

PROGRAM REPORT

CLOSER TO OUR MARKETS 2023



VIÑA CONCHA Y TORO
— FAMILY OF NEW WORLD WINERIES —

CT
CONCHA Y TORO

FETZER VINYARD

BODEGA
TRIVENTO
ARGENTINA

CT
CONCHA Y TORO

FETZER VINYARD

BODEGA
TRIVENTO
ARGENTINA





The following report presents the 2023 progress of the Closer to Our Markets Program, which seeks to generate a positive impact on Viña Concha y Toro's customers. This program is implemented jointly with our commercial and distribution offices, exports and commercial departments of the holding company.

PREPARED BY:
Sustainability Management
Viña Concha y Toro

July 2024

01

Introduction

- 1.1 Uncork a Better Future
- 1.2 Fundamental Elements
- 1.3 Mission, Vision and Objective
- 1.4 Model Summary Strategic

02

Customers Pillar

- 2.1 Closer to Our Markets Program

03

Performance and Metrics Program

- Stage 1. Promoting Our Actions
- Stage 2. Active Listening
- Stage 3. Fill Gaps
- Customer Satisfaction Survey

04

Management Progress 2023

- 4.1 Results 2023
- 4.2 Goals 2024





01

Introduction

CONTENTS

- 1.1 Uncork a Better Future
- 1.2 Fundamental Elements
- 1.3 Vision, Mission and Objective
- 1.4 Summary of the Strategic Model

INTRODUCTION

1.1 Uncork a Better Future®

Uncork a Better Future® is the name of Viña Concha y Toro's Corporate Sustainability Strategy 2025.

INSPIRATION

There is an immense world contained in each of our wines. There is passion, there is effort, there is dedication and care.

We are more than quality wines, we are here to transform every glass of wine and every encounter into a memorable experience.

We want to play a leading role in building a better future for people and the planet. That is why we work every day, knowing that the time for change is now, remembering at every step the healthiest ambition of all: to improve in everything we do to give back to the Earth more of what it has given us.

That is positive impact.



VIÑA CONCHA Y TORO
— FAMILY OF NEW WORLD WINERIES —

INTRODUCTION

1.2 Fundamental Elements

CORPORATE
PURPOSE

We exist to transform every glass of wine and every encounter into a **memorable experience.**



SUSTAINABILITY

From a sustainability perspective, a memorable experience is achieved when we can leave a **legacy of positive impact** to our stakeholders.



MEMORABLE EXPERIENCES FOR OUR CONSUMERS

Viña Concha y Toro's business strategy puts the consumer at the center of its business strategy, so it is an important milestone in 2022 to have unveiled the company's purpose: "We exist to transform every glass of wine and every encounter around the world into a memorable experience".

This phrase sums up what moves and gives meaning to all the members of Viña Concha y Toro, highlighting how daily work is reflected in a greater objective.

A memorable experience can only be achieved with quality wines from their origin, with a suitable *terroir*, with excellent agricultural, winemaking and packaging work, but also with the construction of attractive, strong and global brands that are in tune with consumers, with an ambitious sustainability strategy, with innovation, with excellent support areas and, finally, with an efficient distribution capacity to reach in a timely manner to any corner of the world where you want to celebrate an encounter with the company's products.

During the year 2022, the company had an external consultancy and an internal multidisciplinary working group to discover and formulate the current corporate purpose.

INTRODUCTION

1.3 Vision, Mission and Objective

The company seeks to consolidate its position as an international benchmark in sustainability beyond the limits of its industry, standing out for its environmental and social practices that are consistent with its purpose.

Thus, the contribution of sustainability to the achievement of the company's purpose is generated when the company is able to leave a memorable experience to its stakeholders in the form of a concrete positive impact on them. This is why all the steps that the company undertakes annually are part of a

long-term planning, which is oriented to this objective and considers both internal activities and activities linked to stakeholders to achieve them.

The company has defined the following elements as the cornerstones of its sustainability management system. Under these elements are built the tactical and operational steps that shape the annual planning.



Uncork a Better Future is the name of the Corporate Sustainability Strategy 2025.



Sustainability's Contribution to Purpose

To achieve a memorable experience, **leaving a legacy of positive impact** to our stakeholders.

Vision

To be leaders in building a **better, resilient and regenerative future** for people and the planet.

Mission

Generate **net positive impact** for our stakeholders and be a global reference in the regeneration of our planet.

Target

Contribute to **improving the natural and social conditions** of our environment and stakeholders.

INTRODUCTION

1.4 Summary of the Strategic Model



VIÑA CONCHA Y TORO
— FAMILY OF NEW WORLD WINERIES —

LEAVING A LEGACY OF POSITIVE IMPACT ON OUR STAKEHOLDERS



Sustainability Governance

VISION

To be leaders in building a **better, resilient and regenerative** future for people and the planet.

MISSION

Generate **net positive impact** for our stakeholders and be a reference in the regeneration of our planet.

OBJECTIVE

Contribute to **improving the natural and social conditions** of our environment and stakeholders.



Consumers



Suppliers



Customers



Our People



Community



Our Planet

	Consumers	Suppliers	Customers	Our People	Community	Our Planet
IMPACT	To bring a message of sustainability and responsible consumption to our consumers.	Helping our suppliers to improve their ethical and environmental performance, with a special focus on climate change.	Generate a mutual exchange of best practices in sustainability with our main customers.	Improve the well-being and commitment of all the company's employees. To grow in diversity, equality and inclusion.	Contribute to the development of our communities through education, entrepreneurship and community empowerment.	To help regenerate our planet, making efficient use of resources and improving the conditions of our natural and productive ecosystems.
10 PROGRAMS AND GOALS	<p>PROGRAM From Start to Finish</p> <p>META 100% of strategic brands (28 brands 85% of annual sales)</p>	<p>PROGRAM Responsible Sourcing</p> <p>META 100% of the key suppliers committed to SBTi (30 packaging suppliers)</p>	<p>PROGRAM Closer to Our Markets</p> <p>META 100% of the main customers (30 customers 35% of annual sales)</p>	<p>PROGRAM Healthy, Diverse and Happy</p> <p>META 100% of workers with program benefits (3.4 thousand people)</p>	<p>PROGRAM Corporate Citizenship</p> <p>META 100% of communities with associated initiatives (32 communities)</p>	<p>PROGRAMS Zero Water Waste Fossil Independence Circular Innovation Climate Action Nature-Based Solutions</p> <p>GOALS 10% water reduction; 50% reduction of internal fossil energy; 10 upcyclings; 35% CO2 reduction; regenerative practices on all our sites.</p>
10 SDGS						



02

Customers Pillar

CONTENTS

2.1 Closer to Our Markets Program

CUSTOMERS PILLAR

Closer to Our Markets



Proactively bring sustainability performance closer to customers and capture pioneering trends that help transform the company into a global benchmark.

The Closer to Our Markets Program is the core initiative of the customer-focused pillar. It was designed to proactively bring sustainability performance closer to the company's core customers and capture pioneering trends that accelerate the winery's transformation into a global benchmark for sustainability.

For this purpose, and together with the sales office and distribution teams, a selection was made of the company's main customers on which the program will focus. This selection is based on internal criteria such as interest in the subject, sales levels and relative sales position. The aim is to actively listen to their sustainability concerns and to actively

demonstrate the company's commitment to sustainability. The objective is for customers to learn more about the company's progress and voluntary commitments in this area.

In addition, and as a way to continuously improve its performance, the company seeks to identify those areas where there is still room for improvement. To this end, it uses a benchmark generated with the retail industry, which stands out for its leadership in sustainability matters.

The Closer to Our Markets Program seeks to raise awareness of our management and get our customers to become triggers for improving our sustainability practices. It addresses the delivery of direct information to our main customers on a global scale and seeks to generate alignment with the initiatives of 30 customers, mainly retail chains on a global scale.



GOAL 2025

100% of our main customers, incorporated into the Closer to Our Markets Program, for the transfer of sustainable management practices to and from the company.

Base Year 2020:
30 major retail customers.
35% of the holding company's sales

INDICATOR

30 major customers incorporated into the program.

CLOSER TO OUR MARKETS Program Components

“Closer to Our Markets” Program consists of 3 central stages:

01

PROMOTE

PROMOTE OUR ACTIONS

Actively communicate our progress and challenges in sustainability with our main customers.



SDG 12

RESPONSIBLE PRODUCTION AND CONSUMPTION

Promote the company's sustainability among the main clients, making the company's **regenerative work philosophy** known. To publicize the "Uncork a Better Future®" strategy and generate alliances to advance common objectives, strengthening and accelerating progress.

02

LISTEN

ACTIVE LISTENING

Knowing the trends, requirements and challenges that our clients present to us in a proactive and programmed way.



SDG 12

RESPONSIBLE PRODUCTION AND CONSUMPTION

To understand first-hand the sustainability needs of **30 of the company's main clients** and generate joint work alternatives.

03

IMPROVE

COMPLETE GAPS

This will allow us to identify trends that our customers adhere to and that we are not yet part of. It will allow the company to maintain leadership and improve sustainable positioning with our main customers.



SDG 12

RESPONSIBLE PRODUCTION AND CONSUMPTION

Proactively incorporate those **practices that the company is not yet addressing**, which are in line with customer requirements and are material to the organization's sustainability context.



Contribution to the Sustainable Development Goals



RESPONSIBLE PRODUCTION AND CONSUMPTION GOAL 12.6

Encourage companies, especially large companies and transnational corporations, to adopt sustainable practices and incorporate sustainability information into their reporting cycle.

CONTRIBUTION FROM VIÑA CONCHA Y TORO Indicator 12.6

- (i) Global coverage of companies with which the company meets on an annual basis to publicize its sustainable practices.
- (ii) Number of initiatives developed in conjunction with some *retail* customers or where the winery is collaborating more closely, for example, providing sustainability information in a more complete and direct way.
- (iii) Benchmarking of sustainable practices of 30 major clients.

CLOSER TO OUR MARKETS

Roadmap

GOAL 2025

100% of our main customers incorporated into the Closer to Our Markets Program, for the transfer of sustainable practices to and from the company.

Base Year 2020: 30 clients | 35% of the holding's sales



2021

Design of the "Closer to Our Markets" program in conjunction with commercial areas and subsidiaries.

01. Development of the "Closer to Our Markets" program to generate an exchange of sustainable practices with the company's main retail customers, learning about their sustainability guidelines and making the company's guidelines known.
02. Definition of criteria and selection of 30 main retail customers in conjunction with the different markets.

2022

Beginning of exchange meetings with commercial offices and key customers. 30 key program customers account for 36% of 2021 sales.

01. Conduct meetings with key customers by market to identify relevant sustainability trends.
02. A "Trends & Actions Matrix" was generated to visualize the main differences in terms of customer requirements and to identify potential gaps.



2023

30 key program customers account for 39% of 2022 sales.

- 01. An analysis was made of the gaps detected and the potential for implementing the initiatives internally was evaluated.
- 02. Follow-up rounds were held with those clients that generated greater interest and involvement. These meetings were held jointly with the commercial areas.



2024

Continue with customer meetings, incorporating the respective sales forces and sustainability areas.

- 01. The aim is to advance in the implementation of the detected gaps that are selected for implementation by the responsible areas.
- 0.2 Continue round of meetings to show progress with clients regarding the topics presented in previous days.

2025

Conclude internal implementation of potential practice gaps and conduct stocktaking rounds with program clients.

- 01. Conclude the implementation of the gaps and generate joint work initiatives with clients on common aspects of sustainability.
- 02. Conduct final progress rounds with clients, showing progress in sustainability.



CLOSER TO OUR MARKETS

Annual Goals

	ACTIONS	META	KPI	ADVANCE EXPECTED	ADVANCE REAL	% YEARLY PROGRESS
2021	<ul style="list-style-type: none"> Develop the "Closer to Our Markets" program to maintain an open channel with the company's main retail customers, knowing their sustainability guidelines. 	Program Launch "Closer to Our Markets"	% Advance	100%	100%	83%
	<ul style="list-style-type: none"> Selection of main retail customers in conjunction with the different markets. 	30 customers preselected	# of customers Preselected	30	20	
2022	<ul style="list-style-type: none"> Conduct meetings with key customers by market to identify relevant sustainability trends. 	Meetings with 30 customers	# of meetings with customers	30	20	83%
	<ul style="list-style-type: none"> Generate "Trends & Actions Matrix" and develop a gap plan to implement those actions where the company has the potential for growth. It is about finding and implementing the best practices in the retail industry. 	Gap Plan - Trends & Actions elaborated	% of the PB T&A	100%	100%	
2023	<ul style="list-style-type: none"> Start internal implementation of gaps detected and selected as a priority. 	100% analysis and feasibility of gaps	% of advance	100%	100%	100%
	<ul style="list-style-type: none"> Conduct follow-up rounds to show progress to our clients, regarding the "Trends & Actions Matrix". 	Encounters/benchmark with 30 customers	# of meetings/benchmark with customers	30	30	
2024	<ul style="list-style-type: none"> Advance in the implementation of the detected gaps that are selected for implementation. 	1 external audit made	# audits external	1		
	<ul style="list-style-type: none"> Continue round meetings to show progress with clients and their sustainability areas. 	Meeting with 30 customers	# of meetings with customers	30		
2025	<ul style="list-style-type: none"> Conclude the implementation of the gaps and generate joint work initiatives with clients around common aspects of sustainability. 	100% implementación of gaps	% of Implementation	100%		
	<ul style="list-style-type: none"> Conduct final progress rounds with clients, showcasing progress in sustainability. 	Meeting with 30 customers	# of meetings with customers	30		

CLOSER TO OUR MARKETS

Management Summary 2023

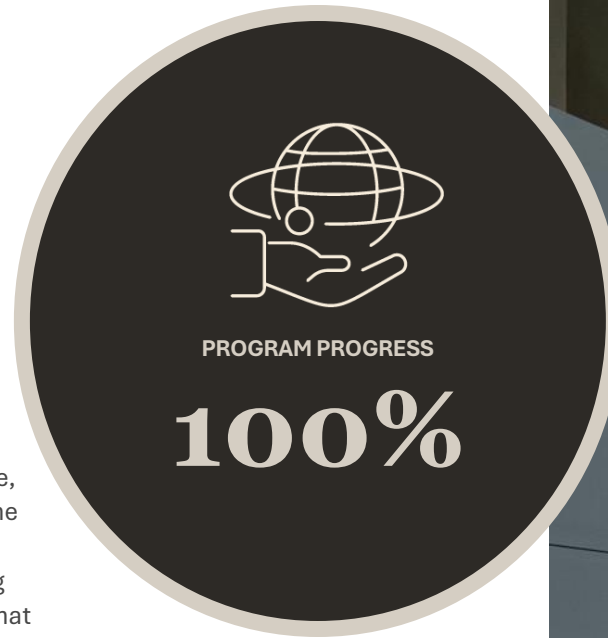
During 2023, an exhaustive analysis of sustainability practices and trends was once again carried out through benchmarking applied to 30 clients that are part of the corporate program, in order to keep current client requirements up to date. The clients participating in 2023 represented 39% of the company's total sales.

During the year, the 8 commercial offices adhered to the program held multiple meetings with these customers throughout the year, during which Viña Concha y Toro's sustainability performance was incorporated.

Also, during this period, the winery was the only supplier in the Giga Guru category of the Gigaton Project to be selected to participate in an exclusive meeting in Chile with Mr. Doug McMillan, President of Walmart International.

As a result of the environmental and social gap analysis, it was found that there were issues related to internal social variables where the company still has room for improvement.

However, during 2023, an internal diagnosis with various areas involved and involved and finally determined that it was that it was necessary for the company to move forward at an internal pace, in accordance with the plans developed, so the



implementation will be part of medium-term implementation plans. Given the above, it is considered that the process was fully completed, generating the internal analysis that allowed defining the start of the implementation at a future date.

This year marked a significant milestone for Viña Concha y Toro in terms of commitment to sustainability and the strategic expansion of its customer program, strengthening its position among key customers as a leader in sustainable practices and strategic business relationships. It expects to continue during 2024, reinforcing this practice and complementing it with roadshow activities directly with customers.



UNCORK A BETTER FUTURE Details of the program can be found at: [Responsible Sourcing 2023 Report sustainability.vinacyt.com](https://sustainability.vinacyt.com)

CLOSER TO OUR MARKETS

Impacts Achieved to 2023



Stages	KPI	2021	2022	2023
		Design and launching of the Program in conjunction with commercial offices Customer selection		
PROMOVER	# Commercial Offices		13	13
	# Commercial Offices participating		8	8
LISTEN	#customers participating of sales		20 36%	30 39%
	# cases sold to key customers		12.4 mill C9L	11.7 mill C9L
	# customer meetings/benchmark		20	30
	# Benchmark and practice analysis		100% Made	100% Made
	% compliance with environmental requirements		100%	100%
	% compliance with social requirements		85%	90%
	IMPROVE	# Customer surveys answered		9
	# Ethical Client Audits received		0	3



03

Program Performance and Metrics

CONTENTS

Stage 1. Promoting Our Actions

Stage 2. Active Listening

Stage 3. Filling Gaps

Customer Satisfaction Survey

CLOSER TO OUR MARKETS PROGRAM

General Methodology

During the year 2023, the "Closer to Our Markets" Program contemplated 3 steps for its execution:

1

INCORPORATION OF COMMERCIAL OFFICES

During 2023, progress was made with 8 of the 13 Commercial and Distribution Offices.

- VCT Chile
- VCT Europe
- VCT Norway
- VCT Sweden
- VCT Finland
- VCT & DG Mexico
- VCT Asia
- Escalade Wine & Spirits

2

CUSTOMER SELECTION

In conjunction with the commercial offices, 30 *retail* customers were selected to represent 39% of the holding company's sales volume in 2022.

39%

Sales volume in CgL

3

CONTACT AND MEETINGS WITH KEY CUSTOMERS

Through the commercial offices, contact was made with key customers to carry out sustainability *roadshows*.

Once the markets had been selected, the selection of clients was made on the basis of two main criteria:

1. Share in % of sales in C9L of the previous year, with respect to total sales of Viña Concha y Toro.
2. Direct recommendation from the commercial offices, such as: customer's sustainable performance, information requirements or reiterated requirements in sustainability towards the company.

As a final stage, through the Commercial Offices, contact was made with the client in order to show in detail the progress to date and the Corporate Sustainability Strategy with its objectives and goals achieved.

To reinforce the actions carried out during 2022, during 2023 we followed up on the initiatives of 20 clients and selected 10 new clients to the Closer to our Markets program trend matrix, again bringing the total number of clients in the program to 30.

Table N°1 shows the customers with whom we worked during 2023.

CLOSER TO OUR MARKETS PROGRAM

Table N°1 - Key Customers 2023

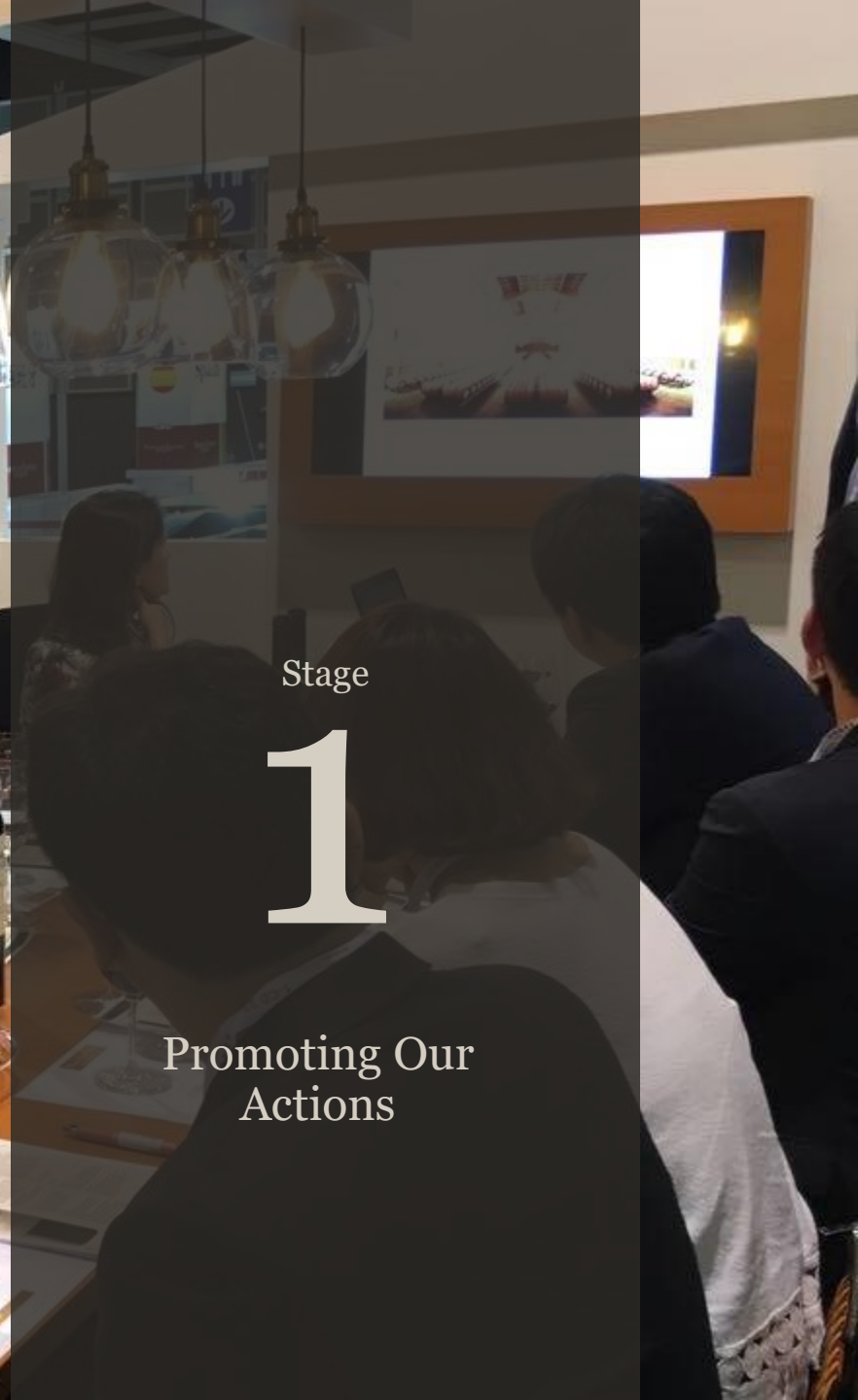
N°	Customer	Office	# C9L 2022	% Total sales 2022
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-
9	-	-	-	-
10	-	-	-	-
11	-	-	-	-
12	-	-	-	-
13	-	-	-	-
14	-	-	-	-
15	-	-	-	-
16	-	-	-	-
17	-	-	-	-
18	-	-	-	-
19	-	-	-	-
20	-	-	-	-
21	-	-	-	-
22	-	-	-	-
23	-	-	-	-
24	-	-	-	-
25	-	-	-	-
26	-	-	-	-
27	-	-	-	-
28	-	-	-	-
29	-	-	-	-
30	-	-	-	-
		Coverage in C9L	11.7 million	39%

PROGRESS 2023

100%

30 of 30 customers

contacted + sustainability benchmark



Stage

1

Promoting Our
Actions

STAGE 1

Promoting Our Actions

HOW DO WE GET "CLOSE"

During the year 2023, we worked jointly with the commercial and distribution offices to select key customers. They were in charge of contacting customers and their respective areas in charge of sustainability programs.

The objective was to strengthen ties with the client, beyond the commercial sphere, and to connect with them in their need for partnerships to achieve their sustainability goals. The steps taken were:

- a) **Contact:** The commercial or distribution office contacts the selected client directly in order to inform them about the "Closer to our Markets" program and invite them to hold the first bilateral meeting.
- b) **Coordination of meetings:** The commercial or distribution office coordinated the date and modality of the meeting. Viña Concha y Toro staff attended: representatives of the Sustainability Management who presented the company's sustainability performance and commercial representatives. Commercial representatives and representatives from the client's sustainability areas were also present.

- c) **Execution of meetings:** The meetings were executed in online or face-to-face mode. During the meeting, Viña Concha y Toro's sustainability performance was presented. Occasionally, the client also made presentations on its performance. In addition, the purpose of the meeting was to identify possible gaps in issues that the company was not addressing.
- d) **Follow-up:** Additional meetings were held with clients who requested them. These are in addition to the first contact with the client.

10

Meetings with customers
representing 20% of sales

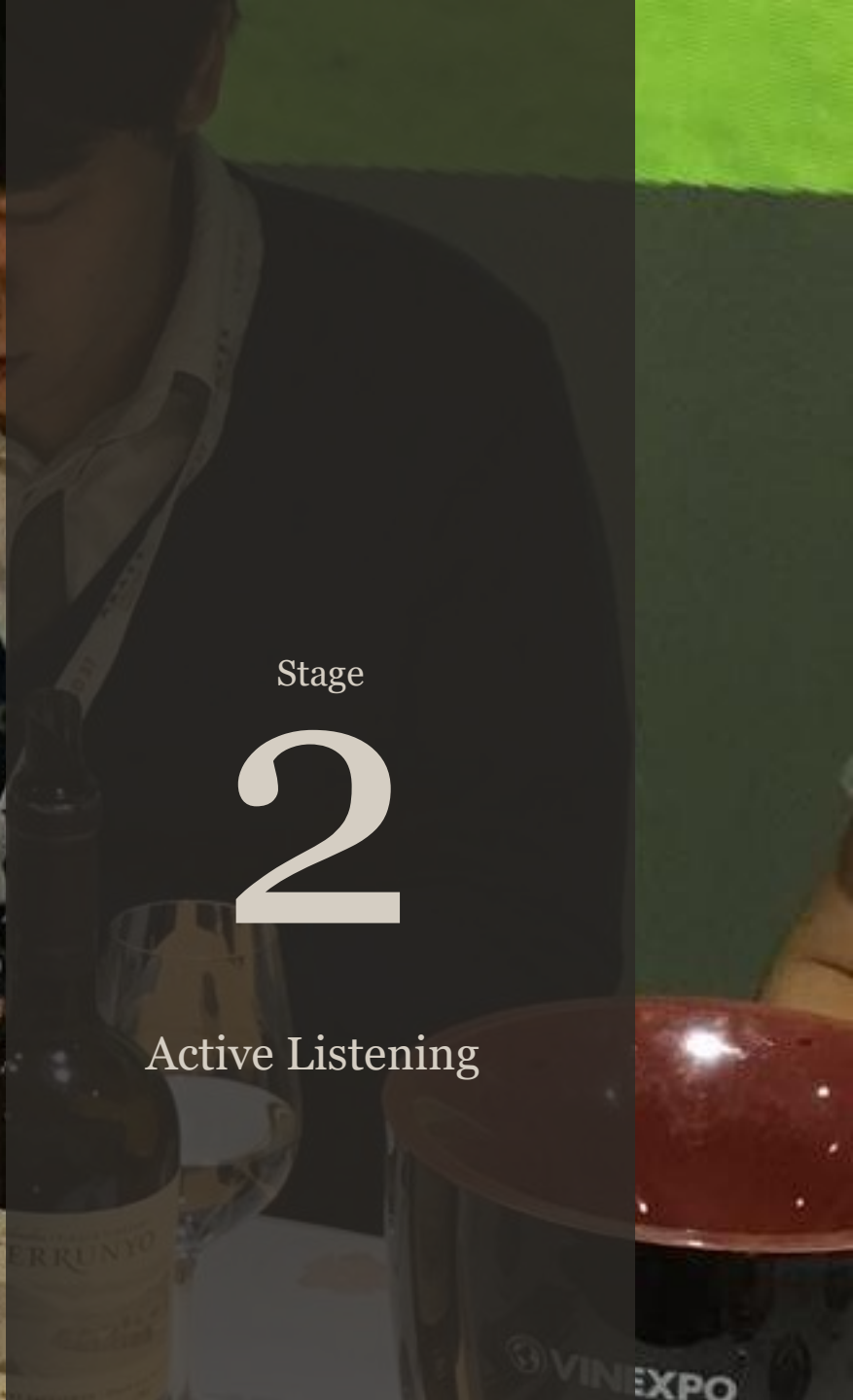




Stage

2

Active Listening



VINEXPO

STAGE 2

Active Listening

WHAT ARE OUR CUSTOMERS DOING

The purpose of this phase of internal work is to proactively and programmatically identify trends, requirements and challenges posed by our customers. It is intended to uncover areas of opportunity and develop solutions for needs that are not currently being addressed by the company.

The comparative analysis conducted with 30 clients focused mainly on environmental and social aspects. This analysis was carried out through meetings with the selected clients and the review of public information available on their websites, sustainability reports and global commitment platforms such as the Global Compact and Science Based Targets, among others.











The results of this study allowed us to identify and group the 9 areas of greatest interest to our clients (called "Trends"), detailed in 19 general initiatives, which are presented in Table N°2 - "List of Trends 2023". Each of these initiatives is linked to the United Nations Sustainable Development Goals, which serve as a general frame of reference, although with variations in the completeness of monitoring.

During each meeting with customers, we were able to go

deeper into their objectives, goals and expectations, allowing a detailed understanding of the depth with which each issue is addressed and how these issues are transformed into requirements for their suppliers.

In addition, an assessment was made of whether clients are making progress in these areas and, if so, to what degree of depth each issue is being addressed. Table N°3 - "Matrix of Initiatives 2023" presents the most frequent initiatives among clients.

TABLE N° 2. LIST OF TRENDS 2023

TRENDS		INITIATIVE
Sustainable Development Goals		Alignment to Sustainable Development Goals - United Nations
Climate Change		Carbon Footprint
		Science Based Targets
		CDP - Carbon Disclosure
		TCFD - Climate Financial Disclosure
Water		Internal Initiatives
Energy		Internal Initiatives
Biodiversity		Internal Initiatives
Circular Economy		Recycling - Internal Initiatives
		Food Waste - Internal Initiatives
Responsible Sourcing		Responsible Sourcing Programs
		Suppliers - Internal Initiatives
		Sustainable Packaging
Business Ethics		Diversity, Equity and Inclusion Programs
		Ethics Initiatives
		Human Rights Actions
Community	 	Entrepreneurship - Internal Initiatives
		Community Relations Programs
		Responsible Consumption Programs

STAGE 2

TABLE 3. MATRIX OF INITIATIVES 2023

TRENDS	INITIATIVE	Balance of Trends
Sustainable Development Goals	Alignment to SDG	77%
Climate Change	Carbon Footprint	93%
	Science Based Targets	50%
	CDP	40%
	TCFD	47%
Water	Internal Initiatives	47%
Energy	Internal Initiatives	97%
Biodiversity	Internal Initiatives	67%
Circular Economy	Recycling - Internal Initiatives	97%
	Food Waste - Internal Initiatives	77%
Responsible Sourcing	Responsible Sourcing Programs	90%
	Suppliers - Internal Initiatives	87%
	Sustainable Packaging - Internal Initiatives	90%
Business Ethics	Diversity, Equity and Inclusion Programs	93%
	Ethics Initiatives	90%
	HR Actions	83%
Community	Entrepreneurship - Internal Initiatives	43%
	Community Relations Programs	87%
	Responsible Consumption Programs	80%

According to the coverage of the trends by customers, we can distinguish:

CONSOLIDATED INITIATIVES

They are addressed by 100% of our main clients. Topics to be deployed to our clients, as our goals contribute to the fulfillment of their individual goals. (0)

INITIATIVES IN DEVELOPMENT

They are addressed by 70% or more of customers and are expected to grow and gain adherence. Advancing in them is an advantage today, since in the short term they can become requirements (13).

INITIATIVES EMERGING

They are addressed by less than 70% of our clients. Clients state that they will move forward depending on how critical they are to achieving their voluntary commitments.(6)





STAGE 2

Predominant Trends in Initiatives Matrix

ENVIRONMENTAL ISSUES ARE CONSOLIDATED

There are 3 initiatives that are the most frequently addressed by retail companies. It is noteworthy that, unlike last year, this year the most frequent *retail* trends point to environmental issues.

1. Carbon footprint. They have measurement and emission reduction targets that they incorporate into their supply chain. 50% of them already have Science Based Targets.
2. Recycling. Initiatives linked to the recycling of containers and packaging and linking them to consumers.
3. Energy Management.

SCIENCE-BASED TARGETS (SBT)

Businesses have an important role to play in combating climate change by setting greenhouse gas (GHG) emissions reduction targets that align with reduction trajectories that limit global temperature rise to 1.5°C or well below 2°C compared to pre-industrial temperatures. These targets are referred to as Science Based Targets (SBTs).

Science Based Targets is a joint initiative of CDP, the United Nations Global Compact, the World Resources Institute (WRI) and World Wildlife Fund (WWF).

To ensure their rigor and credibility, SBTs must meet a series of criteria related to their ambition, duration and inclusion of internal and value chain sources.

OUTST



50%

Key Costumers aligned to the Science Based Targets Initiative

TABLE N° 4. DETAILED MATRIX OF CUSTOMER TRENDS 2023

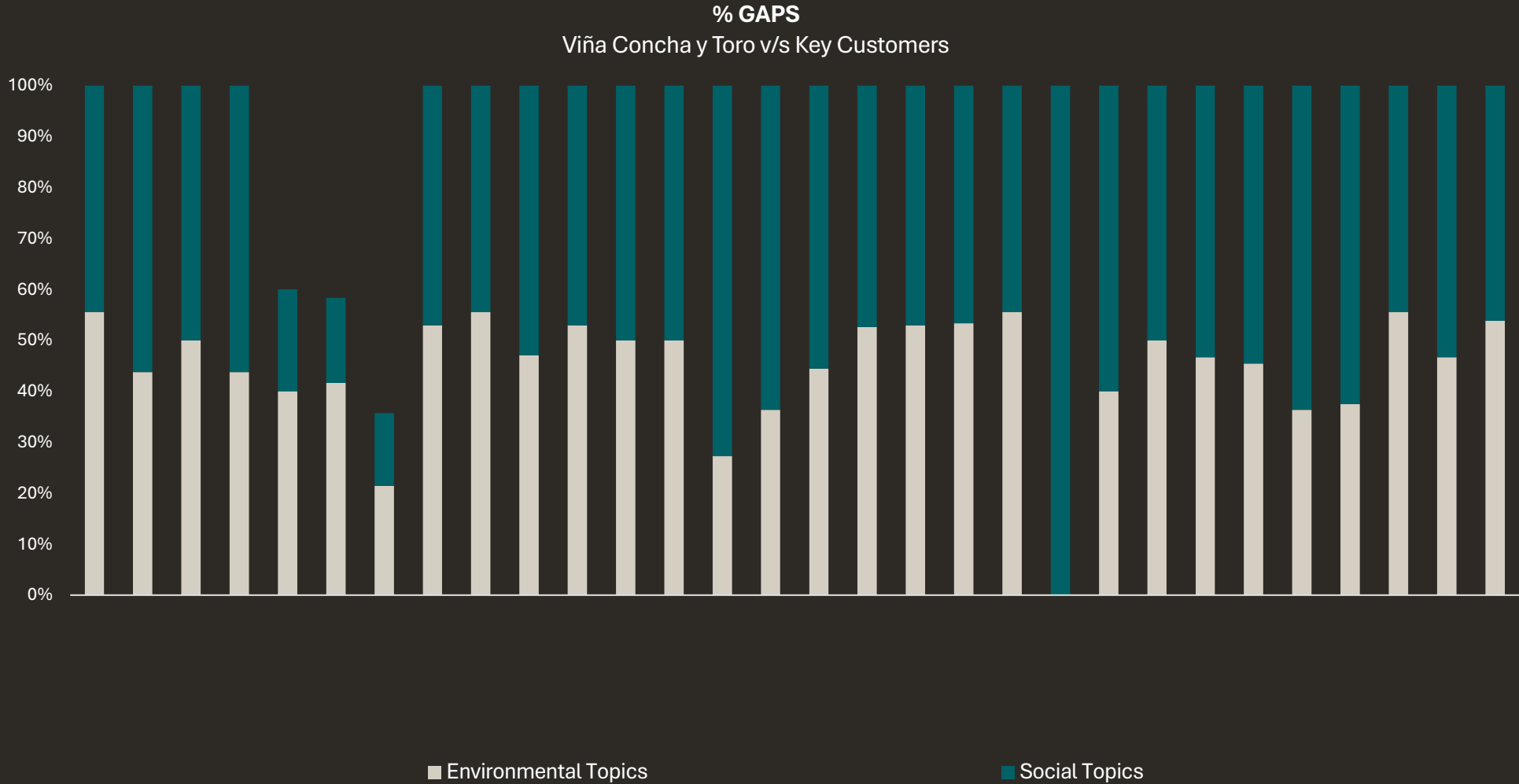
		1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.	18.	19.	20.	21.	22.	23.	24.	25.	26.	27.	28.	29.	30.
Sustainable Development Goals	Alignment to SDG	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Climate Change	Carbon Footprint	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Science Based Targets	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	CDP	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	TCFD	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Water	Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Energy	Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Bio diversity	Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Circular Economy	Recycling - Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Food Waste - Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Responsible Sourcing	Responsible Sourcing Programs	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Suppliers - Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Sustainable Packaging - Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Business Ethics	Diversity, Equity and Inclusion Programs	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Ethics Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	HR Actions	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Community	Entrepreneurship - Internal Initiatives	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Community Relations Programs	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Responsible Consumption Programs	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
TOTAL		18	16	18	16	15	12	14	17	18	17	17	18	18	11	11	9	19	17	15	18	1	15	18	15	11	11	8	9	15	13
% Coverage of Initiatives		95%	84%	95%	84%	79%	63%	74%	89%	95%	89%	89%	95%	95%	58%	58%	47%	100%	89%	79%	95%	5%	79%	95%	79%	58%	58%	42%	47%	79%	68%
Management Level		1	1	1	1	1	2	1	1	1	1	1	1	1	2	2	3	1	1	1	1	3	1	1	1	2	2	3	3	1	2

TABLE N°5: ACTIONS WITH CUSTOMERS 2023

ACTIONS TO BE TAKEN	
PIONEERS	
100% a 70%	Group of clients where it is a priority to advance in direct and bilateral dissemination, since the company's goals contribute directly to the achievement of its voluntary goals. Analyze the possibility of completing the gaps around their requirements, verifying the internal feasibility of implementing such actions. Conduct at least 2 follow-up and alignment meetings during the year.
ADVANCED	
69% a 50%	Conduct continuity meetings to deepen the development and evolution of the company's initiatives. Share annually the Annual Management Report of the Sustainability Strategy to keep up to date on progress and share practices. Seek to become leading suppliers in the in the implementation of new initiatives that are beginning to be addressed. Hold 1 meeting per year.
IN PROGRESS	
<i>Less than</i> 50%	Share the Annual Management Report of the Sustainability Strategy and open a space for the exchange of best practices with the client, if requested. Send the document once a year.



Gap Analysis





Stage

3

Complete

Gaps

From Gap Analysis....

The objective of this stage is to identify trends that our customers adhere to and that we are not yet part of. This will allow the company to maintain leadership and improve sustainable positioning with our main customers.

The attached chart shows the management gaps that exist between Viña Concha y Toro and the requirements of each customer, differentiating the environmental and social emphasis of its management.

From this analysis it is possible to visualize that the company is in good standing with respect to the management and information requirements requested by most of them (17) and only in 3 cases there were significant gaps.

They correspond to the Nordic monopolies. In all 3 cases, it corresponds to issues associated with the social sphere: (1) Responsible Sourcing and (2) Business Ethics. In this case, gaps are generated, since the company is not addressing the issues in the way they are requesting the requirements. Therefore, although the issue is addressed with respect to other customers, in the case of monopolies a management gap is generated, since their requirements go beyond what is currently addressed.

RESPONSIBLE SOURCING

Involves grape suppliers. The requested requirements address initiatives such as the development of compliance audits on issues such as: prohibition of child labor, forced labor, illegal workers, fair wages, etc.

BUSINESS ETHICS

Refers to the application of the Principles of Human Rights in Business, applied to the company. Prevention and remediation mechanisms for issues such as temporary workers, working conditions, discrimination, fair wages, equality and equity, among others.





Customer Satisfaction
Survey 2023

CUSTOMER SATISFACTION 2022

IPSOS Survey

In order to know the levels of satisfaction and loyalty of Viña Concha y Toro's customers in relation to the service received in the different stages of interaction, the company conducts an annual satisfaction survey through its Corporate Customer Service department.

As part of its certification as a B Company, the company is constantly seeking to improve its processes. Therefore, this survey is carried out with the purpose of:

1. To know the evaluation of Viña Concha y Toro's image among its customers.
2. Determine strengths and weaknesses in service attributes.
3. Generate indicators that allow to see the evolution of the service and each one of the processes through time.
4. Determine a loyalty indicator based on Initial Satisfaction, Recommendation and Repurchase.

In the 2022 study, measured in March and April, the questionnaire incorporated a process logic from the customer's point of view, in addition to the incorporation of concepts such as quality, sales and after-sales.

It also focused on those customers of greatest interest to Viña Concha y Toro, in order to learn more about their opinions.

Within the concept of IMAGE, several dimensions are considered, which complement from different angles the concept that customers observe of the company and its products. They are:

- Quality
- Accessibility (Ease and availability for contact)
- Sustainability
- Consulting (Technical competence in the delivery of services)
- Adaptability (Adapts to customer needs)
- Agility (Fast delivery, zero errors)

DIMENSIONS EVALUATED



- Quality
- Fulfillment of dispatch
- Sales Service
- After Sales Service
- Problem rate
- Benchmarking
- Image

TECHNIQUE



Quantitative Study

Online surveys, via e-mail to a list of customers provided by Viña Concha y Toro.

TARGET GROUP



Customers selected by Concha y Toro that made a purchase during 2021 and belong to different groups according to size, sales volume, geographic area and other variables.

SAMPLE



A total of 124 surveys were conducted with a response rate of 42%. A total of 52 surveys were answered between March 14 and April 24, with international coverage.



CUSTOMER SATISFACTION 2022

Among the attributes most highlighted by the company's customers are:

- The quality of its products
- Accessibility, ease and availability to contact the company.
- The concern for sustainability that customers appreciate in the company.

It is worth noting that in the case of "Sustainability", none of the respondents disagreed with this statement and 58% agreed with the assessment that the company is concerned about sustainability.

In terms of evolution over time, this is a factor that has been maintained over time and that we expect to grow in the future through the implementation of programs such as Closer to Our Markets.

% AGREE (9+10)

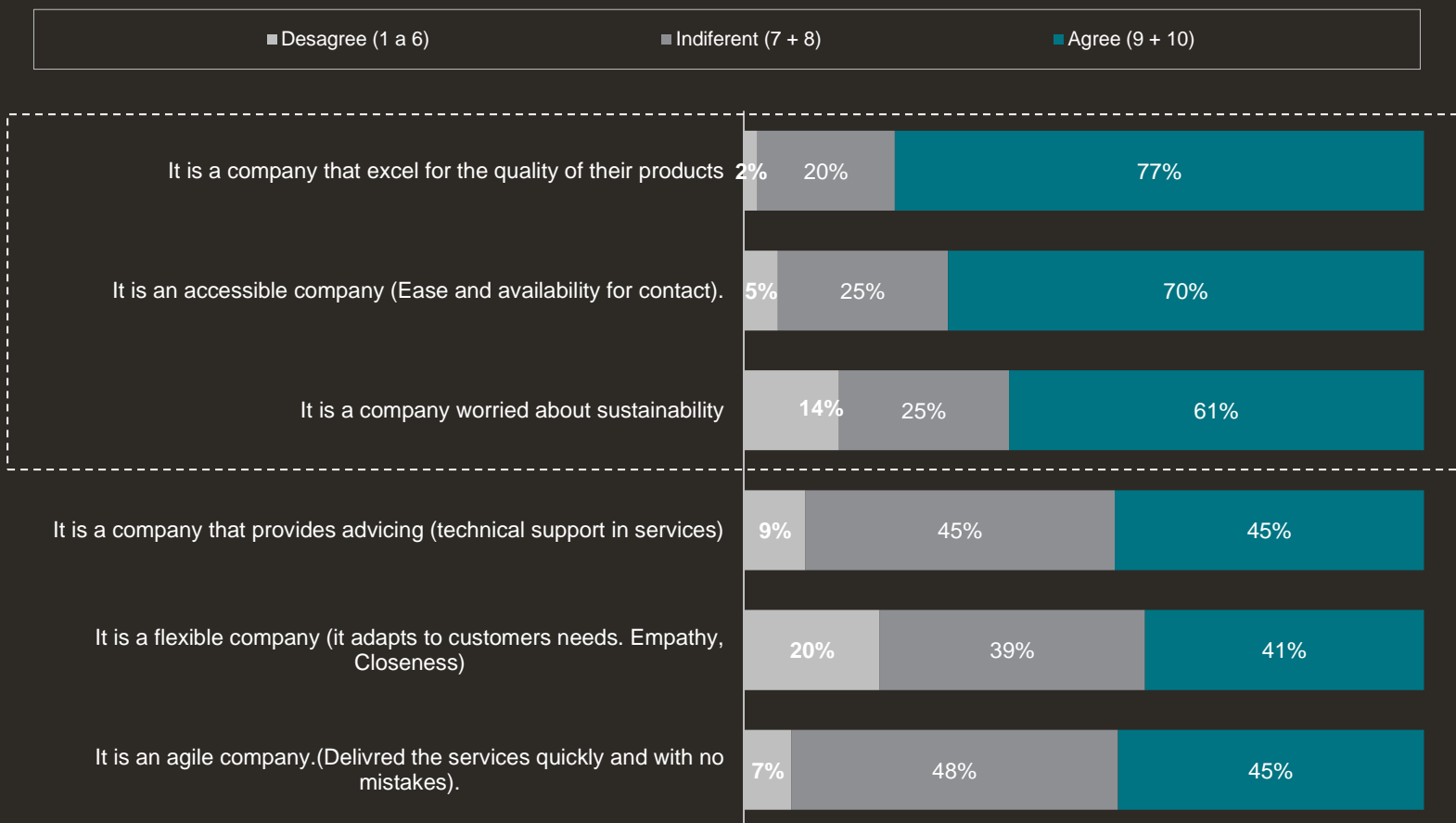
	2022	2021	2020	2019	2018	2017	2016	2015
	Base 54	Base 52	Base 105	Base 119	Base 132	Base 144	Base 111	Base 108
Quality	77%	65%	-	-	-	-	-	-
Accessibility	70%	60%	62%	62%	53%	71%	63%	69%
Sustainability	61%	58%	60%	60%	59%	65%	60%	58%
Agility	45%	40%	52%	46%	40%	51%	52%	51%
Adaptability	41%	38%	43%	21%	39%	55%	46%	45%
Consulting	45	33%	41%	42%	36%	49%	43%	47%



CUSTOMER SATISFACTION 2022

Image Evaluation

Could you say how much you agree with each of these statements?



RELEVANT METRICS

Customer Relationship Management

	2022	2023	target defined for 2023
% of total customers using online services to solve problems or purchase products	70	79	No

	2022	2023	target defined for 2023
% of revenues associated with online services (direct sales, advertising, etc.)	2.1	2.0	2.3

	Unit	2022	2023
Approach used:			
Surveys	% of satisfaction	87	81
Coverage	% of people surveyed	54	23

VIÑA CONCHA Y TORO



04

Management Progress 2023

CONTENTS

4.1 Results 2023

4.2 Goals 2024

MANAGEMENT PROGRESS 2023

Results 2023

Viña Concha y Toro has made progress in its proximity to its customers. The goal was 100% achieved by 2023.

The meetings held in 2023 were fruitful in terms of the objective set. Clients expressed their gratitude to the company for having voluntarily generated an instance to share practices and seek alignment as a mechanism to support them in achieving their goals.

Through our commercial offices we received valuable feedback from customers on Viña Concha y Toro's sustainability performance, which in many cases was not known closely.

It is necessary during the year 2024 to follow up on the link generated during 2023 in order to draw up specific work plans (together with the commercial areas).

With respect to the gaps with some customers, it is necessary to define the steps to be taken to provide a definitive solution to these gaps. During the year 2023 the work on closing gaps will be focused on this issue.

During 2023, progress was made in closing gaps with the majority of clients. The issues that remained as alerts in 2022 were analyzed internally and a pace of progress will be sought according to the company's context.

Finally, the Consolidated Customer Trend Matrix was created, which allows us to visualize where the gaps with current customers are (100%).



Goals 2024

By 2024, 3 central objectives will be pursued:

1. Advance in the internal implementation of gaps detected and selected as a priority.
2. Conduct a follow-up round with 30 key clients to show progress on the implementation of the "Trends & Actions Matrix".
3. Complements the information requested by clients through questionnaires and specific platforms, complementing the delivery of information by the company.





05

Annexes



VINA CONCHA Y TORO

— FAMILY OF NEW WORLD WINERIES —

OT
CONCHA Y TORO

FETZER VINEYARDS

BODEGA
TRIVENTO
ARGENTINA

OT
CONCHA Y TORO

FETZER VINEYARDS

BODEGA
TRIVENTO
ARGENTINA

PROGRAM REPORT

CLOSER TO OUR MARKETS 2023

