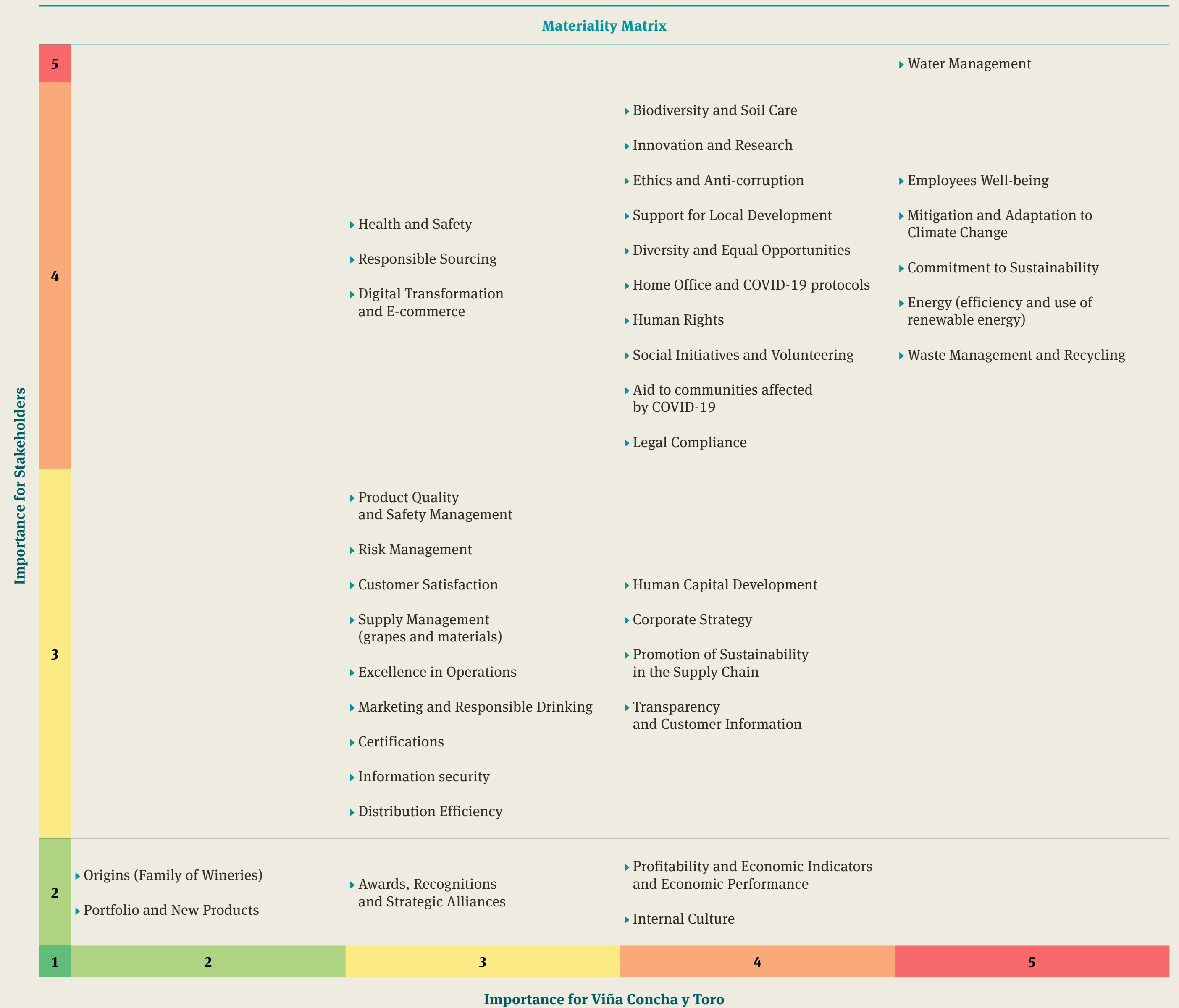


# Materiality Matrix

102-47

The Materiality Matrix was created following the recommendations of the GRI. The “X” axis is made with those issues that are a priority for the company based on its current or potential impact on the business, and the “Y” axis is made of those that are a priority for all stakeholders.

The following prioritization of topics resulted from these two consultation processes.



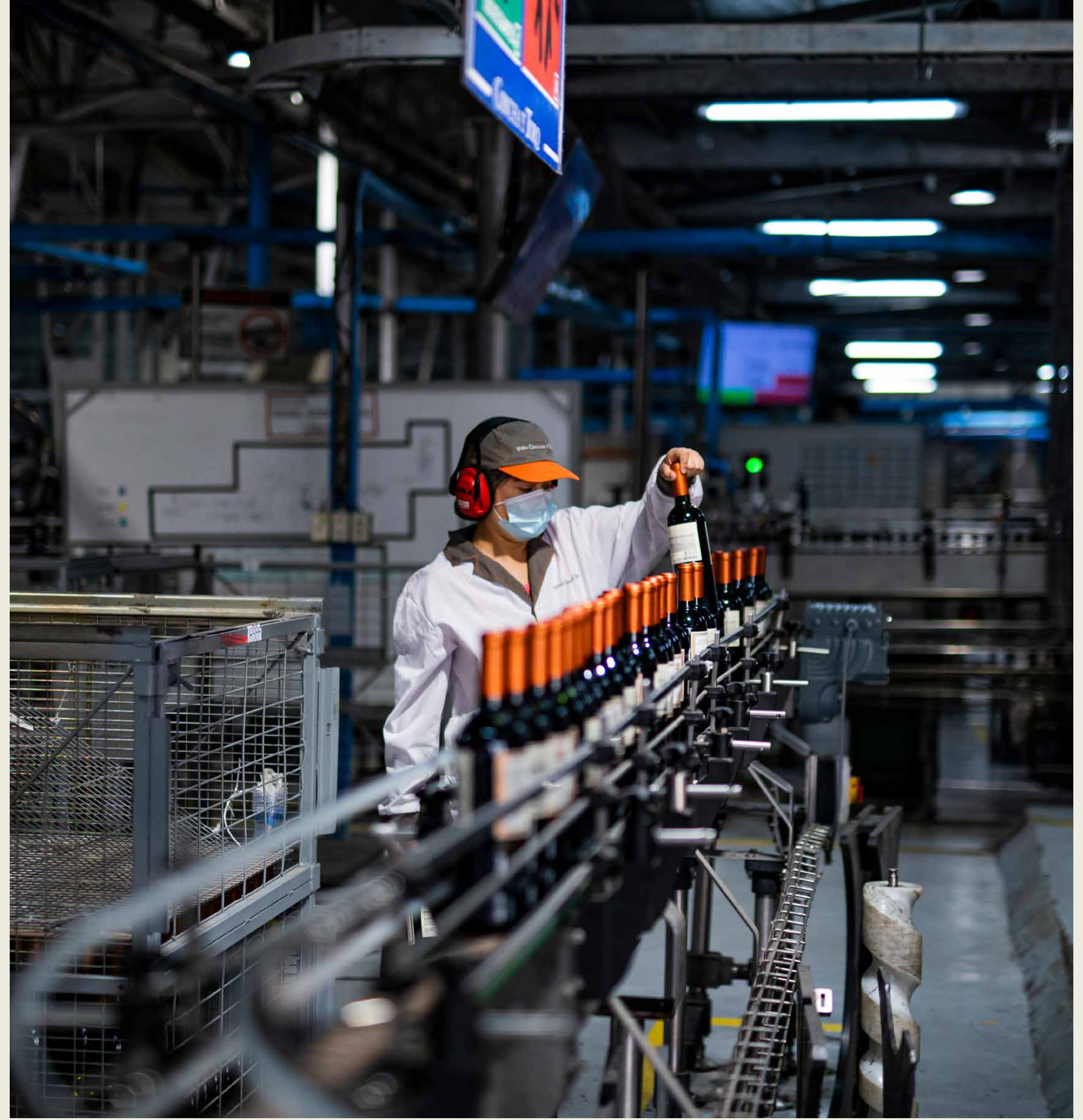


# Our Stakeholders

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The identification and selection of the company's stakeholders was carried out in 2018 through a survey and prioritization process, which included all identified stakeholders. This process resulted in eight categories of stakeholders, separated into internal and external. Internal stakeholders are employees, shareholders and investors; external stakeholders are suppliers, communities, society, government and authorities, customers and the media.

The company seeks to encourage the participation of all its stakeholders, and continuously promotes collaboration through various activities and communication channels where they can express their demands, opinions, concerns and suggestions.




**INTERNAL STAKEHOLDERS**

	Topics of interest	Communication mechanisms	Engagement channels	Frequency
<b>Employees</b>	▶ Diversity and Equal Opportunities	▶ Internal Newsletter “The Week Online”	Complaints and Suggestions Mailbox	Periodic
	▶ Water Management	▶ Breakfasts with Employees	Engagement Survey	Biannual
	▶ Mitigation and Adaptation to Climate Change	▶ Sustainability Report	Dialogue with Trade Unions	Monthly
	▶ Employees Well-being	▶ Webpage	Performance Evaluation	Annual
	▶ Human Capital Development	▶ Bulletin Boards and Information Screens	Sustainability Report Feedback Survey	Annual
	▶ Waste Management and Recycling	▶ Internal Mailings		
	▶ Home Office and Pandemic Protocols			
<b>Shareholders and Investors</b>	▶ Water Management		Ordinary Shareholders' Meeting	Annual
	▶ Mitigation and Adaptation to Climate Change	▶ Sustainability Report		
	▶ Waste Management and Recycling	▶ Annual Report	Conferences and roadshows	Periodic
	▶ Innovation and New Products	▶ Webpage - Investor Relations		
	▶ Ethics and Anti-corruption	▶ Investor Relations Department	Conference Calls	Periodic
	▶ Human Rights	▶ Financial Press Releases		
	▶ Marketing and Responsible Drinking		Sustainability Report Feedback Survey	Annual
	▶ Risk Management			



## EXTERNAL STAKEHOLDERS

	Topics of interest	Communication mechanisms	Engagement channels	Frequency
<b>Suppliers</b>	▶ Customer satisfaction		Whistleblower Channel	Periodic
	▶ Ethics and anti-corruption	▶ Sustainability Report	Meetings with Suppliers	Periodic
	▶ Health and safety	▶ Technical Assistance for Grape Growers	Sustainability and Carbon Footprint Program	Periodic
	▶ Water Management	▶ Audits and Evaluations	Technical Assistance for Grape Growers	Periodic
	▶ Human Rights	▶ Webpage	Sustainability Report Feedback Survey	Annual
	▶ Profitability and Economic Indicators	▶ Ethics and Sustainability Self-Assessment		
<b>Communities</b>	▶ Water Management		Specific Programs by Area of Influence	Periodic
	▶ Mitigation and Adaptation to Climate Change	▶ Sustainability Report	Whistleblower Channel	Periodic
	▶ Waste Management and Recycling	▶ Community Relations	Sustainability Report Feedback Survey	Annual
	▶ Biodiversity and Soil Care	▶ Community delegates	Meetings with Local Organizations	Periodic
	▶ Legal Compliance	▶ Webpage		
	▶ Human Rights	▶ Social Networks and Media		
<b>Society</b>	▶ Water Management		Meetings and Working Groups	Periodic
	▶ Mitigation and Adaptation to Climate Change	▶ Sustainability Report	Whistleblower Channel	Periodic
	▶ Diversity and Equal Opportunities	▶ Annual Report	Sustainability Report Feedback Survey	Annual
	▶ Waste Management and Recycling	▶ Webpage	Engagement with Trade Unions	Periodic
	▶ Normative compliance			
	▶ Human Rights			
	▶ Responsible Sourcing			



## EXTERNAL STAKEHOLDERS

	Topics of interest	Communication mechanisms	Engagement channels	Frequency
<b>Government and authorities</b>	▶ Water Management		Engagement with stakeholders	Periodic
	▶ Ethics and Anti-corruption			
	▶ Legal Compliance	▶ Annual Report	Working Groups	Periodic
	▶ Mitigation and Adaptation to Climate Change	▶ Sustainability Report		
	▶ Waste Management and Recycling	▶ Webpage	Sustainability Report Feedback Survey	Annual
	▶ Human Rights			
<b>Customers</b>	▶ Customer Satisfaction		Customer Satisfaction Survey	Annual
	▶ Water Management	▶ Annual Report		
	▶ Innovation, Research and New Technologies	▶ Sustainability Report	Whistleblower Channel	Periodic
	▶ Mitigation and Adaptation to Climate Change	▶ Webpage		
	▶ Commitment to Sustainability	▶ Social Networks		
	▶ Digital Transformation and E-commerce		Sustainability Report Feedback Survey	Annual
<b>Media</b>	▶ Water Management		Whistleblower Channel	Periodic
	▶ Mitigation and Adaptation to Climate Change	▶ Annual Report		
	▶ Diversity and Equal Opportunities	▶ Sustainability Report		
	▶ Waste Management and Recycling	▶ Webpage		
	▶ Legal Compliance	▶ Press Releases	Press Conferences	Periodic
	▶ Human Rights			
	▶ Responsible Sourcing			





Chapter 03

# Company Profile

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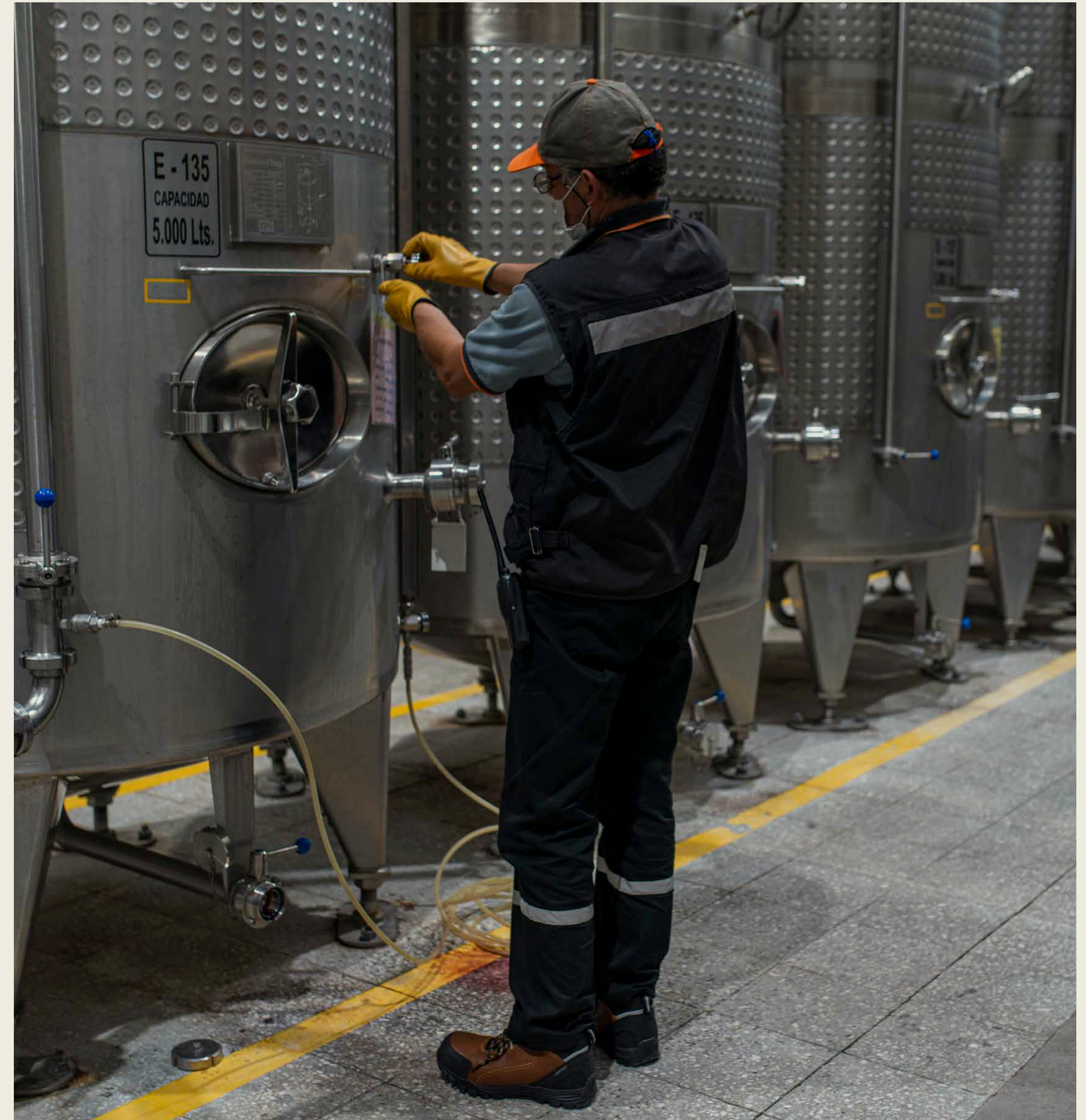


Founded in 1883, Viña Concha y Toro has become the leading wine producer in Latin America and one of the most important wine companies in the world, with presence in more than 130 countries. The company owns more than 12 thousand hectares of vineyards in Chile, Argentina and the United States.

Viña Concha y Toro S.A. was established as a Public Limited Company by public deed on December 31, 1921 when it expanded its business name to general wine production. The company is incorporated as a publicly traded company and is listed on the Santiago de Chile stock exchange.

The company's headquarters are in Santiago de Chile, but it has vineyards, wineries and bottling plants in three countries -Chile, Argentina and the United States-, the origins the unique wines of its diverse corporate portfolio. In total, the company has 12,313 hectares of vineyards and 3,275 employees, in addition to 13 sales and distribution offices in North America, South America, Asia and Europe.

Our brands are well-known worldwide for their quality. Thanks to their distinctive characteristics and the work of our powerful sales team, they are present in more than 130 countries, their main markets being the UK, US, Chile, Brazil and the Nordic countries.





# Viña Concha y Toro Family of Wineries

102-2



Viña Concha y Toro - Family of Wineries works under an agricultural and oenological model of excellence that is based on a philosophy that aims to guarantee the production of quality wines, seeking to satisfy the demands of consumers around the globe.

Since its inception, the development of Viña Concha y Toro has led to the creation of subsidiaries, which have had an outstanding growth over time, becoming the main pillars of the business.

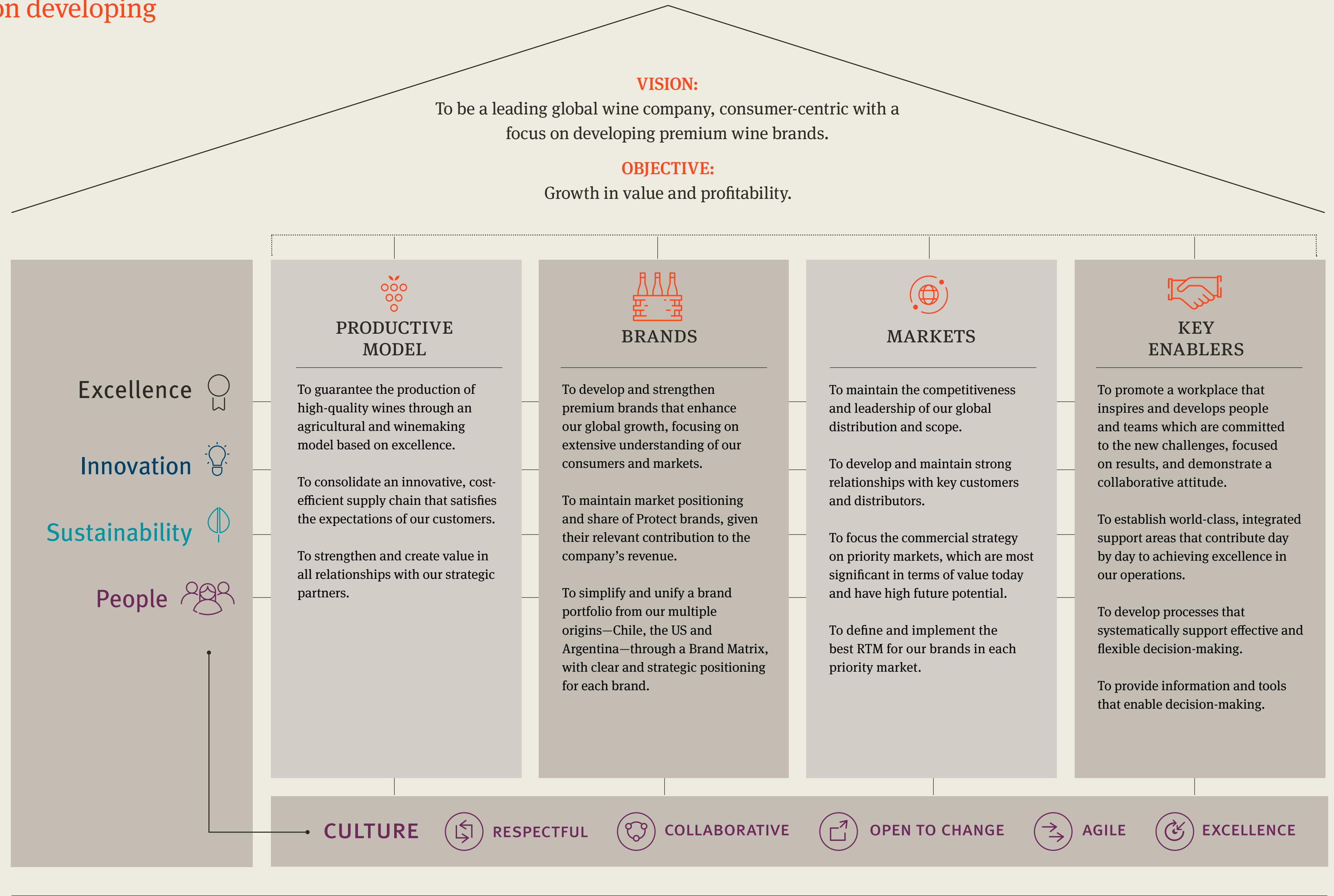
The company owns and operates vineyards in Chile, Argentina and the United States, producing a wide variety of grapes. Optimal climatic conditions and diversity of terroirs allow the production of wines of exceptional quality and unique character. In addition, Viña Concha y Toro has its own wine-making cellars and bottling plants in its three countries of origin, as well as an extensive global distribution network.

<sup>(1)</sup> JV 51% Viña Concha y Toro – 49% Digrans S.A.  
<sup>(2)</sup> JV 50% Viña Concha y Toro – 50% Charton Hobbs.  
<sup>(3)</sup> JV 41% Viña Concha y Toro – 41% Mercian Co. – 18% Mitsubishi Co.



To be a customer-oriented leading global wine company, focused on developing premium wine brands.

# Strategy 2022





# Strategic Pillars



## Excellence

Every day, millions of consumers around the world place their trust in the quality of Viña Concha y Toro's brands. Each and every person who works in the company seeks to achieve excellence in a continuous and collaborative process.



## Innovation

We promote an entrepreneurial spirit and constantly challenge ourselves. We seek to transcend with solutions that add value to our consumers' life. We believe in the power of systematic research, development and innovation for a connected and sustainable future.



## Sustainability

We understand the value of growing in harmony with our natural and social environment. Each step of our business operates incorporating sustainability and creating virtuous relations with our surroundings, seeking to give back in each bottle what the land has given us.



## People

At Viña Concha y Toro we understand that our employees are strategic allies and the true protagonists of the cultural change that is taking place within the company. In our systemic and integrative vision, collaboration is the main value in a culture that will allow us to meet every challenge we set for ourselves.



# International Presence

102-6

**3**  
Production Origins

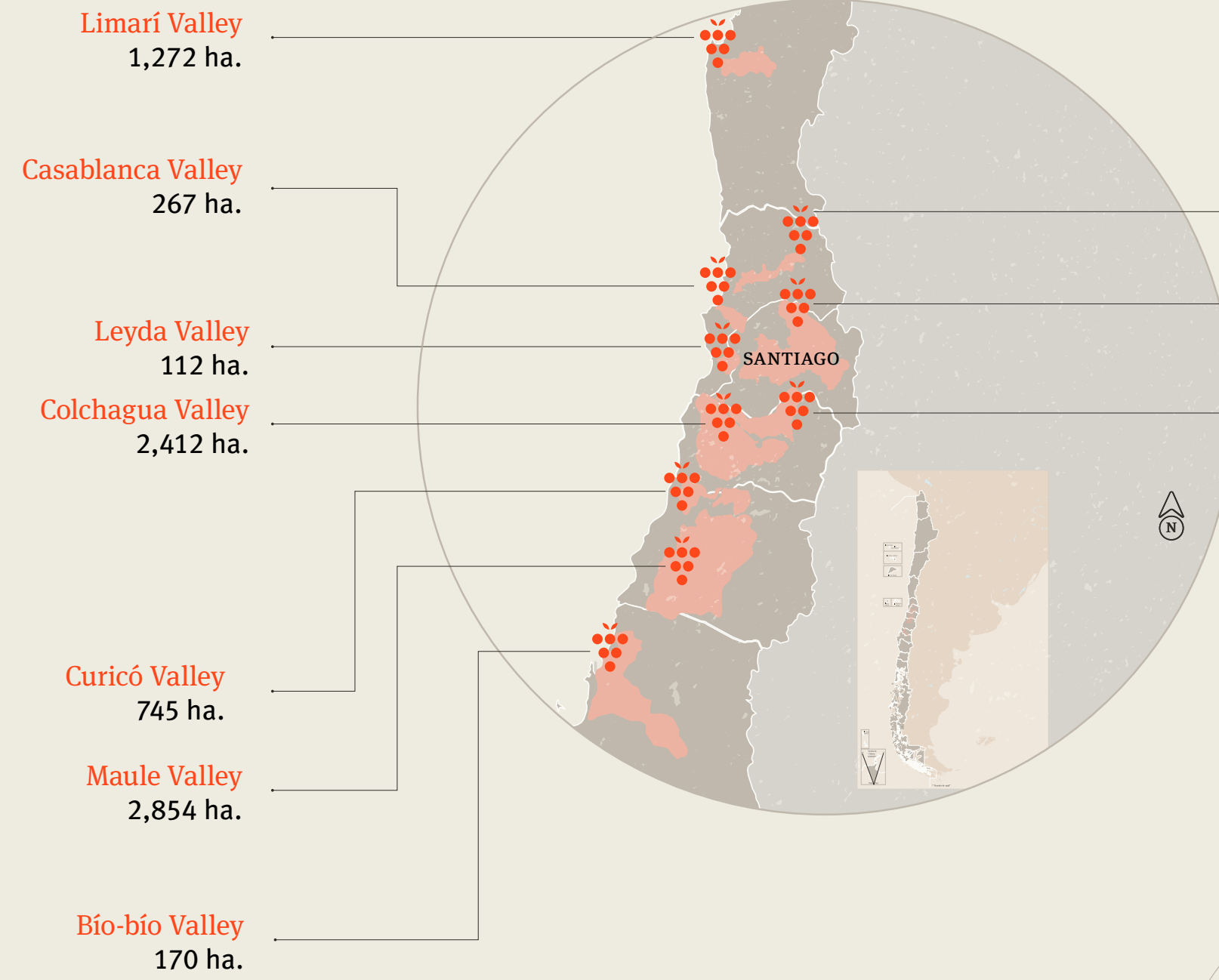


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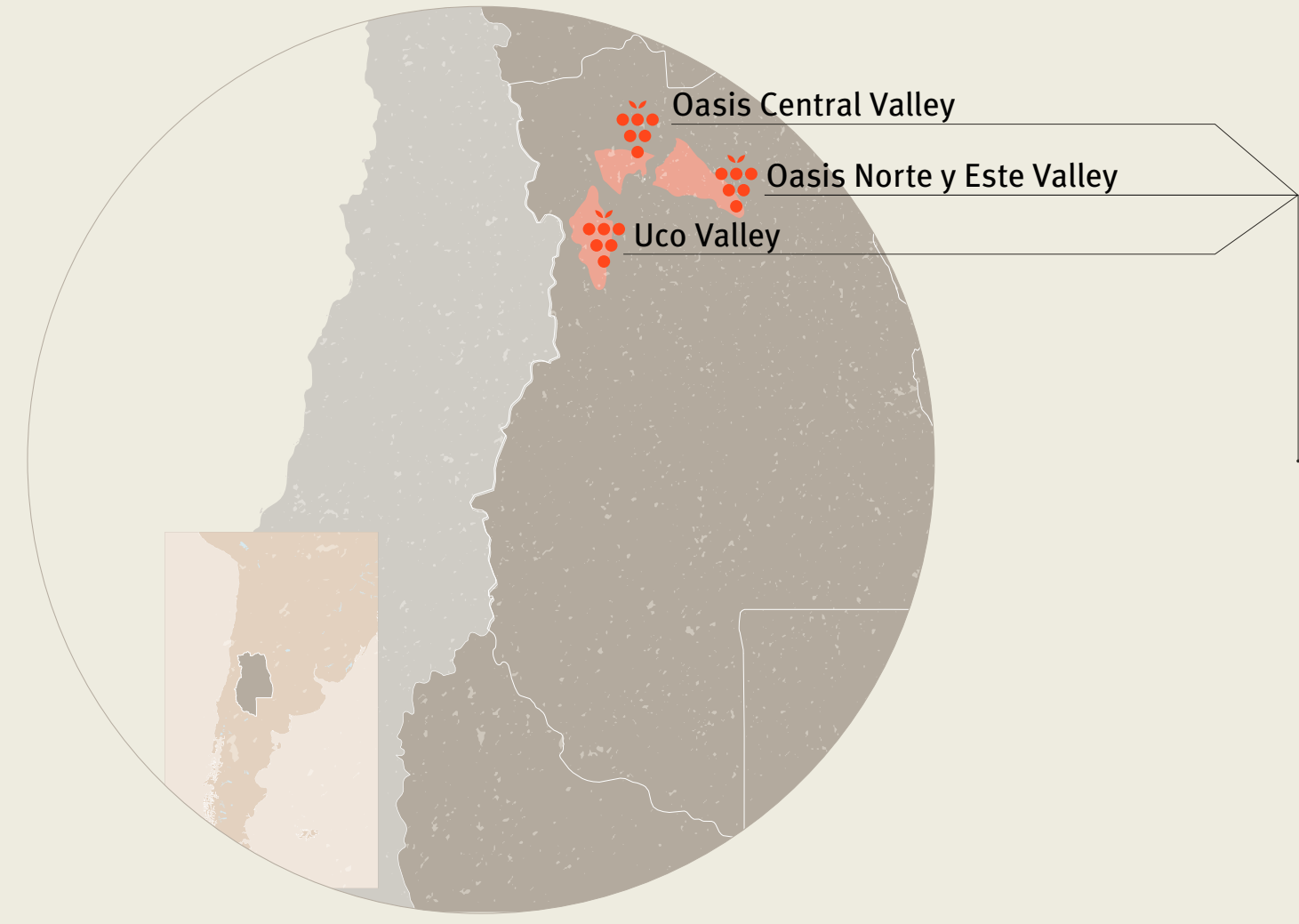


# Distribution of vineyards

## Chile



## USA



## Argentina

Mendoza  
1,452 ha.

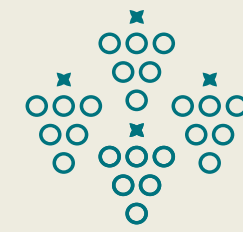
	Chile	Argentina	United States	Total
Valleys	10	3	2	15
Vineyards	55	10	14	79
Hectares planted	10,445	1,452	416	12,313
Winemaking cellars	12	3	1	16
Bottling plants	3	1	1	5



# Value Chain

102-9

A key factor in the success of the company's business model is its active participation at all stages of the value chain: grape growing, winemaking, bottling and sales. This gives us a comprehensive vision of the business, which ensures the quality in each of the processes and, ultimately, the products.



## Vine growing and care

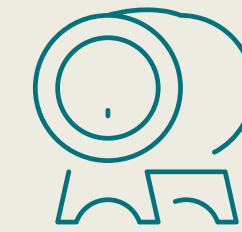
Proper care of the vineyards is essential for the preservation of natural resources.

We cultivate our vines with special care for the environment. 100% of our grape production has sustainability certification.

**145,942**  
Tons of grapes

### Agricultural products

- ▶ Agrochemicals
- ▶ Phytosanitary



## Harvest and winemaking

During the harvest, the grapes are collected and transported to our winemaking cellars for controlled fermentation to obtain an optimal oenological result.

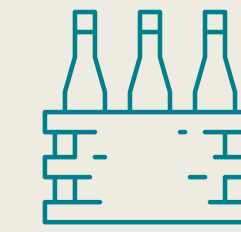
We work to continually improve process efficiency and sustainability. 80% of electricity supply in cellars comes from renewable sources.

**252,945**  
Thousand liters

### Grape suppliers

#### Suppliers of oenological goods:

- ▶ Barrels
- ▶ Filters
- ▶ Clarifiers
- ▶ Additives and others



## Bottling and Packaging

Process of safely bottling wine in the different formats offered by the company.

We continue working on reducing the weight of our packaging. In addition, 75% of electricity supply in packaging plants comes from renewable sources.

**257,117**  
Thousand liters

### Packaging suppliers

- ▶ Bottles
- ▶ Labels
- ▶ Cases
- ▶ Caps and corks
- ▶ Plastics and other service providers





## Distribution

Distribution to logistics centers or export to reach consumers.

We are committed to a more sustainable distribution model, working together with customers and distributors to reduce CO<sub>2</sub> emissions.

# 13

Sales and distribution offices

**Logistics suppliers**



## Marketing and Sales

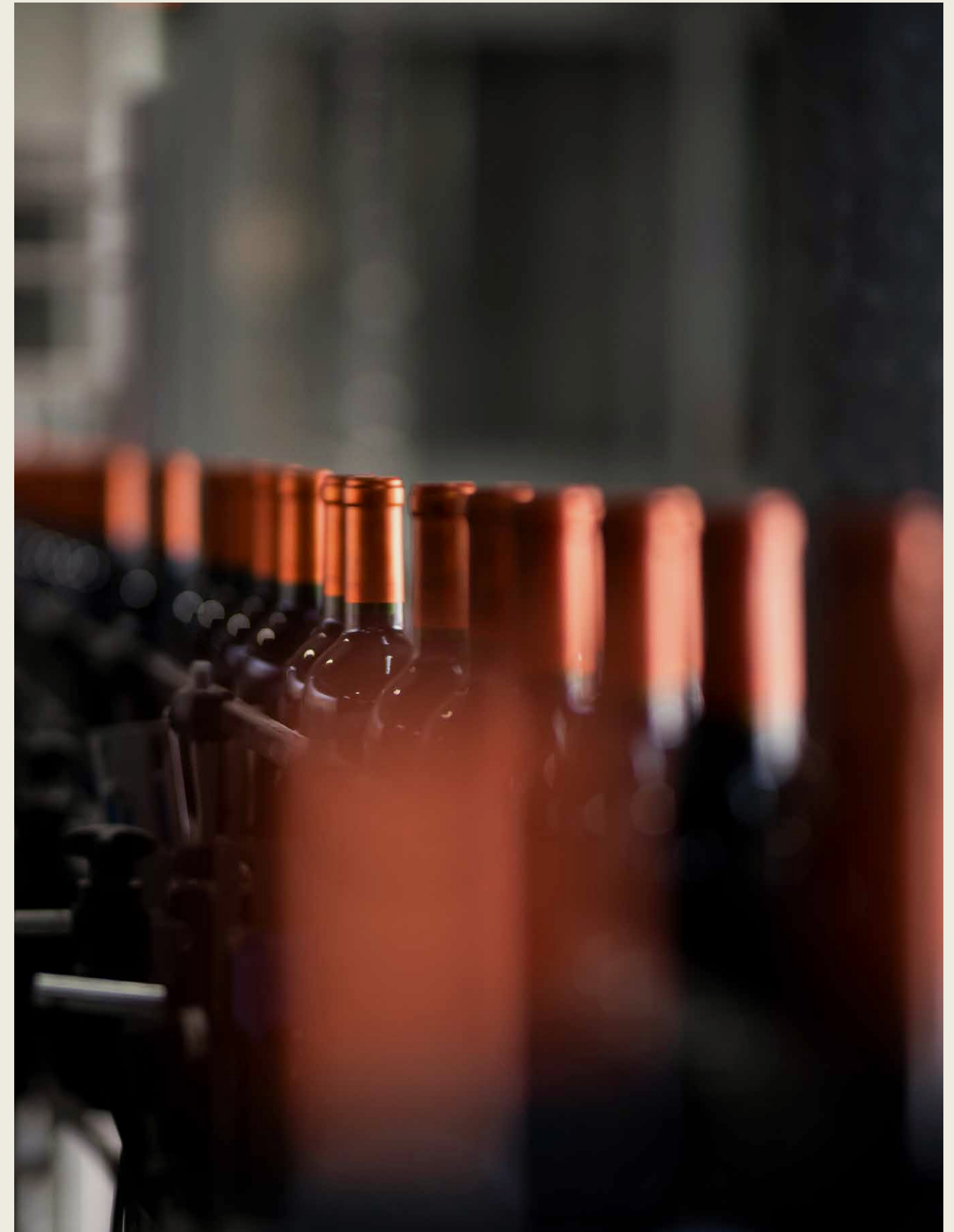
We have consolidated marketing and sales teams to work together in each market to position our brands.

We use the potential of our brands to communicate with our consumers, promoting responsible drinking.

# +130

Countries of destination

**Providers of advertising services**





# Economic Performance

In a challenging scenario, marked by the COVID-19 pandemic and its various effects on markets and distribution channels, Viña Concha y Toro managed to move forward with the business strategy that it implemented in 2018 and consolidated in 2019, which reoriented the business towards those brands defined as Principal and Invest, focusing commercial efforts and investment in brand building.

Viña Concha y Toro's consolidated revenues in 2020 totaled Ch\$769,067 million, an increase of 17.1%. This outstanding result was due to a 5.9% growth in volume, a better mix of sales and average price, higher sales in the “other businesses” segment, and a positive impact of the exchange rate, which reflects the strengths of our integrated business model and our new commercial strategy.

102-7  
Main Figures 2020

Consolidated sales reached

**CH\$  
769,067**

million, growing 17.1% in value and 5.9% in volume.

Sales by weight of the wine segment grew by

**16.8%**

an increase of 4.6% in volume, with a total of 35 million cases.

Non-operating income recorded a loss of

**CH\$  
14,827**

million, mainly due to a loss of Ch\$4,423 million due to exchange rate differences.

Net financial costs of financial income and readjustment units totaled

**CH\$  
14,226**

million, an increase of 13.7%.

Net income reached

**CH\$  
77,994**

million, an increase of 48.6% compared to the Ch\$52,500 million recorded in 2019.

In foreign markets, valued sales totaled

**CH\$  
510,912**

million, an increase of 17.6%. There was an expansion of 4.9% in volume.



Performance by category

GROWTH BY BRAND CATEGORY

Categorías	Valor	Volume
Principal	32.8%	18.6%
Invest	36.7%	29.1%
Protect	14.5%	3.2%
Watch	(1.6)%	(8.8)%
Other wine brands	(11.3)%	(14.5)%
Other brands (not wine)	19.8%	45%

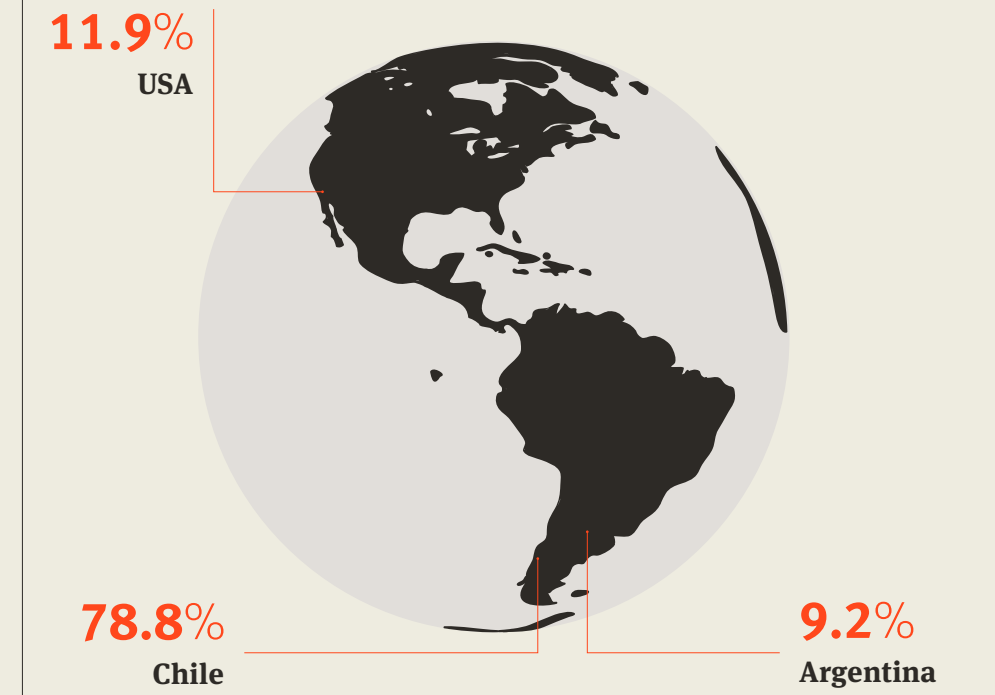
DIRECT ECONOMIC VALUE

GENERATED AND DISTRIBUTED 201-1 102-48

	2017	2018	2019	2020
<b>GENERATED ECONOMIC VALUE</b>				
Sales revenues*	613,515,357	614,128,905	656,980,447	769,067,418
Other revenues	20,043,495	22,747,283	8,379,101	2,406,459
<b>DISTRIBUTED ECONOMIC VALUE</b>				
Operational costs	483,909,811	454,713,274	470,010,939	540,040,485
Employees wages**	105,363,612	107,725,309	111,528,455	109,683,644
Payments to capital providers	31,007,388	30,591,093	32,243,640	37,799,113
Community investment	230,426	232,620	239,892	654,483
Taxes	13,719,788	11,394,118	17,071,544	26,390,068
<b>RETAINED ECONOMIC VALUE</b>				
	29,597,157	32,219,774	34,265,029	56,906,084

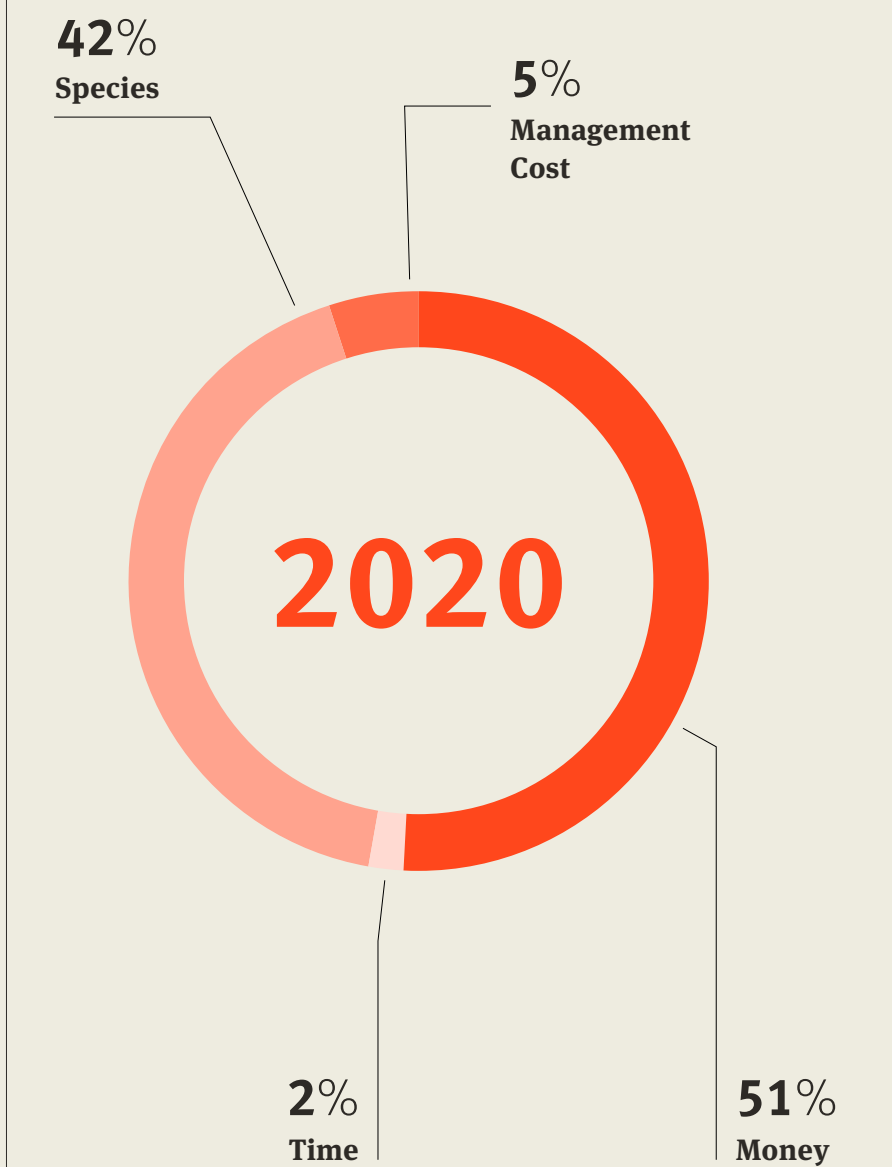
\* In 2018, the IFRS 15 accounting standard was adopted. The figures for 2018 and 2017 are presented in accordance with the IFRS 15, which had an impact that decreased the recognition of sales and gross profit by \$30,269 million in 2017 and \$26,630 million in 2018.  
 \*\* Employees' wages include: wages and salaries, social security, profit sharing and bonuses, other personnel expenses and termination benefits.

SALES BY ORIGIN (VALUE)



COMMUNITY INVESTMENT:

BREAKDOWN BY TYPE OF CONTRIBUTION





# Awards and Recognitions

Year after year, the company and its subsidiaries receive outstanding accolades that ratify its commitment to excellence.

MEMBER OF  
**Dow Jones Sustainability Indices**

In Collaboration with RobecoSAM

**Viña Concha y Toro joins DJSI Index Chile and MILA**

Viña Concha y Toro came in ninth place in the Beverages category at a global level, with 74 points, 40 points above the industry average.



WATER

**A+ in CDP Water**

The renowned CDP sustainability index recognized the company for the second consecutive year as a leader in sustainable water management, awarding it the highest “A” rating in the CDP Water questionnaire.



**HALLBARS Award**

The Hallbars Sustainability Reports Awards chose Viña Concha y Toro's Sustainability Report among the three best in the world and first in Latin America in the Food and Beverages sector. 702 companies from 78 countries participated in the process.

► **9<sup>th</sup> place among the most responsible companies with the best corporate governance (MERCOSUR)**

Viña Concha y Toro was ranked 9th in the Corporate Reputation Business Monitor (MERCOSUR) among the 100 most responsible companies with the best corporate governance of 2019. The company also maintained its leadership in the wine sector.

► **Concha y Toro comes 4<sup>th</sup> in MOST ADMIRED WINE BRANDS**

For the fifth consecutive year, Concha y Toro was chosen among the five most admired wine brands in the world by Drinks International.



► **Cono Sur awarded Golden Medal at the “International Sustainable Winegrowing Awards 2020”**

The international sustainable winemaking contest held by the Botanic Research Institute of Texas (BRIT) awarded Cono Sur the Gold Medal in recognition of the winery's sustainable practices.

► **Trivento Best-selling Argentinian brand in Europa**

Argentinian winery Trivento's sales in European countries grew again in the 2019-2020 period and the Trivento Reserve brand consolidated its leadership as the best-selling Argentinian

wine in the continent, especially in the United Kingdom.



► **Green Medal for Bonterra**

Bonterra received a Green Medal in the Environment category at the Sustainable Winegrowing Leadership Awards, which recognize the leadership of California wineries committed to sustainability.



► **Concha y Toro among the 100 Wineries of the Year according to Wine and Spirits.**

Second wine company in the world with the most honorable mentions in the prestigious ranking of the wine magazine.



# Membership and Associations

102-13 102-12

The company supports and participates in associations that seek to promote the development and sustainability of the sector. Some of these affiliations are global and applicable to the Holding as a whole and others have been subscribed by local subsidiaries in each of their countries.



## Global Holding Viña Concha y Toro



Aims to promote, disseminate and continue integrating the 10 principles of the Global Compact into the business sector, seeking more responsible operations. The company also supports the local networks of the Global Compact in Chile and Argentina.



Focuses on promoting fair and smart use of water.



A voluntary public-private association that aims to advance the “Carbon Pricing” agenda. Viña Concha y Toro is partner of the CPLC and was invited to participate thanks to its “Carbon Fund” project.



The Global Reporting Initiative (GRI) is an independent organization whose objective is to promote the development of sustainability reports in all types of organizations.

Viña Concha y Toro has been a member of the GRI GOLD community since 2014, establishing a long-lasting relationship to promote global reporting.



## Local – By subsidiary

Chile		United States	
▶ Vinos de Chile A.G	It promotes the national wine industry, focusing on responsible drinking and sustainable business practices.	▶ AgSafe	Promotes the food and agricultural industries' commitment to a safe and sustainable food supply and workforce, providing hands-on education and resources.
▶ Acción Empresas	A key partner in the task of raising awareness and mobilizing the responsible and sustainable management of businesses.	▶ Ceres	Tackles the world's greatest sustainability challenges, including climate change, water scarcity and pollution, and the defense of human rights.
▶ Centro de Envases y Embalajes de Chile (CENEM)	Seeks to contribute to the creation of value in the packaging industry, integrating the entire supply chain.	▶ Next Concept HR Association	Dedicated to connecting human resources professionals with practical resources, training, networking and partnerships throughout their careers.
▶ Cámara De Comercio De Santiago (CCS)	The company participates in the Sustainability Committee to share, implement and promote sustainable development and ethical trade policies.	▶ The Climate Registry	Helps organizations measure, verify, and report carbon in their operations so they can manage and reduce it.
▶ AMCHAM Chile	Viña Concha y Toro participates in AMCHAM's Sustainability Committee, which aims to foster collaborative relationships between the company and communities.	▶ Wine Institute	Works to create an environment where the wine community can flourish, grow and make a positive contribution to national, state and local communities.
Argentina			
▶ Bodegas de Argentina	Chamber of commerce that brings together the main wine companies in Argentina.		
▶ Wine of Argentina	Organization that seeks to promote the image and brand of Argentinian wine through communication, training and knowledge transfer.		
▶ CEADS	A non-sectoral business organization that brings together 63 companies from different industrial sectors based in Argentina and united by the common commitment to sustainable development. It is the Argentinian chapter of the World Business Council for Sustainable Development (WBCSD).		



# Research and Innovation for the Industry

In recent years, innovation has been one of Viña Concha y Toro’s differentiating pillars, contributing to the competitiveness of one of the most relevant economic sectors in Chile through the transfer of new knowledge and technologies. Through the Center for Research and Innovation (CRI), the company promotes various R&D initiatives and strategic alliances to achieve its objectives.

## Center for Research and Innovation

The Center for Research and Innovation (CRI) was created in 2014 in response to the changes and challenges continually faced by the wine industry, focusing on applied research to meet the real needs of the sector and showing Viña Concha y Toro's commitment to the development of national viticulture.

### CRI OBJECTIVES

- 1 Strengthen plant production in order to keep the company at the forefront of this field.
- 2 Perfecting the company's wine production processes through technological innovation and the development of new tools.
- 3 Transfer knowledge in chemical, molecular and sensory analysis to both productive and commercial areas.
- 4 Strengthen the innovation management system for the design of new products.
- 5 Encourage the development of the industry by strengthening the exchange between the different actors through technology transfer and dissemination of the results of R+D+i.



*State-of-the-art viticultural research at the service of the industry.*

### LABORATORY'S CONTRIBUTION

#### TO COVID-19 DIAGNOSIS THROUGH

#### PCR TESTING

The molecular biology laboratory of Viña Concha y Toro's Center for Research and Innovation (CRI) was certified by the Biomedical Research Laboratory of the Catholic University of Maule (UCM) to operate under the Maule Health Service and perform diagnostic tests for the detection of SARS-Cov2 (Covid-19), as part of the network of laboratories coordinated by the Ministry of Science, Innovation, Knowledge and Technology.



**Promote applied research, technology transfer and innovation to ensure our company's multi-origin productive excellence, the sustainability of our processes, and to enhance national viticulture.**



# CRI Strategic Programs

The CRI's work is guided by six strategic programs, which involve the different stages of the production chain, from the vineyard to the final product.

1. **Strengthening of plant material in the nursery**
2. **Water resources and climate change**
3. **Quality of grapes and wines**
4. **Smart wine industry**
5. **New product design**
6. **Circular viticulture program**

Learn more about the center for research and innovation at

<https://www.cii.conchaytoro.com/>

## Highlights 2020

During 2020, the CRI continued moving forward with its strategic projects, consolidating the implementation stage and the beginning of active technology transfer and innovation. This means that research carried out by the Center in 2020 began to be applied in different productive areas.

On the other hand, in the context of Covid-19 and the health crisis, the Center actively responded with two initiatives: the preparation of the Molecular Biology Laboratory for PCR testing, and the manufacture of alcohol gel together with the company's enology and production areas.

The year ended with the opening of the new Germplasm Bank, which allows safeguarding vines' genetic quality and health. This will significantly improve the phytosanitary quality of vineyards and will help modernize existing plant



production systems. It will favor the traceability of plant material from the CRI's mother blocks and the production of plants in nurseries, to the planting of new vineyards in the different wine valleys of Chile.

In 2020, the CRI's first Strategic Plan was completed, with 95% compliance with the established KPIs (the remaining 5% corresponds to adaptation processes and changes of focus).

The Center is currently preparing its new strategic plan 2021-2025 which, in addition to research and development (R&D), will focus particularly on innovation.

# Sustainability Strategy

102-11

At Viña Concha y Toro we understand the value of growing in harmony with our natural and social environment. Every step of our business operates incorporating sustainability and generating virtuous relations with our surroundings. We seek to have a positive impact with each bottle of wine that we put in our consumers' hands.

Sustainability is at the core of the business of Viña Concha y Toro and its family of wineries. The company is moving towards the production of high-quality wines under a philosophy that incorporates initiatives aimed at balancing sustained growth, the creation of value for stakeholders and a commitment to becoming a leader in environmental practices throughout the production chain.

The company formalizes its commitment to responsible management in economic, environmental and social terms through its Sustainability Strategy, which was developed considering the most relevant issues and the main risks faced by the company, the wine industry and its stakeholders. This framework encourages us to promote a culture aimed at minimizing environmental impact and going beyond regulatory compliance.





# Sustainability vision

↓ Have a positive impact with each bottle

Viña Concha y Toro's vision of sustainability is present in all the company's processes and in its business strategy. All planning and development of new products, as well as the legality and safety of our processes, involve a precautionary approach that seeks to protect the environment in accordance with Principle 15 of the Rio Declaration on Environment and Development of the United Nations.

In addition, the company's Sustainability Strategy is aligned with the Global Compact Principles and, more recently, with the Sustainable Development Goals (SDGs) defined by the United Nations, contributing to their achievement by 2030.

These strategic guidelines translate into six pillars, each with measurable initiatives and goals that are presented throughout this report, formalizing the company's commitment to sustainability as a strategic and differentiating factor.





# Viña Concha y Toro's contribution to the SDGs

The Sustainable Development Goals (SDGs) are a universal call for action to end poverty, fight inequality and tackle climate change.

Being interconnected, all objectives are important, but we focus our efforts on those that are crucial to our business and where we can have the greatest positive impact.





Chapter 04

# Corporate Governance



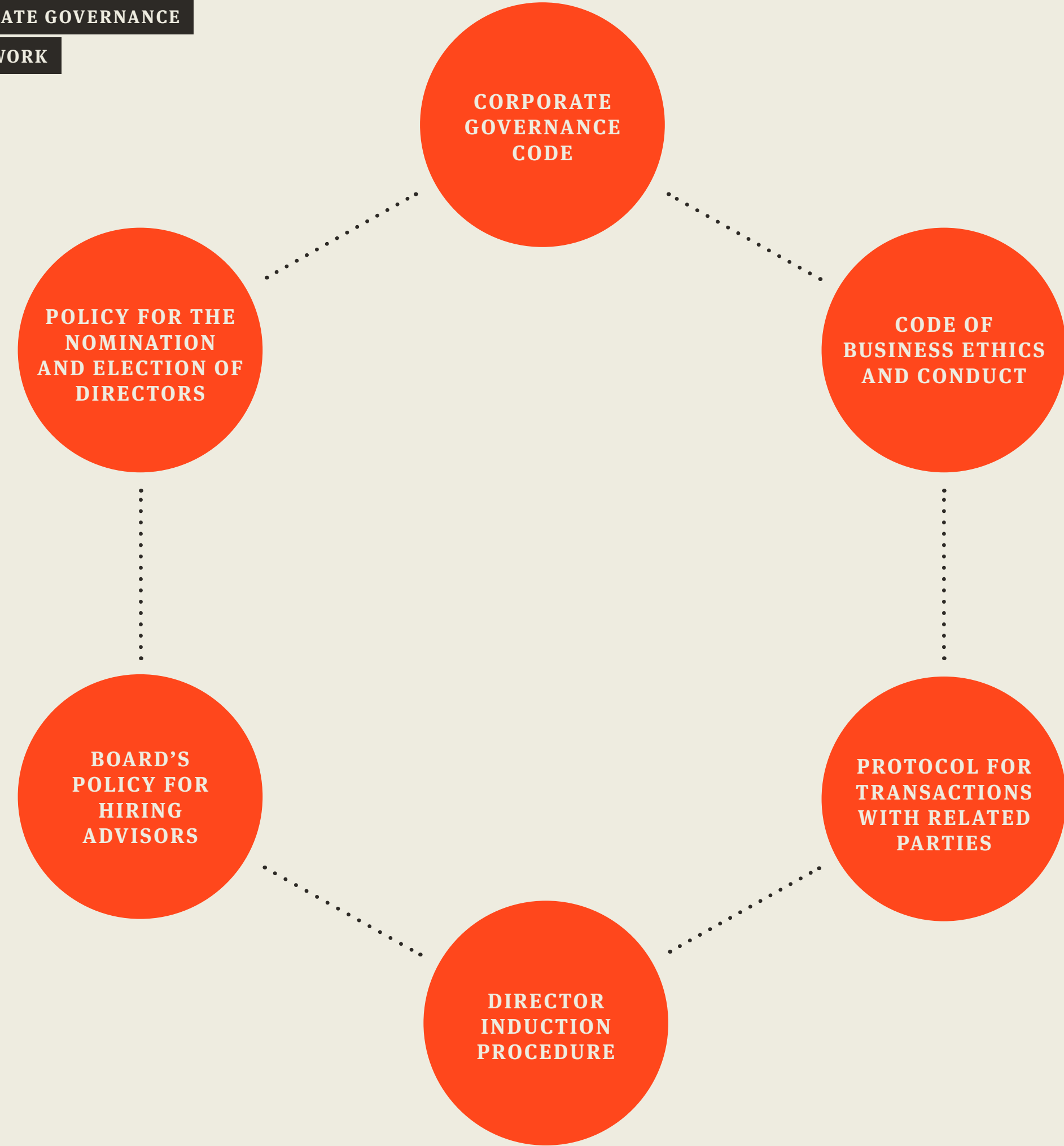
# Corporate governance



Viña Concha y Toro adheres to the highest standards of corporate governance and risk management, rigorously complying with all regulations in each of the jurisdictions in which it operates –Argentina, Chile and the United States–, being governed by its bylaws and by the General Law of Public Limited Companies.

The Holding’s corporate governance is headed by a Board of Directors, which is responsible for approving and enforcing the guidelines that ensure the proper functioning of the company and adequate risk control. It also actively participates in the definition of the business strategy.

## CORPORATE GOVERNANCE FRAMEWORK



# Corporate governance structure

102-19 102-26 102-29 102-33 102-30

Viña Concha y Toro's corporate governance is headed by its Board of Directors, which is made up of seven members, who are responsible for establishing the strategic guidelines that guide the company's business conduct and ensuring their compliance.

The Board of Directors is also in charge of electing the company's CEO, who is responsible for conveying said strategic guidelines to senior management, made up of the different corporate managements, for their implementation.

Viña Concha y Toro's Corporate Governance Code establishes that the company's CEO is accountable to the Board of Directors regarding compliance and execution of the business strategy, as well as reporting on economic, environmental and social issues, and ensuring compliance with the company's values and corporate policies. The CEO is also in charge of communicating the most critical concerns or issues of the different managements, executive committees and main stakeholders. During 2020, there were no critical concerns from stakeholders.

The Corporate Internal Audit Department is responsible for supervising risk management, regulatory and environmental compliance, and reports to the Board of Directors, the Directors' Committee (in accordance with the General Law of PLC) and to the Audit Committee.

## BOARD'S STRUCTURE

07

Number of members (without alternates)



01

Number of women on the Board of Directors



01

Number of independent directors



00

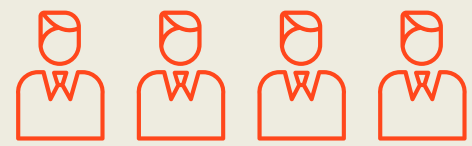
Number of foreigners

## BOARD'S AGE DIVERSITY

102-22 405-1

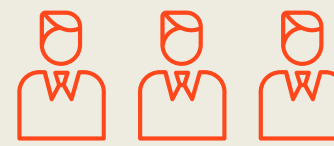
04

Directors over 65



03

Directors between 51 and 65 years of age



00

Directors between 35 and 50 years of age

00

Directors under 35 years of age

## Board Members' Selection and Appointment

The members of the Board of Directors are elected by vote at the General Shareholders' Meeting for a three-year term and can be re-elected indefinitely.

Candidates take part in the Director Nomination Procedure, which is publicly available on the company's website and has the following considerations:

- ▶ Candidates must be nominated by shareholders representing 1% or more of the company's shares.
- ▶ Industry knowledge, professional background and experience are considered.

- ▶ The Directors' experience in economic, social, environmental, industry and risk matters is also considered.
- ▶ The company does not have a diversity policy for the Board of Directors.
- ▶ There is no restriction on the Directors' participation in other companies' board of directors. Currently, only one of them participates in more than 4 other boards
- ▶ The Board of Directors has 1 Independent Director, in accordance with the provisions of article 50 bis on Public Limited Companies.
- ▶ The chair of the highest governance body is not an executive of the organization.



# Board Members

102-24 | 102-23



## Alfonso Larrain Santa María

### Chairman

Businessman  
RUT 3.632.569-0  
Director of the company since 1989, previously between 1969 and 1973, and CEO between 1973 and 1989.



## Rafael Guilisasti Gana

### Vice-Chairman

Degree in History  
RUT 6.067.826-K  
Director of the Company since 1998.



## Mariano Fontecilla de Santiago Concha

### Director

Diplomat  
RUT 1.882.762-K  
Director of the Company in various periods (between 1949 and 1995).



## Pablo Guilisasti Gana

### Director

Commercial Engineer  
RUT 7.010.277-3  
Director of the Company since 2005.



## Andrés Larrain Santa María

### Director

Viticulturist  
RUT 4.330.116-0  
Director of the Company since 2017. Previously between 1981 and 1989.



## Rafael Marín Jordán

### Director

Commercial Engineer  
RUT 8.541.800-9  
Director of the Company since 2017.



## Janet Awad Pérez

### Independent Director

Commercial Engineer  
RUT 9.291.168-3  
Director of the Company since 2020.





### Board Committees

102-22 102-18

Viña Concha y Toro has three Board committees, whose purpose is to address key company issues in greater depth and in a more specialized manner.

### Board's Training



102-27

Every new member undergoes an induction process where they review relevant information, including the company's mission, vision, strategic objectives, principles and values, strategy and sustainability initiatives, the legal framework and business risks. Subsequently, they are frequently provided with updates, training and expert opinion in different economic, social and environmental matters relevant to their management.

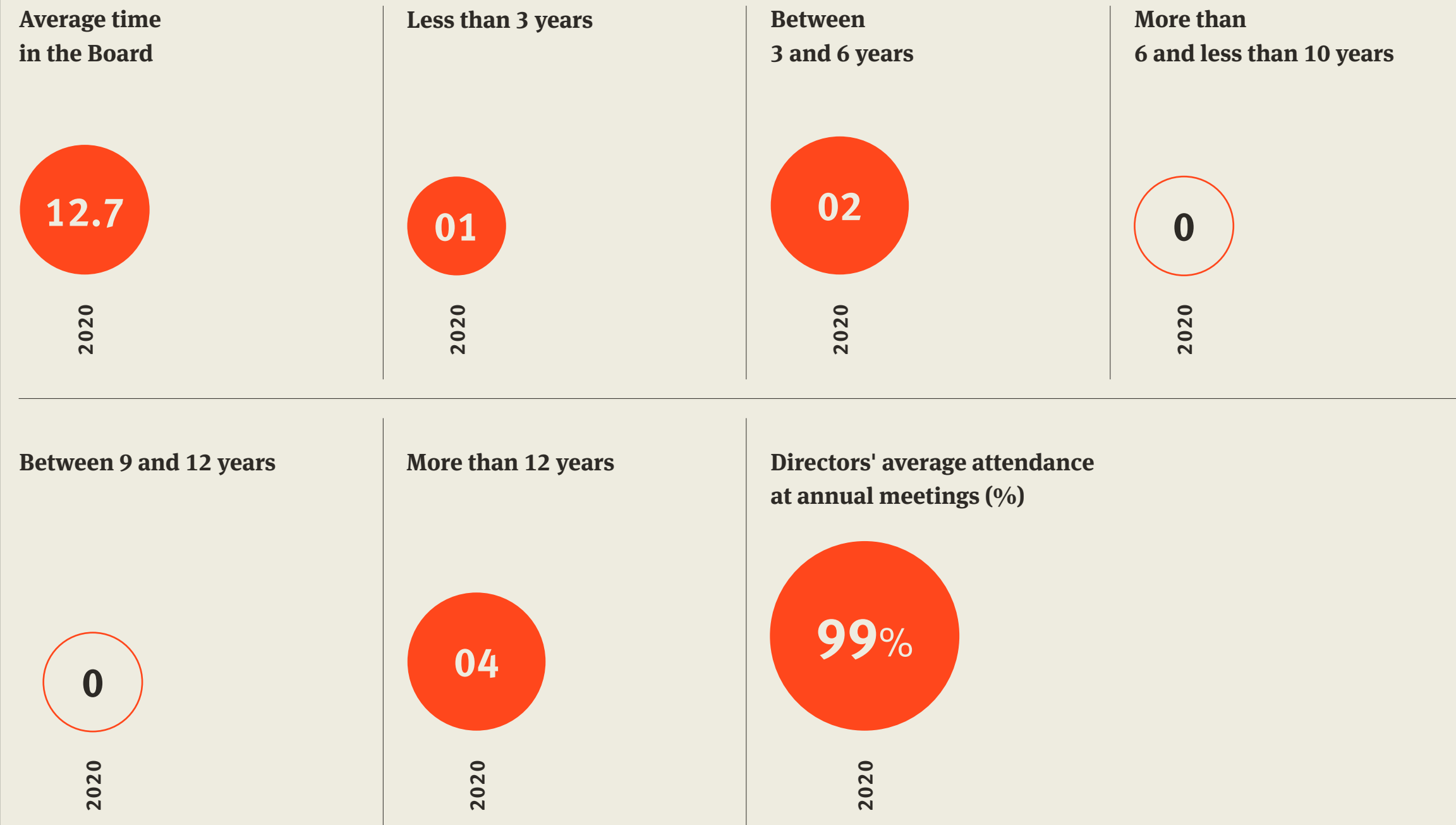
### Capacitación del Directorio

102-28

The Board of Directors conducts an annual self-evaluation to assess the effectiveness of each director's management, taking into account the achievement of strategic goals, control procedures, the organization's performance, regulatory compliance and the assurance that stakeholders' concerns are being considered.

Name of the Committee	Function
 <b>Directors Committee</b>	Analyzes in depth the company's main financial aspects, as well as the strategic risks and measures to mitigate them. Provides a reasonable opinion regarding the integrity, accuracy and transparency of the financial statements, the analysis and implementation of the comprehensive risk management system, internal control, operations with related parties, wages, and executive compensation plans.
 <b>Ethics Committee</b>	Promotes and regulates the behavior of professional and personal excellence of all employees, and is in charge of acknowledging, resolving and reporting complaints relating to violations of the code of ethics.

### BOARD MEMBERS' YEARS OF SERVICE



# Sustainability in corporate governance

102-20 | 102-29 | 102-31 | 102-18 | 102-32

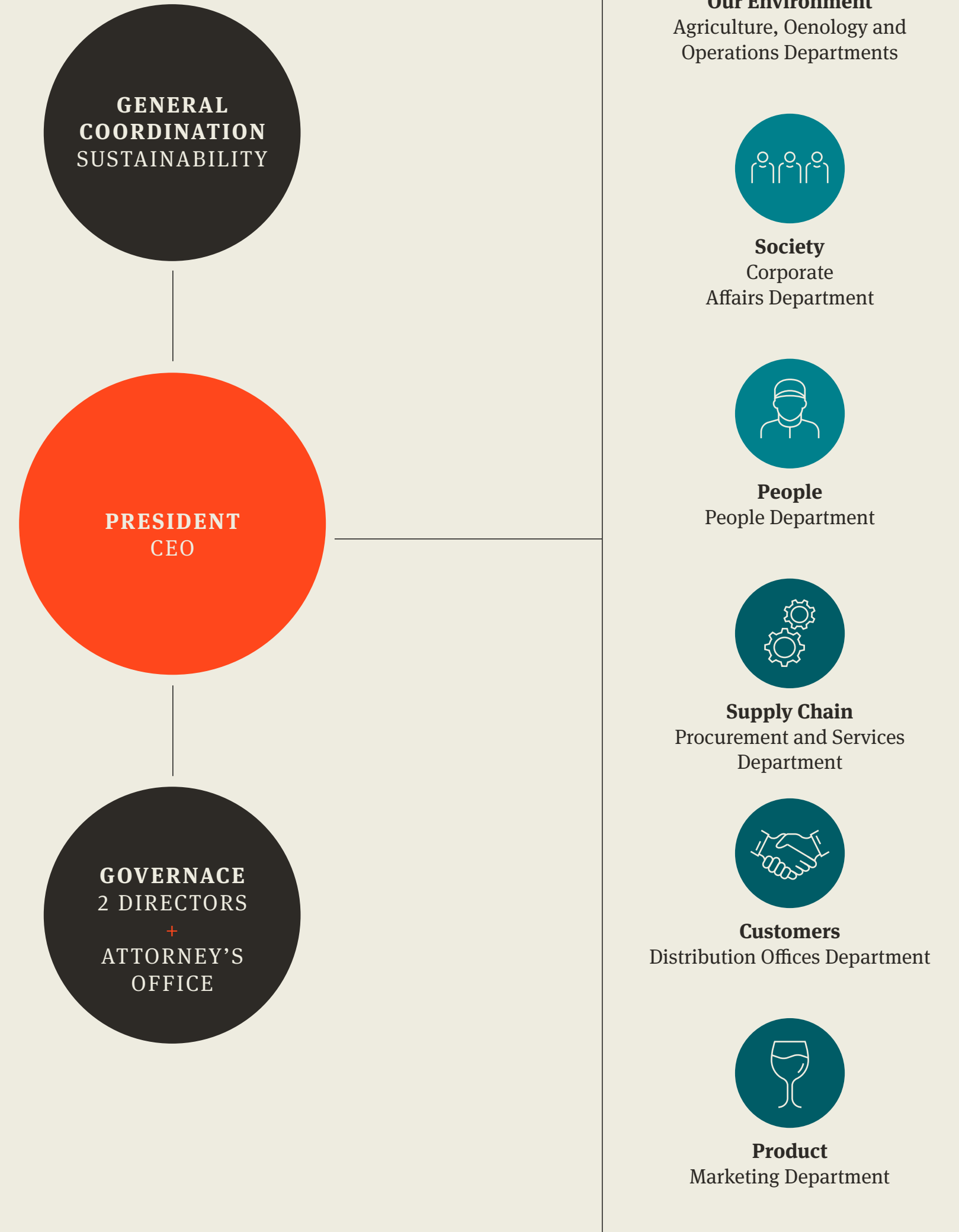
Sustainability is a fundamental pillar of the company’s business strategy and a cross-cutting aspect in all management sections. The company has a Sustainability Committee responsible for managing and monitoring risks and compliance with the Sustainability Strategy.

## Sustainability Committee

The Sustainability Executive Committee is made up of six executive leaders, the CEO and two company directors. In addition, it has the support of the Sustainable Development Department.

Its main functions include:

- ▶ Review and approve the Sustainability Report, ensuring that all material topics are included.
- ▶ Determine the company's sustainability initiatives and monitor environmental and social performance indicators.
- ▶ Support planning and monitoring in sustainability management.
- ▶ Participate in the company’s sustainability assessment process.





# Risk management

102-11

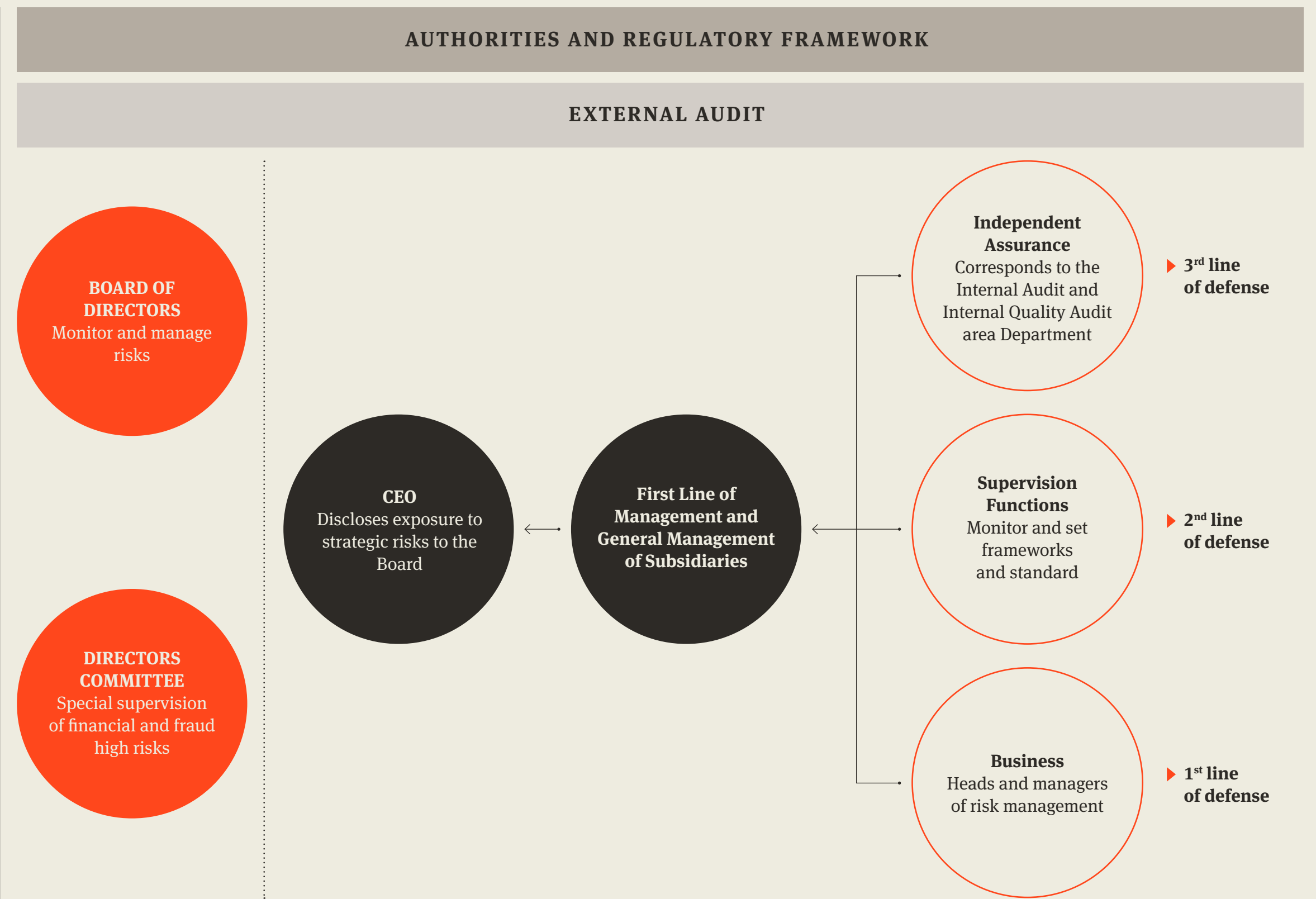
Viña Concha y Toro is aware that effective risk management allows achieving short and long-term business objectives, increasing competitiveness and at the same time improving the trust of our stakeholders and the value delivered. Risk management is an integral part of the company's activities and is based on clear governance. Risks are a key element when evaluating opportunities and establishing strategies, so they are constantly identified, mitigated and monitored, a process that strengthens the Corporate Governance and is key to its development and to ensure business sustainability.

The company's risk management approach covers all types of risks: strategic, financial, operational, reputational, environmental and those relative to compliance. It is a comprehensive approach which includes internal compliance and ethics controls, ensuring that the focus is on those risks that could have the greatest impact on our business.

The company has developed and fine-tuned its Risk Management process according to ISO 31000 and COSO 2013, and also considering a risk management governance based on the definition of the Three Lines of Defense in Effective Risk Management and Control model, published by the IIA (Institute of Internal Auditors of the United States).

The process of update, identification, evaluation and mitigation of risks, which is audited annually by the Corporate Internal Audit department and reported quarterly to the Directors' Committee, was further developed during 2020.

In order to strengthen the Risk Management function, in 2020 the Internal Control area was



redesigned, dependent on the Corporate Finance and Corporate Affairs Management, which provides consulting, training, methodology and monitoring of the Risk Management functions of the areas that make up the first line of defense, that is, each of the functional managements of the company.

To promote a culture of risk within the organization, the company provides training to employees and specialized courses for the Internal Control Audit department. It has devel-

oped a framework and a systematic approach for the management of risks, monitoring and evaluating such management in order to anticipate possible risks that may arise in the future as well.

The main challenges lie in the ability to assess and identify the potential financial impact that each risk could have on the company.

A photograph of a factory worker in a red safety vest and black cap, wearing a clear face shield, working on a production line. The worker is positioned in the center-right of the frame, reaching towards a machine. The background shows a blurred industrial environment with other workers and machinery. The text is overlaid on the image in a large, white, bold font.

**During 2020, the company deepened its process of updating, identifying, evaluating and mitigating risks, which is audited annually by the Internal Control Audit department.**

# Main risks

102-29 | 102-30 | 102-31

The company has specific policies and procedures for managing the various risks associated with its operation. The Directors Committee is responsible for identifying and managing the main risks and opportunities relating to sustainability within Viña Concha y Toro, focusing on the integrity, accuracy and transparency of the financial statements; carrying out the analysis and implementation of the comprehensive risk management system; executing internal control; and ensuring compliance with measures that promote investor confidence and market integrity.

The company also has a Corporate Internal Audit Department, which is in charge of identifying and implementing standards and control activities to mitigate risks. It meets quarterly with the Board of Directors to evaluate the proper functioning of the risk management process, assessing the risk matrix, the main sources of risks, methodologies for identifying new risks, and the probability and impact of the most relevant ones, in order to determine recommendations and improvements in this matter.



## Main risks identified

- ▶ Agricultural risks, mainly due to climate phenomena.
- ▶ Risks associated with changes in tax laws and interpretations in Chile, Argentina, the United States, the United Kingdom and the countries in which the company operates and markets its products.
- ▶ Risks associated with government regulations relating to licensing requirements, product labeling and advertising, among others.
- ▶ Risks associated with dependence on external distributors (approximately 31% of the company's sales).
- ▶ Risks associated with dependence on suppliers of goods for the packaging and bottling of wine, and of grapes (independent farmers).
- ▶ Risks associated with the consumption patterns of the domestic and international markets.
- ▶ Risks associated with the Chilean economy.
- ▶ Risks associated with variations in exchange rates.
- ▶ Cyber threats.

# TCFD Recommendations

102-15

We recognize the importance of disclosing climate-related risks and opportunities in accordance with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), which allows the market to drive efficient capital allocation and support the transition to a low-carbon economy.

We are aware that climate change is possibly the greatest threat to the planet and society, and that it presents great challenges for our business, both for our own operations and for our supply chain.

For that reason, we conducted a detailed gap analysis of our policies, practices, and disclosed information in relation to the TCFD recommendations. We assessed the potential risks that different weather events could have on the company in order to develop mitigation plans and measures in advance.

In addition to the progress mentioned below, we identified certain gaps to fully comply with the TCFD guidelines and developed an action plan to address them. The next steps include implementing this plan, along with assessing the financial impact of the identified risks and opportunities.

## Governance

Climate change is one of the underpinnings of the Environment Pillar of the company's Sustainability Strategy, and its impact on our supply chain is also considered within the Supply Chain Pillar.

The company has a Sustainability Committee responsible for implementing and monitoring the Sustainability Strategy. This Committee is made up of six executive leaders, plus the CEO and two directors. Additionally, the Department of Sustainable Development supports the Sustainability Committee, reporting quarterly on the progress of the different projects. A representative of the Sustainability Committee also meets at least twice a year with the company's Board of Directors to report and assess the fulfillment of the goals.

## Strategy

Potential risks and opportunities have been identified based on two scenarios of global temperature increase in the years 2030 and 2050 developed by the Intergovernmental Panel on Climate Change (Scenario RCP 8.5 and RCP 2.6). The summarized results are presented below:

- ▶ **Physical Risks:** Risks that could affect the supply of raw materials and production processes.
- ▶ **Transitional Risks:** Risks mainly associated with political and legal aspects.

## Risk Management

The identification and management of climate-related risks follows our risk management process detailed on page 42.

## Metrics and Targets

Viña Concha y Toro has metrics related to water footprint, biodiversity, effluents and waste, en-

## Task Force on Climate-Related Financial Disclosures (TCFD)

The TCFD recommendations are one of the most important milestones in defining a path towards integrating climate risks into financial decision-making.

The recommendations address four key areas: governance, strategy, risk management, and metrics and targets. The aim is to promote “consistent disclosures that will help financial market participants understand climate-related risks.”



ergy, carbon footprint, among others, which are reported annually in its Sustainability Report. The carbon footprint is measured and monitored in absolute terms and in intensity, considering the three scopes of the GHG Protocol methodology and is verified by an independent third party.

In its Sustainability Strategy, the company has established goals for each metric, which are reviewed and updated every year. Additionally, during 2019 Viña Concha y Toro committed to the Science Based Target initiative to reduce its absolute emissions of Scope 1, 2 and 3 (direct and indirect) by 55% by 2030, and to reach zero net emissions on 2050.

Risk	Description	Potential Impact on the business	Mitigation Actions
<b>Physical Risks</b>	<ul style="list-style-type: none"> <li>▶ Increased frequency and intensity of extreme weather events.</li> <li>▶ Increase in temperatures.</li> <li>▶ Decrease in precipitation and increase in its variability.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Water scarcity, which affects the water supply required in production processes.</li> <li>▶ Decrease in quantity and quality of grapes produced and purchased.</li> <li>▶ Increase in diseases and pests.</li> <li>▶ Disruption and/or catastrophic damage or losses due to environmental catastrophes and natural incidents and hazards.</li> <li>▶ Increased frequency and intensity of forest fires.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Mitigation procedures for extreme weather events (frost, hail, extreme rains, etc.)</li> <li>▶ Flexibility and diversification of production (productive regions and origins).</li> <li>▶ Innovation and research in new production regions.</li> <li>▶ Research and investment in innovation through the CRI and in collaboration with research organizations, including climate change adaptation and water efficiency projects.</li> </ul>
<b>Transitional Risks</b>	<ul style="list-style-type: none"> <li>▶ Increase in government regulations to protect the environment or regulate the use of natural resources.</li> <li>▶ Increase in energy prices.</li> <li>▶ Regulatory risks associated mainly with water rights, which could be restricted.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Increases in indirect taxes, trade barriers and/or restrictions on marketing and availability.</li> <li>▶ Damage to the company's reputation.</li> <li>▶ Increased production costs.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Risk assessment framework to identify, assess and monitor business and compliance risks.</li> <li>▶ Departments dedicated to monitoring and managing the company's environmental and social compliance.</li> <li>▶ Greenhouse gas emission reduction and water use reduction strategy.</li> </ul>
<b>Opportunities</b>			
<ul style="list-style-type: none"> <li>▶ Increased efficiency by lowering the level of water and carbon intensity per unit produced, for example, through drought-resistant hybrids.</li> </ul>			
<ul style="list-style-type: none"> <li>▶ Reducing inputs and waste, for example, through nutrient management practices, conservation practices, biofuels and waste reduction.</li> </ul>			
<ul style="list-style-type: none"> <li>▶ Development of new products and services with low emissions and water use.</li> </ul>			

# Company principles and values

102-16

## ↓ Visión y misión

### Vision

Viña Concha y Toro aims to be a customer-oriented leading global company focused on developing premium wine brands.

### Mission

To achieve its vision, Viña Concha y Toro has committed to concrete actions:

- ▶ Produce wines with the highest quality standards in the international industry.
- ▶ Deliver safe products to consumers, maintaining and monitoring safety systems and complying with the legal requirements in Chile and in the markets to which we export.
- ▶ Understand our customers' current and future needs, constantly striving to meet and exceed their expectations.
- ▶ Continually improve business relationships with our customers, producers and suppliers, as well as their operations and systems in all stages of production, distribution and sales.
- ▶ Create and promote a healthy relationship with wine consumption, which is based on conscious and responsible drinking, moderate and restricted in cases where it represents a risk to personal health or the rest of society.
- ▶ Work with special care and respect for the environment, sustainably managing resources and in a socially equitable man-

ner towards our employees and the community to which we belong.

- ▶ Provide job opportunities to our current and potential employees, without discrimination and under equal conditions.
- ▶ Promote employees' commitment in a constructive environment, and contribute to their professional development through training, encouraging the learning of skills that maximize their performance.
- ▶ Promote and maintain an inspiring, enriching and rewarding workplace for Viña Concha y Toro's employees, fostering professional development and protecting their health and physical integrity in a safe environment.

For Viña Concha y Toro it is essential that any activity or decision related to the production, distribution or sale of its products is carried out under the principles and values that represent the company. For that reason, it has a series of standards and documents that define the ethical principles and corporate guidelines that govern the behavior of directors, executives, employees, suppliers and customers and their relationship with the company.

The company is committed to conducting its business with fairness, integrity, and respect for the law and corporate values at all times.

## ↓ Viña Concha y Toro Values

- ▶ Excellence
- ▶ Leadership
- ▶ Transparency
- ▶ Diligence
- ▶ Proactivity
- ▶ Rectitude
- ▶ Closeness
- ▶ Honesty
- ▶ Quality
- ▶ Professionalism
- ▶ Responsibility





EN EL AÑO

**2020**

Viña Concha y Toro's Code of Business Conduct and Ethics establishes the minimum principles and values that should govern the professional behavior of all those who are part of the company

Viña Concha y Toro cuenta con un Código de Ética y Conducta que establece los principios y valores de conducta mínimos en los que deben enmarcarse el trabajo de todos quienes forman parte de la compañía.

### ↓ Ethics and anti-corruption

102-17 102-25 205-2 205-2 205-2

The company is committed to conducting business with fairness, integrity, and respect for the law and our values. The Code of Ethics and Conduct contains the basic principles that all employees must observe when acting for or on behalf of Viña Concha y Toro. The document regulates the relationship between employees and the company, as well as the relationship between the company and its customers, suppliers, the environment, the use of property and privileged information, among other matters. This is complemented by different underlying policies, which provide more practical guidance on specific topics outlined in the Code.

To ensure that it is well-known and properly implemented, employees of all of the company's operations are provided with continuous training on the Code, related policies and procedures. All directors, executives, managers and employees have the responsibility to become aware of and adhere to the Code, committing to:

- ▶ Work with the utmost honesty and integrity.
- ▶ Respect and act in accordance with the dignity due to people, whether they are employees, contractors, subcontractors, suppliers, authorities or customers.
- ▶ Always comply with and enforce the laws, rules and regulations applicable to their position.
- ▶ Inform their superior or any pertinent official of any breach or possible breach of the law or Viña Concha y Toro's policies, including any violation of the Code of Ethics and Conduct.
- ▶ Be positive leaders.

In 2020, all members of the Board of Directors received information on anti-corruption issues. (see details of all employees in the attached table).

The Protocol for Operations with Related Parties, on the other hand, aims to regulate conflicts of interest within the company and its



subsidiaries, defining the procedures to identify, communicate and manage such conflicts. The document promotes integrity and transparency, as well as a commitment to quality, respect for fundamental rights, non-discrimination, good use of company assets, fair treatment of suppliers, and care for the environment, among other fundamental principles.

The Compliance Office is in charge of observing compliance to the Code and managing ethics within the company, reporting to the Ethics Committee appointed by the Board of Directors. The latter has the following attributions:

- ▶ Know and answer queries regarding the scope and applicability of the Code of Ethics and Conduct.
- ▶ Know the anonymous complaints received by the company through the channel specially designed for this purpose.
- ▶ Report them to the Directors Committee.

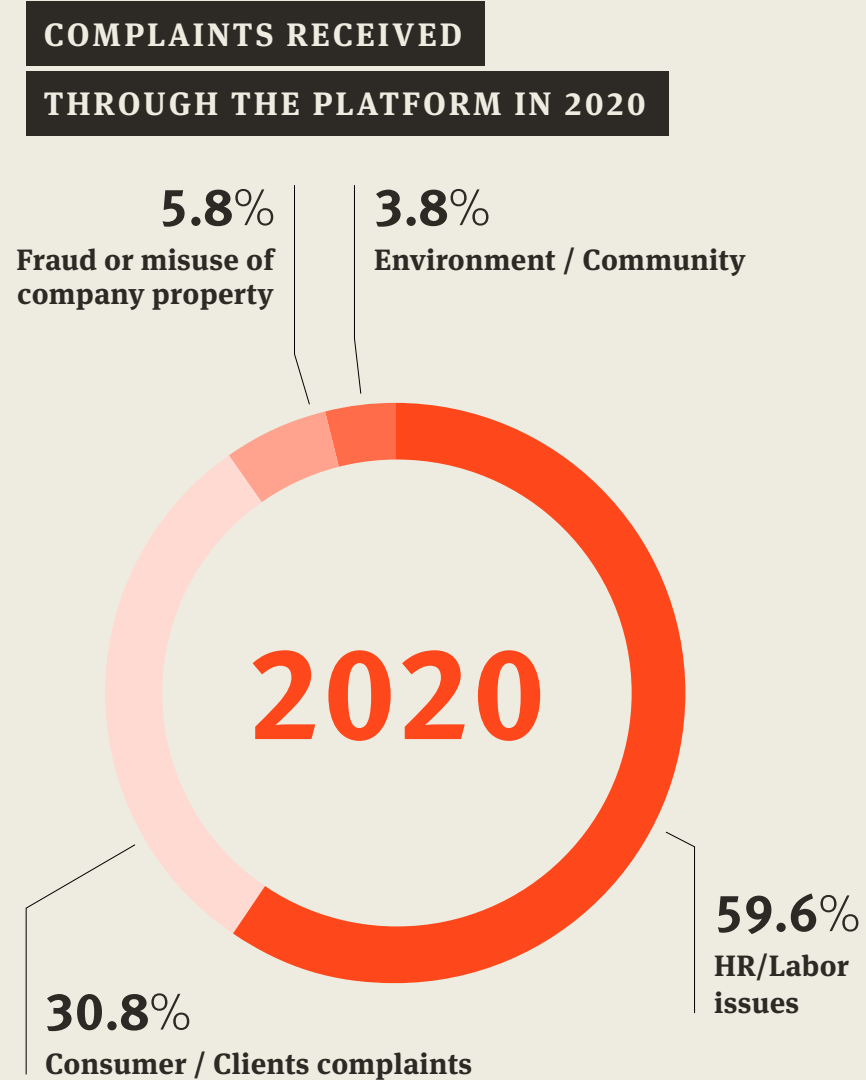
- ▶ Analyze those complaints that are framed in the Crime Prevention Model or are associated with the crimes contained in Law No. 20,393.
- ▶ Coordinate the investigations derived from said complaints, support the Crime Prevention Officer in their different control activities, and request reports when circumstances warrant.



102-17  
 Policy and Procedure for the Investigation of Anonymous Complaints

Viña Concha y Toro has an online platform to receive anonymous complaints from employees, customers, suppliers, shareholders and the general public, where they can report irregularities or non-compliance on issues relating to accounting, fraud, safeguarding of assets or auditing matters, as well as non-compliance with the Code of Ethics and Conduct, the Internal Regulations, or the different policies, procedures and standards, both internal and external, pertaining to the control of the company.

The Audit Committee is the body in charge of investigating, resolving and preparing a report on the complaints received, which are handled confidentially and managed through the Anonymous Complaints Procedure, ensuring protection against any discriminatory measure that could arise as a result of the complaint.



Types of Complaints	Number	%
HR/Labor issues	31	59.6%
Consumer / Clients complaints	16	30.8%
Fraud or misuse of company property	3	5.8%
Environment / Community	2	3.8%
<b>Total</b>	<b>52</b>	<b>100.0%</b>

**Whistleblowing channels**

- 1. Online platform:**  
<https://vinacyt.com/informacion-legal/>
- 2. Traditional mail:**  
 The complainant may make the complaint by means of a confidential letter, addressed to the secretary of the Audit Committee of Viña Concha y Toro at Avda. Nueva Tajamar 481, Torre Norte, piso 15, Las Condes. Santiago.

205-1  
 Crime Prevention Model

In order to prevent illicit conduct such as money laundering, financing of terrorism or bribery, the company's Board of Directors approved the Crime Prevention Model, consisting of various preventive and monitoring activities to control processes or activities that are exposed to the risks of the crimes indicated in the aforementioned law.

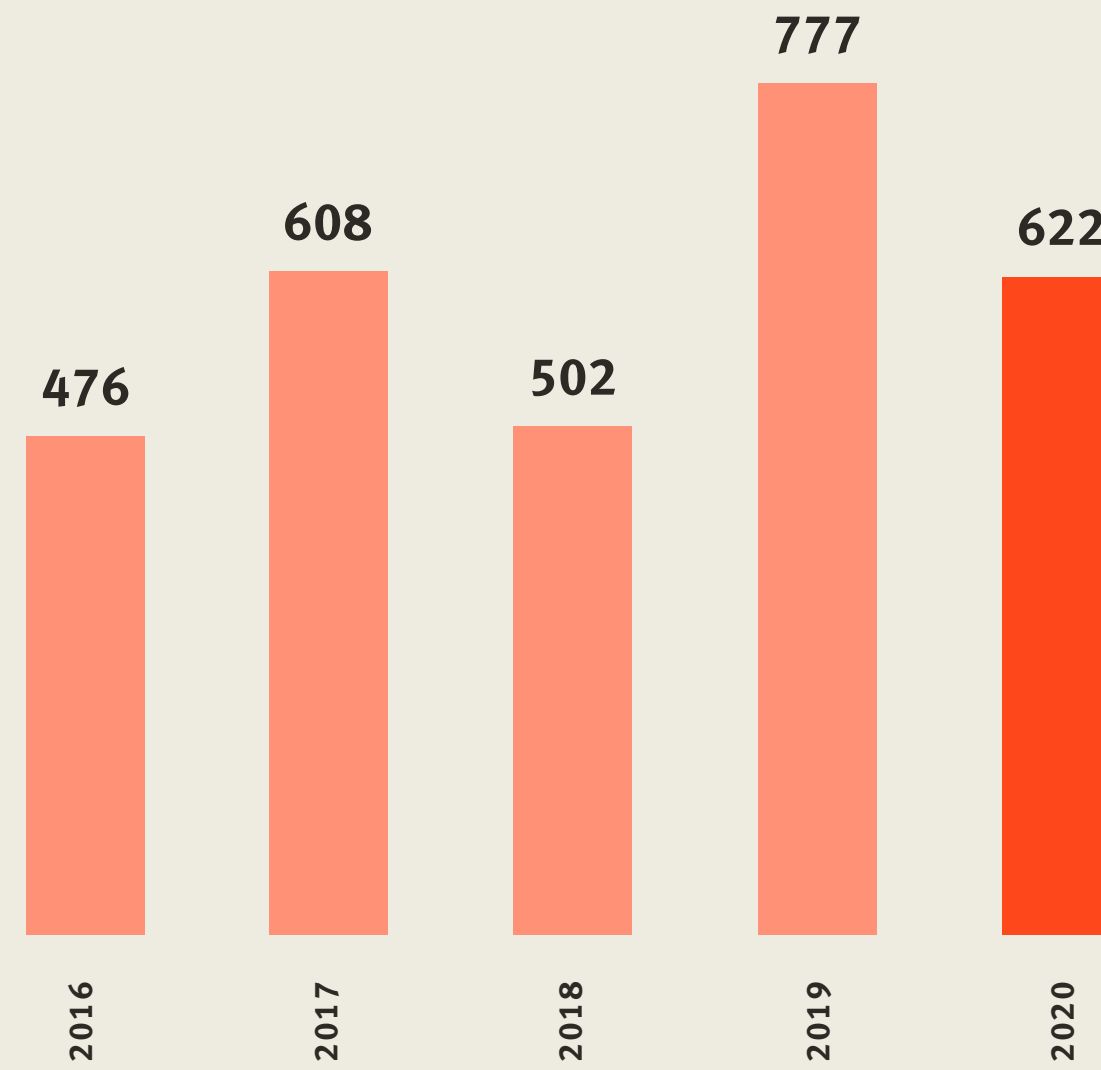
During 2020, both the Crime Prevention Model and the risk matrix associated with it were updated to incorporate new crimes associated with the criminal liability of legal persons. Also, executives from the different areas of the company received training on the Model. In January 2020, the Crime Prevention Model was certified by MPS Compliance S.A., in the terms indicated in article 4, numeral 4 of Law No. 20,393.



Public Policy <sup>415-1</sup>

The company has a Corporate Donations Policy which establishes that any possible political donation must be approved in a Board session and in compliance with current laws. During 2020, the company made no contributions to campaigns or political organizations. On the other hand, each year it supports different trade and production associations, such as: the Santiago Chamber of Commerce, California Chamber of Commerce, Vinos de Chile A.G., Wine Institute of California, Bodegas de Argentina, among others, to promote competitiveness in the wine industry and create a solid network of collaboration with other organizations.

TOTAL DONATIONS AND CONTRIBUTIONS TO TRADE ORGANIZATIONS, THINK TANKS AND/OR OTHER TAX-EXEMPT ORGANIZATIONS (MMCL\$)



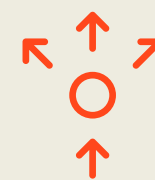
WE CONTRIBUTE TO DIFFERENT INITIATIVES AND ASSOCIATIONS THROUGH



EXCHANGE OF KNOWLEDGE RELEVANT TO THE INDUSTRY.



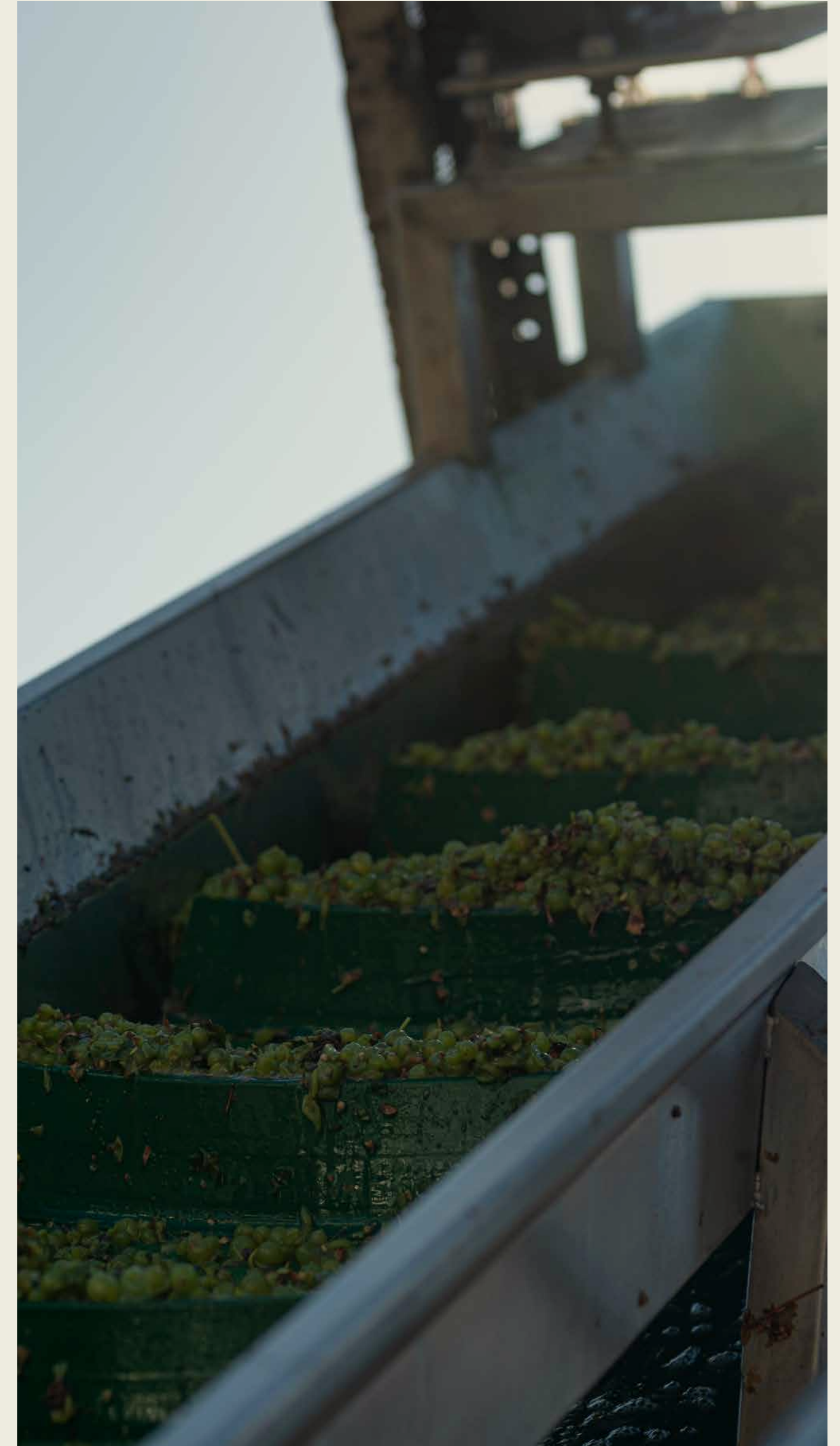
MONETARY CONTRIBUTION



INFORMATION DISSEMINATION



SUPPORTING ACTIVITIES, OFFERING SUGGESTIONS AND GUIDELINES FOR THE BENEFIT OF THE INDUSTRY AND CONSUMERS





## Regulatory Compliance

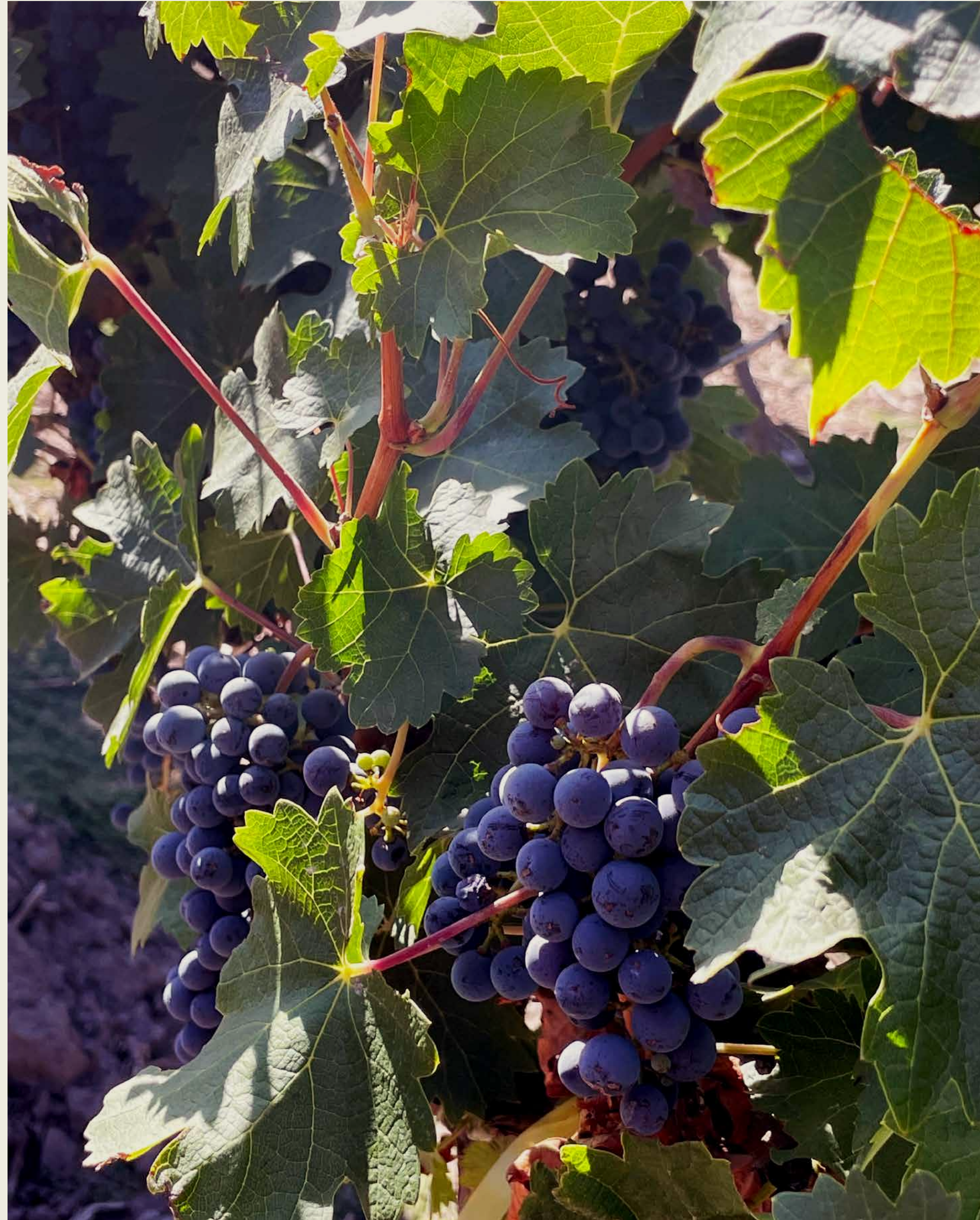
102-17 102-25 205-2 205-2 205-2

Viña Concha y Toro is aware that regulation is a dynamic process in all the countries in which it operates. The Corporate Government reviews the introduction of improvements aimed at ensuring compliance and respecting the laws while also guaranteeing the pursuit of sustainability, excellence and transparency in all management.

All those who are part of the company work together to understand the importance of good corporate practices and to establish a culture of compliance. Consequently, the company has had good results in this area and during 2020:

- ▶ There were no significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations.
- ▶ There were no cases of discrimination.
- ▶ There were no significant fines or non-monetary sanctions for non-compliance with laws or regulations on social or economic matters.
- ▶ There were no incidents or formal complaints for violation of privacy or leak of customer information.





## 207-1 207-2 207-3 Tax Transparency

For Viña Concha y Toro, it is of utmost importance that all its activities comply with local and foreign laws regarding corporate taxes, value added taxes, alcohol taxes and any other tax obligation, communicating with full and complete transparency with local tax authorities.

The taxes we pay can have a major impact on economies and societies and play a key role in the development of the regions in which we operate. We consider that paying taxes is a way of contributing to society.

The company adheres to the guidelines of the OECD arm's length principle on transfer pricing, which means that intercompany transactions are conducted in accordance with market prices. To this end, every year external consultants review and audit each transaction between companies to ensure that they comply with the principles of arm's length in each jurisdiction where the Holding operates.

The Board of Directors is responsible for ensuring compliance with the tax legislation in force in the different countries in which the company operates, paying the taxes due in accordance with local regulations.

The Group's Corporate Chief Financial Officer is responsible for keeping the Board of Directors informed of any relevant developments regarding the Holding's tax situation, especially if any tax or reputational risks may arise.

In addition, the company has an Internal Transfer Pricing Committee with the purpose of periodically reviewing and monitoring the results in each jurisdiction in which the company operates in order to comply with transfer pricing regulations.



Viña Concha y Toro strictly adheres to the law, guaranteeing the protection of its customers' information, maintaining absolute confidentiality of all personal data, and forbidding sharing with third parties.

### Information Security

The company has a Corporate Information Security Policy establishing the measures that the organization implements to ensure the confidentiality, integrity and availability of the information, in order to avoid intentional and/or accidental damage from loss or misuse of information assets, damage to the company's public image, and risks that affect business continuity.

The company has a process called Information Security, which seeks to protect and prepare against a wide range of threats in cyberspace and in the daily activities carried out by each of the company's employees. To this end, the company works on a series of corporate strategies from different areas of action to face adverse situations that may expose it to risks inherent to digitization and information. These strategies are achieved through the implementation of a set of policies, processes, procedures, organization, controls, hardware and software and, most importantly, through the ethical behavior of the people who work in the company.





Chapter 05

# Environment Pillar





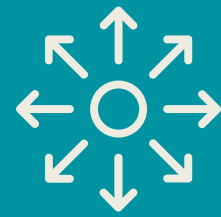
# Be a benchmark for the industry in environmental practices

Viña Concha y Toro is committed to having a positive impact on the environment, maintaining its leadership in the wine industry under a culture of excellence that goes hand in hand with a dedicated management of natural resources.

Within the Sustainability Strategy, the Environment Pillar focuses on the following aspects:



**PROPER MANAGEMENT OF RESOURCES, FOCUSING ON REDUCTION, EFFICIENCY AND CONSERVATION.**

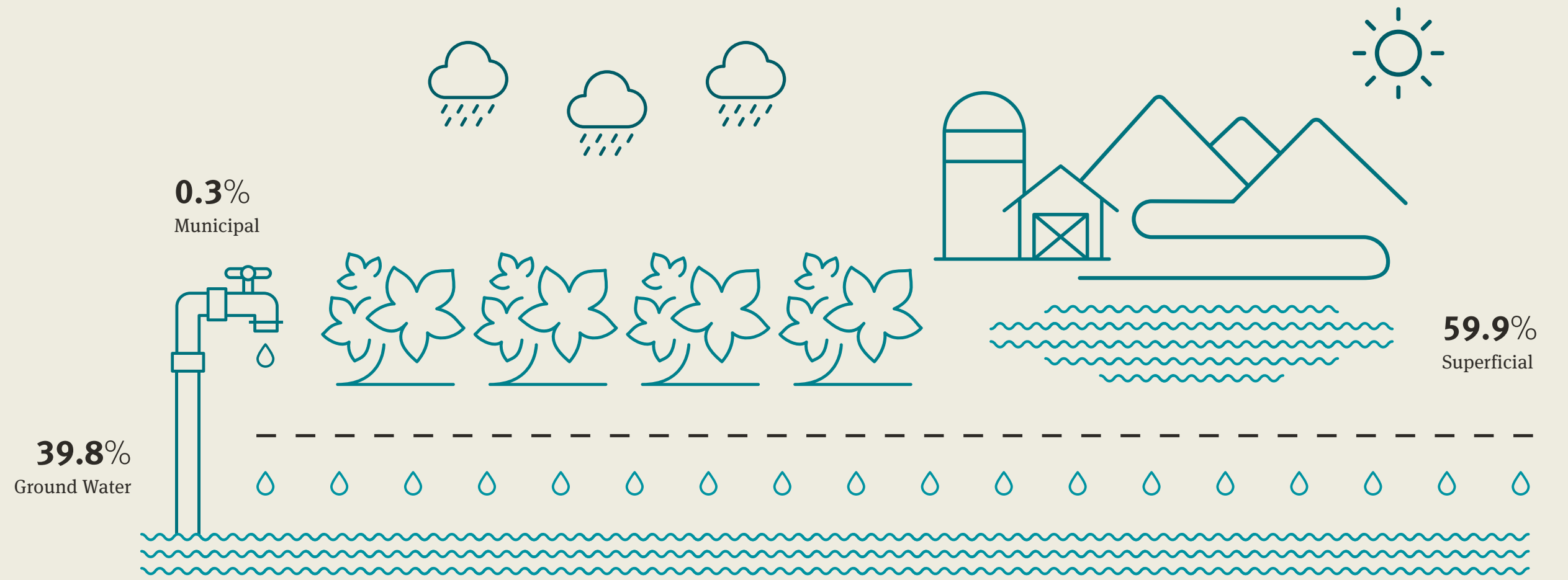


**EXTERNALITIES MANAGEMENT TO REDUCE WASTE AS MUCH AS POSSIBLE AND MITIGATE THE COMPANY'S IMPACT ON CLIMATE CHANGE.**



# Resource management

Viña Concha y Toro is aware that the sustainability of its business depends on the availability of natural resources, which must be managed with a long-term vision that seeks their conservation in order to provide future generations with the same conditions of availability and quality.



## Water 303-1 303-3

The company is committed to the efficient use of water resources, recognizing its importance and shared value for both the sustainability of its business and the quality of life of society in general.

Water resources are currently under great pressure, posing continuous challenges for both the industry and society, so it's a top priority to manage our impact on them. Since 2015, the company's Sustainability Strategy established the goal of reducing the water footprint by 10% by 2020, a goal that was achieved.

97% of the company's water use is associated with irrigation, which comes from surface and underground sources. The remaining 3% is used in winemaking and bottling processes and comes from groundwater sources and municipal water.

In order to understand where and how water-related risks and opportunities are arising, each year the company assesses its operations and its external grape supply with the Aqueduct tool of the World Resources Institute (WRI), which uses twelve global indicators grouped into three risk categories and an overall score. The data includes indicators on availability, variability, quality, access and ecosystem vulnerability.

### WATER USE BY PROCESS





**WATER WITHDRAWAL**

2020

Total Consumption

**44,418,896 m<sup>3</sup>**

- Vineyards irrigation
- Operational Processes + Human consumption

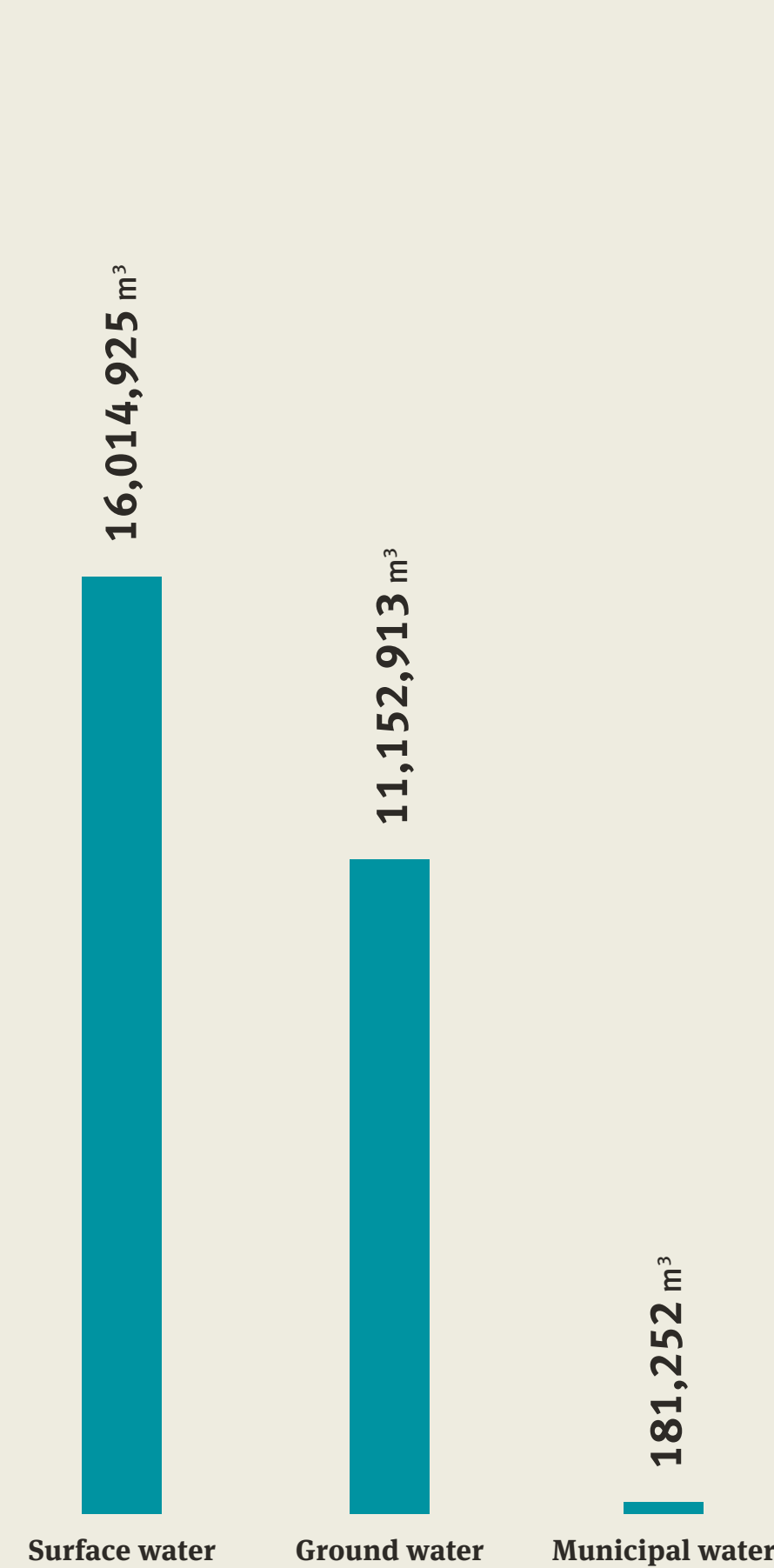


**WATER WITHDRAWAL IN WATER STRESSED AREAS**

2020

Total Consumption

**27,349,090 m<sup>3</sup>**

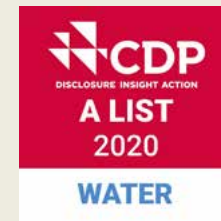


**NUMBER OF FACILITIES**

IN WATER-STRESSED AREAS



**LEADERS IN SUSTAINABLE WATER MANAGEMENT**



Viña Concha y Toro was recognized for its outstanding management of water resources, after reporting all its progress and actions in this area in the 2019 questionnaire of the sustainability index CDP.

The company obtained the highest score in the “Water Management” category, which is essential to address the challenges of climate change and for the company's own.



**Water Footprint** 303-5

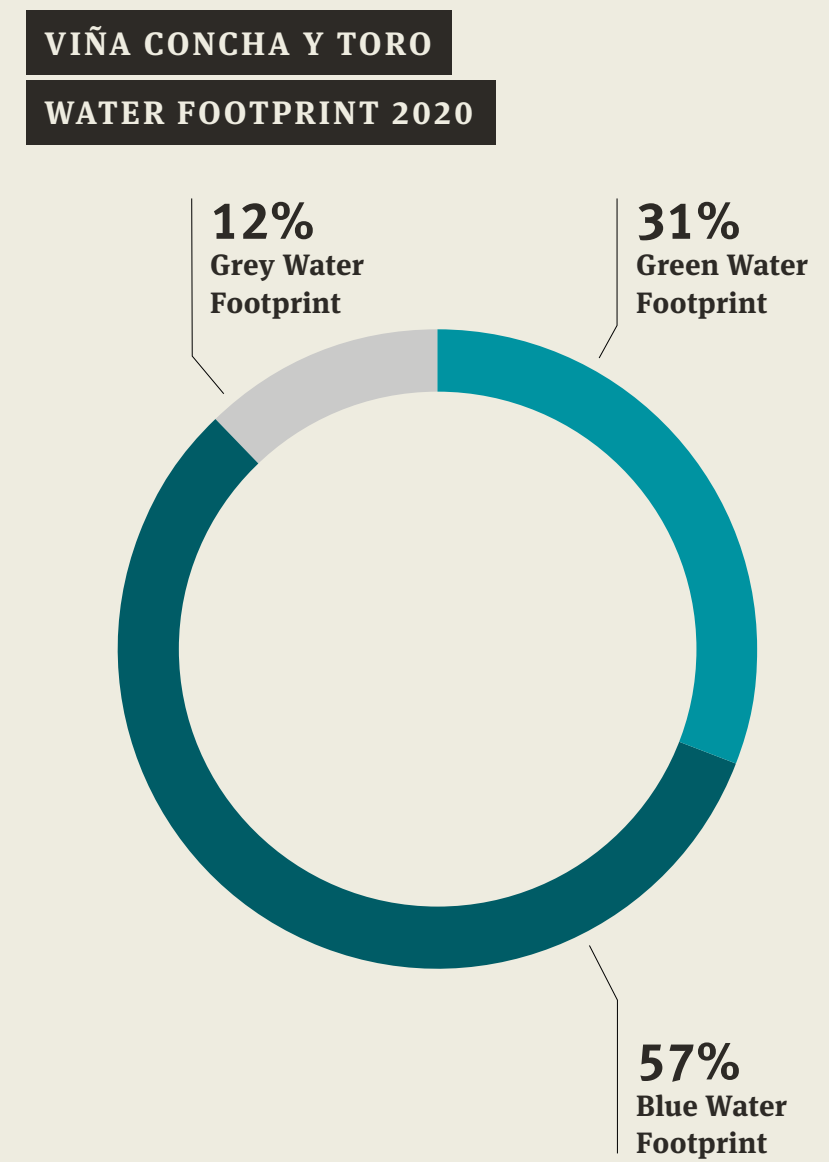
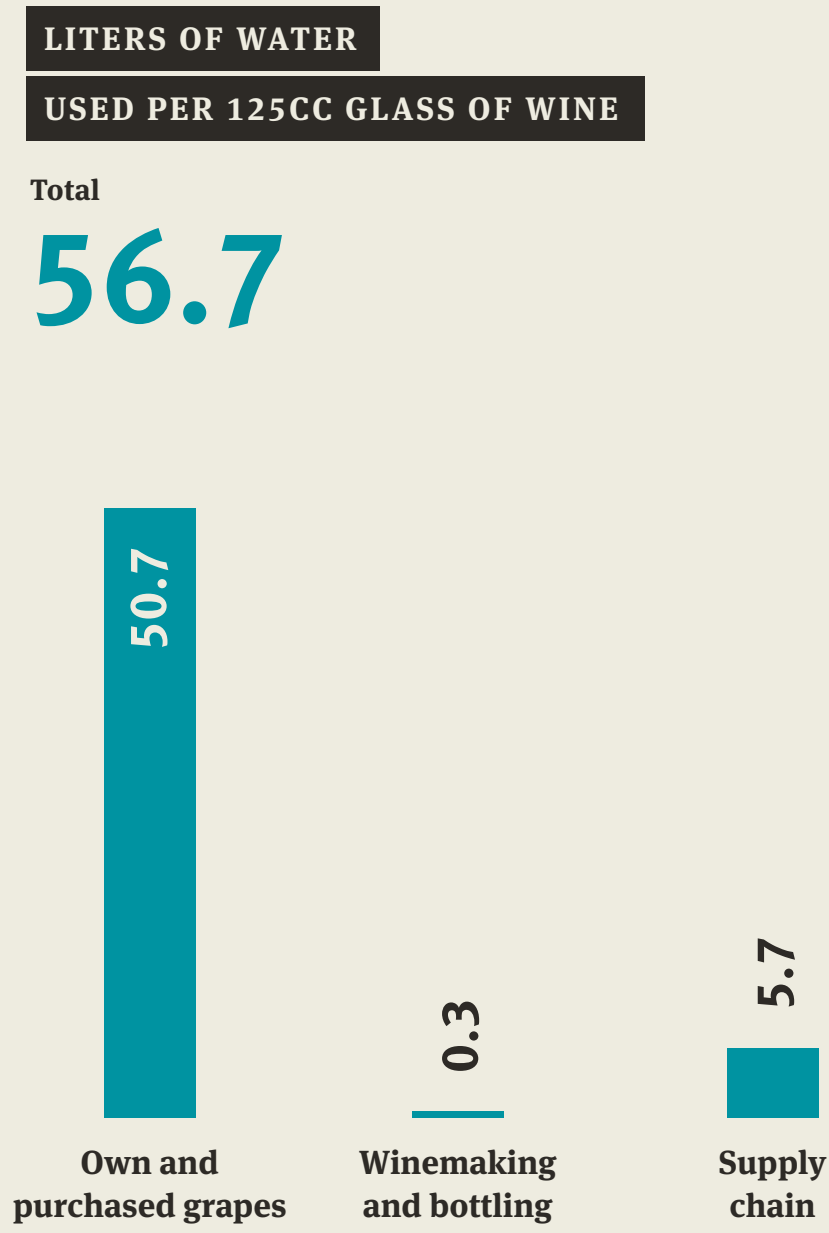
Since 2010, the company has measured its water footprint annually in all of Concha y Toro's operations in Chile under the Water Footprint Network (WFN) methodology, which also considers the activities of the supply and distribution chains.

Additionally, in its Sustainability Strategy the company has set a target of 10% reduction in its water use per liter produced by 2020, compared to 2014, which was achieved during this period.

The latest water footprint measurement showed that 57 liters of water are used per 125ml glass of wine, 48% lower than the industry average of 109 liters per glass.<sup>5</sup>

Efforts to improve efficiency have made it possible to counteract the increase in the water footprint due to higher water requirements in the vineyards as a result of global warming.

<sup>5</sup>Average of the industry provided by Water Footprint Network, product gallery.



**Irrigation requirements in vineyards**

In order to improve water use efficiency in vineyards, through its Center for Research and Innovation (CRI) the company developed an irrigation management system based on the estimation of crop coefficient (Kc) curves specific to the conditions of its crops, which have been achieved through a research project that has been ongoing for more than three years.

The company expects to determine the water demand of its vineyards through specific measurements for its management, considerably increasing the efficiency of water use.

303-2 303-2 303-4  
**Liquid Waste**

Proper water management not only implies efficiency in its use, but also a reducing the environmental load associated with its consumption and disposing it back to the ecosystem in the best possible conditions.

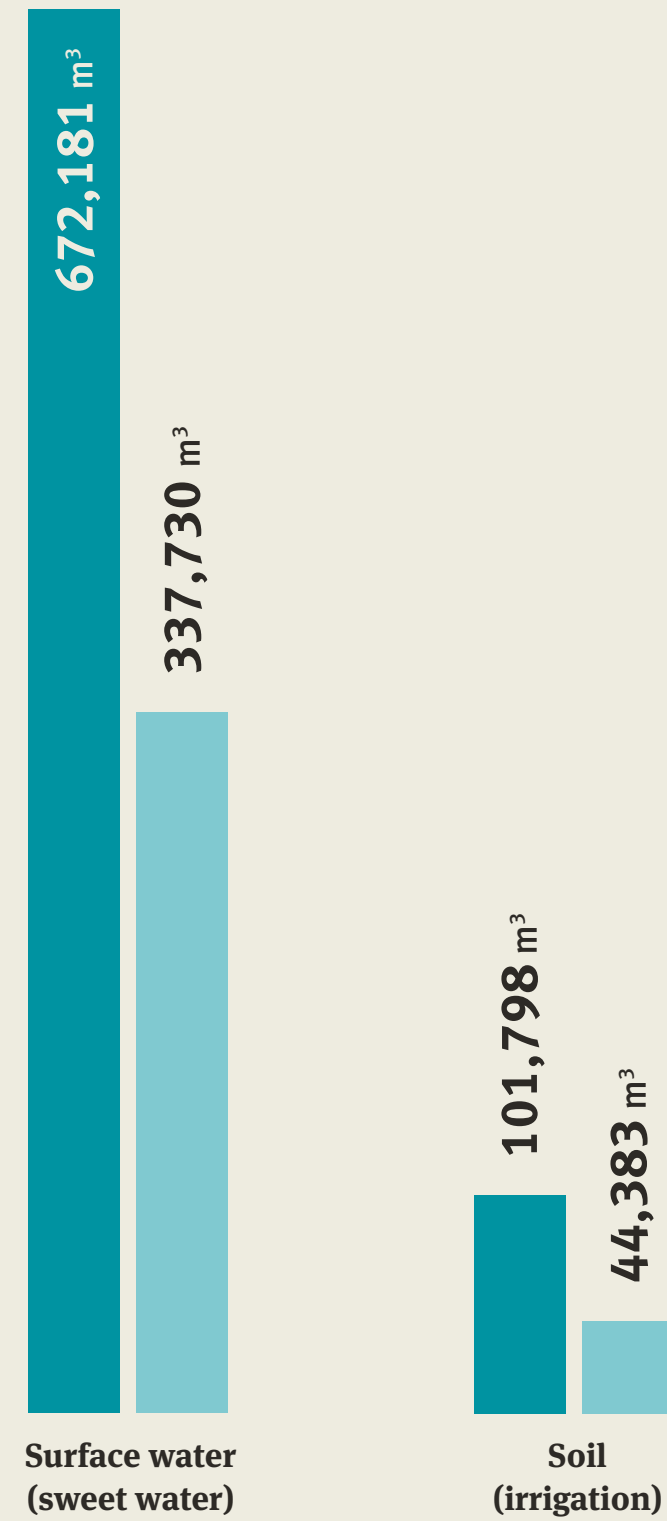
The company aims to discharge all wastewater from its operations safely and responsibly back to the environment. It has strict internal standards and procedures to ensure that wastewater discharge is in compliance with the regulations of each country where it operates and is returned in a state as close as possible to the original.

The criteria for wastewater discharge depend on the type of facility, source of discharge and national standards. These include temperature, pH, total suspended solids, chemical oxygen demand (COD) and biological oxygen demand (BOD), key parameters for determining the pollution potential and oxidizable organic matter present in the water discharge.

The company has wastewater treatment systems designed especially for its operations, through which it monitors and controls the LIW treatment processes, optimizes systems and controls the use of chemicals in the treatment. It has 13 treatment systems in Chile and two in Argentina, which discharge effluents to surface sources through sprinkler irrigation or by sending them to external sanitation companies for treatment and final disposal.

Fetzer uses the BIDA® BioFiltro® system for liquid waste treatment, which uses red worms

Water discharges by destination  
 Water discharges in water-stressed areas



Water stress areas are considered to be those with high and very high baseline water stress according to the WRI Aqueduct Tool.

and microbes to treat water in ponds designed for this purpose. This system does not use electricity and produces more than 570 m3 of soil enriched with organic material per year, which can later be used as fertilizer.





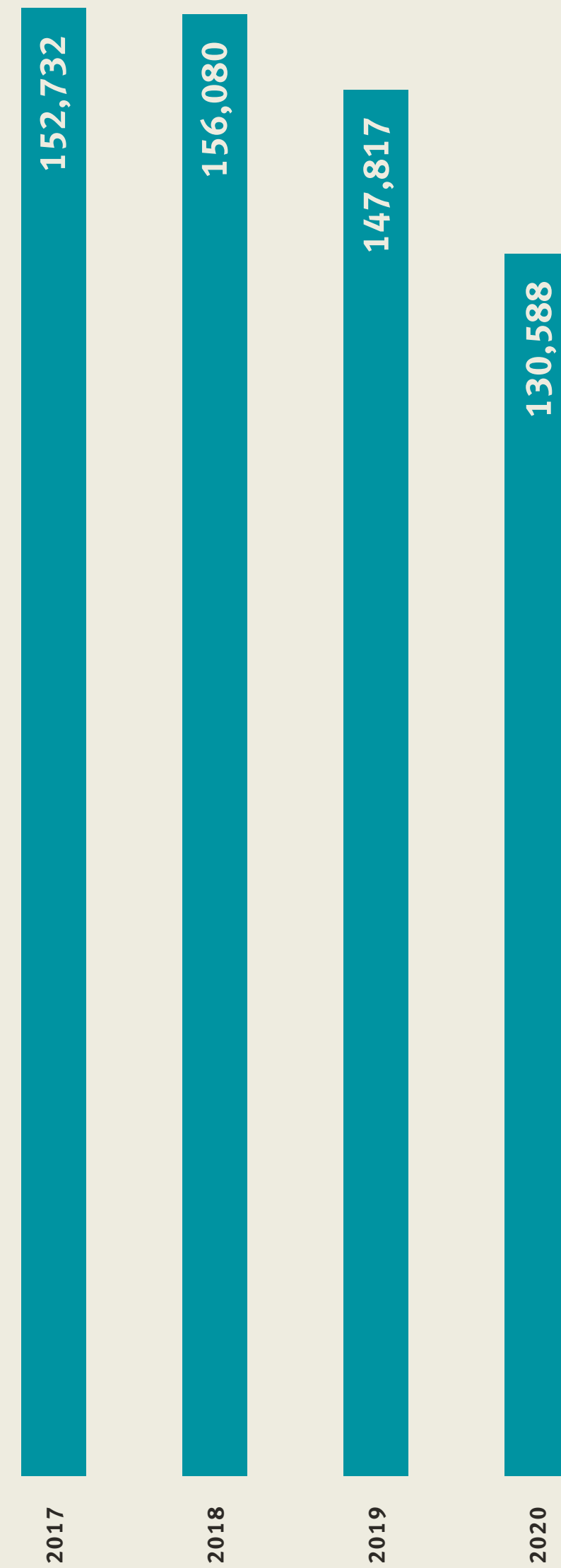
Energy 312-1 312-2 312-3 312-4

**85%**  
Of the global company's electricity supply comes from renewable sources.

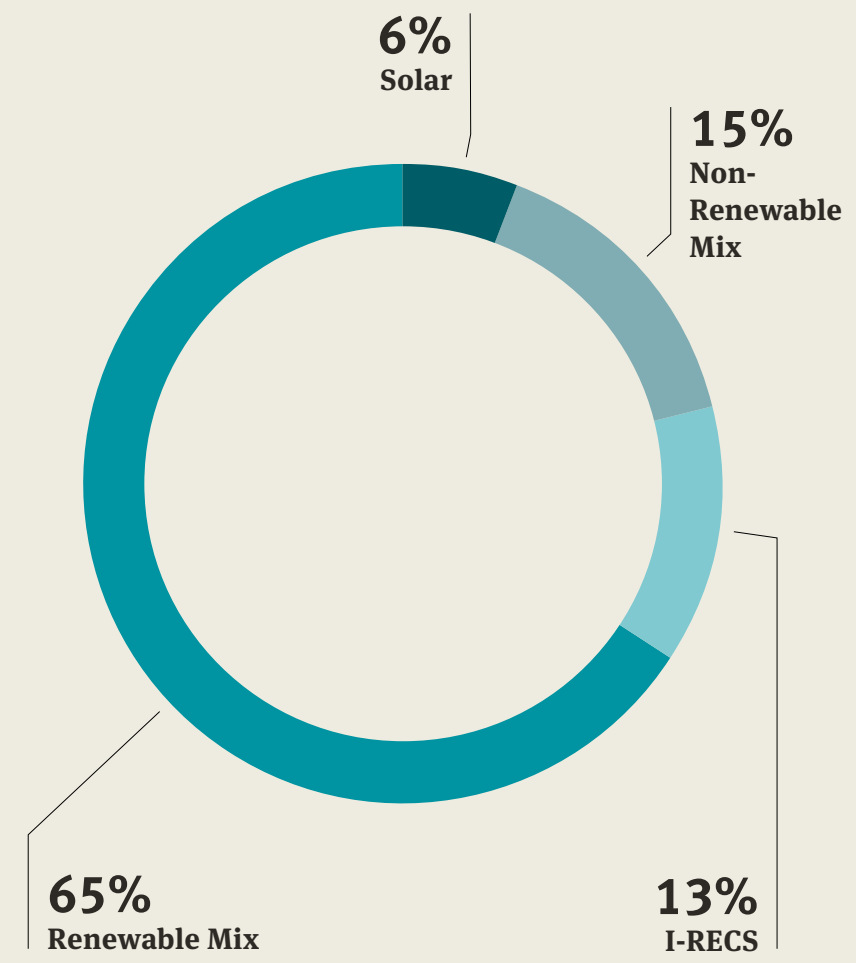
Efficiency in the use of energy is also key within the company's Sustainability Strategy, and so it established the goal of achieving 100% renewable energy supply for Concha y Toro's operations in Chile by 2020. During this year, 11 new solar photovoltaic plants were installed in different properties, totaling more than 3.5 MW of power and avoiding the emission of more than 27,000 tons of CO<sub>2</sub> per year through clean energy produced within the facilities.

The energy used in the production process comes mainly from fossil fuels, the electricity distribution network and electricity generated by the company's solar plants.

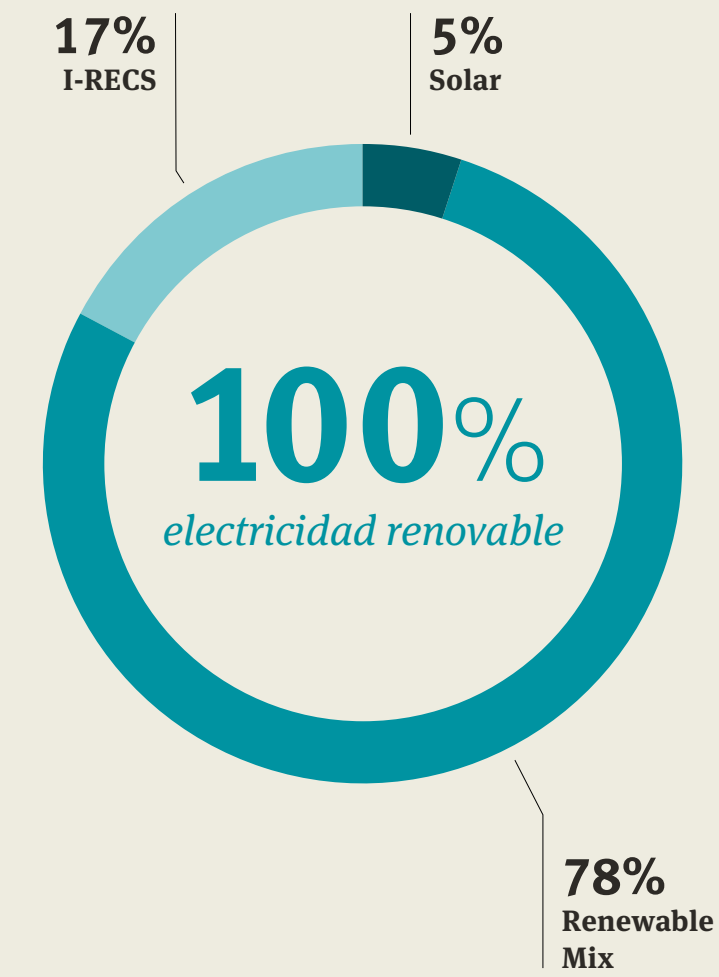
TOTAL ENERGY CONSUMPTION (MWH)



ELECTRICITY CONSUMPTION BY SOURCE



CONCHA Y TORO ENERGY CONSUMPTION



The energy consumption intensity ratio within the organization from fuel and electricity was 3.74 kWh per 9-liter case sold during 2020, decreasing by 15% compared to 2019.

ENERGY INTENSITY (KWH/CAJ9L)





## ↓ Noteworthy initiatives

### ↓ Solar energy in Bodega Trivento

Trivento, the company's subsidiary in Argentina, launched the Renewable Energy Project and in 2019 began the construction of a 2,350 m<sup>2</sup> solar plant that will generate 505 MWh of energy per year and will be the largest private project of its kind in the Argentinian wine industry.

By installing 918 solar panels, the photovoltaic plant will enable the winery to reduce its greenhouse gas (GHG) emissions by 303 t CO<sub>2</sub>eq per year, which is equivalent to planting 606 trees.

### ↓ Energy strategy to achieve independence from fossil fuels

Concha y Toro announced an important and unprecedented agreement with the German innovation center Fraunhofer Chile to advance towards the company's commitment to achieve zero greenhouse gas emissions by 2050.

This alliance, called *Futuro Renovable* (Renewable Future), seeks to promote technological innovation projects that will enable the company to move towards a sustainable and decarbonized energy matrix. Among the projects that will be jointly evaluated is the possibility of using green sources and technologies, such as organic waste management and treatment, biomass composting, bioenergy generation, green hydrogen and other emerging technologies that are applicable to the company's production strategy.

## Biodiversity

304-1 304-2

Protecting and enhancing wildlife and biodiversity in the company's vineyards and surrounding ecosystems is crucial. The company has no activities in protected areas and its operations do not have significant negative impacts on biodiversity.

Viña Concha y Toro seeks to protect and safeguard its natural environment. The presence of different species of flora and fauna inhabiting its vineyards is proof that the natural environment is in an excellent state of conservation and coexists with the production of quality wines.

Understanding the importance of this rich biodiversity, we also work together with organizations dedicated to environmental conservation, focusing on ecological restoration and the provision of ecosystem services.

### Chile

Since 2019, the company has had Forest Stewardship Council (FSC® / FSC-C154029) forest management certification, which certifies the ecosystem service of carbon sequestration. The first annual monitoring visit of this certification took place in 2020 to verify the commitments set out in the forest management plan.

The company also has a Forest Management Plan for Conservation Purposes, which includes various activities aimed at maintaining and improving the structure of forests, including an enrichment plan with native species in degraded areas and annual biodiversity monitoring.

Understanding the importance of the rich biodiversity present in its estates and the bene-

Fundo	Superficie (ha)
Peumo	452
Rauco	852
Villa Alegre	304
Idahue	1.633
Rucahue	114
Ucúquer	487
Lourdes	149
Palo Santo	189
Santa Raquel	93
<b>Total</b>	<b>4.272</b>

fits it provides, in 2020 the company signed a Collaboration Agreement with the National Forestry Corporation (*Corporación Nacional Forestal*, CONAF), which establishes objectives aimed mainly at preventing forest fires, through the implementation of forest protection plans and training, among other things. It also provides support in ecological restoration activities through the current national tree planting program, as well as knowledge on growing native species in nurseries. Thanks to this agreement, progress was made in 2020 on the restoration



of three of the company's estates. For the year 2021, there is an expanded restoration plan, which will involve estates with native forest, estates with vineyards and also industrial sites.





**Through its Native Forest Conservation Program, the winery has implemented initiatives to protect and improve the condition of the 4,272 hectares of sclerophyllous (native) forest present within its estates in Chile.**



## ↓ Promoting biodiversity in the estates

During 2020, the company promoted three new projects in the El Triángulo (Casablanca Valley) and Pirque (Maipo Valley) estates, aiming to increase the number of pollinating insects, improve existing organic matter and strengthen biodiversity. All the initiatives were developed together with the global agricultural technology company Syngenta.

The first, called “Operation Pollinator”, will implement flower gardens on each property, which were carefully created and designed to respond to each specific habitat, adapting to the local conditions and the native insects that inhabit it.

The second, “AgBio”, will measure different biodiversity indicators, such as the presence of pollinating insects and the contribution of organic matter to the soil, through cover cropping between the rows of grapevines.

And, finally, the “Multifunctional Native Borders” (*Bordes Nativos Multifuncionales*), a project in which native herbaceous plants, shrubs and geophytes were planted in specific sites on each estate.

## ↓ Working together with CONAF

Concha y Toro made an agreement with the National Forestry Corporation (CONAF) to establish a public-private partnership to preserve and regenerate native forests that are immersed in the company's estates throughout Chile.

The agreement includes different lines of action that the company must put into practice, including managing native forests for conservation purposes, with support from CONAF's development area, developing plans to protect the land against forest fires, coordinating joint training activities for workers, and implementing outreach activities to help raise awareness and promote native forest conservation and forest fire prevention.



## Soil

In order to prevent soil erosion, nutrient loss and control pests and diseases, the company is constantly working on the proper management of agricultural soils. The Integrated Pest Management Plan allows optimizing and protecting the vineyards without interfering with the biological cycles of the soils, thus preventing erosion.

Fertilizers are used exclusively to safeguard the optimal development of the vines and guarantee the quality of the grapes, following all enological requirements. Pesticides are applied exclusively for pests and diseases management and control, always following strict protocols to ensure the health of both the employees responsible for their application and consumers.

### Good practices in soil management

- ▶ **Viña Cono Sur** continues to increase the area managed organically by reducing the use of agrochemicals and incorporating more environmentally friendly management. Currently, 27% of the winery's land is under this management method.
- ▶ **Trivento** promotes the Vine Nutrition Program (VNP), which seeks nutritional balance in the vines to achieve sustainable and sustained production, in volume and quality, for up to thirty years.
- ▶ **Fetzer Vineyards** implements regenerative farming practices to maintain healthy soils, rebalance the water cycle and promote biodiversity and ecosystem resilience. Additionally, Fetzer's vineyards are certified by Fish Friendly Farming and California Certified Organic Farmers (CCOF).



# Externalities Management

Aware that its production activities have an impact on the environment and generate positive and negative externalities, the company constantly assesses its processes to identify potential adverse impacts, to consequently eliminate or mitigate them. The management of environmental indicators, waste and emissions is a fundamental part of Viña Concha y Toro's sustainability strategy.

## Waste and Recycling

306-1 306-2 306-3 306-4 306-5

The company is committed to reducing its waste as much as possible, maximizing recycling and reuse rates in order to enhance circularity and ensure that waste does not end up in landfills.

The corporate waste management goal is to completely eliminate waste to landfills. At the end of this period, 98% of the waste was recycled and/or reused; the remaining 2% corresponds mainly to sludge from liquid waste treatment plants and household waste, which is expected to be managed during 2021 to achieve the goal.

## Waste

As with most products, winemaking can generate waste at many stages of its life cycle. The company works to reduce the volume of materials used in this process and to reuse or recycle waste from its operations in ways that benefit the business, the environment and local communities.

The main waste generated at each stage of production is as follows:

### Agriculture

- ▶ Pruning residues: These are reincorporated into the soil and serve as fertilizer.
- ▶ Agrochemical containers: Managed through a system of collection and chipping by authorized managers.
- ▶ Irrigation hoses: Recycled by suppliers or sold for reuse or recycling.

### Winemaking

- ▶ Pomace and stems: Reused for solarization in composting pits and then reincorporated into the soil.
- ▶ Lees.
- ▶ Chemical product containers (detergents).
- ▶ LIW (liquid industrial waste): Treated in treatment plants or conditioned for use in irrigation.

### Bottling

- ▶ Glass (from breakage in the bottling lines): It is temporarily collected and then returned to glass suppliers, where it is recycled.
- ▶ Cardboard and paper (mainly from depalletizing process): It is temporarily stockpiled and then returned to cardboard suppliers for recycling.
- ▶ Plastic (mainly from depalletizing and recep-

tion of supplies): It is temporarily stockpiled and then sold as raw material for recycling.

- ▶ Waste from the labeling process (Liner pet): It is used to make a 100% recycled and biodegradable dishwasher bottles, in partnership with Virutex in Chile. The company expects to continue exploring other waste, such as strapping or irrigation hoses, to further promote upcycling.

### Distribution

- ▶ The main waste from the distribution process is secondary packaging materials used to protect products during transport. These are mainly pallets, cardboard (boxes, partitions and strapping) and stretch film, which can have a negative impact on the environment if not properly managed.

### Consumption

- ▶ After products are consumed, waste is generated from their packaging, including materials such as glass, cardboard, plastics, aluminum and tetra pak, which can have a negative impact on the environment if not properly managed. To mitigate these potential impacts, the company promotes recycling its product packaging, 98% of which is recyclable.



## Management of waste-related impacts

Viña Concha y Toro complies with current local waste management regulations in all countries where it operates. It also promotes its own reuse and/or recycling initiatives and works in partnership with authorized waste managers who have sanitary authorizations for both transportation and final disposal.

The company works together with its main suppliers to reduce the generation of hazardous waste and promotes reuse and/or recycling practices. It also seeks to promote different alliances with companies and organizations to reuse and/or recycle waste generated at its facilities that can be revalued. It has developed different collaboration agreements with local entrepreneurs in the areas where it operates to take advantage of recyclable materials to create products that have a higher value than the original material.

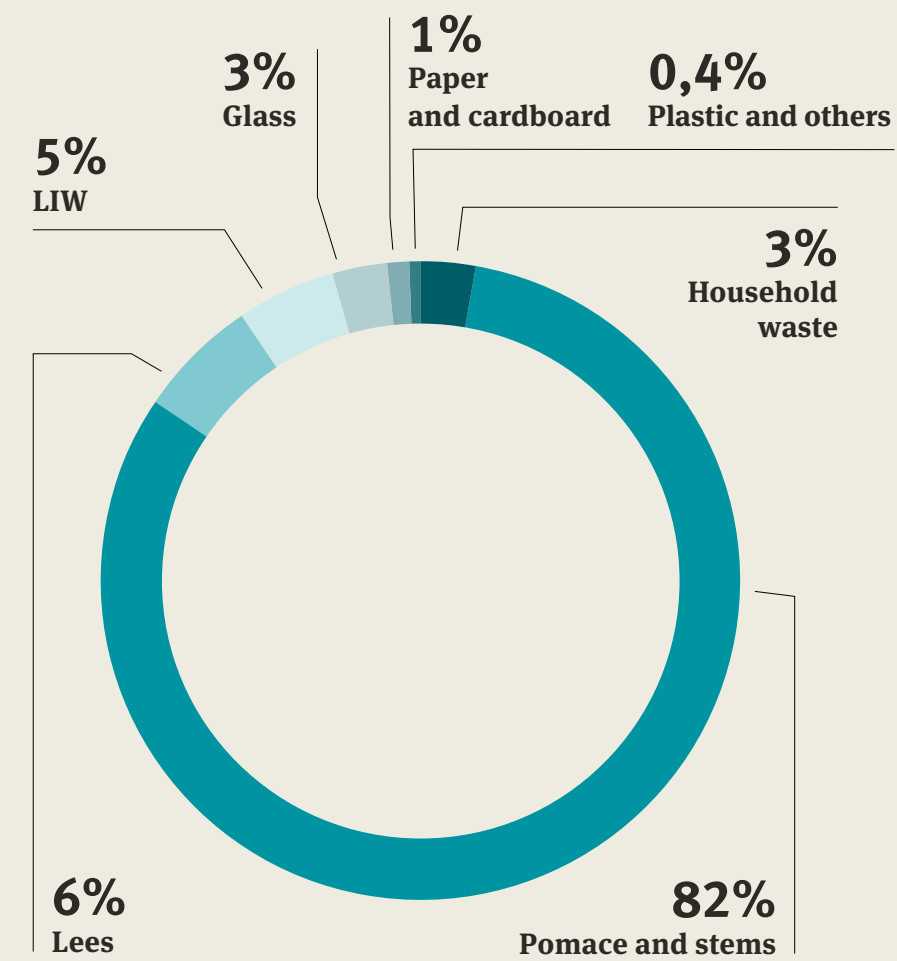
### Non-hazardous waste

- The non-hazardous waste is mainly organic waste derived from grapes, which is composted in its entirety and used to improve soil in vineyards.
- Glass, cardboard, plastics and metals are carefully separated at each facility to ensure that they are 100% recycled.

### Hazardous waste

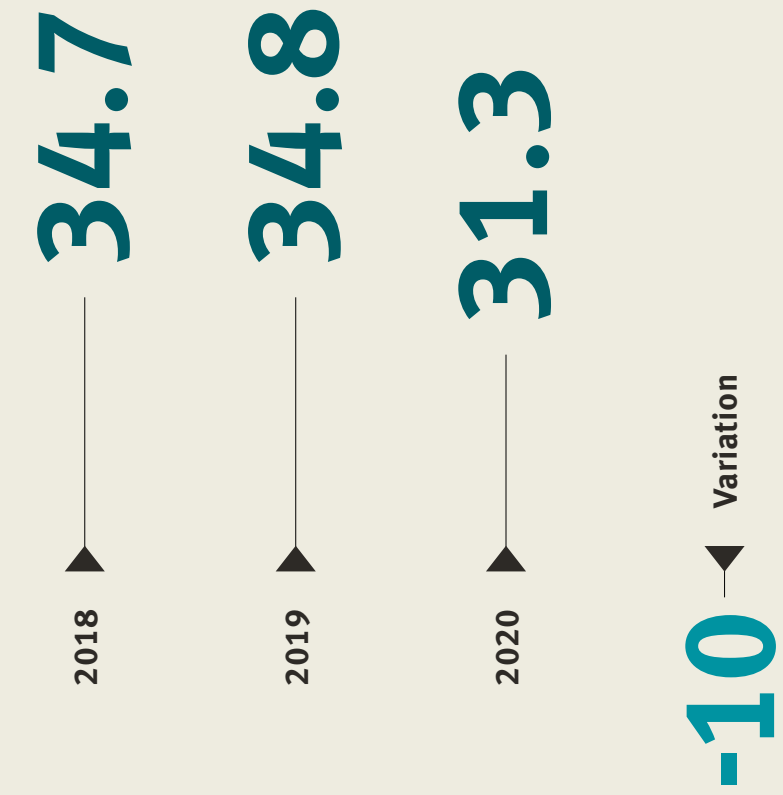
- The company has specific procedures for managing hazardous waste and authorized warehouses at all of its facilities for its proper management. This waste is handled by duly authorized external companies, in accordance with the regulations in force in each country. During 2020, the company generated 31,3 tons of hazardous waste managed and transported by authorized providers.

TOTAL WASTE GENERATED BY COMPOSITION (TON)



HAZARDOUS WASTE (TON)

Disposal with authorized company





### ↓ Waste management at Trivento

The Argentine subsidiary has positioned itself as a benchmark in the wine industry in terms of sustainability by managing 2.7 million kilograms of solid waste per year and promoting a circular economy system to manage waste from the winemaking process.

Trivento currently recycles 97% of its solid waste. It also set a goal for 2020 to use all of its pomace (approximately 2,000 tons) for composting. In addition, the winery entered into an agreement with a cooperative of urban waste collectors to separate the remaining 3% of recyclable waste that was not being managed. This will allow Trivento to reach its environmental goal for 2023 and will also generate social inclusion by providing formal employment and genuine income.

### ↓ Composting technologies

Through a collaborative project with the Center for Research and Innovation (CRI), the company launched a series of trials to develop and implement technologies to optimize compost production and improve its quality.

### ↓ Circular economy with Virutex Ilko

Within the framework of the circular economy initiatives developed by the company and with the objective of achieving Zero Waste to Landfill, in 2020 a recycling initiative was developed in partnership with Virutex Ilko in which the company delivers Liner Pet material (plastic waste from the labeling process) that is then used to make 100% recycled and biodegradable dishwasher bottles.

# Climate Change

102-15 | 201-2

Climate change poses great risks and challenges for the wine industry and society in general. Viña Concha y Toro is aware that addressing them requires a rapid transition to a low-carbon economy and that companies have a key role to play.

The company's climate action strategy is based on climate science and requires major efforts to transform its operations and promote systemic changes beyond the business. Its commitment is to reduce absolute Scope 1, 2 and 3 emissions by 55% by 2030, in line with the Science Based Targets Initiative (SBTi) and the level of decarbonization needed to avoid global warming above 1.5°C. The company also adheres to the Business Ambition for 1.5°C initiative, committing to achieving zero net emissions by 2050.

These ambitious reduction targets require a deep transformation and partnerships with suppliers and other business partners. Key initiatives to reduce greenhouse gas (GHG) emissions include:

- ▶ Assessing the carbon footprint across the supply chain, aiming to understand and anticipate the impact on the environment and climate.
- ▶ Reducing energy consumption throughout all facilities and migrating from fossil fuels to renewable energy.
- ▶ Working with suppliers to help them reduce their emissions, promoting commitment to science-based reduction targets.
- ▶ Continually assessing the reduction and adaptation strategy to ensure that it adequately responds to the climate threat.

## ↓ Fetzer Vineyards declares climate emergency

With the goal of remediating the effects of climate change and preventing global warming, Fetzer Vineyards signed a climate emergency declaration letter in which it stated its commitment to achieving climate positive operations by 2030.

Fetzer states that “as the historic source of a significant amount of the planet’s greenhouse gases, the business sector has a unique opportunity to demonstrate leadership in the context of the climate crisis by eliminating emissions and drawing down carbon as rapidly as possible.” Regarding its vision as a winery, adds: “We have a moral responsibility as a business to take swift action on the climate crisis.”

*Commitment to reduce absolute emissions from Scope 1, 2 and 3 by 55% by the year 2030.*



305-1 305-2 305-3 305-5  
Carbon Footprint

Every year, the company measures its carbon footprint through the GHG Protocol Corporate Accounting and Reporting Standard (GHG Protocol) under an operational control approach, including direct emissions that come mainly from the use of fuels, land use and refrigerant gases, as well as indirect emissions resulting from activities not directly controlled by the company, such as transportation of supplies, product distribution and business travel.

In 2020, there was a reduction of 18,715 tonCO<sub>2</sub> as a direct result of initiatives associated with the use of renewable energies and the reduction of emissions from the use of refrigerant gases.

TON CO<sub>2</sub>e 2020

Total  
**270,106**

<sup>23</sup> It considers only 88% of the company's operations because the subsidiaries Fetzer and Trivento do not perform a full Scope 3 measurement.

**33,054**

SCOPE 1

**13,815**

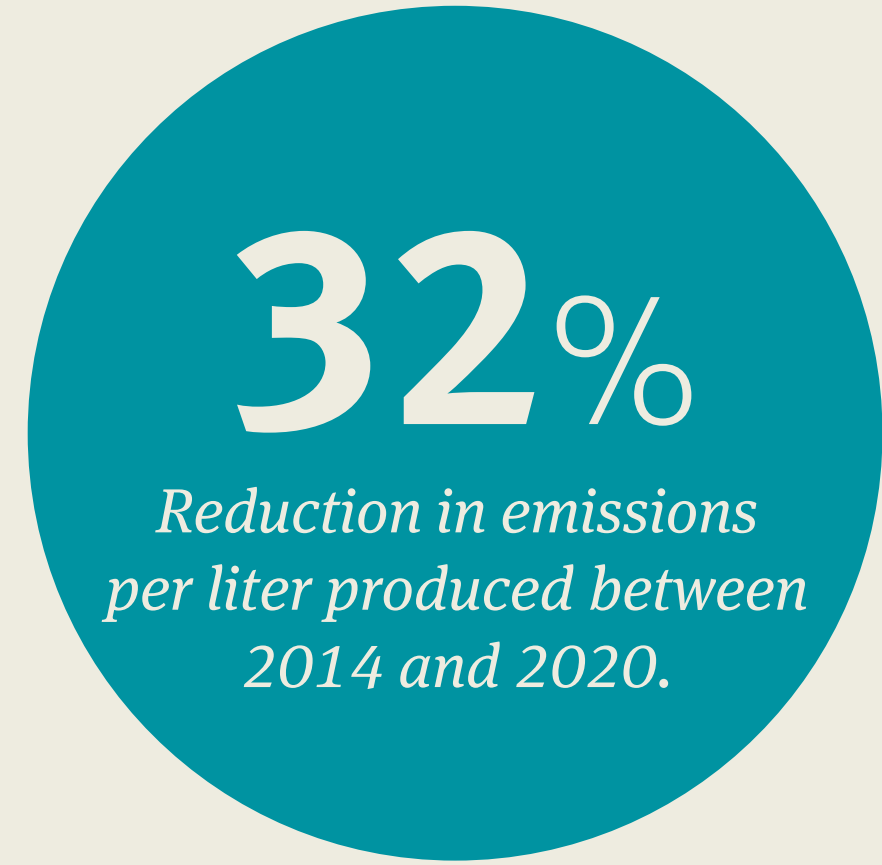
SCOPE 2

**223,237**

SCOPE 3<sup>23</sup>

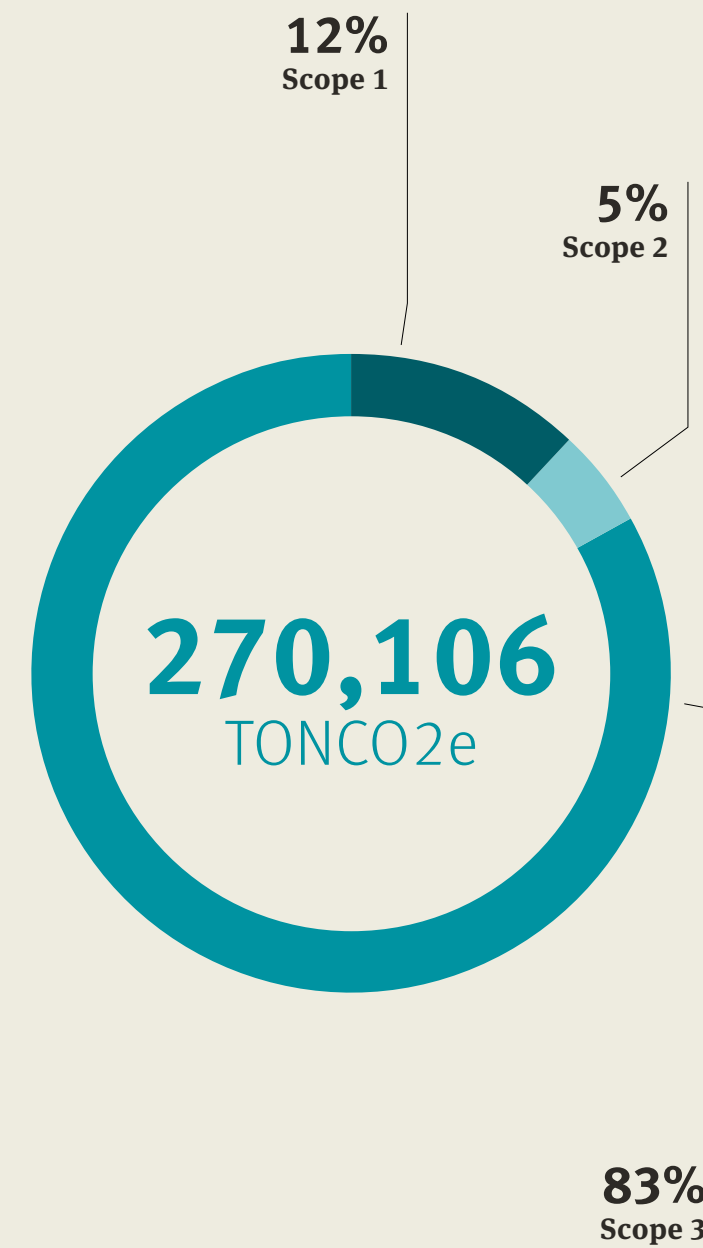
The company's goal was to reduce emissions by 30% per liter produced by 2020 compared to the base year 2014, which was achieved, reaching a 32% reduction in the period.

As for its recent reduction commitment aligned with the Science Based Targets Initiative (SBTi), the company has achieved a 19% reduction in absolute emissions between 2017 and 2020.



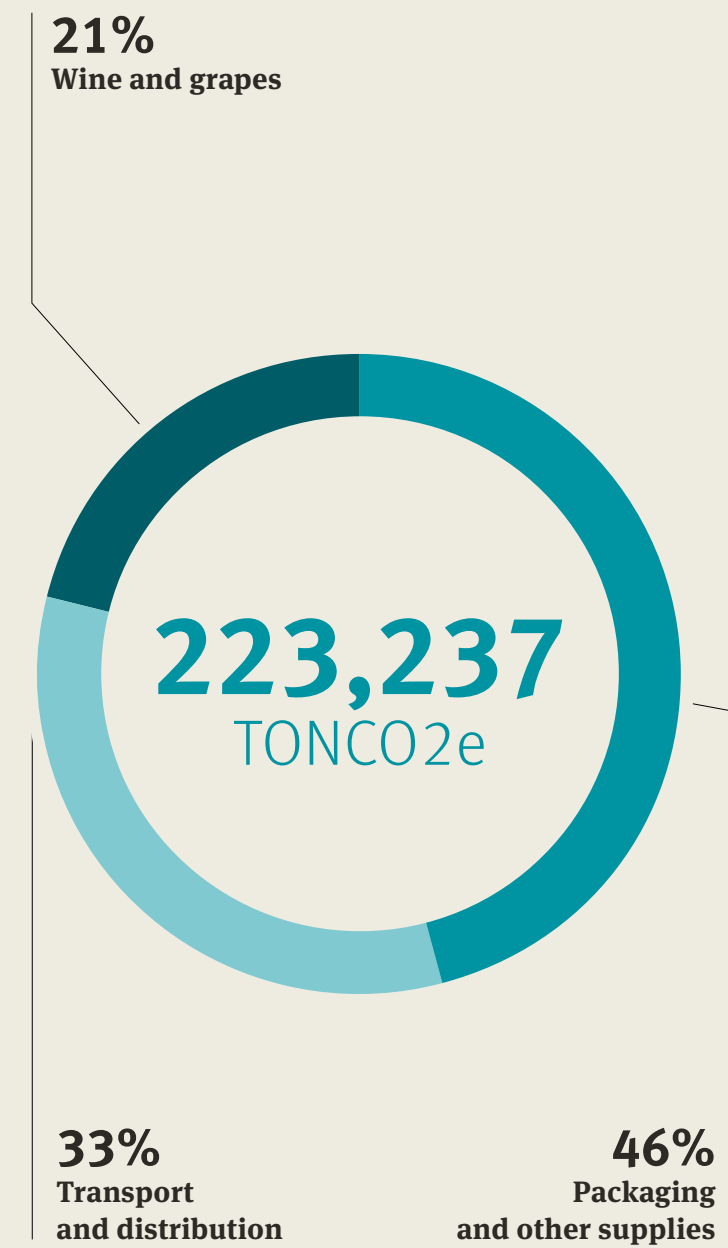
DISTRIBUTION OF EMISSIONS

BY SCOPE



DISTRIBUTION OF

SCOPE 3 EMISSIONS







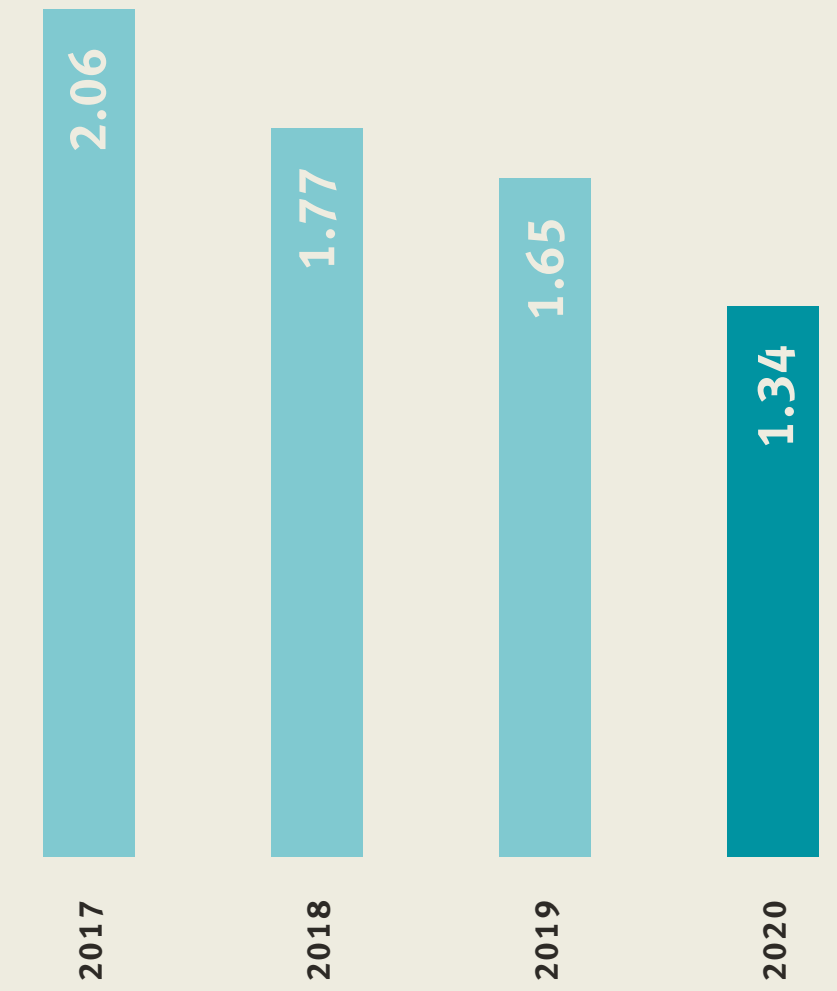
## ↓ Viña Concha y Toro leads Science Based Target workshop for the wine industry

In order to further strengthen its leadership in sustainability, Viña Concha y Toro, together with Vinos de Chile, organized the conference “Carbon Emissions Management and Science Based Target (SBT)”.

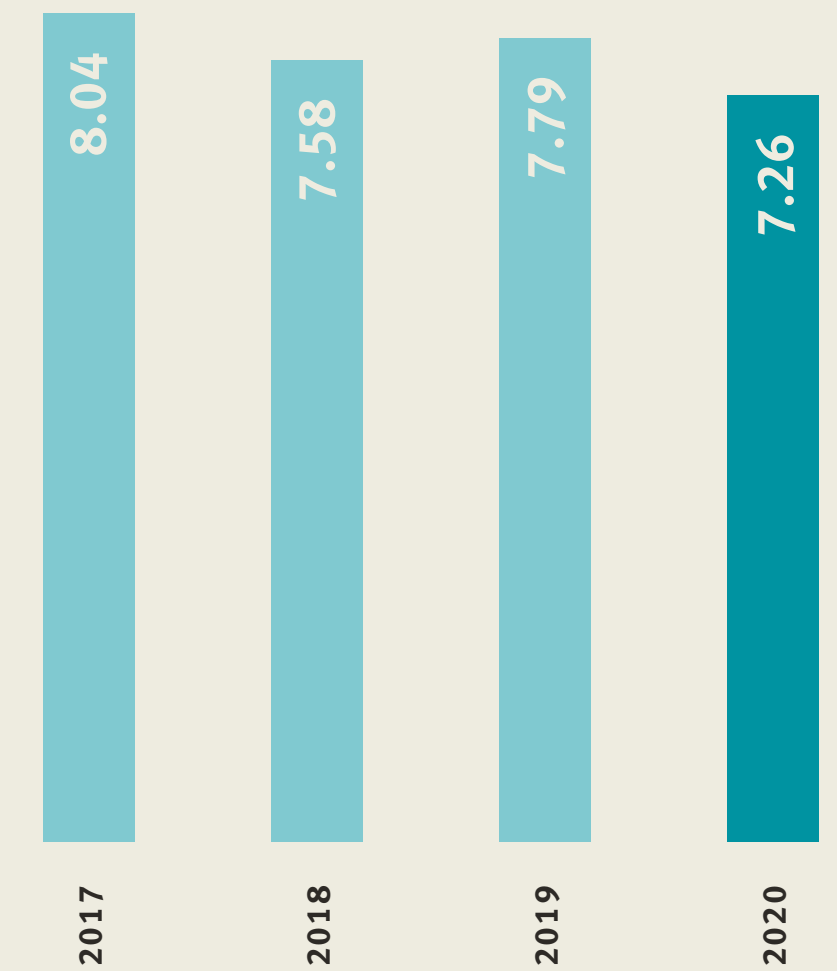
After becoming the first Latin American company to have emissions reduction targets approved by the Science Based Target (SBT) in 2019 and aligned with the goal of keeping global warming below 1.5°C, Viña Concha y Toro was able to share its experience and relevant information with other actors in the sector, in order to encourage the Chilean wine industry to become a pioneer in terms of measuring and reducing the carbon footprint.

Science Based Targets (SBT) is a joint initiative with CDP, the United Nations Global Compact, the World Resources Institute (WRI) and WWF, which invites companies to establishing corporate greenhouse gas reduction targets based on science.

SCOPE 1 AND 2 EMISSION INTENSITY  
(KGCO2E / CAJ9L)



SCOPE 3 EMISSION INTENSITY  
(KGCO2E / CAJ9L)





# Progress towards the SDGs

## ↓ Sustainable development goals (UN)

Sustainability Strategy Viña Concha y Toro					2030 Agenda	
	Goal 2020	% Progress 2020	% Cumulative Progress		SDG	Specific Objective
<b>Water</b>	-10% Water footprint	17%	100%			6.4 Increase the efficient use of water resources
<b>Energy</b>	100% Renewable Supply	20%	100%			7.2 Increase the percentage of renewable energy
<b>Biodiversity</b>	100% Native Forest with conservation alternatives	25%	100%			15.1 Ensure the conservation and sustainable use of ecosystems
<b>Waste</b>	100% Waste avoiding landfill	1%	98%			12.5 Reduce waste generation
<b>Climate Change</b>	30% Scope 1 and 2 emission reduction	13%	100%			13.2 Incorporate climate change measures into policies and strategies

# Annexes - Tables Environment Pillar

## Water 303-3

### ► Water withdrawal

#### IRRIGATION

Source	Unit	2018	2019	2020	Variation
Surface water	Mega Lts	21,058	25,049	25,718	3%
Ground water	Mega Lts	12,750	17,298	17,627	1.9%

#### OPERATIONS + HUMAN CONSUMPTION

Source	Unit	2018	2019	2020	Variation
Ground water	Mega Lts	872	837	890	6%
Municipal water	Mega Lts	94	104	183	77%
<b>Total</b>	<b>m3</b>	<b>34,774</b>	<b>43,288</b>	<b>44,419</b>	<b>3%</b>

### ► Water withdrawal in water-stressed areas

#### CHILE

Source	Unit	2018	2019	2020	Variation
Surface water	Mega Lts	11,106	14,013	14,223	1%
Ground water	Mega Lts	4,676	7,125	7,496	5%
Municipal water	Mega Lts	93	99	181	84%
<b>Total</b>	<b>Mega Lts</b>	<b>15,875</b>	<b>21,237</b>	<b>21,900</b>	<b>3%</b>

#### ARGENTINA

Source	Unit	2018	2019	2020	Variation
Surface water	Mega Lts	1,649	1,681	1,792	7%
Ground water	Mega Lts	3,119	3,423	3,657	7%
Municipal water	Mega Lts	-	-	-	-
<b>Total</b>	<b>Mega Lts</b>	<b>4,768</b>	<b>5,104</b>	<b>5,449</b>	<b>7%</b>

It considers areas with high and very high baseline water stress, according to WRI Aqueduct 2020.



303-5

### ► Water consumption

Source	Unit	2018	2019	2020	Variation
Surface water	Mega Lts	14,533	19,359	20,046	4%
Ground water	Mega Lts	4,624	6,409	6,273	-2%
Municipal water	Mega Lts	8	11	9	-17%
<b>Total</b>	<b>Mega Lts</b>	<b>19,165</b>	<b>25,779</b>	<b>26,328</b>	<b>2%</b>

### ► Water consumption in water-stressed areas

Source	Unit	2018	2019	2020	Variation
Surface water	Mega Lts	7,598	9,359	9,338	0%
Ground water	Mega Lts	3,021	4,409	4,052	-8%
Municipal water	Mega Lts	7	8	9	6%
<b>Total</b>	<b>Mega Lts</b>	<b>10,627</b>	<b>13,776</b>	<b>13,399</b>	<b>-3%</b>

Considers only Concha y Toro operations in Chile.

Considers areas with high and very high baseline water stress, according to WRI Aqueduct 2020.



303-4

#### ► Water discharge

Destination	Unit	2018	2019	2020	Variation
Surface water (fresh water)	Mega Lts	745	744	672	-10%
Ground water (fresh water)	Mega Lts	-	-	-	-
Irrigation	Mega Lts	127	122	102	-17%
<b>Total</b>	<b>Mega Lts</b>	<b>872</b>	<b>866</b>	<b>774</b>	<b>-11%</b>

#### ► Water discharge in water-stressed areas

Destination	Unit	2018	2019	2020	Variation
Surface water (fresh water)	Mega Lts	269	353	338	-4%
Ground water (fresh water)	Mega Lts	-	-	-	0.0%
Irrigation	Mega Lts	94	42	44	56%
<b>Total</b>	<b>Mega Lts</b>	<b>364</b>	<b>395</b>	<b>382</b>	<b>-3W%</b>

► IUCN Red List species and national conservation list species with habitats in areas affected by operations

FLORA - THREATENED SPECIES  
IN NATURAL FORESTS

2020						
Estate	Total SP	Type of species				Threatened species
		N	E	I	SI	
Peumo	112	32	45	26	9	Myrceugenia colchaguensis (EN)
Rauco	99	29	37	25	9	Calydorea xiphioides (VU) /
Villa Alegre	90	28	27	25	10	/
Idahue	117	39	46	29	3	Myrceugenia colchaguensis (EN)
Rucahue	103	27	39	28	9	/
Ucúquer	157	50	54	47	6	Calydorea xiphioides (VU), Persea lingue (VU).
Lourdes	149	52	14	81	2	/
Santa Raquel	98	24	21	49	4	Alstromeria diluta spp diluta (EN)
Palo Santo	91	23	29	36	3	/

**Species Type: N = native, E = endemic, I = Introduced, SI = No information**

**Conservation Category Classification: EN = Endangered, VU = Vulnerable**



**FAUNA - THREATENED SPECIES  
IN NATURAL FORESTS**

Estate	Total SP	Type of species				Threatened species
		N	E	I	SI	
Peumo	58	46	7	5	-	/
Rauco	43	37	3	3	-	Rhinella arunco - Sapo de rulo (VU)
Villa Alegre	33	28	3	2	-	/
Idahue	58	46	7	5	-	Calyptocephalella gayi- Rana Chilena (VU)/ Leopardus guigna - Guiña (VU)
Rucahue	46	33	5	8	-	Leopardus guigna - Guiña (VU)
Ucúquer	62	53	5	4	-	Leopardus guigna - Guiña (VU)/ Calypto- cephalella gayi - rana chilena (VU)
Lourdes	63	53	4	6	-	Rhinella arunco - Sapo de rulo (VU) / Leo- pardus guigna - Guiña (VU)
Santa Raquel	51	43	3	5	-	Leopardus guigna - Guiña (VU)
Palo Santo	53	42	5	6	-	Leopardus guigna - Guiña (VU)

**Species Type: N = native, E = endemic, I = introduced, SI = no information**

**Conservation Category Classification: EN=Endangered, VU = Vulnerable**

In Chile, the official source of information on the classification of species according to conservation status is the “Wild Species Classification Regulation”, prepared by the Ministry of the Environment.



306-3  
Waste

► Waste Generated

Type of Waste	Unit	2018	2019	2020	Variation
Pomace and stems	ton	65,541	49,819	50,610	2%
Lees	ton	4,768	3,648	3,604	-1%
LIW	ton	3,773	2,744	2,990	9%
Glass	ton	2,091	1,690	1,615	-4%
Paper and cardboard	ton	1,110	804	857	7%
Plastic	ton	327	289	253	-12%
Household waste	ton	1,975	1,502	1,525	2%
Other	ton	5	4	4	0%
<b>Total</b>	<b>ton</b>	<b>79,591</b>	<b>60,499</b>	<b>61,459</b>	<b>2%</b>

306-4

► Waste diverted from disposal

Type of valorization	Unit	2018	2019	2020	Variation
Preparation for reuse	ton	63,458	47,221	50,902	8%
Recycling	ton	13,403	9,907	8,580	-13%
Other	ton	156	1,305	388	-70%
<b>Total</b>	<b>ton</b>	<b>77,017</b>	<b>58,434</b>	<b>59,870</b>	<b>2%</b>





306-5

### ► Waste directed to disposal

Type of disposal	Unit	2018	2019	2020	Variation
Landfill	ton	2,574	2,064	1,587	-23%
<b>Total</b>	<b>ton</b>	<b>2,574</b>	<b>2,064</b>	<b>1,587</b>	<b>-23%</b>

302-1

### Energy

### ► Energy consumption within the organization

#### CONSUMPTION OF FUELS

#### FROM NON-RENEWABLE SOURCES

	Unit	2018	2019	2020
Gasoline	MWh	8,144	7,034	6,300
Diesel	MWh	34,972	32,695	29,325
GLP	MWh	28,860	30,344	25,696
Natural gas	MWh	6,056	4,565	3,794
<b>Total</b>	<b>MWh</b>	<b>78,032</b>	<b>74,908</b>	<b>64,114</b>
	<b>Terajoule</b>	<b>281</b>	<b>270</b>	<b>234</b>



**CONSUMPTION OF ELECTRICITY  
FROM RENEWABLE SOURCES**

	Unit	2018	2019	2020
Solar	MWh	662	759	3,354
Renewable Mix	MWh	45,750	45,621	42,434
<b>Total</b>	<b>MWh</b>	<b>46,412</b>	<b>46,380</b>	<b>45,787</b>

**CONSUMPTION OF ELECTRICITY  
FROM NON-RENEWABLE SOURCES**

	Unit	2018	2019	2020
Non-Renewable Mix	MWh	31,636	26,529	19,686
<b>Total</b>	<b>MWh</b>	<b>31,636</b>	<b>26,529</b>	<b>19,686</b>
<b>Total energy consumption</b>	<b>MWh</b>	<b>156,080</b>	<b>147,817</b>	<b>130,588</b>
	<b>TeraJoule</b>	<b>562</b>	<b>532</b>	<b>470</b>



302-3

### ► Energy intensity

		2018	2019	2020
Total energy consumption	MWh	156,080	147,817	130,588
Liters of Wine Sold	CAJ 9L	33,029,624	33,496,531	34,961,821
Energy intensity	kWh/CAJ 9L	4.73	4.41	3.74
Fuels	kWh/CAJ 9L	2.36	2.24	1.86
Electricity	kWh/CAJ 9L	2.36	2.18	1.87

Conversion of fuels used, employing Net Calorific Value (NCV) from the 2006 IPCC Guidelines for National Greenhouse Gas Inventories.



305-1 305-2 305-3  
Carbon Footprint

	Unit	2018	2019	2020
<b>Scope 1</b>	<b>ton CO2e</b>	39,639	41,196	33,054
	<b>% Operations included</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Scope 2</b>	Unit	2018	2019	2020
<b>Location Based</b>	<b>ton CO2e</b>	18,687.0	31,039.0	28,832.2
<b>Market based</b>	<b>ton CO2e</b>	16,932	12,997	13,815
	<b>% Operations included</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

	Unit	2018	2019	2020
<b>Scope 3</b>	<b>ton CO2e</b>	219,055	226,603	223,237
	<b>% Operations included</b>	<b>88%</b>	<b>87%</b>	<b>88%</b>

Emission factors used:  
 - IPCC, 2006 - Guidelines for National Greenhouse Gas Inventories.  
 - Government conversion factors for Company Reporting. DEFRA - DECC, 2018.

Global Warming Potentials used: Intergovernmental Panel on Climate Change (IPCC) Fourth Assessment Report (AR4) over a 100-year period



305-4

► GHG emissions intensity

	Unit	2018	2019	2020
<b>GHG Emissions Intensity Scope 1 and 2</b>	kgCO2e / CAJ9L	1.77	1.65	1.34
<b>% Operations included</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>

	Unit	2018	2019	2020
<b>GHG Emissions Intensity Scope 3</b>	kgCO2e / CAJ9L	7.58	7.79	7.26
<b>% Operations included</b>		<b>88%</b>	<b>88%</b>	<b>88%</b>

305-6  
Other emissions

#### ► Emissions of ozone-depleting substances (ODS)

Gas Used	Unit	2018	2019	2020	ODP*
HCFC-22	kg	1,918	1,863	816	0.055
HCFC-141b	kg	27	14	41	0.11
<b>ODP emissions</b>	<b>kg CFC-11e</b>	<b>108.5</b>	<b>104.0</b>	<b>49.4</b>	

ODP: Ozone Depletion Potential

Source: Handbook for the Montreal Protocol on Substances that Deplete the Ozone Layer Seventh edition (2006), Ozone Secretariat, "Annex C, Controlled Substances". GWP values

305-7

#### Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions

	Unit	2018	2019	2020	Variation
SO X	kg	3,473	3,737	1,876	-50%
NO X	kg	8,238	10,667	7,912	-26%
MP 10	kg	43	434	315	-27%
CO	kg	2,153	2,004	1,437	-28%

Includes only emissions from operations in Chile and emissions from fixed sources.

EPA emission factors are used - ENVIRONMENT PROTECTION AGENCY OF UNITED STATES OF AMERICA, 2009. AP 42, Compilation of Air Pollutant Emission Factors, Volume 1: Stationary Point and Area Sources, Fifth Edition October 14, 2009, Washington D.C. USA.



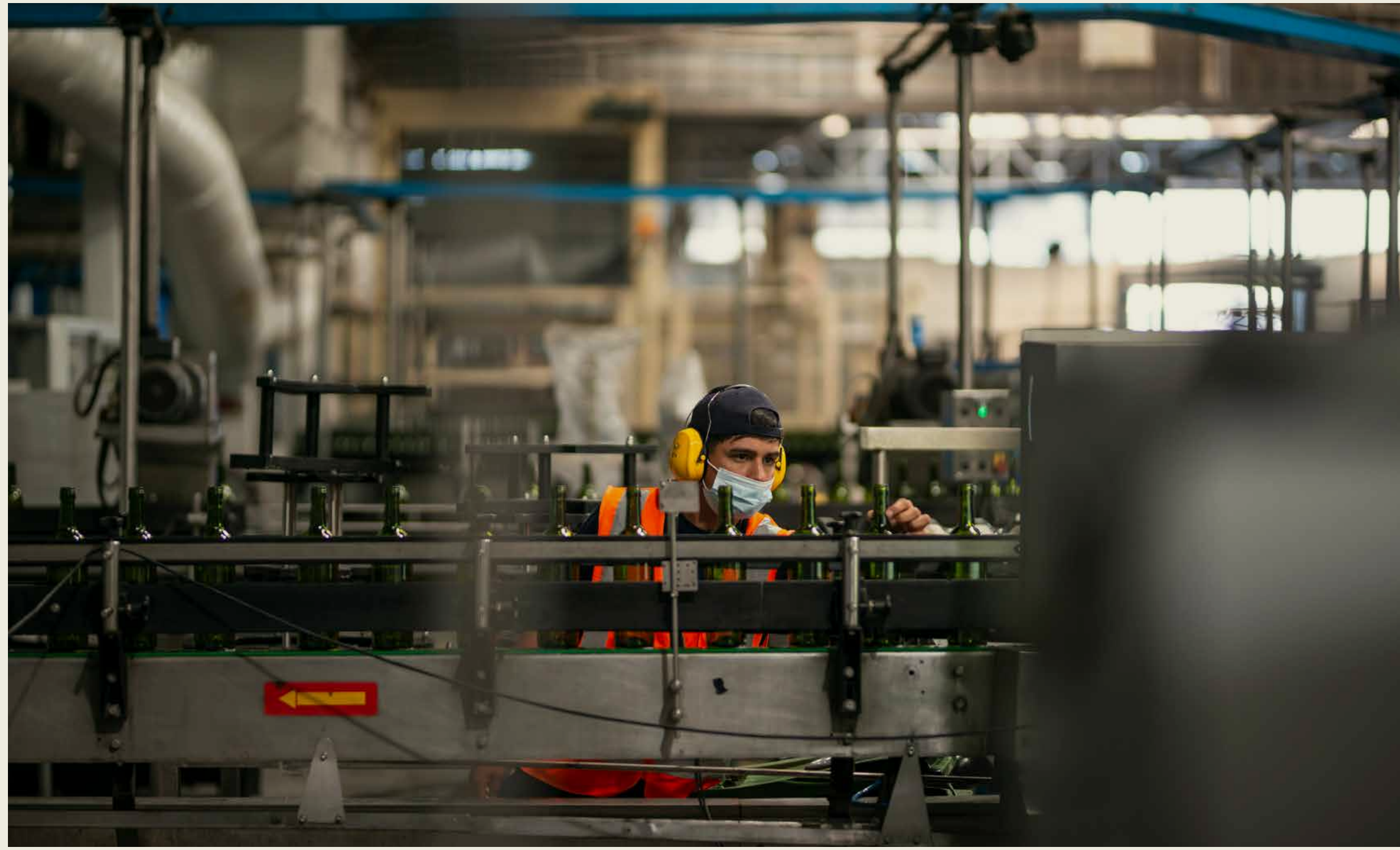
Chapter 06

# Supply Chain Pillar



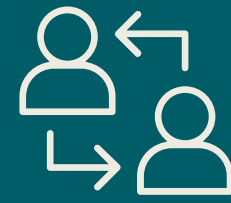
# Be a strategic partner to our suppliers

103-1 103-2 103-3



Viña Concha y Toro shares good practices throughout its value chain, aware of its responsibility and committed to building transparent and trustworthy relationships with all its suppliers.

The Supply Chain pillar of the company's Sustainability Strategy focuses on its key business partners -suppliers- and their adherence to the highest quality and sustainability standards. The main actions carried out by the company within this pillar seek to address the following:



THE RELATIONSHIP WITH AND EVALUATION OF SUPPLIERS



SUPPLY MANAGEMENT



PROMOTING SUSTAINABILITY AND REDUCING THE CARBON FOOTPRINT





# Responsible Sourcing

To achieve sustainability in the long term, the company seeks to create a virtuous circle of continuous improvement with the different actors involved in its value chain. Viña Concha y Toro extends its practices and policies relating to issues such as transparency, regulatory compliance, anti-corruption and non-discrimination, among others, to all suppliers, contractors and strategic partners, to ensure a responsible sourcing of the business.

The company’s main lines of action with its strategic partners are:

1. Conveying Viña Concha y Toro’s way of working, supporting suppliers with guidelines on good ethical and environmental practices.
2. Supplies management, focusing on collaborative work to make the company’s operational and logistics processes more efficient.
3. Transfer of sustainability throughout the chain.

### Good ethical and environmental practices

To ensure compliance with the standards established by Viña Concha y Toro, the company has a Code of Conduct for Suppliers, through which suppliers commit to conduct their operations in accordance with current legislation and regulations. The document outlines the behavioral standards that the company expects in terms of labor rights, occupational health and safety, environment and business ethics. This Code applies to all suppliers and contractors, as well as their respective employees, agents and subcontractors. A supplier survey is conducted annually to provide feedback regarding compliance with these regulations.

In addition, since 2019 the company has the **Guidelines for Ethical Behavior** to communicate in greater detail and clarity the required principles and values of conduct expected from suppliers in order to reduce potential impacts on the environment, society and the business. During 2020, the company continued to work on disseminating these guidelines among its business partners.

### Preference for Local Suppliers

204-1

In order to contribute to local development and boost employment in each of the coun-

tries where Viña Concha y Toro operates, the company prioritizes the procurement of local products and services, which also adds value to the business and reduces its impact on the carbon footprint.

#### NUMBER OF SUPPLIERS

2020

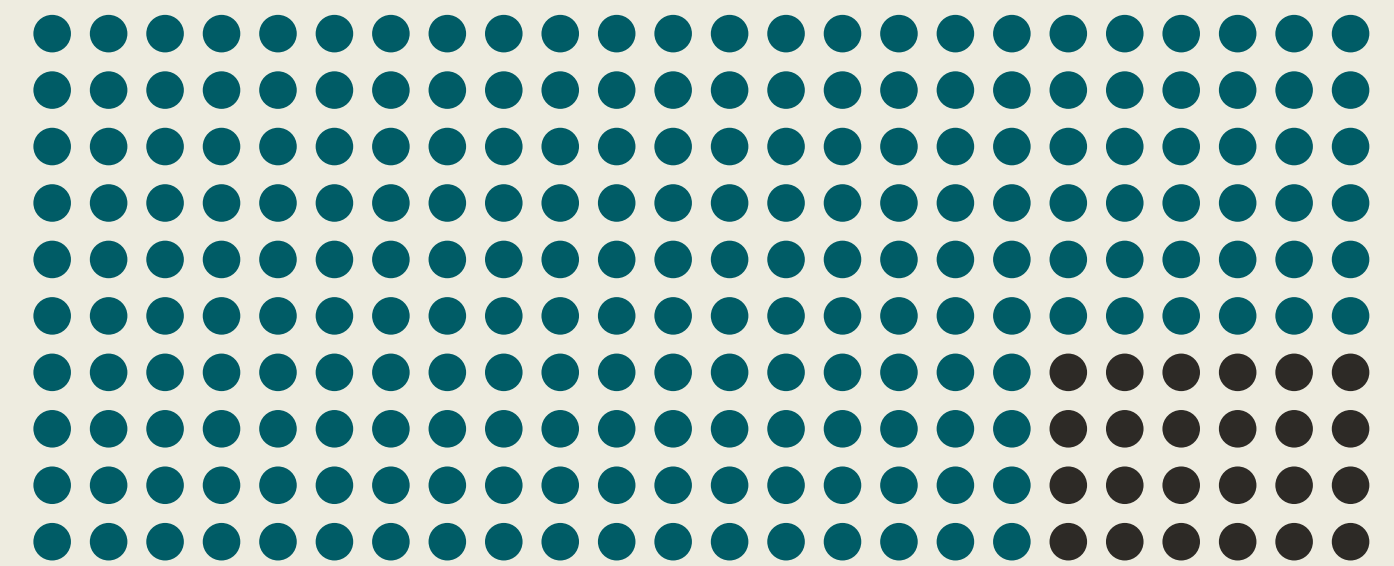
5,129

Total number of suppliers

4,633

Number of local suppliers

#### PERCENTAGE OF LOCAL SUPPLIERS



90% Local Suppliers

10% International Suppliers

	2016	2017	2018	2019	2020
% of local suppliers out of the total number of suppliers	91%	86%	91%	92%	90%
% of total purchases allocated to local suppliers	95%	93%	95%	97%	95%

\* Local suppliers are those from the same country as the facility making the purchase.



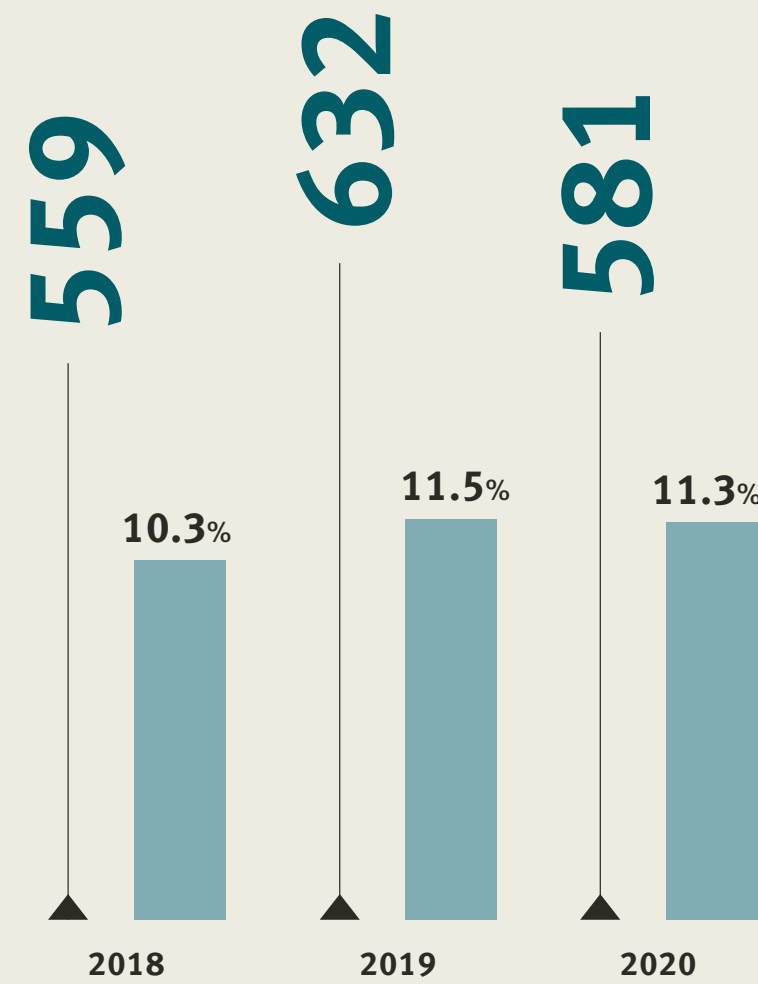
Supplier Assessment 103-1 103-2 103-3 103-4 103-5 103-6 103-7 103-8 103-9 103-10 103-11 103-12 103-13 103-14 103-15 103-16 103-17 103-18 103-19 103-20 103-21 103-22 103-23 103-24 103-25 103-26 103-27 103-28 103-29 103-30 103-31 103-32 103-33 103-34 103-35 103-36 103-37 103-38 103-39 103-40 103-41 103-42 103-43 103-44 103-45 103-46 103-47 103-48 103-49 103-50 103-51 103-52 103-53 103-54 103-55 103-56 103-57 103-58 103-59 103-60 103-61 103-62 103-63 103-64 103-65 103-66 103-67 103-68 103-69 103-70 103-71 103-72 103-73 103-74 103-75 103-76 103-77 103-78 103-79 103-80 103-81 103-82 103-83 103-84 103-85 103-86 103-87 103-88 103-89 103-90 103-91 103-92 103-93 103-94 103-95 103-96 103-97 103-98 103-99 103-100

The company seeks to promote sustainability practices among its strategic partners by conducting a sustainability risk assessment, which includes evaluating each supplier’s performance, monitoring their results and encouraging continuous development to ensure improved efficiency in the supply chain.

Since 2017, the company has been working on identifying critical suppliers according to their share in the total spending in each category. It then categorizes them according to the potential risk of having an adverse impact on people, the environment and the company's economic performance. The following are some of the results:

NUMBER OF SUPPLIERS

- Number of suppliers defined as critical
- Percentage of suppliers defined as critical (of total suppliers)



In 2020, the company identified a total of 581 critical suppliers, which were categorized as follows:

Level	Risk	Definition	% Suppliers
A	HIGH	Risk of potential negative impact on people, the environment and/or society. Interruption of operations and/or reputational impact.	24%
B	MEDIUM	Risk of potential negative impact on people, the environment and/or society. Without interruption of operations and/or reputational impact.	26%
C	LOW	Low risk of potential negative impact on people, the environment and/or society.	50%

The company asks its critical suppliers to do a self-assessment by completing Viña Concha y Toro's Ethics and Sustainability Form. In 2020, 182 suppliers completed the process.

In addition to the self-assessment, a total of 227 suppliers were evaluated in at least one of the three sustainability dimensions by reviewing compliance with the amfori BSCI ethical standard and the sustainability codes of the wine industry in each of the company's countries of production.



**227**  
Suppliers assessed  
in 2020



### Requirements for new suppliers

308-1 414-1 412-3

Although there are no specific environmental or social requirements to start a business relationship with the company, new suppliers must accept and adhere to Viña Concha y Toro's Code of Conduct for Suppliers, which establishes the guidelines to be followed in their operations, to work in accordance with current environmental legislation and regulations. It also details that, as far as possible, the company's suppliers must minimize the environmental impact resulting from their activities.

Every year, Viña Concha y Toro evaluates suppliers to identify potential environmental and social risks and, based on the results, determines measures to mitigate them, and monitors and supports the sustainability management of their business.

This evaluation was conducted among 227 suppliers and there were no significant current or potential negative environmental impacts in the company's supply chain. However, at the social level, it did identify potential risk of human rights issues in 8 suppliers, specifically in terms

of forced labor and precarious working conditions. These 8 suppliers represent a decrease of 58% with respect to the previous year. We did not terminate our business relation with any of them, but we worked together on the development and implementation of improvement plans to reduce the identified risks, which will be monitored during 2021.

### Audits

In line with the requirements of the Sustainability Code of the Chilean Winemaking Industry, the California Code of Sustainable Winegrowing and the Bodegas de Argentina Sustainability Protocol, the company conducts audits and evaluations of its grape suppliers at each origin. In addition, in Chile and Argentina, grape suppliers are assessed for compliance with the amfori BSCI Code of Conduct.



## Sustainable Agriculture

In terms of supply, one of the company’s main concerns is that its key raw material -grapes- meet strict quality, safety and sustainability standards. To this end, Viña Concha y Toro promotes sustainable agriculture, both in its own vineyards and in those of its suppliers, recognizing that the latter are of vital importance to the supply chain and are essential to meet the goal of producing responsibly sourced products.

In this regard, Viña Concha y Toro works with grape suppliers to develop their technical capabilities, promoting respect for the environment and human rights. In each country where the company operates, it adheres to the local industry standards that establish the principles and practices of sustainable agriculture, which must be adopted by both the company and its strategic partners. These principles include ethical labor practices and reducing negative environmental impact while protecting natural resources and local sourcing.

The standards for each country are detailed below:

- ▶ Chile: Código de Sustentabilidad de Vinos de Chile

- ▶ Argentina: Protocolo de Sustentabilidad de Bodegas Argentinas
- ▶ United States: California Sustainable Winegrowing Alliance

In terms of Viña Concha y Toro's own production, there is a specialized technical team responsible for supporting grape growers to reduce the environmental impact in the use of agrochemicals, water management efficiency and biodiversity conservation. To this end, the company has established a list of agrochemicals whose use is restricted or prohibited.

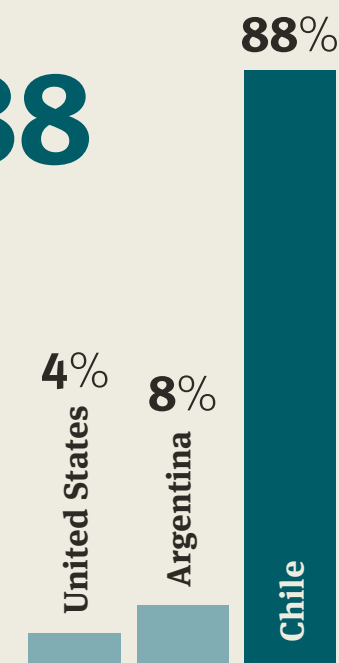


### MAIN SUPPLIES - RAW MATERIALS

[TON] 301-1

**387,488**

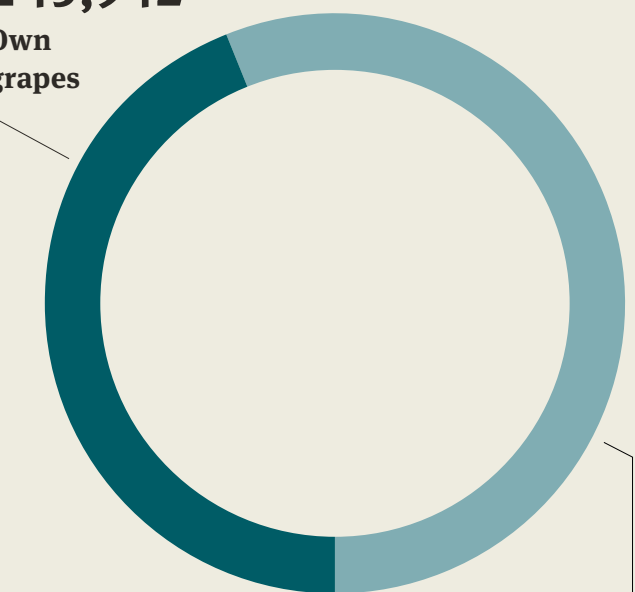
Tons of grapes



### RENEWABLE RAW MATERIALS

GRAPES [TON]

**145,942**  
Own grapes



**241,546**  
Purchased grapes



IN THE YEAR

# 2020

The company continued promoting sustainable agriculture practices, both in its own vineyards and in suppliers, recognizing that the latter are of vital importance to meet the objective of producing responsibly sourced products.



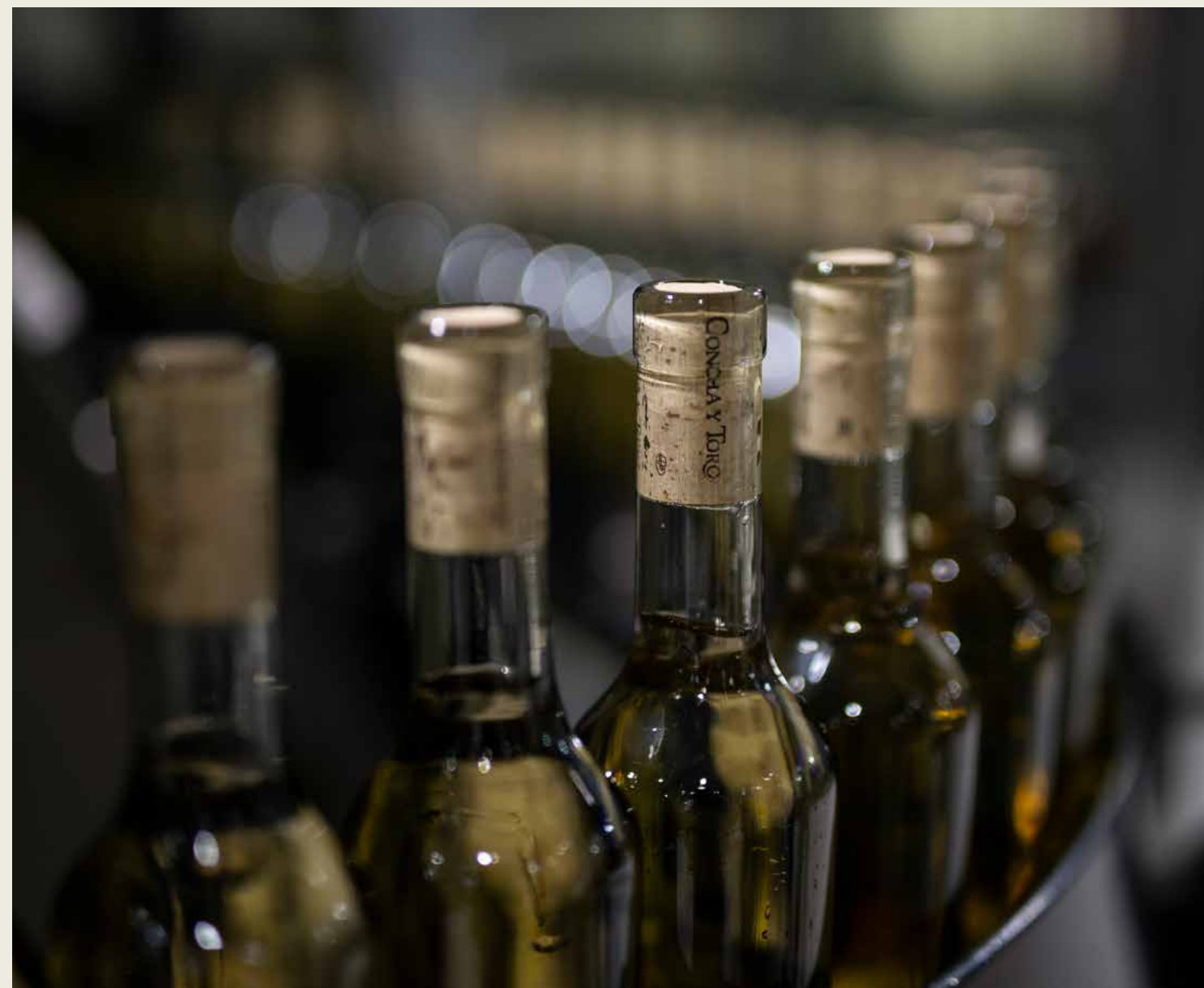
# Quality Supplies management

The company is committed to delivering safe, high-quality products, complying with the strictest food safety standards at every stage of production, from grape growing to the final product. It meticulously selects supplies and materials that guarantee the quality of its products.

For packaging materials, the company has a Supplier Development Plan for their strategic partners to implement good practices in terms of safety, quality, legality and fraud, based on the IFS PAC Secure and BRC Packaging and Materials international standards.

Also, Viña Concha y Toro has defined as a policy that prohibits of the use of any enological and/or agricultural supply containing Genetically Modified Organisms (GMOs), whether tendered or purchased directly, requiring suppliers to provide a certificate attesting to the absence of GMOs in their supplies.





## Supplies and materials

In order to minimize the environmental impact of product packaging, the company works with its suppliers and customers to ensure that the materials used are sustainable and efficient.

Since lighter packaging means fewer associated emissions and a lower environmental impact, the company continuously works to reduce the weight of its packaging materials (mainly glass bottles and cardboard), saving more than 13 thousand tons of glass and 300 tons of cardboard annually.

Currently, 98% of the bottles used by Viña Concha y Toro are lighter in weight.



Although we do not use returnable bottles for our products, we use glass bottles made of an average of 30% recycled material.

### MATERIALS USED

301-1



### RECYCLED SUPPLIES

301-2

% of recycled supplies used to manufacture the organization's main products and services:	2019	2020
Total recycled supplies used	35,105	42,601
Total supplies used	132,058	132,887
<b>% of supplies used:</b>	<b>27%</b>	<b>32%</b>

# Promoting Sustainability in the Supply Chain

## Suppliers Carbon Footprint 308-2

Viña Concha y Toro measures its carbon footprint, as it is a vital tool to properly manage and reduce the impact of the business' productive activities on climate change. As part of the Suppliers, Sustainability and Carbon Footprint Program, Viña Concha y Toro works together with its main packaging suppliers to reduce the environmental impact of its products, providing various trainings, emission reduction techniques and carrying out annual assessments of environmental and social practices.

The carbon footprint is included in the overall process of classifying, evaluating and monitoring the performance of the company's dry goods suppliers in order to have an effective supplier approval and monitoring system to ensure that all risks and impacts are known and assessed.

The target of reducing by 15% Greenhouse Gas (GHG) emissions associated with packaging per bottle produced was met ahead of schedule in 2018, reaching a 22% reduction, and in 2020 it was exceeded, reaching 23%.

Also, since 2019 the company has been working on a measurement tool that will allow its suppliers to measure and report their results directly and under standardized parameters, reducing the time and cost associated with this process and allowing the company to manage and support its suppliers more effectively. The tool was expected to be launched in 2020 but was postponed to 2021 due to the COVID-19 pandemic and the consequent reprioritization.







**Working together with our supply chain is vital for the correct management and reduction of the impact of our products on climate change.**





# Progress towards the SDGs

## ↓ Sustainable development goals (UN)

Sustainability Strategy Viña Concha y Toro				2030 Agenda	
	Goal 2020	% Progress 2020	% Cumulative Progress	SDG	Specific Objective
<b>Responsible Sourcing</b>	100% Key suppliers in compliance with the corporate ethical standard	80%	100%		8.8 Protect labor rights and a safe work environment
<b>Sustainability Index</b>	100% Suppliers with evaluation of sustainability	100%	100%		12.2 Efficient use of natural resources
<b>Sustainable Packaging</b>	100% Premium portfolio with reduced weight in bottle	100%	100%		12.2 Efficient use of natural resources
<b>Packaging Carbon Footprint</b>	15% Reduction per bottle	80%	100%		9.4 Promote the adoption of clean technologies

# Annex Tables Supply Chain Pillar

## 301-1 301-2 Raw materials and supplies

### MAIN SUPPLIES

#### RAW MATERIALS [TON]

Total RENEWABLE materials used:	2017	2018	2019	2020
<b>Own grapes</b>	<b>127,703</b>	<b>167,140</b>	<b>158,848</b>	<b>159,909</b>
Chile	107,098	144,116	117,977	134,710
Argentina	17,069	17,975	21,820	20,212
USA	3,536	5,049	3,816	4,987
<b>Purchased grapes</b>	<b>222,581</b>	<b>263,173</b>	<b>229,532</b>	<b>202,244</b>
Chile	193,913	231,782	202,467	171,257
Argentina	9,640	11,317	12,462	13,104
USA	19,028	20,074	14,603	17,883

### MAIN SUPPLIES

#### NON-RENEWABLE MATERIALS [TON]

Material	Supply	2017	2018	2019	2020
<b>Glass</b>	Bottles	110,614	112,757	117,522	113,996
<b>Aluminum</b>	Screw caps, caps	645	774	860	798
<b>Plastic</b>	Caps, containers	137	264	481	460
<b>Tetra Pak</b>	Containers	1,077	1,177	1,020	1,052
<b>Synthetic stopper</b>	Stoppers	47	56	36	41
<b>Total</b>		<b>112,520</b>	<b>115,028</b>	<b>119,929</b>	<b>116,347</b>

**MAIN SUPPLIES****RENEWABLE MATERIALS [TON]**

Material	Supply	2017	2018	2019	2020
<b>Cardboard</b>	Boxes, dividers	10,027	9,629	11,264	12,893
<b>Cork</b>	Stoppers	262	471	434	340
<b>Paper</b>	Labels	363	418	439	358
<b>Total</b>		<b>10,652</b>	<b>10,518</b>	<b>12,138</b>	<b>13,590</b>
<b>% Operations included</b>		<b>94%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**RECYCLED SUPPLIES**

% of recycled supplies used to manufacture the organization's main products and services	2019	2020
Total recycled supplies used (tons)	35,135	42,601
Total supplies used (tons)	132,058	132,887
<b>% of supplies used</b>	<b>27%</b>	<b>32%</b>

**INSUMOS RENOVABLES Y RECICLABLES**

	2017	2018	2019	2020
% of materials and supplies from renewable sources	8.6%	8.4%	9.2%	10.2%
% of recyclable waste (over the total waste produced by the company)	99%	99%	99%	99%



Chapter 07

# Product Pillar



# Offer excellent products that provide the best experience for our consumers

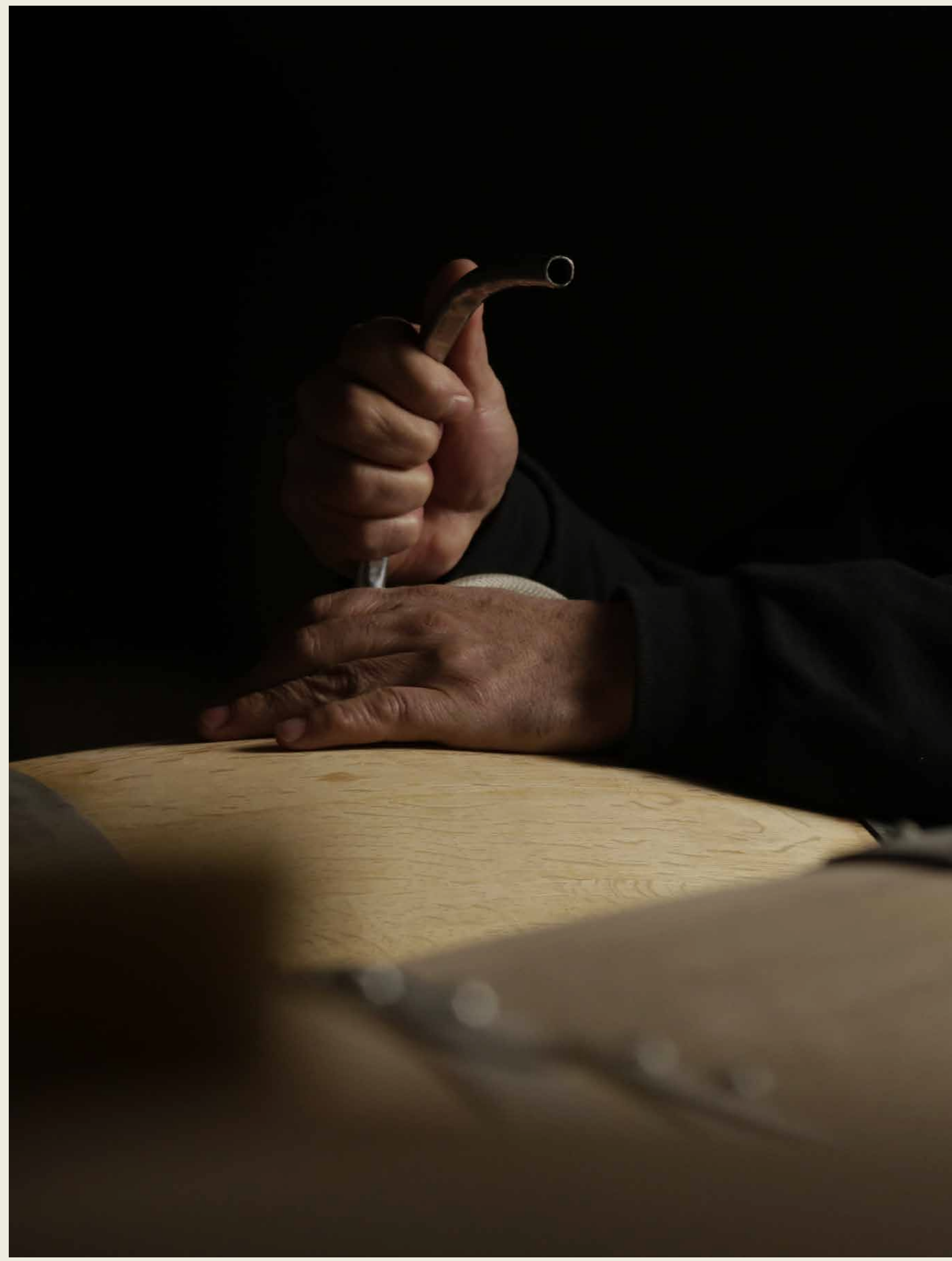
Viña Concha y Toro produces its wines under the highest quality standards, adapting to new trends through innovation and offering consumers the best experience. Through the excellence of its products, the company also seeks to effectively convey different sustainability attributes and the importance of responsible wine consumption.

To this end, the company has established the following initiatives under the Product pillar:

INNOVATION IN THE DEVELOPMENT OF NEW PRODUCTS

QUALITY

RESPONSIBLE MARKETING





# Origins and portfolio

Viña Concha y Toro owns and operates vineyards in Chile, Argentina and the United States, where it produces a wide selection of recognized wines in all market segments. The excellent climatic conditions and diversity of soils in these three origins give each wine bottle a unique identity and result in wines of the highest quality.

The company seeks to truly understand the needs, desires and demands of its consumers around the world, understanding both product preferences and regional differences. To learn more about the company's products, please visit our subsidiaries' websites.



## ↓ Estados Unidos

FETZER VINEYARDS.  
— ESTD. IN 1968 —

## ↓ Chile

CT  
CONCHAYTORO  
DESDE 1883

VIÑA DON MELCHOR *Almariva*

*Cono Sur* VINA MAIPO

## ↓ Argentina

BODEGA  
**TRIVENTO**  
ARGENTINA

# Innovation in Product Development

In a highly competitive and uncertain context, innovation is a key factor to ensure the sustainability of the business. Viña Concha y Toro works to maintain a dynamic product offering, seeking to diversify its portfolio and respond to the demands of its consumers. It also seeks to develop sustainable products to achieve the objectives of its business strategy, minimizing negative effects and enhancing positive impacts on the environment and society.

Innovation is a fundamental part of the business and one of the company's strategic pillars, so it has been integrated transversally in all its activities. Viña Concha y Toro has the advantage of operating in diverse markets, leveraging its global presence to scale ideas and accelerate the development of relevant technologies.

The multidisciplinary and collaborative work of the Marketing Department, the Winemaking Department, and the Center for Research and Innovation (CRI) is responsible for new products research and development. The projects are aimed at improving efficiency, production quality, and the services offered by the company, taking advantage of market opportunities and niches to better respond to changes in the industry and in consumer behavior.

In particular, new product development is one of the CRI's strategic programs, for which it has an interdepartmental Innovation Committee in charge of ensuring the proper assessment, implementation, transfer, and adoption of the program's results, striving for excellence, high impact, and synergy among the initiatives. Its responsibilities include:

**PROPOSE AND ASSESS NEW R&D INITIATIVES**

**REVIEW, APPROVE AND COMMUNICATE R&D PROJECT REPORTS**

**DESIGN, IMPLEMENT AND SUPERVISE TECHNOLOGY TRANSFER AND INDUSTRIAL SCALE-UP.**

There is also a New Product Design Committee made up of managers and assistant managers from the Technical (Enology), Marketing, Commercial, and CRI departments.





# New Products

## The Guilligan's Distinguished

To diversify its portfolio and compete in a segment that is growing every day in both volume and value, in 2020 the company launched its first whisky in Chile. Distilled and bottled in Scotland, this whisky is aged in old bourbon barrels and boasts unique aromas and flavors.

It was the result of thorough work alongside Ian MacLeod, awarded in 2018 as the best distillery in Scotland (Icons of Whisky Scotland Award), and Allied Glass, world-class glassware. Several areas within Viña Concha y Toro participated in this creation, including Enology, CEMAI, Marketing, VCT Chile, Supply Chain, Legal, among others.

The Guilligan's Distinguished seeks to reflect the man and woman of today, profiling itself as a versatile and flexible distillate that seeks to inspire consumers to fulfill their dreams with distinction.

### Ecnólogy: Viña Concha y Toro's innovative wine platform

In 2020, the company launched a digital platform that allows consumers to learn more about the world of wine and have a truly valuable experience. It was developed in line with the latest digital trends and with the purpose of allowing knowledge transfer about the world of wine, learning, interacting and using the different senses for a whole and enriching experience.

The platform offers a catalog of different courses, which can be basic, medium or advanced, using VR and 360 technologies to make the user feel an almost physical experience, visiting places that currently, due to health restrictions, are difficult to reach. The courses aim to engage the user with the subject and include a support kit developed by the R&D Center, which has aromas based on 100% natural essences to make learning more enriched and dynamic. It also has forum and question sections, for all additional inquiries.

Courses and experiences:

- ▶ Experience of the Casillero del Diablo legend
- ▶ ABC Wine
- ▶ Origins Intermediate Course

[www.ecnology.com](http://www.ecnology.com)

*An interactive platform to experience the world of wine. The perfect blend of enology and technology.*

Just 3 months after its launch, The Guilligan's Distinguished won a Silver Medal at the Design & Packaging Masters international competition, promoted by British magazine The Spirits Business.



# Product quality and safety management

In order to guarantee the quality, safety and excellence of its products, the company works under the best international practices and the strictest standards throughout its value chain, from the cultivation of the grapes to the final product.

Viña Concha y Toro is committed to guaranteeing the safety and quality of its wines through its Corporate Quality Policy, which provides guidelines for the Quality Management System, consisting of different processes, protocols and controls, as well as a documentary system based on HACCP and internal and external verification systems, which have been validated by the British Retail Consortium (BRC) and the International Food Standard (IFS).

The company periodically conducts analyses and assessments of physical, chemical, and biological risks that could affect consumers' health. It also complies with governmental sanitary requirements and regulations in all the markets in which it operates, permanently monitoring related standards to anticipate any changes.

## Quality Certifications

In order to maintain quality and safety standards, the company has the following certifications:

### Chile



- ▶ Global Standard for Food Safety del British Retail Consortium (BRC)



- ▶ International Food Standard (IFS)



- ▶ Viña Cono Sur has organic credentials from the National Certification System for Organic Agricultural Products of the Chilean Agriculture and Livestock Service (Servicio Agrícola y Ganadero de Chile).



- ▶ Certification ISO 9001:2015 – Viña Cono Sur

### United States - Fetzer



- ▶ Global Food Safety Initiative (GSFI) Certification



- ▶ CCOF organic certification



- ▶ Demeter certification for biodynamic products

### Argentina – Trivento



- ▶ Global Standard for Food Safety del British Retail Consortium (BRC)



**Ensuring the safety and quality of its wines is a commitment at Viña Concha y Toro, and the most important responsibility to its consumers around the world.**



# Sustainability Attributes



**Green-e**

## **Green-e: Renewable Energy Certification**

In 2020, Concha y Toro became the first Chilean company to implement the new Green-e™ certification for the use of renewable energy. This certification defines the eligible renewable sources, the requirements for disclosure and transparency to customers, and the use of renewable energy tracking systems. Through this standard, the company allows its consumers to recognize and validate their commitment to the environment by choosing products with lower environmental impact.

Viña Concha y Toro seeks to offer wine brands in line with consumers' sustainable and healthy lifestyle. The company is aware of the importance of responding to the needs and values of consumers who seek sustainable products, so during 2020 it continued making progress in attaining new certifications relating to environmental, social and healthy lifestyle attributes for its wines.



## **V-Label: Vegan-friendly products**

Considering the growing number of consumers who seek to protect animals and the environment, while focusing on health and well-being, in 2020 the company certified 20 products from different Concha y Toro brands under this scheme, which means that minimum standards are followed to ensure that no animal-derived processes or goods were involved in their preparation. These products add to Cono Sur's organic line, which has had this certification since 2019.

The V-Label seal, of Swiss origin, is the most widely used and recognized vegan certification worldwide. For consumers, it is a simple and

Sunrise wines, the company's first certified products, state on their label that they were made with 100% electricity from renewable sources.

reliable reference that favors their purchasing choice. Worldwide, more than 10,000 products and services from over 1,000 licensees carry the V-Label seal.

## **Organic and Biodynamic Products**

Viña Cono Sur and Fetzer Vineyards have a wide range of organic products, and Fetzer's Bonterra line is certified biodynamic. Through these products, the company seeks to respond to the preferences of consumers concerned about a healthy lifestyle and sustainable agricultural practices.

**Empresa**



**Certificada**

**B Corp: Fetzer**

Fetzer Vineyards is certified as a B Company, a commitment to generating positive impacts by pursuing the highest social, environmental and transparency standards.

# Marketing and Responsible Drinking

Viña Concha y Toro promotes responsible consumption of its products both among consumers and employees, recognizing this responsibility as fundamental and necessary in the consolidation of its commitment to society and its global leadership.

To this end, the company has established the corporate principles of Responsible Drinking, which seek to inspire society to establish new and better ways of engaging with wine consumption, ensuring that all its communications comply with these principles.

The company encourages a cultural change regarding responsible drinking, recognizing that it will only be possible by working together with all stakeholders and carrying out actions that promote responsible product marketing and an effective self-regulation before society.

## PRINCIPLES OF RESPONSIBLE DRINKING



# Responsible Marketing

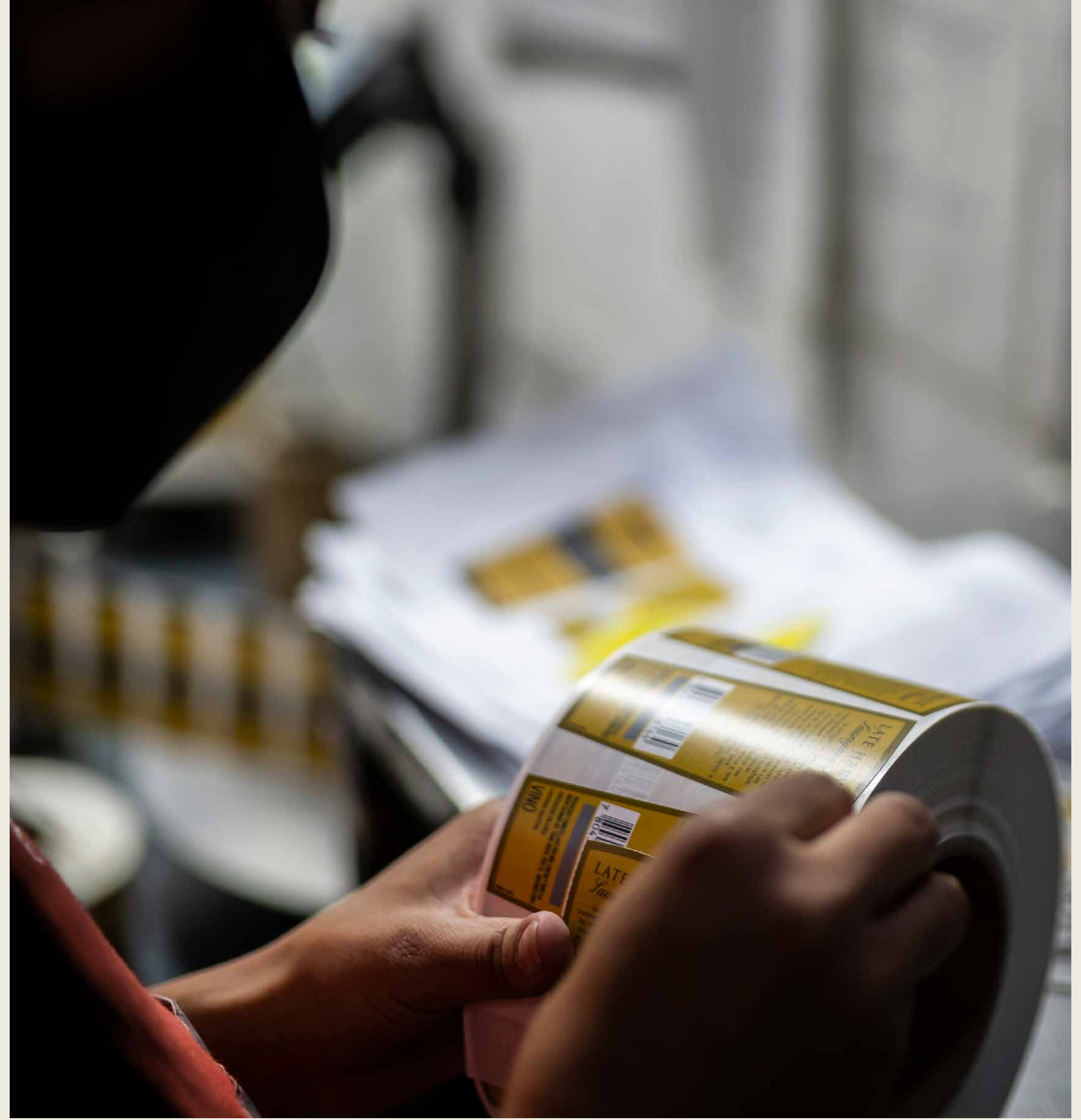
417-1

Viña Concha y Toro ensures compliance with the laws and regulations associated with product labeling and packaging in each of the countries where it operates. The company has a legal department responsible for reviewing and approving labels and expressions used in promotional material for 100% of its products and advertising material.

This process involves examining the appropriateness of the labeling and wording from various points of view, including individual laws and regulations of each country of destination, safety, social responsibility, environmental aspects and potential conflicts of discrimination. If risks and potential issues are detected, proposals for improvement are made, and only those products and advertising materials that have been properly assessed and approved are launched on the market.

In addition, in order to ensure that consumers can enjoy the company's products in a safe and responsible manner, product labeling includes warning notes informing, for example, about sulfite content or age restrictions for alcohol drinking.

There were no cases of non-compliance with regulations or voluntary codes relating to product information and labeling during 2020.





# Progress towards the SDGs

## ↓ Sustainable development goals (UN)

Sustainability Strategy Viña Concha y Toro				2030 Agenda	
	Goal 2020	% Progress 2020	% Cumulative Progress		Specific Objective
<b>Innovation</b>	3 New product categories	100%	100%		 <b>8.2</b> Improve productivity through innovation.
<b>Quality</b>	100% Implementation of a Unified Quality Strategy	100%	100%		 <b>9.4</b> Improve industries to be sustainable, using resources more effectively
<b>Sustainable Attributes</b>	100% Endorsed brands with identified attributes and applied campaigns	100%	98%		 <b>12.8</b> Promote sustainable information access
<b>Responsible Consumption</b>	100% Campaign application in 4 phases	50%	88%		 <b>3.5</b> Strengthen the prevention of harmful use of alcohol
					 <b>12.6</b> Adopt sustainable practices and incorporate information on sustainability



Chapter 08

# Customers Pillar





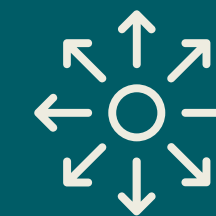
# Create strategic partnerships with our customers



Viña Concha y Toro recognizes the value of creating long-term strategic relations with its customers, based on trust and transparency, to effectively promote its products and convey its messages to consumers, while maintaining the high-quality standards of its brands. To achieve this, the company works on the following strategic actions:



STRENGTHEN  
RELATIONSHIPS  
WITH CUSTOMERS



PROMOTE  
SUSTAINABILITY  
THROUGH SUPPLY CHAIN  
EFFICIENCIES

# Strategic Customer Relations

Customers are a critical stakeholder for Viña Concha y Toro, so it is crucial to establish transparent communication both in the commercial and social sphere. Working together in the pursuit of joint business growth has consolidated a secure customer base with sustainable, mutually beneficial and lasting relationships.

Through its business model, the company has been able to replicate its strategy in more than 130 markets, seeking to satisfy the diverse needs of local consumers and customers. Viña Concha y Toro's in-depth knowledge of consumers and its strong relationships with customers, coupled with the strength and breadth of its portfolio, has favored long-term growth trends, delivering sustainable performance and creating value for its shareholders.

The company operates mainly through traditional channels, i.e., through its own sales and distribution offices or through local distributors in each market. It also has a distribution subsidiary in Chile that markets all of its products directly to consumers in the domestic market.

Technology and e-commerce are changing the way the market operates, especially in the past year in which these channels were boosted by the



pandemic. Considering this, the company works to enhance interactions with customers both in and outside stores, and also the way it relates to its consumers through different platforms, for example, providing information about wines and terroirs and promoting two-way communication. The company is constantly assessing its approach to each market, aiming to provide multichannel customer strategies, seeking to add value and strengthen brand building efforts.

During 2020, following the outbreak of Covid-19 and the consequent measures adopted by local governments to contain it, the company relaunched its website [descorcha.com](http://descorcha.com), which, in addition to Concha y Toro's wines, distributes

spirits, beers and energy drinks, avoiding intermediaries and reaching consumers directly.

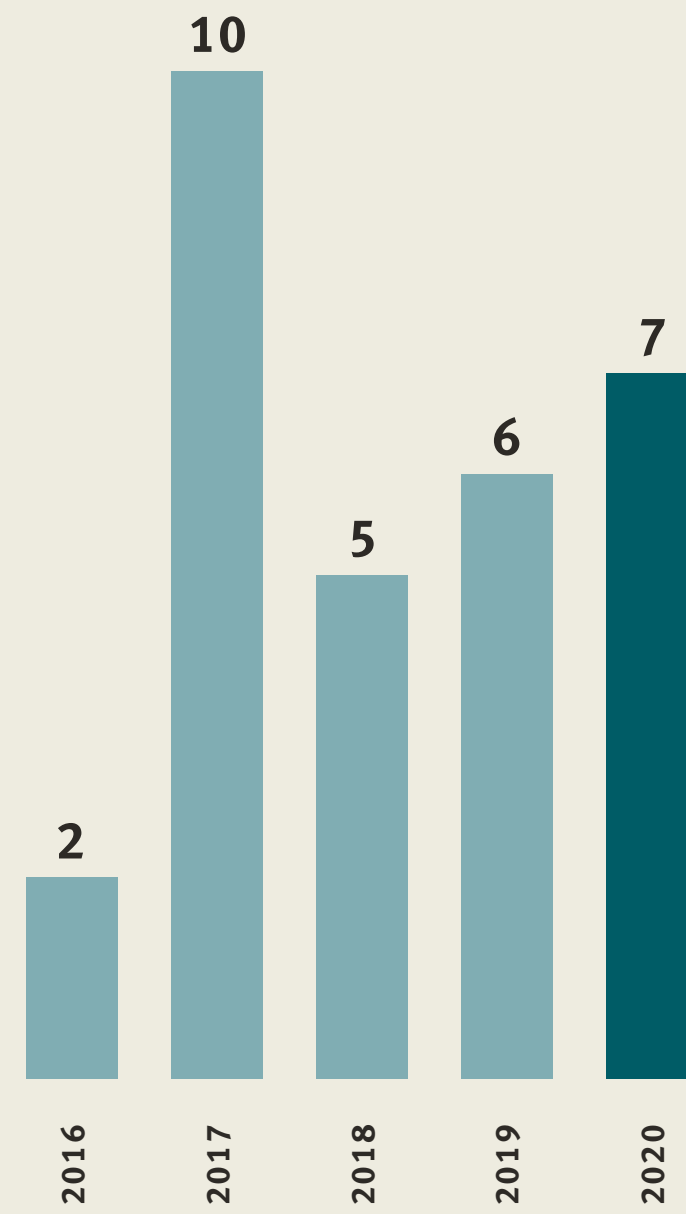
Similarly, a new e-commerce platform - [conchaytorowinesus.com](http://conchaytorowinesus.com) - was launched in the United States, with a large availability of wines from all the company's subsidiaries. This new direct wine sales platform offers wine lovers in this market a large variety of Viña Concha y Toro's well-known brands.

## Customer Audits

Every year, the company is audited on ethical, health and safety, social and environmental aspects by customer requirement or as part of certification processes.

In addition, business units undergo internal audits based on BRC v8 and IFS v6.1 standards, Tesco and Morrisons customer standards, Viña Concha y Toro's Corporate Ethical Standard, which consolidates the company's internal principles and values, international standards, and customers' own standards. Internal audits are conducted by the Quality Audit Department. The Quality Committee is responsible for addressing and resolving relevant issues that may arise in internal and external audits.

### ETHICAL AND SOCIAL AUDITS



*In 2020, the company was subject to 7 customer audits, 1 ethical and 6 technical.*



## Customer Satisfaction

Customer relations management is key to building strong relationships and ensuring customer satisfaction. To this end, the company has established different methods for monitoring and evaluating customer satisfaction in terms of their needs, expectations and commercial operations, as well as distribution channels. In the ongoing process of building and strengthening trusting relationships, the company has several channels to communicate with its customers:

### Satisfaction Survey

Viña Concha y Toro is aware that customers' feedback is an asset to improve its management. The company is continuously working on the development and improvement of its products and services, seeking to understand customers' needs and concerns through active dialogue with each one of them.

To identify opportunities for improvement and enhance the positive aspects of management, the company annually invites all customers who made more than one purchase during the period to respond to a Satisfaction Survey, which seeks to identify their level of satisfaction with the product and their degree of loyalty to the company. The measurement and assessment of customer satisfaction focuses on the preparation and condition of the products, the ability to fully complete the desired orders, and the service provided by our teams.

The survey is conducted by an external company and has international coverage. In 2020,

105 customers responded to the survey. The overall satisfaction level was 40%, 2% lower than in 2019.

Although the level of satisfaction has improved in recent years, the company is aware that there are still challenges that need to be addressed in order to provide better customer service. For this reason, in addition to the survey results, customer feedback is used to identify opportunities for improvement.

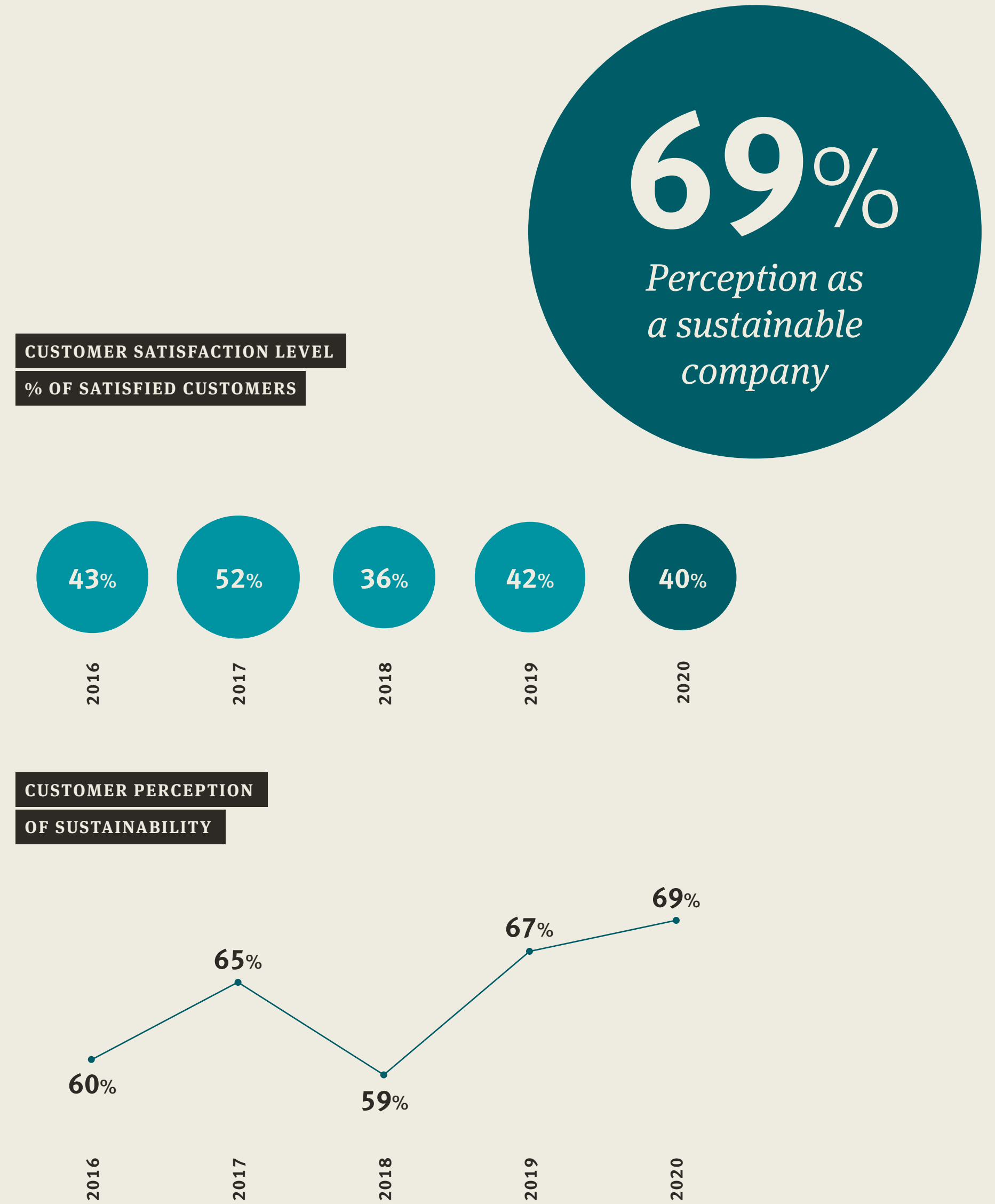
The company is aware of the importance of considering the opinions of customers as one of the assets that helps to improve its management. We continuously work on the development and improvement of products and services, seeking to understand all the problems of our clients through active dialogue with each one. Through these efforts, we hope to continually improve our customer satisfaction.

### Complaints

In order to improve the relationship with customers and provide a direct communication channel, we have an online procedure for handling complaints.

### Customer perception of sustainability

Regarding customers' perception of the company's image, 69% of customers responded that they consider Viña Concha y Toro to be a company that cares about sustainability.





# Promoting sustainability in strategic customers

412-3



Viña Concha y Toro extends its ethical and social guidelines and standards (Code of Ethics and Conduct, Corporate Ethical Standard) to its customers, seeking to promote respectful and responsible practices both with the environment and with the people involved in the different stages of its value chain.

The company seeks to ensure customers and distributors' compliance with its Code of Ethics and Conduct, which includes commitments regarding respect for human rights, through clauses in commercial contracts. All contracts with customers and distributors include these clauses, which were included in 19 new contracts and 9 renewals during 2019.

Since 2017, the company carries out an annual evaluation on ethical, social and environmental aspects with distributors with purchases over 5,000 C9L (nine-liter cases) per year. In 2020, 56 strategic customers were evaluated and there were no serious deviations or potential risks of significant social and/or environmental impact on their performance.

**56**  
*Clients evaluated on environmental, social and governance performance*

## ↓ CO2 Emissions Efficiency

The correct functioning of the logistics chain is essential for the company to ensure that its products reach all the markets in which it operates. To meet the expected destination times and quality standards, Viña Concha y Toro promotes efficiency in all methods of transportation and distribution, adjusting to the sustainability strategy as a fundamental aspect of the operation.

Because Greenhouse Gas (GHG) emissions from the distribution of products represent more than 20% of its carbon footprint, the company has committed to reduce emissions from land transportation by 15% for each liter transported by 2020, compared to the base year 2014.

In the 2014-2020 period, the company achieved a 16% reduction, exceeding the established goal. Among the main initiatives that made this possible are the optimization of routes between facilities and distribution centers, the incorporation and preference of railroads in the process of transporting cargo containers from facilities to ports in Chile, early warning systems and analysis of potentially critical orders, more limited inventories, and the creation of the Order Intelligence Unit (UIP), responsible for improving deliveries through coordination between departments.





# Progress towards the SDGs

## ↓ Sustainable development goals (UN)

Sustainability Strategy Viña Concha y Toro				2030 Agenda	
	Goal 2020	% Progress 2020	% Cumulative Progress	SDG	Specific Objective
<b>Eficiencia en costos logísticos</b>	19,5 \$/liter	100%	100%		8.2 Improve productivity through innovation
<b>Efficiency in CO2 emissions</b>	15% Reduction per bottle	100%	100%		9.4 Promote the adoption of clean technologies
<b>Comprehensive clients</b>	100% Customers under dissemination of the corporate ethical standard	95%	96%		8.8 Protect labor rights and a safe work environment



Chapter 09

# People Pillar





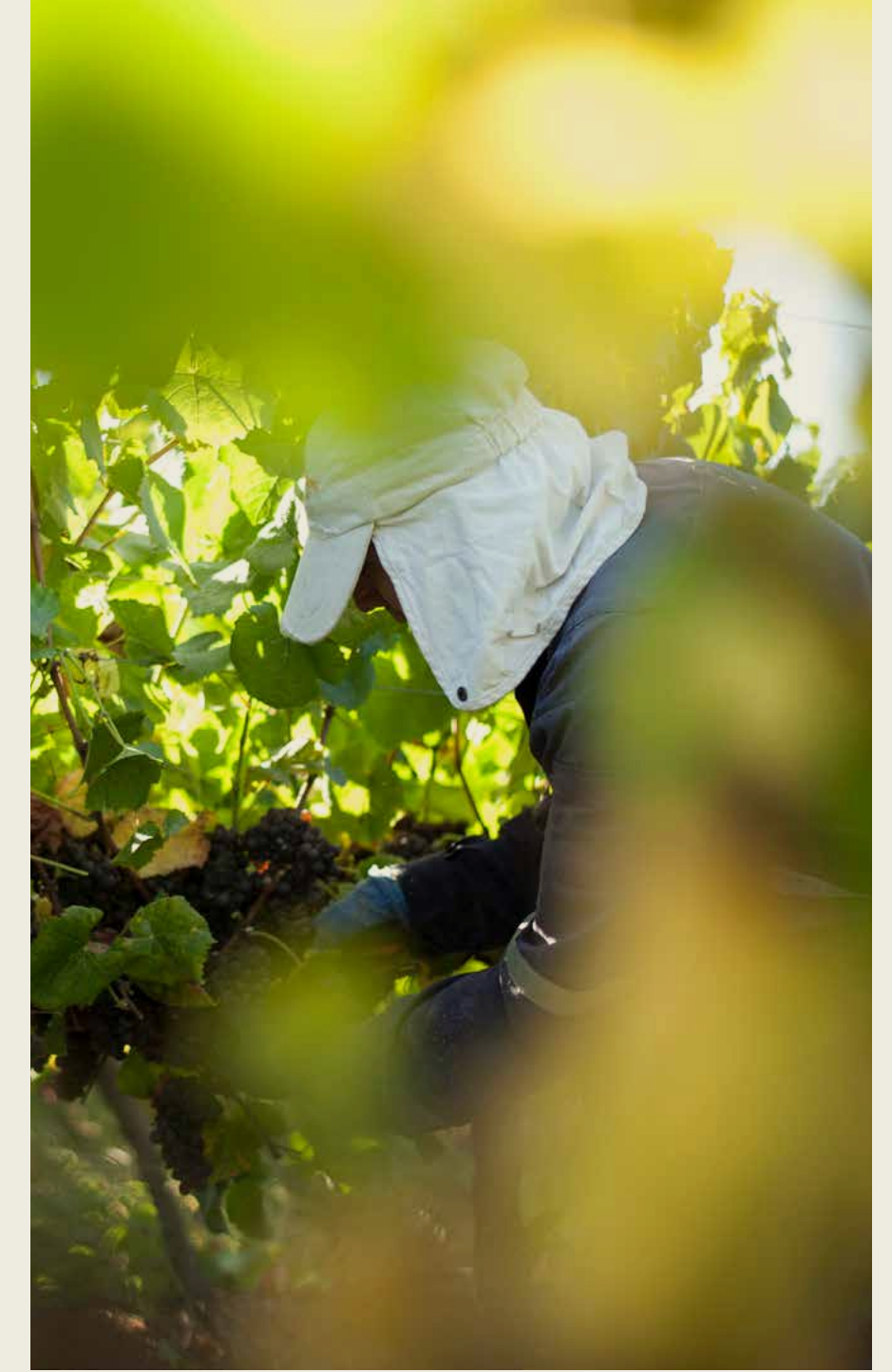
# Having highly committed employees

Viña Concha y Toro's success and sustainability are based on the work and commitment of its employees, our strategic allies and the true protagonists of the future, so we seek to forge and strengthen long-term relationships of trust to achieve our corporate challenges.

The company promotes equality and safeguards the health and wellbeing of all those who are part of it. The goal is to provide a valuable and healthy work environment, where employees can develop professionally, strengthening competencies and fostering talent, and where diversity is welcome.

In this sense, people management initiatives are framed in four areas:

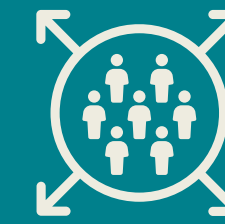
The company promotes a culture of respect, agility, openness to change and collaboration among its employees. A key factor to meet this objective is to ensure that the human rights of health, safety and wellbeing are respected through different policies, standards and procedures.



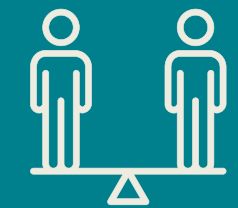
CAREER AND TALENT  
DEVELOPMENT



ENGAGEMENT



COMPETENCIES  
BUILDING



ETHICAL  
MANAGEMENT AND  
HUMAN RIGHTS



# Our employees

During 2020, due to the health crisis resulting from the COVID-19 pandemic, the company's priority was to safeguard the health and wellbeing of all its employees and to maintain operational continuity through a responsive and collaborative management.

We implemented several actions to protect employees' health and safety, improve working conditions, and provide greater job and personal stability. Thanks to these measures and the work of all those who are part of Viña Concha y Toro, we were able to move forward with excellent results in a year full of challenges.

After the pandemic was declared, special health protocols were developed and disseminated to establish prevention and self-care measures. Physical spaces such as casinos, dressing rooms, bathrooms, warehouses, and administrative offices were adapted accordingly, installing acrylic barriers, signage, handwashing stations, alcohol gel dispensers, footbaths and temperature control stations. As part of a social distancing plan, certain spaces in casinos and buses were blocked, as well as workstations in offices. In Chile, employees were provided with more than 8,000 personal protection items to prevent contagion. All these measures were reinforced through an internal campaign called "Thank you for taking care of yourself. Thank you for taking care of us" (*"Gracias por cuidarte, Gracias por cuidarnos"*).

The 'Home Office' model was adopted with good results by those employees who could work remotely, guiding and accompanying them during the learning process.





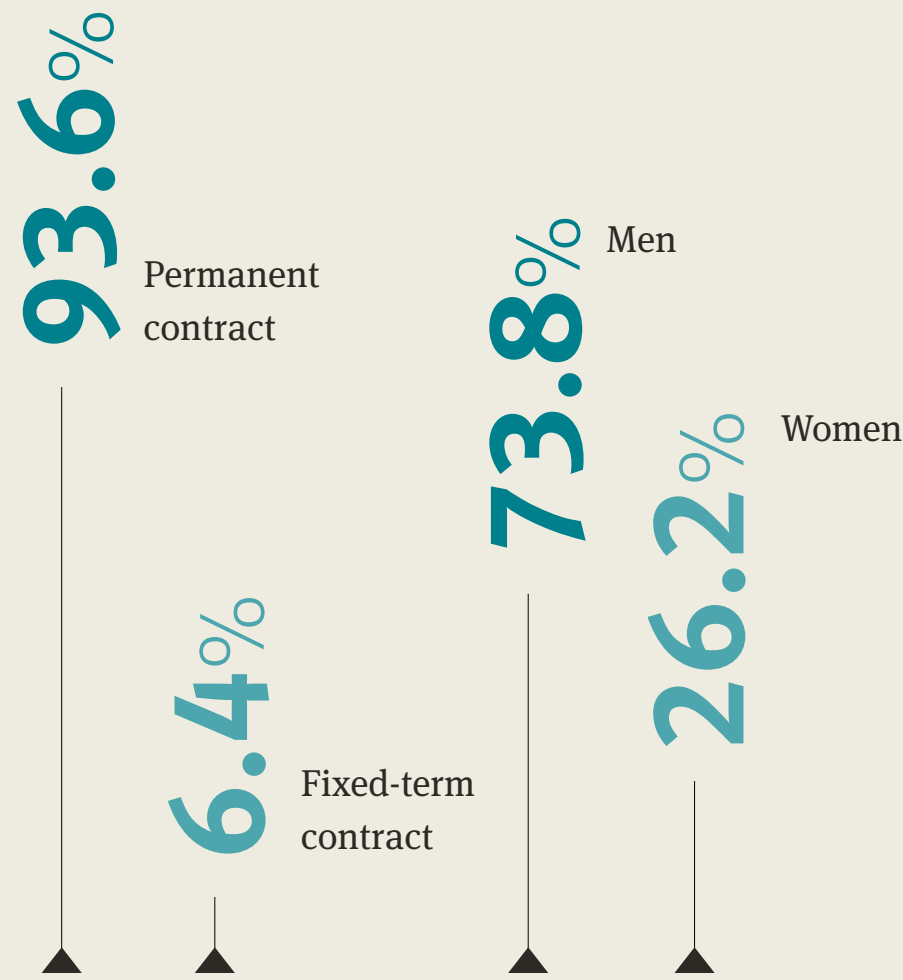
Own employees 102-8

At the end of 2020, the company had a total of 3,275 employees globally. Of this total, 93.6% have permanent contracts; 73.8% are men and 26.2% are women.

OWN EMPLOYEES

2020

**3,275**  
Own employees



Temporary workers 102-8

Temporary workers are key in the production process. They participate mainly in agricultural work and during the harvest period in winemaking cellars. The company is responsible for providing the best working conditions, aligned with corporate health and safety values and standards, as well as a series of benefits to ensure their wellbeing and quality of life.

**100%**  
*of temporary harvest workers are trained in hygiene, health and safety before starting their job.*



*During 2020, the company had a monthly average of 1,545 temporary workers.*



**52%**  
*Of employees covered  
by collective bargaining  
agreements.*

102-14 403-4  
**Unions**

The company recognizes, respects and safeguards employees' right to freedom association, and promotes open communication with unions and mutual recognition. It understands the importance of collaboration, transparency and dialogue, and sees all its employees and their respective representative bodies as allies.

The company has 9 active unions in Chile (8) and Argentina (1). Regular meetings are held with all of them to share relevant information, seeking to create opportunities for participation and mutual understanding of the labor relationship. Fetzer Vineyards in the United States does not have these associations, nor collective bargaining agreements or contracts.

Collective bargaining agreements and contracts cover all aspects of occupational health and safety of employees, indicating the company's obligation to adopt all relevant measures to maintain adequate hygiene conditions, report all unsafe events in and around the company's facilities, provide the necessary personal protective equipment (PPE) to prevent accidents and occupational diseases, and promote a culture of good work practices in close cooperation with unions and joint committees.



## Teleworking and Covid-19 protocols

During 2020, the company experienced the cross-cutting challenge of adapting to the Covid-19 pandemic, which caused uncertainty, economic collapse, loss of jobs and lives. Viña Concha y Toro swiftly adopted and encouraged remote work (or teleworking) for those employees whose presence was not required. The company provided the necessary tools and work guidelines to ensure efficient and safe remote work and it also implemented the most rigorous health protocols to ensure the health and well-being of those employees who continued working on-site in each of its subsidiaries.

Additionally, it developed the internal self-care campaign “Thank you for taking care of yourself. Thank you for taking care of us” (“*Gracias por cuidarte, Gracias por cuidarnos*”) to communicate health protocols and promote self-care among employees. To encourage active breaks for employees and their families, the company also incorporated online sports workshops.

*Trivento became the first winery in Argentina with Covid-19 Protocol certified by International Dynamic Advisors (INTEDYA).*

## Engagement

A healthy work environment is fundamental for employees to fulfill their potential, autonomously and with purpose, so the company develops a series of actions aimed at improving the work experience of its employees.

Every two years it conducts a survey to measure the level of employee engagement, in order to identify any issues and implement improvements aligned with these results.

The last survey was conducted in July 2019 with Aon Hewitt Chile (currently the study belongs to Kincentric), with the participation of the entire holding in Chile and, for the first time, employees from offices abroad (except Fetzer, Trivento, Brazil, UK, Mexico and Canada).

In 2020, the goal was to move forward with the Corporate Plan designed on the basis of the study, implementing different action plans in all Management Departments. There were two follow-ups to determine the level of progress in each Management Department.

The third and final follow-up is scheduled for 2021 and a new study will be conducted in October.



# Employees Wellbeing

401-2

Through different benefits and quality of life programs, the company seeks to promote job satisfaction and work-life balance, improving the wellbeing of employees and their families. The policies and benefits are aimed at balancing the work and personal dimension of employees' lives, as well as promoting a healthy lifestyle with a focus on self-care.

The company offers various benefits and opportunities in both the professional and personal spheres. These corporate benefits apply mainly to permanent employees; therefore, it does not include temporary or fixed-term workers. Temporary workers have another set of benefits.

## Main benefits

The company's main benefits for permanent employees are:

- ▶ **Bonuses:** monetary bonuses, paid via salary in the event of vacations, schooling, birth, marriage, nursery and death.
- ▶ **Health:** The company has complementary health insurance co-financed by the company, which includes free medical advice and remote care. It also has agreements with health insurance companies (Isapres) and with the Esperanza and Arturo López Pérez foundations.
- ▶ Alcohol and drug abuse prevention program.



- ▶ **Employee Support Program (Programa de Apoyo al Empleado, PAE):** Access to 3 sessions of psychological care at no cost, in person or remotely, and free legal and financial advice by telephone.
- ▶ Agreements with entertainment centers (cinemas and parks) to get tickets at preferential prices, and agreements with gyms and other sports centers.
- ▶ **School kit:** School supplies for children in school (kindergarten to senior year of high school) of employees up to the position of supervisor.

- ▶ **Club and tours:** Each employee gets 4 tickets each year to take a tour to the Pirque Plant's Tourist Center. In addition, for a monthly fee, they can register up to 7 companions to use the recreational park.
- ▶ **Competitive funds:** The company co-finances employees' sporting, recreational, artistic or cultural projects.

# Competencies Building

404-1 404-2

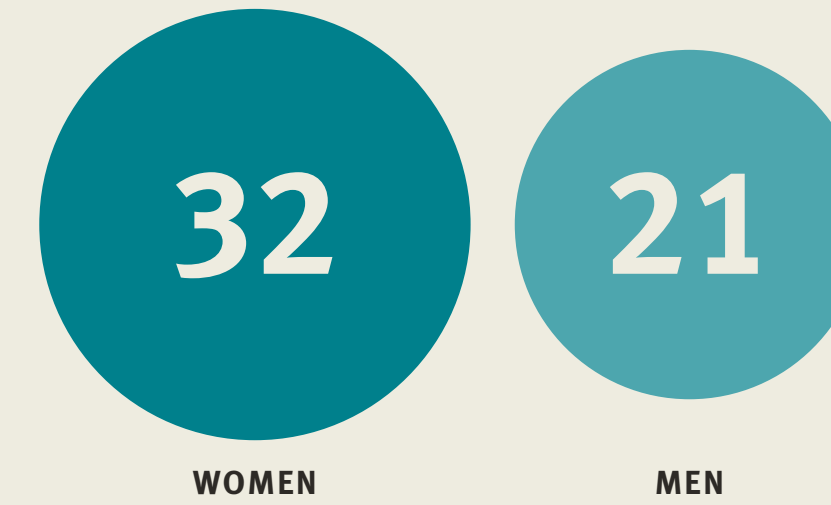
Training is a fundamental part of the company's people management initiatives and aims to contribute to the achievement of strategic goals, as well as to enhance the professional development and individual capabilities of employees, and to attract new talent.

## Training and Education Programs

In 2020, the main challenge was to give continuity to the different training plans framed within the standards of the company's Knowledge Center (*Centro del Conocimiento*, CDC). Each plan is designed to provide continuous training to the different management areas, under high quality standards and addressing a broad range of topics. In the context of the pandemic, we focused on incorporating new learning tools to allow the continuity of the plans in a particularly uncertain context while protecting the health and safety of our people:

- ▶ New training tools and systems, such as tablets, online platforms, e-learning courses, online courses, webinars, among others, were implemented to connect employees with different learning experiences.
- ▶ The Knowledge Center developed an e-learning and digital resources management platform ([www.cdc.conchaytoro.com](http://www.cdc.conchaytoro.com)) to strengthen the training offer to employees.
- ▶ Training rooms and regulations were adapted according to the Covid-19 prevention protocols for on-site activities in all facilities.

AVERAGE HOURS OF TRAINING  
PER EMPLOYEE:



**78,883**  
Hours of training during 2020.

In 2020, the following training programs stand out:

1. **“Liderando el Cambio” (Leading Change) program:** a series of webinars aimed at providing different knowledge and tools for the development of Leaders and Employees, on the following topics:
  - a. Leading in times of uncertainty
  - b. Covid-19 Talk: Keys to understand the disease and protect oneself.
  - c. Support and crisis management tools
  - d. Parental self-care tools: Living in quarantine
  - e. Managing emotions
  - f. Learning Agility
  - g. Living and working in self-awareness: Applied mindfulness
  - h. Let’s talk about quality
  - i. Effective communication
2. **“Effective Feedback” Workshop:** Internal workshops for managers to provide tools on the STAR-AR feedback methodology and strengthen their role in the performance evaluation and feedback process.

3. **“Sé un líder en el proceso de inducción al cargo” (Be a Leader in the Induction Process) program:** Internal workshops to reinforce the importance of the Leader’s role in the Position Induction Process and the different tools that the company has to support leaders in this process.
4. **“Centro del Conocimiento” (Knowledge Center) platform:** Internal platform with e-learning courses for employees on different topics including personal finance, time management, Excel, effective communication and Google tools.

## Career Development

In 2020, the company continued its Institutional Career Development Model, Policy and Procedure initiated in 2019. Specifically, the objective was to finalize building the career maps of the Operations and Commercial functional families, along with the survey of all the success profiles in these families.

The purpose of this tool is to guide and promote the professional development of employees according to their aspirations and the opportunities offered by the company, outlining career maps based on the valuation of the positions and the success profile of each position.







# Performance Management

404-3

The company seeks to enhance employees' performance, creating synergies between individual expectations and organizational goals. This is done through the Performance Management Cycle, which is carried out annually and allows planning, monitoring, assessing and providing feedback on employees' performance, facilitating their development and the achievement of the company's objectives with the expected levels of excellence.

The performance evaluation is 90°, that is, each direct manager evaluates each employee of their team, and the evaluated person can acknowledge it with or without agreement. The assessment of the fulfillment of the objectives or KPIs set for each period accounts for 70% of the evaluation, and the remaining 30% corresponds to the evaluation of behavioral competencies (corporate and role).

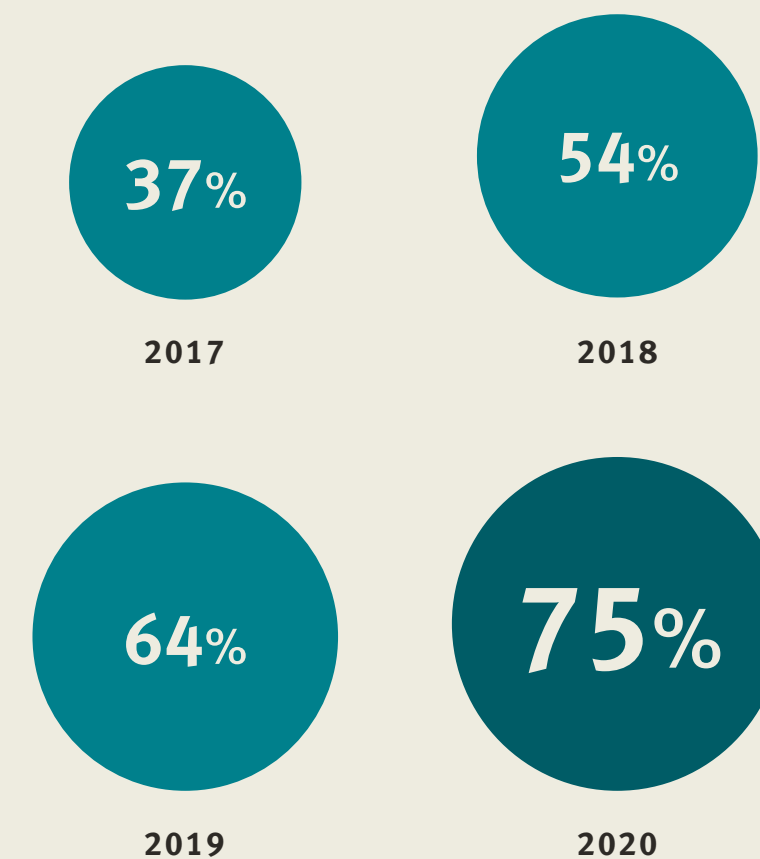
The performance evaluation process also includes feedback, with the purpose of analyzing the evaluation's results together with the evaluated employee, create action plans for improvement, identify strengths, and align expectations for the next period. Since 2019, there is also a "Dialogue and Development Plan", which consists of a conversation between boss and employee to have a clear idea of the employee's career expectations and establish development actions towards their fulfillment.

The target set for 2020 was to assess 80% of employees, but this was exceeded with 86% evaluated (considering the employees covered by the evaluation). The current performance evaluation is conducted in all subsidiaries except Trivento, Fetzer, VCT UK, VCT Mexico and Canada, so considering the total number of

employees in the company, 75% of employees were evaluated.

Additionally, during 2020, there were several Effective Feedback workshops, mainly for the company's senior management, to provide them with tools to give effective and behaviorally focused feedback to the teams through the STAR-AR methodology, in order to continue promoting a culture of recognition and high performance. In 2021, the company will implement a workshop for all performance evaluators around the SMART objectives design methodology and the use of the performance module, and it will provide recommendations on how to evaluate and provide feedback on performance.

PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND PROFESSIONAL DEVELOPMENT EVALUATIONS



STAGES OF THE PERFORMANCE MANAGEMENT CYCLE





IN THE YEAR

# 2020

In 2020, Viña Cono Sur became the first winery in Chile to carry out the evaluation of labor competencies of Vinos de Chile and the National Service of Training and Employment (*Servicio Nacional de Capacitación y Empleo*, SENCE) virtually, which on this occasion reaffirmed the knowledge and skills of the employees of Cono Sur's Agricultural and Winemaking departments.



# Health and Safety

403-1 403-2 403-3 403-4 403-5 403-6 403-7 403-8 403-9 403-10

The safety of employees is our top priority. Even more so in the adverse scenario resulting from the Covid-19 pandemic, where efforts were focused on implementing preventive measures and safety protocols to ensure the wellbeing of employees and their families.

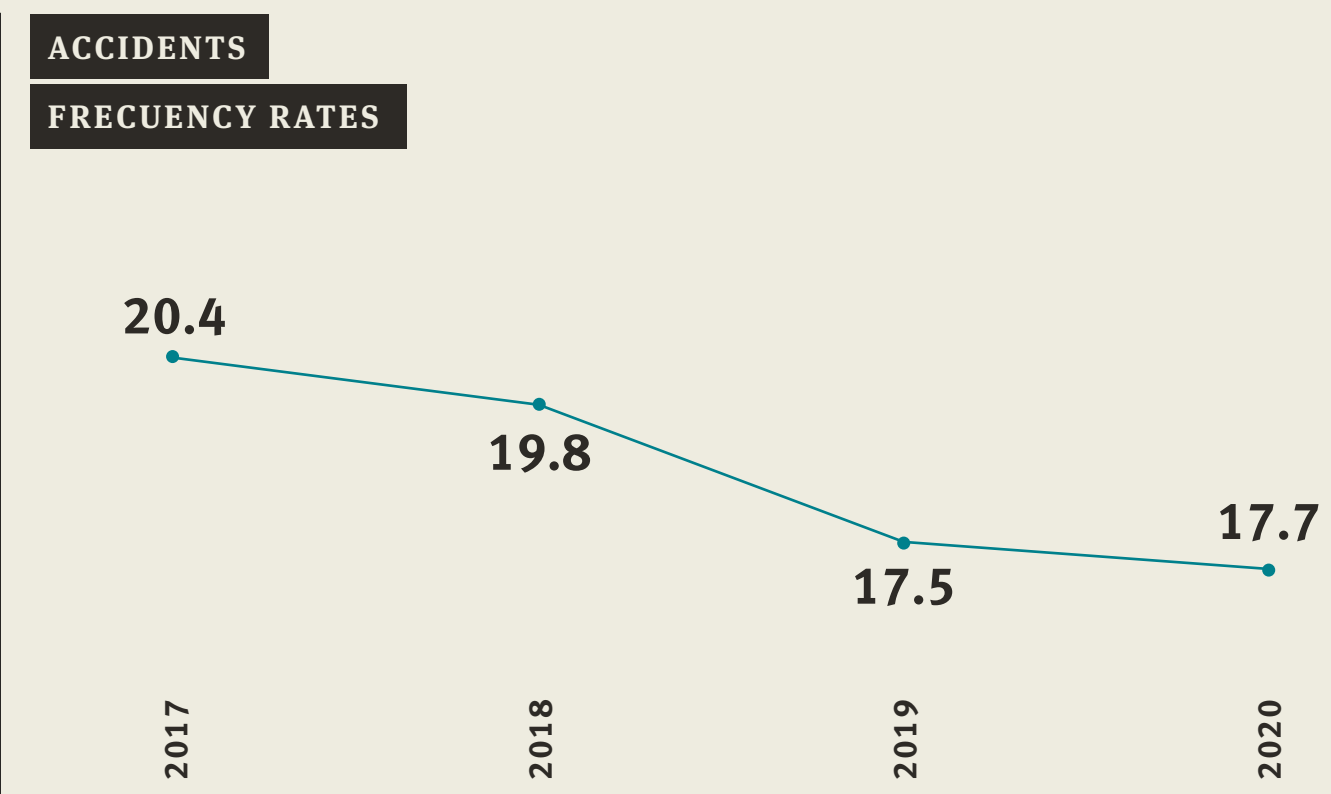
Viña Concha y Toro is committed to ensure health and safety in each stage of its production chain, in accordance with current legislation. The Risk Prevention Department is responsible for executing initiatives, monitoring progress, and implementing corrective measures when necessary.

The company has a team of risk preventionists and a team of paramedics for operations in Chile. Trivento's operations have a risk preventionist and Fetzer has three area managers.

Our Occupational Health, Safety, and Hygiene Management System is based on the regulations of each country of operation and the standards and guidelines of recognized international organizations, as well as customer standards such as BRC & IFS, BCSI, and SMETA.

Hazard identification, risk assessment and incident investigation in processes are carried out through a hazard identification methodology, which makes it possible to assess risks and apply hierarchical control measures that contribute to reducing those risks. There are special control systems in place to reduce the criticality of risks assessed as critical, while those assessed as significant are minimized with specific improvement teams.

The company focuses its efforts on improving employees' risk prevention behavior through



Lost Days Rate: ((No. of days lost) / (MH effectively worked)) \* 1,000,000 hours.

training and continuous feedback to reinforce positive behavior and achieve a culture of safety. Occupational Health, Safety and Hygiene training is developed together with the Training and Development Department and focuses on the criticality of the site, legal compliance in occupational health and hygiene matters, and accident statistics. Overall, we seek to reinforce the technical and safe aspects of work, hazards and risks awareness, safety measures for high-risk jobs or jobs involving the use of machinery and equipment, the use of personal protective equipment, and self-care at work.



Lost Days Rate: ((No. of days lost) / (MH effectively worked)) \* 1,000,000 hours.

**15%**  
Decrease in the Lost Workday Rate



## ↓ Health and Safety Risks

The activities with the highest incidence or risk of diseases within the company are mainly found in the packaging process, including exposure to noise, contact with chemicals and work-related upper extremity musculoskeletal disorders.

The most common accidents, both for contractors and employees, are blows, falls, sprains, cuts and limb entrapment.

Accidents are investigated according to their severity:

### 1. Accidents with lost time:

Investigated by commission, under 5w + 1H method format, Then, the causes are determined using the “5 Why” methodology, to establish the basic causes and action plans for improvement.

### 2. Serious and fatal accidents:

In these cases, we proceed according to the circulars of the Superintendency of Social Security, which establishes notifying supervisory bodies, such as the Labor Directorate and the Regional Ministerial Secretariat (Seremi) of Health, plus the Administration Body of Law 16.744 on Occupational Accidents and Diseases. In parallel, the company carries out an accident investigation with the Joint Committee and the Risk Prevention Department, to gather evidence and causes of the accident.

## ↓ Occupational Health Services

The company has first aid rooms at all bottling plants, with nursing technicians with extensive experience in emergencies and rescue, to ensure control, care and referral as appropriate, with the necessary supplies available to care for the injured worker until the arrival of health rescue services.

In addition, first aid rooms are set up during the harvest period in all the winemaking cellars, with paramedics to provide care and referrals to health services if necessary.

At the first aid rooms, emergency care and follow-ups are provided to all workers in the facility, regardless of whether they are employees of Viña Concha y Toro or contractors. Each first aid room has an annual activity plan to ensure proper operation and compliance with the country's regulations, BRC & IFS food quality standards, and Customer Ethical Behavior Standards, such as BSCI, SMETA, and Walmart.

## Joint Committees

In order to anticipate the risks of accidents and occupational diseases, the company has joint committees at all facilities where the law so requires, which operate at all levels of the organization.

- ▶ In Chile, there are committees at all facilities with more than 25 employees, representing 94% of the total number of employees. The percentage not represented works in facilities that do not meet the minimum number of people required to form a committee.
- ▶ At Fetzer Vineyards there are three committees representing 100% of employees and facilities.
- ▶ At Bodega Trivento there are no such committees and related issues are represented by area managers in a monthly meeting.

These teams do activity planning, training, review working conditions and evaluate proposals for improvements to minimize risks. The employees' members are elected by the employees themselves and represent their requirements and needs.

The functions of the Joint Committees are divided into different teams, such as the training committee, the accident investigation committee and the risk inspection committee. Each committee meets at least once a month or more frequently, depending on the circumstances or accidents. The committee has a work plan and the authority to make decisions in the field if it detects any behavior that deviates from corporate safety standards or conditions that put people at risk.

Additionally, work meetings are held with unions to review the progress of relevant processes or activities and to analyze proposals or suggestions from the employees' representatives.





# Human Rights in the company

409-1 | 412-1 | 407-1 | 408-1 | 406-1

Respect for human rights is the basis of all actions within Viña Concha y Toro, focusing specially on a dignified treatment and respect for the people who work at the company as well as the surrounding communities.

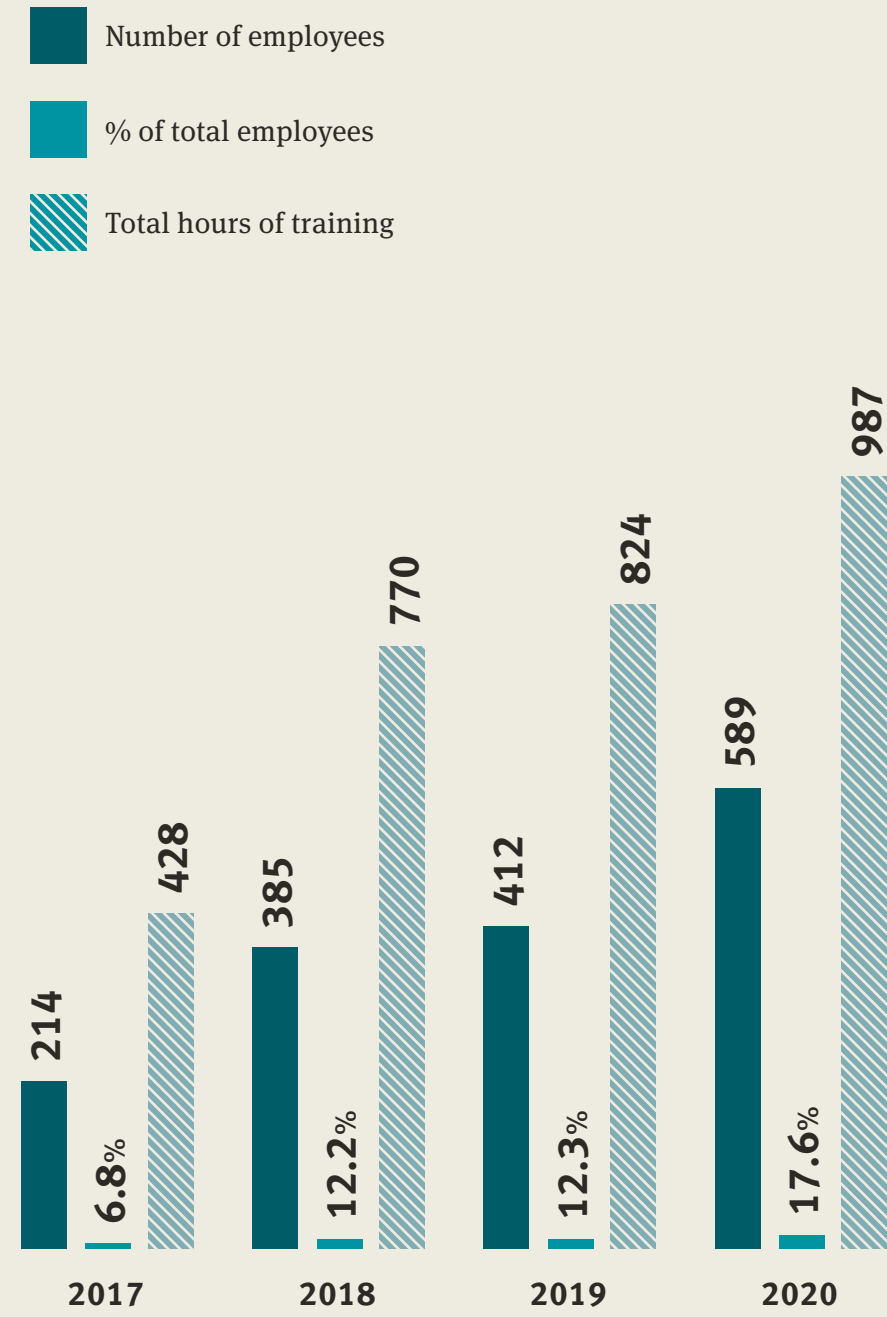
The company has a Corporate Ethical Standard, which is guided by the international human rights principles included in the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights.

Through this standard, we commit to identifying, preventing and mitigating any adverse impact to the detriment of human rights, whether as a result of business activities or as a consequence of mitigation and due diligence processes. Where national laws and international human rights standards differ, the company will follow the higher standard; where they conflict, the company adheres to national law.

Viña Concha y Toro also conducts annual audits to assess compliance with its Corporate Ethical Standard at all facilities, in order to identify and mitigate potential risks of human rights violations.

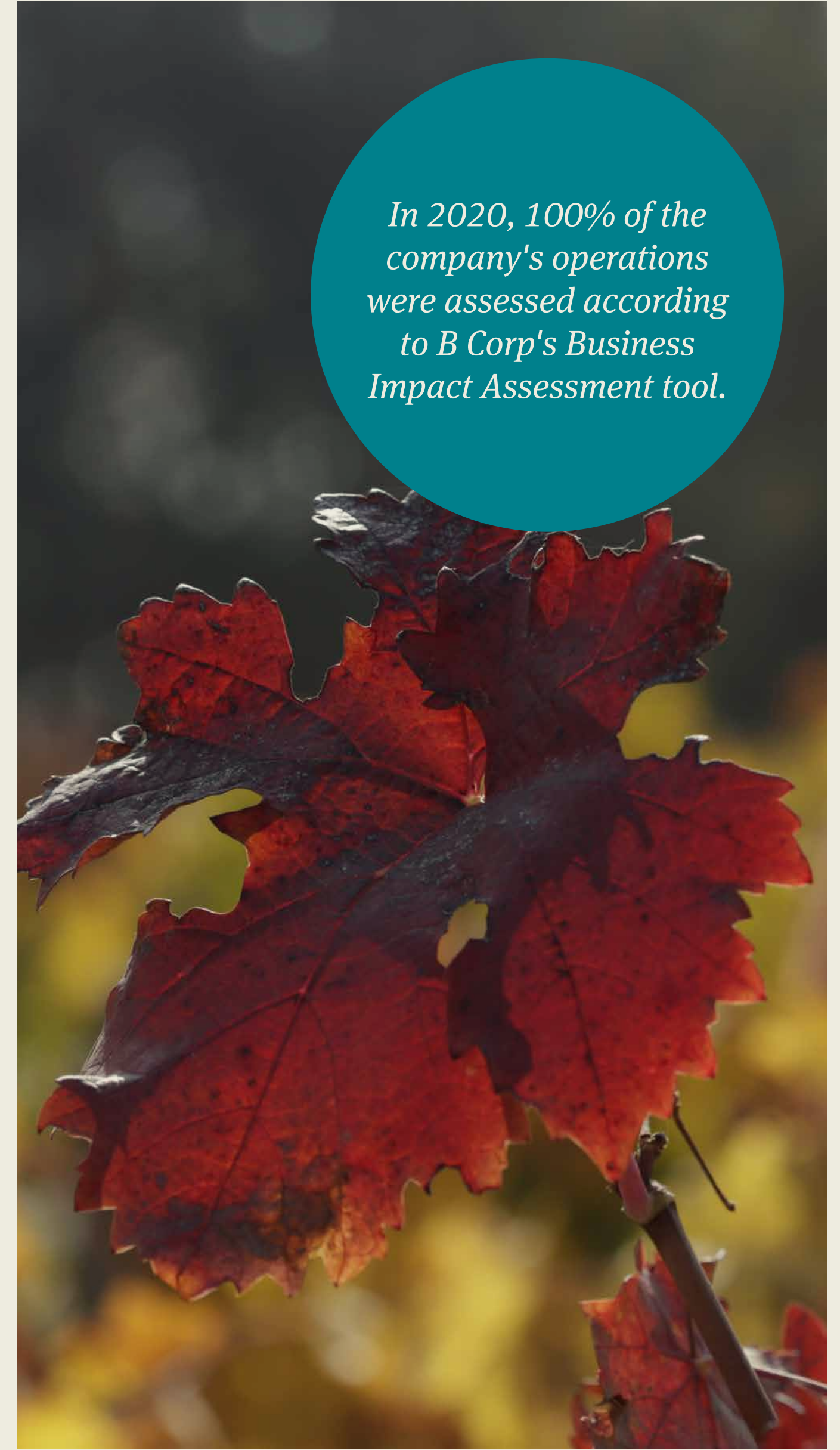
In 2020, these audits focused on the company's bottling plants. In the period 2018-2020, 100% of the facilities were audited, implementing the respective corrective actions in accordance with the action plans carried out after each audit. The main findings have to do with the monitoring of external service companies, to ensure that they also comply with the

NUMBER OF EMPLOYEES TRAINED  
IN HUMAN RIGHTS PROCEDURES



Standard requirements, and improvements in Occupational Health and Safety conditions at the company's facilities.

These audits have not identified any operations at risk of violating rights such as freedom of association, child labor or forced labor, nor have there been any incidents or complaints of discrimination within the company.



*In 2020, 100% of the company's operations were assessed according to B Corp's Business Impact Assessment tool.*



# Progress towards the SDGs

## ↓ Sustainable development goals (UN)

Sustainability Strategy Viña Concha y Toro				2030 Agenda	
	Goal 2020	% Progress 2020	% Cumulative Progress	SDG	Specific Objective
<b>Career and talent development</b>	100% Areas with a career development plan	0%	45%		<b>8.3</b> Promote training policies
<b>Engagement</b>	+70% Commitment level	0%	94%		<b>8.2</b> Improve productivity through innovation
<b>Knowledge center</b>	35 Hours Training per person per year	6%	86%		<b>4.3</b> Asegurar el acceso a la educación formal
<b>Certificación ética</b>	100% Facilities under an ethical certification system	100%	100%		<b>8.8</b> Protect labor rights and a safe work environment

# Annexes Tables People Pillar

## Workforce 102-8

### ► Total number of employees by type of contract

	2018		2019		2020	
	Women	Men	Women	Men	Women	Men
Permanent	803	2,231	852	2,286	806	2,258
Fixed-term	34	98	51	174	52	159
<b>Total</b>	<b>3,166</b>		<b>3,363</b>		<b>3,275</b>	

### OWN EMPLOYEES BY CONTRACT AND LOCATION

	2018			2019			2020		
	Permanent	Fixed-term	Total	Permanent	Fixed-term	Total	Permanent	Fixed-term	Total
Headquarters (Chile)	1,682	96	1,778	1,687	163	1,850	1,739	167	1,906
Viña Cono Sur (Chile)	82	2	84	96	13	109	109	6	115
Fetzer Vineyards (USA)	323	-	323	345	-	345	265	4	269
Bodega Trivento (Argentina)	297	-	297	344	-	344	331	1	332
VCT (Chile)	406	31	437	401	47	448	403	28	431
Other	244	3	247	265	2	267	217	5	222
<b>Total</b>	<b>3,034</b>	<b>132</b>	<b>3,166</b>	<b>3,138</b>	<b>225</b>	<b>3,363</b>	<b>3,064</b>	<b>211</b>	<b>3,275</b>





## OWN EMPLOYEES BY GENDER AND LOCATION

	2018			2019			2020		
	Permanent	Fixed-term	Total	Permanent	Fixed-term	Total	Permanent	Fixed-term	Total
Headquarters (Chile)	439	1,339	1,778	473	1,377	1,850	486	1,420	1,906
Viña Cono Sur (Chile)	21	63	84	25	84	109	27	88	115
Fetzer Vineyards (USA)	116	207	323	131	214	345	96	173	269
Bodega Trivento (Argentina)	76	221	297	84	260	344	80	252	332
VCT (Chile)	90	347	437	84	364	448	77	354	431
Other	95	152	247	106	161	267	92	130	222
<b>Total</b>	<b>837</b>	<b>2,329</b>	<b>3,166</b>	<b>903</b>	<b>2,460</b>	<b>3,363</b>	<b>858</b>	<b>2,417</b>	<b>3,275</b>

## ► New employee hires and employee turnover

	Total number of new employee hires			Total number of employee turnover			Employee turnover rate		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
<b>By age:</b>									
Under 30 years old	197	251	214	185	113	91	29%	29%	17%
30-50 years old	252	216	290	356	228	161	18%	14%	7%
Over 50 years old	35	41	30	104	73	39	18%	9%	7%
<b>By gender:</b>									
Women	138	126	143	165	86	87	20%	11%	10%
Men	346	382	391	480	328	204	21%	16%	8%

Turnover Rate: Annual departures / Workforce 2020.  
New Hires Rate: Annual hires / Workforce 2020



401-3

### ► Parental Leave

2020

Parental leave (GRI 401-3)	Total employees:		By gender:			
	Employees' parental leave:	% employees	n° of employees	% women	n° of women	% men
Entitled to parental leave	100%	48	100%	34	100%	14
Took parental leave (out of those who are entitled to parental leave)	73%	35	100%	34	7%	1
Returned to work in 2019 after taking parental leave (out of those who took parental leave)	40%	14	38%	13	100%	1
Returned to work after parental leave and were still employed 12 months after returning to work (out of those who took parental leave)	37%	13	35%	12	100%	1

405-1

### ► Diversity of governing bodies and employees

#### OWN EMPLOYEES BY CATEGORY AND GENDER

	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Directors	0	7	7	0	7	7	1	6	7
<b>Total</b>	-	7	7	-	7	7	1	6	7



	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Managers, Assistant Managers and Executives	53	141	194	51	145	196	52	144	196
Professionals and Technicians	341	666	1,007	444	704	1,148	542	841	1,383
Operators, Sales and Administrative Staff	443	1,522	1,965	408	1,611	2,019	264	1,432	1,696
<b>Total</b>	<b>837</b>	<b>2,329</b>	<b>3,166</b>	<b>903</b>	<b>2,460</b>	<b>3,363</b>	<b>858</b>	<b>2,417</b>	<b>3,275</b>

**OWN EMPLOYEES BY  
CATEGORY AND AGE**

		2018				2019				2020			
		Under 30 years old	30-50 years old	Over 50 years old	Total	Under 30 years old	30-50 years old	Over 50 years old	Total	Under 30 years old	30-50 years old	Over 50 years old	Total
Directors	Women	0	0	0	0	0	0	0	0	0	0	1	1
	Men	0	1	6	7	0	1	6	7	0	0	6	6
<b>Total</b>		<b>0</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>7</b>

		2018				2019				2020			
		Under 30 years old	30-50 years old	Over 50 years old	Total	Under 30 years old	30-50 years old	Over 50 years old	Total	Under 30 years old	30-50 years old	Over 50 years old	Total
Gerentes, Subgerentes y Ejecutivos	Women	2	38	13	53	-	43	7	50	-	39	13	52
	Men	1	99	41	141	-	113	31	144	-	106	38	144
Profesionales y Técnicos	Women	87	231	23	341	62	221	161	444	107	394	41	542
	Men	131	418	117	666	96	396	213	705	134	582	125	841
Operarios, ventas y administrativos	Women	116	272	55	443	63	245	101	409	45	172	47	264
	Men	300	880	342	1,522	247	928	436	1,611	240	872	320	1,432
<b>Total</b>		<b>637</b>	<b>1,938</b>	<b>591</b>	<b>3,166</b>	<b>468</b>	<b>1,946</b>	<b>949</b>	<b>3,363</b>	<b>526</b>	<b>2,165</b>	<b>584</b>	<b>3,275</b>



404-3  
Performance Evaluation

► Percentage of employees receiving regular performance and career development reviews

**NUMBER AND PERCENTAGE OF EMPLOYEES SUBJECT TO PERIODIC PERFORMANCE EVALUATIONS BY GENDER AND JOB CATEGORY**

	2018		2019		2020	
	Women	Men	Women	Men	Women	Men
Number of employees evaluated						
Managers, Assistant Managers and Executives	49	139	45	127	37	106
Professionals and Technicians	150	242	247	481	422	655
Operators, Sales and Administrative Staff	213	919	255	1.005	188	1.047
<b>Total</b>	<b>412</b>	<b>1,300</b>	<b>547</b>	<b>1,613</b>	<b>647</b>	<b>1,808</b>

	2018		2019		2020	
	Women	Men	Women	Men	Women	Men
Percentage of employees evaluated						
Managers, Assistant Managers and Executives	40%	43%	88%	88%	71%	74%
Professionals and Technicians	52%	48%	56%	68%	78%	78%
Operators, Sales and Administrative Staff	48%	60%	63%	62%	71%	73%
<b>Total</b>	<b>49%</b>	<b>56%</b>	<b>61%</b>	<b>66%</b>	<b>75%</b>	<b>75%</b>



## Wages

202-1

### ► Ratios of standard entry level wage by gender compared to local minimum wage

			Salario Mínimo País (\$)			Salario Categoría Inicial Viña Concha y Toro (\$)			Ratio Viña Concha y Toro vs País		
			2018	2019	2020	2018	2019	2020	2018	2019	2020
Chile	Mujer	CLP/mes	301.000	326.500	326.500	375.000	500.000	500.000	130%	166%	153%
	Hombre					375.000	500.000	500.000	130%	166%	153%
EEUU *	Mujer	US/hora	12,00	14,00	14,00	13,0	13,0	14,0	118%	108%	100%
	Hombre					13,0	13,0	14,0	118%	108%	100%
Argentina	Mujer	ARS/mes	16.875	20.587	20.587	22.578	33.870	47.585	200%	201%	231%
	Hombre					22.578	33.870	47.585	200%	201%	231%
	Mujer*	ARS/mes	16.875	20.587	20.587	18.709	26.415	33.443	166%	157%	162%
	Hombre*					18.709	26.415	33.443	166%	157%	162%

Viña Concha y Toro's entry-level salary considers the base salary of employees and workers.

Country Minimum Wage: Minimum wage as of December 31 of the respective year.

Viña Concha y Toro entry-level salary: initial salary of a newly hired employee, without training or higher education.

\* Fetzer considers the minimum hourly wage of the State of California, while the country's minimum wage is USD 7.5 x hr.

(\*\*) Personnel under an agreement: The following concepts are considered: Base Salary, Secondary Degree, Attendance, Punctuality, Trivento Incentive.

405-2

### ► Ratio of basic salary and remuneration of women to men

Job category	2018		2019		2020	
	Base Salary	Medium Salary	Base Salary	Medium Salary	Base Salary	Medium Salary
Managers, Assistant Managers and Executives	85%	74%	83%	79%	86%	84%
Professionals and Technicians	104%	101%	92%	91%	103%	100%
Administrative Staff	96%	95%	92%	90%	91%	88%
Sales	95%	99%	102%	103%	103%	102%
Operators	94%	79%	90%	87%	92%	89%

\* The average salary is the average for the year (base salary + variable) of the entire workforce by category. It does not consider factors of experience, seniority or evaluation in the position. Data correspond to the company's workforce in Chile, which represents 72% of the company's total number of employees.

## 404-1 Training

### ► Average hours of training per year per employee

Trabajadores	2018		2019		2020		Total
	Femenino	Masculino	Femenino	Masculino	Femenino	Masculino	
Gerentes, Subgerentes y Ejecutivos	21	12	36	20	33	19	23
Profesionales y Técnicos	29	30	27	31	26	22	24
Operarios, Ventas y Administrativos	20	29	31	24	43	21	25
<b>Total</b>	<b>24</b>	<b>28</b>	<b>29</b>	<b>26</b>	<b>32</b>	<b>21</b>	<b>24</b>

## 102-41 Collective Bargaining Agreements

### ► Collective bargaining agreements

#### COLLECTIVE BARGAINING AGREEMENTS

	2018	2019	2020
Unionized Workers	1,117	1,203	1,209
Workers covered by collective bargaining agreements	1,657	1,708	1,705
% Workers covered by collective bargaining agreements	52%	51%	52%

\* Unionized workers and covered by collective bargaining agreements as of 12/31/2019.



► Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities

**ACCIDENT FREQUENCY RATE BY BUSINESS UNIT**

Company	2018	2019	2020
Viña Concha y Toro	21.6	18.7	18.9
Viña Cono Sur	22.4	18.6	13.3
Fetzer	16.9	16.7	11.7
Trivento	22.9	24.4	34.4
Transportes Viconto	-	46.3	-
VCT Chile	8.6	3.1	4.3
<b>TOTAL</b>	<b>19.8</b>	<b>17.5</b>	<b>17.7</b>

Frequency Rate: ((No. of accidents) / (MH effectively worked)) \* 1,000,000 hours.

**INCIDENCE RATE FOR OCCUPATIONAL DISEASES BY BUSINESS UNIT**

Company	2018	2019	2020
Viña Concha y Toro	0.15	0.15	1.38
Viña Cono Sur	-	-	-
Fetzer	-	-	-
Trivento	-	-	-
Transportes Viconto	-	-	-
VCT Chile	1.71	-	-
<b>TOTAL</b>	<b>0.30</b>	<b>0.10</b>	<b>0.96</b>

Frequency Rate: ((No. of accidents) / (MH effectively worked)) \* 1,000,000 hours.


**LOST DAYS RATE  
BY BUSINESS UNIT**

Company	2018	2019	2020
Viña Concha y Toro	379.22	342.45	260.16
Viña Cono Sur	363.19	396.37	291.97
Fetzer	96.49	41.68	31.68
Trivento	1,130.22	757.78	769.24
Transportes Viconto	-	231.52	-
VCT Chile	169.45	37.20	202.84
<b>TOTAL</b>	<b>387.60</b>	<b>326.10</b>	<b>278.57</b>

Frequency Rate: ((No. of accidents) / (MH effectively worked)) \* 1,000,000 hours.

**ACCIDENT FREQUENCY  
RATE - CONTRACTORS**

	2018	2019	2020
Viña Concha y Toro	8.72	9.16	8.59

Frequency Rate: ((No. of accidents) / (MH effectively worked)) \* 1,000,000 hours.

\*Rates consider employees and workers.





Chapter 10

# Society Pillar

203-2 | 413-2

# Create value for the society and the surrounding human environment

Viña Concha y Toro seeks to contribute to society by creating value in the communities and countries where it operates, developing social investment programs and promoting local development.

The company is aware that sustainable growth is a challenge that demands a constant effort from the business sector to achieve integration and build trust with its environment. Based on this conviction, it seeks to grow along with the surrounding communities and society in general, promoting local employability, collaborating with customers and the community, encouraging the participation of employees in corporate volunteering, and working together with organizations with common interests and objectives.

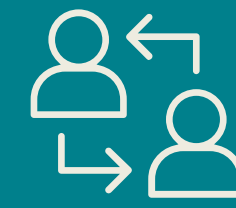
Through the Society pillar, the company shares knowledge and capabilities to improve the conditions of its surrounding environment. Its actions are focused on supporting small grape growers and on social investment in the communities neighboring its operations.

#### ► Grape growers:

Improve management and land management skills through productive alliances, training and extension, in order to increase knowledge transfer and innovation in the industry.

#### ► Community:

Improve the quality of life through investment in infrastructure, social programs, educational scholarships and the creation of alliances to promote entrepreneurship.



GRAPE GROWERS



COMMUNITY

# Aid to communities affected by COVID-19

The health crisis experienced in 2020 as a result of the Covid-19 pandemic brought many complexities at a global level. Faced with this adverse scenario, Viña Concha y Toro sought to use its capabilities to collaborate in overcoming the emergency.

The company made an important contribution to the Private Emergency Health Fund in Chile, promoted by the Confederation of Production and Commerce (CPC), delivering more than 50,000 liters of sanitizing alcohol gel in different formats to the authorities, for both individuals and health care organizations that required it.

In addition, recognizing the important role of organized science in fighting and containing the virus, the company made available its state-of-the-art equipment and the professionals of its Center for Research and Innovation Center (CRI) to strengthen the country's diagnostic system's capabilities.

A thousand 'solidarity boxes' containing food and clothing were also donated to 11 communities in different regions of the country.

## Trivento's contribution

In the context of the pandemic, Bodega Trivento made its contribution by supporting the community of Mendoza. More than 100 lunches were delivered daily to the Kairos cafeteria and it sponsored more than 70 students to continue their studies. In addition, the BrinDAR initiative was carried out to raise funds for the purchase of medical supplies and equipment for hospitals in the province.

The winery also donated 3 thousand liters of 96° alcohol to the municipality of Maipú, where its main winemaking cellar is located, to produce about 6 thousand liters of sanitizer in different formats for local residents.

## Lazos por Huellas

This program is developed with community institutions linked to education and is the core of the social investment policy of our subsidiary in Argentina, Trivento. For 10 years, the com-

*Scholarships, alcohol donations and machinery loans were some of the contributions of Trivento to help the people of Mendoza.*





pany has been promoting solidarity campaigns to support education-related community institutions and during 2020 it continued providing scholarships for children of employees and of the Mendoza community within the framework of the Social Action program. In addition, the company donates products, barrels and computer equipment to schools.

Faced with the Covid-19 pandemic, both society and the company had to adapt to the new reality. Trivento's educational program was provided remotely, and it maintained its scholarships for students.

#### **Fetzer Vineyards' contribution**

Fetzer Vineyards launched the "Feeding the Frontline" program, donating over 3,000 lunches in more than 50 cities in the United States.

The California-based subsidiary launched the solidarity program to thank and help workers of essential businesses, such as pharmacy and grocery store personnel, who redoubled their efforts during the health crisis. It established partnerships with local restaurants that allowed the company to provide lunches for workers in neighboring sectors. The initiative was extended to 21 states in the country, supporting more than 70 front-line businesses.



# Support for local development

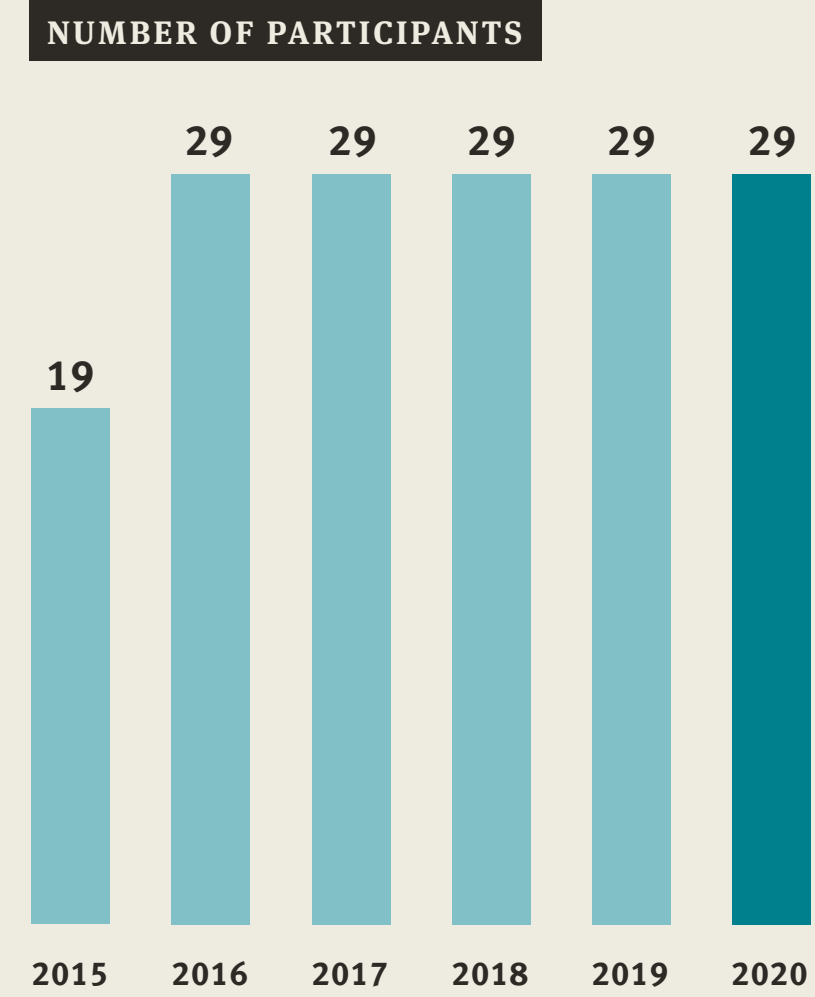
## Grape growers

Viña Concha y Toro is committed to supporting the development of local grape producers, seeking to strengthen their skills and capabilities, which in the long term will generate better social conditions in the communities.

### Productive Alliances

203-1

Since 2014, Viña Concha y Toro has participated and promoted the Productive Alliances Program with the National Institute for Agricultural Development (*Instituto Nacional de Desarrollo Agropecuario*, INDAP) to provide local grape suppliers with technical advice and productive practices, in order to support them in improving the volume, quality, safety and traceability of the grapes. The consultancy services include on-site visits, tours, technical talks and the transfer of market information.





IN THE YEAR

**2020**

In 2020, more than 3,500 small farmers from various regions of the country participated in INDAP's Productive Alliances Program through 87 agreements with 51 industries and small farmer associations, including Viña Concha y Toro, which provided them with purchasing power and stable income.

# Social initiatives and volunteering

203-1 413-1 413-1

The company is committed to responsibly manage the impacts derived from its business, and seeks to create relationships based on trust, transparency and collaboration with the communities in which it operates. To this end, Viña Concha y Toro encourages its employees to participate in corporate volunteering and work together with institutions that share common goals and visions with the company. It also has a Community Relations Delegate, who is responsible for receiving and channeling local requests, aiming to respond to the requirements that arise within a period no longer than five working days.

In each of the locations in the three countries where Viña Concha y Toro is present, the company maintains a close relationship with the local community, seeking to anticipate their needs and adjust to their expectations.

To date, the company has not identified any operations that generate significant negative impacts on local communities. As much as possible, the company communicates in a timely and clear manner each of the projects it develops, maintaining direct communication channels with authorities and neighbors, disclosing deadlines, possible negative impacts and positive externalities arising from any change in its operations.





**In 2020, Viña Concha y Toro employees participated in Sofofa's Corporate Volunteer Program to help vulnerable families living in the municipality of Pirque.**





# Progress towards the SDGs

## ↓ Sustainable development goals (UN)

Sustainability Strategy Viña Concha y Toro					2030 Agenda	
	Goal 2020	% Progress 2020	% Cumulative Progress		SDG	Specific Objective
<b>Productive alliances</b>	100% Producers with increased productivity	100%	100%			8.2 Improve productivity through innovation
<b>Extension to producers</b>	100% Participants with positive impacts on knowledge	100%	100%			8.3 Promote training policies
<b>Communities</b>	4 Social programs	100%	100%			9.1 Develop sustainable and quality infrastructure to support economic development
<b>Education</b>	100% Of graduate scholarship holders inserted in the labor market	88%	98%			4.3 Ensuring access to formal education
<b>Entrepreneurship</b>	Entrepreneurship accelerator operating in the company	50%	83%			8.2 Improve productivity through innovation
						17.17 Promote the establishment of effective alliances



Chapter 11

# External Assurance Report

102-56



**AENOR**  
Confía



## VERIFICACIÓN DE LA MEMORIA DE SOSTENIBILIDAD

**VMS-2021/0017**

AENOR ha verificado que el Informe de Sostenibilidad de la organización

**VIÑA CONCHA Y TORO S.A.**

Título del informe: REPORTE DE SUSTENTABILIDAD 2020

Periodo objeto del informe: 2020

es conforme con los estándares GRI en su opción **Exhaustiva**.

Fecha de emisión del certificado: **2021-06-08**



AENOR INTERNACIONAL S.A.U.  
Génova, 6. 28004 Madrid. España  
Tel. 91 432 60 00.- www.aenor.com

  
Rafael GARCÍA MEIRO  
Director General

**AENOR**



La organización para la que se emite este certificado, ha encargado a AENOR llevar a cabo una verificación bajo un nivel de aseguramiento limitado del Informe de Sostenibilidad realizado de conformidad con los Sustainability Reporting Standards (GRI Standards) en la opción declarada en este certificado.

Como resultado de la verificación efectuada AENOR emite el presente certificado, del cual forma parte el Informe de Sostenibilidad verificado. El certificado únicamente es válido para el propósito encargado y refleja sólo la situación en el momento en que se emite.

El objetivo de la verificación es facilitar a las partes interesadas un juicio profesional e independiente acerca de la información y datos contenidos en el Informe de Sostenibilidad de la organización, elaborado de conformidad con los estándares GRI.

**Responsabilidad de la organización.** La organización tuvo la voluntad de reportar su desempeño en materia de responsabilidad social, de conformidad con los estándares GRI. La elaboración y aprobación del Informe de Sostenibilidad así como el contenido del mismo, es responsabilidad de la organización. Esta responsabilidad incluye asimismo el diseño, la implantación y el mantenimiento del control interno que se considere necesario para permitir que el Informe de Sostenibilidad esté libre de incorrección material, debida a fraude o error, así como los sistemas de gestión de los que se obtiene la información necesaria para la preparación del mismo. La organización, ha informado a AENOR que no se han producido, desde la fecha de cierre del ejercicio reportado en el informe de sostenibilidad hasta la fecha de la verificación, ningún acontecimiento que pudiera suponer la necesidad de realizar correcciones al informe.

**Programa de verificación conforme a ISO/IEC 17029:2019.** AENOR, ha realizado la presente verificación como prestador independiente de servicios de verificación. La verificación se ha desarrollado bajo los principios de “enfoque basado en evidencias, presentación justa, imparcialidad, competencia técnica, confidencialidad, y responsabilidad” exigidos en la norma internacional ISO/IEC 17029:2019 “Evaluación de la conformidad – Principios generales y requisitos para los organismos de validación y verificación”.

Adicionalmente, los criterios e información que se han tenido en cuenta como referencia para realizar el Programa de verificación han sido los criterios establecidos por la iniciativa mundial de presentación de informes de sostenibilidad en los estándares GRI.

AENOR se exime expresamente de cualquier responsabilidad por decisiones, de inversión o de otro tipo, basadas en el presente certificado.

Durante el proceso de verificación realizado, bajo un nivel de aseguramiento limitado, AENOR realizó entrevistas con el personal encargado de recopilar y preparar el Informe de Sostenibilidad y revisó evidencias relativas a:

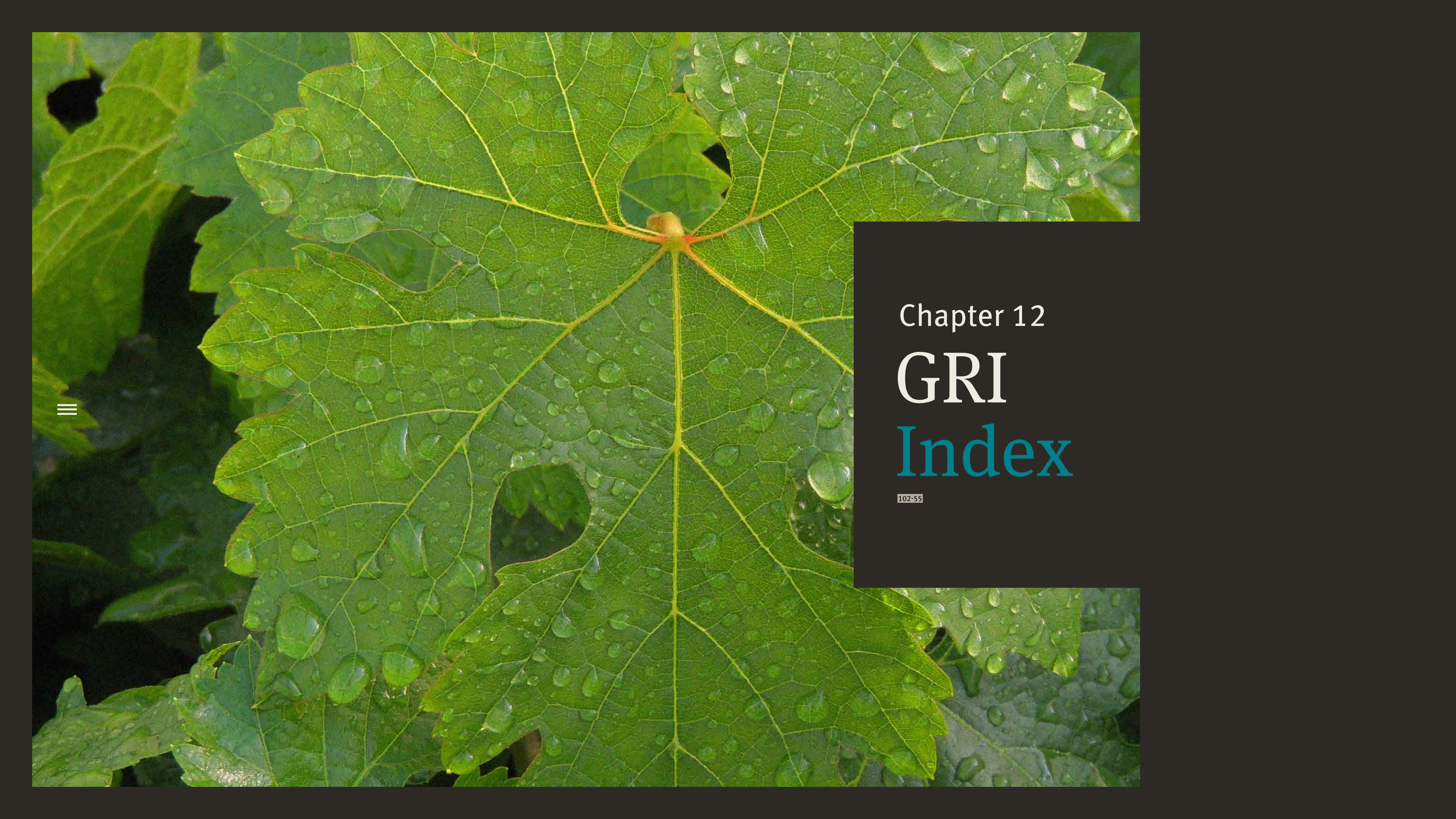
- Actividades, productos y servicios prestados por la organización.
- Consistencia y trazabilidad de la información aportada, incluyendo el proceso seguido de recopilación de la misma, muestreando información sobre la reportada.
- Cumplimentación y contenido del Informe de Sostenibilidad con el fin de asegurar la integridad, exactitud y veracidad en su contenido referido al periodo objeto del informe.

Las conclusiones por tanto se fundamentan en los resultados de ese proceso de carácter muestral, y no eximen a la Organización de su responsabilidad sobre el cumplimiento de la legislación que le sea de aplicación.

El personal involucrado en el proceso de verificación, la revisión de conclusiones y la decisión en la emisión del presente certificado, dispone de los conocimientos, habilidades, experiencia, formación, infraestructuras de apoyo y la capacidad necesarios para llevar a cabo eficazmente dichas actividades.



AENOR INTERNACIONAL S.A.U. C/ GÉNOVA 6, 28004 MADRID  
Página 1 de 1



Chapter 12

# GRI Index

102-55



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102-2	Activities, brands, products, and services	Company Profile	12, 16, 18	
102-3	Location of headquarters	Back cover		
102-4	Location of operations	Company Profile	16	
102-5	Ownership and legal form	Company Profile	16	
102-6	Markets served	Company Profile / Customers Pillar	21	
102-7	Scale of the organization	Company Profile	16	Total capitalization broken down in terms of debt and capital can be seen in the 2020 Annual Report, Financial Summary, page 13.
102-8	Information on employees and other workers	People Pillar	122	
102-9	Supply chain	Company Profile	23	
102-10	Significant changes to the organization and its supply chain	Company Profile		There were no significant changes during the period in the organization's size, structure, ownership, or supply chain.
102-11	Precautionary Principle or approach	Company Profile	33	
102-12	External initiatives	Corporate Governance	28	
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<b>Strategy</b>				
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102-15	Key impacts, risks, and opportunities	Corporate Governance / Environmental Pillar	45, 70	



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102-16	Values, principles, standards, and norms of behavior	Corporate Governance	47	
102-17	Mechanisms for advice and concerns about ethics	Corporate Governance	49, 50	
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102-23	Chair of the highest governance body	Corporate Governance	39	
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102-27	Collective knowledge of highest governance body	Corporate Governance	40	
102-28	Evaluating the highest governance body's performance	Corporate Governance	40	
102-29	Identifying and managing economic, environmental and social impacts	Corporate Governance	41, 44	
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102-34	Nature and total number of critical concerns	About this Report	12	
102-35	Remuneration policies	People Pillar		"Board Remuneration - See 2020 Annual Report, p. 62  The amount of directors' compensation is established each year at the company's annual shareholders' meeting. Directors' remuneration is a fixed amount that does not depend on the results of the company, but rather reflects the time spent and the responsibilities of the position."
102-36	Process for determining remuneration	People Pillar	124	
102-37	Stakeholders' involvement in remuneration			The executive and employees compensation system is reviewed and approved by the Directors' Committee. Other stakeholders are not considered in determining remunerations.
102-38	Annual total compensation ratio			By definition of the company, this information is confidential to safeguard the personal security and confidentiality of collaborators and the top management of the organization.
102-39	Percentage increase in annual total compensation ratio			By definition of the company, this information is confidential to safeguard the personal security and confidentiality of collaborators and the top management of the organization.
<b>Stakeholder engagement</b>				
102-40	List of stakeholder groups	About this Report	12	
102-41	Collective bargaining agreements	People Pillar	140	
102-42	Identifying and selecting stakeholders	About this Report	12	
102-43	Approach to stakeholder engagement	About this Report	9, 12	



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102-46	Defining report content and topic Boundaries	About this Report	10	
102-47	List of material topics	About this Report	11	
102-48	Restatements of information	Economic Performance	26	
102-49	Changes in reporting	About this Report		There were no significant changes in scope and coverage compared to previous reports.
102-50	Reporting period	About this Report	7	
102-51	"Date of most recent report Sustainability Report 2017 "			Period of the most recent report: 2019 Sustainability Report
102-52	Reporting cycle	About this Report	7	
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<b>Economic Performance</b>				
201-1	Direct economic value generated and distributed	Economic Performance	26	
201-2	Financial implications and other risks and opportunities due to climate change	Environmental Pillar	70	
201-3	Defined benefit plan obligations and other retirement plans			Pension plans are not direct responsibility of the Company, which is governed by the labor laws of each country regarding retirement plans. The amount destined to pay the obligations of social laws can be found in 2029 Annual Report, Benefits and Expenses per employee, page 207.
201-4	Financial assistance received from government			The company received grants for Ch M\$ 195.488 in Argentina during 2020.
<b>Market Presence</b>				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	People Pillar	139	
202-2	Proportion of senior management hired from the local community			The company's senior executives are the corporate managers of the parent. All of them are Chilean. See Annual Report 2020, page 49.
<b>Indirect Economic Impacts</b>				
203-1	Infrastructure investments and services supported	Corporate Governance / Society Pillar		No negative impacts on local communities and economies have been identified from the company's social initiatives.
203-2	Significant indirect economic impacts	Society Pillar	143	



Disclosure	Contents / Reference	Chapter / Section	Page	Comments
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204-1	Proportion of spending on local suppliers	Supply Chain Pillar	88	
<b>Anti-corruption</b>				
205-1	Operations assessed for risks related to corruption	Corporate Governance	50	
205-2	Communication and training about anti-corruption policies and procedures	Corporate Governance	49, 52	
205-3	Confirmed incidents of corruption and actions taken	Corporate Governance	49, 52	
<b>Anti-competitive Behavior</b>				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			There were no legal actions related to anti-competitive behavior, anti-trust and monopoly practices during the period.
<b>Tax (2019)</b>				
207-1	Approach to tax	Corporate Governance	53	
207-2	Tax governance, control, and risk management	Corporate Governance	53	
207-3	Stakeholder engagement and management of concerns related to tax			There are no instances to consider opinions and concerns of stakeholders other than the shareholders of the company in tax matters.
207-4	Country-by-country reporting			See Annual Report 2020, page 166, "Summarized financial information of subsidiaries".



Disclosure	Contents / Reference	Chapter / Section	Page	Comments
<b>CATEGORY: Environmental performance</b>				
<b>Materials</b>				
301-1	Materials used by weight or volume	Supply Chain Pillar	91, 98	
301-2	Recycled input materials used	Supply Chain Pillar	94, 98	
301-3	Reclaimed products and their packaging materials			The company does not reuse packaging products or materials.
<b>Energy</b>				
302-1	Energy consumption within the organization	Environmental Pillar	61, 80	
302-2	Energy consumption outside of the organization	Environmental Pillar	61	
302-3	Energy intensity	Environmental Pillar	61, 81	
302-4	Reduction of energy consumption	Environmental Pillar	61	
302-5	Reductions in energy requirements of products and services			The products offered by the company do not have energy requirements for their use / consumption
<b>Water and Effluents (2018)</b>				
303-1	Interactions with water as a shared resource	Environmental Pillar	57	
303-2	Management of water discharge related impacts	Environmental Pillar	60	
303-3	Water withdrawal	Environmental Pillar	74	
303-4	Water discharge	Environmental Pillar	76	
303-5	Water consumption	Environmental Pillar	59, 75	



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<b>Biodiversity</b>				
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Environmental Pillar	63	
304-2	Significant impacts of activities, products, and services on biodiversity	Environmental Pillar	63	
304-3	Habitats protected or restored	Environmental Pillar		The company has not created partnerships with third parties to protect or restore habitat areas that are not owned by the organization.
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Environmental Pillar	77	
<b>Emissions</b>				
305-1	Direct (Scope 1) GHG emissions	Environmental Pillar	71, 83	
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Pillar	71, 83	
305-3	Other indirect (Scope 3) GHG emissions	Environmental Pillar	71, 83	
305-4	GHG emissions intensity	Environmental Pillar	84	
305-5	Reduction of GHG emissions	Environmental Pillar	71	
305-6	Emissions of ozone-depleting substances (ODS)	Environmental Pillar	85	
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Environmental Pillar	85	
<b>Waste (2020)</b>				
306-1	Waste generation and significant waste-related impacts	Environmental Pillar	67	
306-2	Management of significant waste-related impacts	Environmental Pillar	67	
306-3	Waste Generated	Environmental Pillar	67, 79	



Disclosure	Contents / Reference	Chapter / Section	Page	Comments
306-4	Waste diverted from disposal	Environmental Pillar	67, 79	
306-5	Waste direct to disposal	Environmental Pillar	67, 80	
<b>Environmental Compliance</b>				
307-1	Non-compliance with environmental laws and regulations			There were no significant fines or sanctions for noncompliance in environmental matters during the reporting period.
<b>Supplier Environmental Assessment</b>				
308-1	New suppliers that were screened using environmental criteria	Supply Chain Pillar	90	
308-2	Negative environmental impacts in the supply chain and actions taken	Supply Chain Pillar	95	
<b>CATEGORY: Social performance</b>				
<b>Employment</b>				
401-1	New employee hires and employee turnover	People Pillar	135	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	People Pillar	125	
401-3	Parental leave	People Pillar	136	
<b>Labor/Management Relations</b>				
402-1	Minimum notice periods regarding operational changes			The company does not have policies related to the minimum notice period regarding operational changes and complies with the legislation of each country where it has own employees.



Disclosure	Contents / Reference	Chapter / Section	Page	Comments
<b>Occupational Health and Safety (2018)</b>				
403-1	Occupational health and safety management system	People Pillar	130	
403-2	Hazard identification, risk assessment, and incident investigation	People Pillar	130	
403-3	Occupational health services	People Pillar	130	
403-4	Worker participation, consultation, and communication on occupational health and safety	People Pillar	130	
403-5	Worker training on occupational health and safety	People Pillar	130	
403-6	Promotion of worker health	People Pillar	130	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	People Pillar	130	
403-8	Workers covered by an occupational health and safety management system	People Pillar	130	
403-9	Work-related injuries	People Pillar	141	
403-10	Work-related ill health	People Pillar	141	
<b>Training and Education</b>				
404-1	Average hours of training per year per employee	People Pillar	126	
404-2	Programs for upgrading employee skills and transition assistance programs	People Pillar	126	
404-3	Percentage of employees receiving regular performance and career development reviews	People Pillar	128, 138	



Disclosure	Contents / Reference	Chapter / Section	Page	Comments
<b>Diversity and Equal Opportunity</b>				
405-1	Diversity of governance bodies and employees	People Pillar	38, 136	
405-2	Ratio of basic salary and remuneration of women to men	People Pillar	139	
<b>Non-discrimination</b>				
406-1	Incidents of discrimination and corrective actions taken	People Pillar	133	
<b>Freedom of Association and Collective Bargaining</b>				
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	People / Supply Chain Pillar	133	
<b>Child Labor</b>				
408-1	Operations and suppliers at significant risk for incidents of child labor	Supply Chain Pillar	133	
<b>Forced or Compulsory Labor</b>				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Supply Chain Pillar	133	
<b>Human Rights Assessment</b>				
412-1	Operations that have been subject to human rights reviews or impact assessments	People Pillar	133	
412-2	Employee training on human rights policies or procedures	People Pillar	133	



Disclosure	Contents / Reference	Chapter / Section	Page	Comments
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Supply Chain / Customers Pillar	90	
<b>Local Communities</b>				
413-1	Operations with local community engagement, impact assessments, and development programs	Society Pillar	149	
413-2	Operations with significant actual and potential negative impacts on local communities	Society Pillar	143	
<b>Supplier Social Assessment</b>				
414-1	New suppliers that were screened using social criteria	Supply Chain Pillar	90	
414-2	Negative social impacts in the supply chain and actions taken	Supply Chain Pillar	89	
<b>Public Policy</b>				
415-1	Political contributions	Corporate Governance	51	
<b>Marketing and Labeling</b>				
417-1	Requirements for product and service information and labeling	Product Pillar	109	
417-2	Incidents of non-compliance concerning product and service information and labeling	Product Pillar	109	
417-3	Incidents of non-compliance concerning marketing communications			There were no non-compliance of regulations / voluntary codes related to marketing communications during the reporting period
Disclosure	Contents / Reference	Chapter / Section	Page	Comments
<b>Socioeconomic Compliance</b>				
419-1	Non-compliance with laws and regulations in the social and economic area	Corporate Governance		The company did not receive fines or significant sanctions due to non-compliance in the social and economic area during the reporting period



