

PROGRAM REPORT

# HEALTHY, DIVERSE AND HAPPY 2023



VIÑA CONCHA Y TORO  
— FAMILY OF NEW WORLD WINERIES —



The following report presents the 2023 progress of the "Healthy, Diverse and Happy" Program, which seeks to generate long-term ties with the employees, contributing to their well-being with quality of life programs, training and a good working environment. This program is implemented by the Human Resources or People's team.

PREPARED BY:  
Sustainability Division  
Viña Concha y Toro

July 2024

# 01

## Introduction

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

# 02

## Our People

- 2.1 Healthy, Diverse and Happy Program

# 03

## Performance and Metrics Program

- 3.1 Diversity: Inclusion, Balance of Gender and Multiculturalism
- 3.2 Wellbeing and Work
- 3.3 Relevant metrics

# 04

## Management Progress 2023

- 4.1 Results 2023
- 4.2 Achievement of Target 2023
- 4.3 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.**



## 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** for our stakeholders.



## MEMORABLE EXPERIENCES FOR OUR CONSUMERS

Viña Concha y Toro's business strategy place the consumer at the center of its business strategy, so it is an important milestone for the year 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 summarizes what moves and gives meaning to all the members of Viña Concha y Toro, highlighting how the 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** on 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

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

PROGRAM  
From Beginning to End

META  
**100%**  
of strategic brands  
(28 brands | 85% of annual sales)

PROGRAM  
Responsible Sourcing

META  
**100%**  
of the key suppliers committed to SBTi  
(30 packaging suppliers)

PROGRAM  
Closer to Our Markets

META  
**100%**  
of the main customers  
(30 customers | 35% of annual sales)

PROGRAM  
Healthy, Diverse and Happy

META  
**100%**  
of workers with program benefits  
(3.4 thousand people)

PROGRAM  
Corporate Citizenship

META  
**100%**  
of communities with associated initiatives  
(32 communities)

PROGRAMS  
Zero Water Waste  
Fossil Independence  
Circular Innovation  
Climate Action  
Nature-Based Solutions

GOALS  
10% water reduction; 50% reduction of internal fossil energy; 10 upcyclings; 35% CO2 reduction; regenerative practices on all our sites.







# 02

## Our People Pillar

### CONTENTS

2.1 Healthy, Diverse and Happy Program

OUR PEOPLE PILLAR

# Healthy, Diverse and Happy



**Continuously improve the well-being and commitment of all the company's employees. To grow in terms of diversity, equity, inclusion and well-being at work.**

In the 2021-2025 period, the organization will focus on ensuring equal opportunities and actively improving the well-being of all employees.

The "Healthy, Diverse and Happy" Program is based on three fundamental pillars: health, diversity and well-being, which are actively promoted and developed within the company by the People Management.

In terms of health, the company has health agreements, sports and recreational activities. In terms of diversity, we work to promote inclusion, achieve a gender balance appropriate to each work situation, and foster

multiculturalism within our workforce. As a company with operations in different parts of the world, cultural diversity plays a central role in people management.

With respect to work-life balance, we seek to advance in the implementation of increasingly individualized benefit programs that raise well-being levels and promote a balance between the work and family life of our employees.

The company is committed to establishing long-term relationships with its employees, contributing to their well-being through quality of life programs, training opportunities and promoting a positive work environment based on the values of the corporate culture: Respect, Collaboration, Openness to Change, Agility and Excellence.



GOAL 2025

**100% implementation in the company, covering all employees and based on key elements for people management: health, diversity and well-being.**

Base Year 2020:  
3,579 employees

INDICATOR

**3.579**  
partners  
Program Coverage Holding  
Level

HEALTHY, DIVERSE AND HAPPY

## Program Components

The **Healthy, Diverse and Happy** Program is made up of 2 central work axes:

### 01

#### WELLNESS AND HEALTH

##### WELLNESS AND HEALTH

Thinking about the health of our employees, the company has a series of direct benefits and additional insurance policies aimed at individual and family well-being with multiple sports and recreational activities. Promoting a balance between work and personal life is vital for the health and motivation of our people.



##### SDG 8 DECENT WORK AND ECONOMIC GROWTH

Promote equal access to **health benefits for all** company **employees**, enabling them to take care of themselves and promote self-care. Focused on all company employees with benefits relevant to their life cycle.

### 02

#### DIVERSITY

##### DIVERSITY: INCLUSION, GENDER BALANCE AND MULTICULTURALISM

A diverse culture enriches the company and drives it to be successful. We seek to strengthen the internal culture, working on Inclusion, Gender Balance and Multiculturalism.



##### SDG 10 REDUCTION OF INEQUALITIES

To incorporate people with diverse characteristics into the organization, generating cultural resilience, including young people and people with disabilities, and to ensure equal pay for work of equal value for **all the** company's **employees**.



## Contribution to the Sustainable Development Goals



### DECENT WORK AND ECONOMIC GROWTH GOAL 8.5

By 2030, achieve full and productive employment and decent work for all women and men, including youth and persons with disabilities, and equal pay for work of equal value.

#### CONTRIBUTION FROM VIÑA CONCHA Y TORO Indicator 8.5

- (i) Number of people benefited by health and welfare agreements, including direct company employees and their families.



### REDUCTION OF INEQUALITIES GOAL 10.3

Ensure equality of opportunity and reduce inequality of outcomes, including by eliminating discriminatory laws, policies and practices, and promoting appropriate legislation, policies and measures in this regard.

#### CONTRIBUTION FROM VIÑA CONCHA Y TORO Indicator 10.3

- (i) Number of people in the company representing diverse cultures, genders and with disabilities.

HEALTHY, DIVERSE AND HAPPY  
**Description Our People 2023**

Today the company has a set of 18 categories of cross-cutting benefits for all company employees. In addition, there are 10 agreements in force, focused on personal and family health matters.



**DJSI 3.1.4 - 3.4.3 - 3.4.4 - 3.4.5**

	Unit	2021	2022	2023
<b>Equal Pay</b>				
<b>Gender gap in average pay.</b>	%	-	-24,2%	-24,8%
<i>Difference between male and female workers.</i>				
<b>Gender gap in paid median.</b>	%	-	-52,1%	-55,4%
<i>Difference between male and female workers.</i>				
<b>Gender gap in average bonuses.</b>	%	-	-14,4%	-14,6%
<i>Difference between male and female workers.</i>				
<b>Gender gap in median bonds.</b>	%	-	-23,4%	-22,3%
<i>Difference between male and female workers.</i>				

**FATALITIES**

<b>Collaborators</b>	# people	0	0	0
<b>Contractors</b>	# people	0	0	0

**LOST TIME INJURY FREQUENCY RATE**

<b>Collaborators</b>	LTIFR (n/million hours worked)	14,86	16,91	15,30
<b>Coverage</b>	%	100%	100%	100%
<b>Contractors</b>	LTIFR (n/million hours worked)	8.59	11.12	2.35
<b>Coverage</b>	%	100%	100%	100%

HEALTHY, DIVERSE AND HAPPY  
Roadmap

**GOAL 2025**

Program implemented, covering 100% of the company's employees and based on 2 key elements for people's management: diversity and well-being.

Base Year 2020: 3,579 workers



**2021**

**Design and definition of priority axes of the Healthy, Diverse and Happy Program.**

During this stage, the "Healthy, Diverse and Happy" Program was designed and launched. Progress was made in defining the priority axes for the company and the visualization of goals for 2025.

**2022**

**First year of operation of the program, establishing the basis for its implementation.**

Progress is being made in the construction of the Action Plan and determination of the annual measurement indicators.

It begins with the systematic incorporation of people with disabilities into the organization in different areas and workplaces, making progress in generating safe conditions for this purpose.

Visits and face-to-face meetings are held to disseminate information on benefits and agreements, health and recreation.



# 2023

## Second year of operation. Emphasis on Diversity, Inclusion and Equity.

An internal diagnosis was carried out regarding Diversity, Inclusion and Multiculturalism to develop the general guidelines used to generate Viña Concha y Toro's Diversity and Inclusion Policy.

A health fair was held to disseminate self-care topics and agreements generated.

Information is collected from collaborators that will be the basis for generating segmented agreements.



# 2024

## Third year of operation. Consolidating the Program.

Measure the maturity level and make adjustments to the program if necessary.

Advance in closing gaps in terms of Diversity, Inclusion and Multiculturalism. Design specific actions to improve gender balance within the organization.

Conduct the first evaluation of the individual benefit program.

# 2025

## Fourth year of operation. Program maturity level reached.

Close gaps in terms of Diversity, Inclusion and Multiculturalism. Design specific actions to improve gender balance within the organization.

Consolidation of the individualized benefits program.

Benchmarking with multinational companies.



HEALTHY, DIVERSE AND HAPPY

# Annual Goals

	ACTIONS	META	KPI	EXPECTED PROGRESS	REAL PROGRESS	% YEARLY PROGRESS
2021	<ul style="list-style-type: none"> <li>Definition of priority axes for the company's Well-being Program and establishment of 2025 goals.</li> </ul>	Program designed	% Advance	100%	100%	<b>100%</b>
2022	<ul style="list-style-type: none"> <li>Incorporate people with disabilities into the organization in different areas and workplaces.</li> <li>Conduct visits and face-to-face meetings for the dissemination of benefits and agreements, health and recreation.</li> </ul>	35 people	# people	35	33	<b>95%</b>
		1,500 people	# people	1,500	1,432	
2023	<ul style="list-style-type: none"> <li>Develop a Diagnostic Report on Diversity, Inclusion and Multiculturalism that allows the development of an inclusion policy and the establishment of goals for gender balance.</li> <li>Generate individualized benefits according to the analysis of each employee's profile and generation of benefits by age segments.</li> </ul>	Policy developed	% Progress	100%	100%	<b>91%</b>
		Survey profiles	% Progress	100%	81%	
2024	<ul style="list-style-type: none"> <li>Advance in closing gaps in terms of Diversity, Inclusion and Multiculturalism. Design specific actions to improve gender balance within the organization.</li> <li>Conduct the first evaluation of the individual benefit program.</li> </ul>	50% progress in gap implementation	#Act.implemented / #Act. totals	50%		
		Result greater than 80%.	% of satisfaction of users	80%		
2025	<ul style="list-style-type: none"> <li>Close gaps in terms of Diversity, Inclusion and Multiculturalism. Design specific actions to improve gender balance within the organization.</li> <li>Consolidation of the individualized benefits program.</li> </ul>	100% progress in gap implementation	#Act. implemented / #Act. totals	100%		
		Result greater than 80%.	% of satisfaction of users	80%		

HEALTHY, DIVERSE AND HAPPY

## Impacts Achieved to 2023

Axes of Work	KPI	2021	2022	2023
		Program design and launch		First Diversity Diagnostic Report
		Selection of internal work axes		
WELFARE AND WORK	# people with preventive health examinations in farms, warehouses and plants.	450	473	647
	# Workshops	15 (Digital literacy workshops in farms)	319 (Benefits Workshop Participants)	620 (Participants in Health Fairs)
	# people trained in personal wellness	-	400 (Alcohol and Drug Prevention)	522 (Personal Finance)
DIVERSITY: INCLUSION, GENDER BALANCE AND MULTICULTURALISM	# people credited for inclusion (1.5% endowment)	39	33	36
	# people with talks on supplemental insurance and benefits	325	1.113	1.943





# 03

## Program Performance and Metrics

### CONTENTS

- 3.1 Diversity: Inclusion, Gender Balance and Multiculturalism
- 3.2 Welfare to Work
- 3.3 Relevant Metrics



# 3.1

Diversity: Inclusion,  
Gender Balance and  
Multiculturality

## PERFORMANCE AND METRICS

## Inclusion, Gender Balance and Multiculturalism

During the year 2023, various events were held to learn about the perception of people regarding diversity and inclusion in Viña Concha y Toro and develop a policy in line with the needs and organizational culture of the company.

### DIVERSITY POLICY

With the conviction that Diversity and Inclusion enriches us and drives us to be a more successful organization, Viña Concha y Toro's Diversity and Inclusion Policy was developed in 2023. The dissemination of the Policy will take place during 2024.

### DIVERSITY, EQUITY AND INCLUSION SURVEY

In order to know the employees' perception, a diagnostic survey on Diversity and Inclusion was carried out in online and physical format at different sites of the company.

This survey was anonymous and confidential and more than 1,130 workers participated through interviews, focus groups and surveys. This process was led by the People Management with the advice of the consulting firm specialized in Inclusion, Diversity and Equity, AHA Inclusion.

### MAIN RESULTS

Among the most relevant responses are that 81.6% believe that people other than themselves are a contribution to Viña Concha y Toro; 91.3% believe it is important for Viña Concha y Toro to promote working with people of different ages.

Meanwhile, 82.5% believe it is important that Viña Concha y Toro promotes the hiring of people with disabilities. Finally, 50.2% believe that there is full and effective participation of women in Viña Concha y Toro, i.e. the involvement of women in different positions and processes within the organization.

On the other hand, progress was made in the incorporation of people with disabilities into the organization in different areas and workplaces. Thirty-six people were accredited for inclusion.



**1,130**  
Participants in Diversity  
,Equity and Inclusion  
Survey

1,943

Persons participating in Health and Quality of Life Fairs

620

Persons participating in health and quality of life fairs in 2023

647

Persons participating in preventive health operations in farms, warehouses and packing plants.

## PERFORMANCE AND METRICS

### Benefits and Agreements for Collaborators

Various events were held to raise awareness of the benefits and agreements available to people working at Viña Concha y Toro and its different workplaces.

#### UPDATING OF PERSONAL DATA SHEETS

Knowing our employees in depth and their differences is key to generating long-term relationships. For this reason, during 2023 we managed to collect and complete 81% of personal employee files, which will be the basis for generating segmented agreements for the different locations and types of work of the company's employees.

#### BENEFITS MANUAL

During the year 2023, a Benefits Manual for employees was prepared, which was presented through 9 days of face-to-face workshops in bottling plants, agricultural estates, winemaking cellars and VCT branches. In this workshop the different benefits available to employees were presented and it is expected to be published on the intranet during 2024.

#### WORKSHOPS FOR COLLABORATORS

The main focus of the workshops during the year 2023 was Financial Counseling. Eleven personal finance management workshops were held in the region.

Metropolitan area, which included bottling plants, warehouses and branches of VCT Chile, reaching a total of 407 participants. In the southern zone, 5 workshops were held in warehouses and farms, reaching a total of 115 participants.

#### HEALTH FAIRS

On the other hand, as every year, Health Fairs were held to disseminate and provide information on nutrition, dental, visual and health agreements, with the participation of 620 employees in corporate offices and packaging plants. The objective of these events was that workers could access important information about some benefits and participate in self-care and health activities in the workplace.

These health fairs were held at the Vespucio I Plant, Pirque Plant, Lontué Plant and at the corporate offices of the World Trade Center. In addition, preventive health operations were carried out in bottling plants, warehouses and agricultural estates, with a total of 647 participants.



3.2

Welfare to Work

CONCHA Y TORO

## Benefits and Agreements for Collaborators

### PARENTAL POSTNATAL

Parental postnatal leave is a leave of twelve weeks (84 days) to which the worker is entitled, following the postnatal period, with payment of an allowance in lieu of her remuneration.

This leave can be used for half a day, where it increases to 18 weeks (126 days), receiving half of the aforementioned subsidy and at least 50% of the remunerations agreed in the contract. If both parents are workers, the father can make use of this leave if the mother so decides, but only from the seventh week, i.e. the first 6 weeks, in any case, correspond to the mother.

### BENEFIT DAY CARE CENTER

After the end of the postnatal period, the worker may decide on the benefit of caring for her son or daughter up to two years of age. The alternatives are:

**Sala Cuna Vitamina:** provides a service that allows parents to fulfill themselves professionally and actively participate in the growth of their children; children to develop with love in an educational, safe and high quality environment, and companies to implement innovative solutions that improve the quality of life of their workers. For this, the company covers the total value of the annual tuition and the monthly fee.

**Nursery of the employee's choice:** The worker may choose a nursery of her preference with Company funding for tuition (once a year) and monthly fee, both capped. Activation must be requested at least 30 days in advance.

**Bonus compensatory bonus:** If the employee's son or daughter is unable to attend the nursery, the employee must present a certificate from the treating pediatrician for medical support of this condition. The employee must inform this 30 days in advance to the Quality of Life area.

**Lactation Room:** Lactation rooms are spaces in the workplace where nursing mothers can breastfeed or express their milk, store it properly and take it home at the end of the workday to feed their child. They are available at the company's corporate offices for all employees who wish to use them.

### FLEXIBLE WORK BENEFITS

Work flexibility is a work model that allows employees to choose certain conditions in relation to their position. During the year 2023, we have a 3x2 Hybrid Modality schedule (3 days of teleworking and 2 days of face-to-face attendance).





## PERFORMANCE AND METRICS

## Web Platforms and Online Services

With the aim of promoting a healthy and active body, the company has incorporated the use of technology to improve the health and well-being of its employees through web platforms and online services for different needs.

### HANU FIT PLATFORM

It is an online Integral Wellness platform 100% free of charge for Viña Concha y Toro employees, available from any device and promotes :

- Body care: it has hundreds of workouts in more than 18 disciplines, such as HIIT, Dance, Pilates, Active Pause, with internationally recognized coaches.
- Clearing the mind: meditation, relaxation, yoga and mindfulness sessions, among others, are available.
- Improve nutrition: it has entertaining 90-second capsules with healthy recipes and nutritional plans according to each user's objectives.
- In addition, during November 2023, the Quality of Life area held a Hanu Fit Challenge: Activate yourself whenever and wherever you want! Recognition was given to the best performance in the categories "Best Performance" and "Merit Award".

### KONECTA PLATFORM

Konecta is an online platform of psychologists that was born as a result of the Covid-19 situation where mental health professionals provide containment and support to people who need it. It includes early childhood, child and adolescent, adult and senior specialties.

The platform offers:

- Sessions with psychologists specialized in children, adolescents, adults and seniors.
- Telemedicine with general practitioners 24/7 and specialties from 09:00 to 21:00 hrs. You can use Fonasa or Isapre.
- Spaces with professionals in the areas of kinesiology, speech therapy, nutrition and coaching, as well as experts in legal matters.

## PERFORMANCE AND METRICS

## Strengthening the Knowledge Center - Programs for you

New learning path implemented in the Corporate online platform "Knowledge Center", with the aim of developing new competencies and skills that allow employees to develop professionally and achieve their goals.

### PROGRAM DESCRIPTION

A total of 241 workers passed the courses available in the "Programs for You" learning path:

- **Excel tools:** To deliver the basic knowledge of Excel, allowing to acquire the necessary skills to work with this tool effectively.
- **Excellence and Continuous Improvement:** To deepen the company's strategy of excellence and continuous improvement.
- **Problem Solving and Decision Making:** Have tools to identify problems and solve challenges.
- **Creativity and Innovation:** Develop creative capabilities, identify new opportunities and establish the appropriate approaches to apply them in an organizational environment.
- **Effective Communication:** Know the fundamental elements of effective communication. Recognize the impact of communication styles on the achievement of

work objectives.

- **Agile Methodologies at Work:** Understand what the "Agile Model" is, its theory and its application in work environments.

### PROGRAM BENEFITS

The business benefits of this corporate program are to strengthen employees with new competencies and skills for their personal and professional development. Allowing a positive impact on internal mobility, staff turnover and commitment to the organization.

### PROGRAM IMPACT

One of the variables with quantitative impact of the Program for Strengthening the Knowledge Center - Programs for You is the internal mobility indicator, where in 2023 there were 36% of positions selected through internal mobility processes, 0.05% more than in 2022.



# 7%

*Percentage of employees who participated  
in the program  
(Staffing: 3,444 employees)*



## PERFORMANCE AND METRICS

## Training Program "Quality Defines Us".

Training program that integrates all topics related to quality, legality and safety at a corporate level, complying with the requirements of our certification standards, strengthening our quality culture and achieving products with high standards of excellence.

### PROGRAM DESCRIPTION

The training program includes the following courses:

- Corporate Quality Policy
- BRC-IFS Standards
- HACCP
- Food Defense
- Ethical Standard
- Allergens

During 2023, 751 were trained, with a total of 3,279 hours of training linked to the program.

### PROGRAM BENEFITS

The benefit of the "Quality Defines Us" Training Program is to strengthen Viña Concha y Toro's Corporate Quality Culture.

This program seeks to provide knowledge and skills that allow compliance with the requirements of the BRC - IFS, HACCP, Ethical Standard, among others, enabling the company to sell its products in the UK and European countries.

### PROGRAM IMPACT

As a BRC and IFS certified company, Viña Concha y Toro can market its products in the UK and Europe.

Commercial management in Europe increased by 5.7% compared to 2022, with a higher volume of 0.8%. Of particular note was the United Kingdom, which experienced sustained growth during the year, followed by Ireland and Poland. In the United Kingdom, volume increased by 5.3% compared to the previous year, and a 13.4% increase in value was achieved.



21,8%

Percentage of employees who participated in the program

## PERFORMANCE AND METRICS

## Incentives and Professional Development

The company generates long-term incentives for other employees than senior management, linked to performance and in addition to traditional benefits.

### HIGHER EDUCATION SCHOLARSHIP PROGRAM

This program seeks to contribute to the professional development of employees with an adequate level of performance sustained over time. It is focused on employees who, through their work, have demonstrated a high level of commitment and who contribute to the growth of the company's objectives.

The program aims that the selected employees obtain a specialization and/or study in topics according to the needs of their functions and thus provide tools through formal training, which can be university education programs, diploma or postgraduate programs. These incentives are aimed at professionals who do not belong to senior management and are applied for internally with the support of direct management.

During the year 2023, the company awarded 7 scholarships with a duration of more than 2 years. The length of time over which these incentives pay off is 3 years or more.





# 3.3

Relevant Metrics

## PERFORMANCE AND METRICS

## Labor Force and Freedom of Association

### Increasing the Inclusion of Women in Leadership Roles and Improving Union Representation by 2023

Between 2022 and 2023, Viña Concha y Toro has made significant progress in the inclusion of women in its workforce, especially in leadership and technical roles. The percentage of women in the workforce increased from 24.3% to 25.1%, reflecting a sustained commitment to gender equality.

The growth in management positions held by women is notable, rising from 27.5% in 2022 to 31.3% in 2023. This progress indicates greater equity in decision-making roles. In addition, female participation in junior management increased significantly, from 28.8% to 34.1%, suggesting that the company is preparing more women to take on senior leadership roles in the future.

Likewise, in terms of freedom of association, the percentage of employees represented by an independent union or collective bargaining agreement increased from 42% in 2022 to 48% in 2023. This increase is essential to ensure that all workers' voices are heard and that fair and equitable working conditions are promoted.

Labor Force Breakdown: Gender	2022	2023
Percentage of total women in the labor force	24,3%	25.1%
Percentage of total management positions (junior + senior and top) held by women	27,5%	31.3%
Percentage of total junior management positions held by women.	28,8%	34.1%
Percentage of total senior management/executive positions (maximum two levels below CEO) held by women.	10,5%	27.3%
Percentage of total management positions related to business revenue generation held by women.	24,0%	23,0%
Share of women in STEM-related positions* (as % of total STEM positions)	39,0%	46,7%

Freedom of Association	2022	2023
What percentage of your employees are represented by an independent union or collective bargaining agreement?	42%	48%

## PERFORMANCE AND METRICS

## Hiring

In 2023, Viña Concha y Toro fills 36% of vacancies with internal talent and increases external recruitment.

During 2023, Viña Concha y Toro made 220 new hires, showing an increase from 194 in 2022 and an adjustment from 573 in 2021. This increase suggests a stabilization in the company's human resource needs after a period of expansion and consolidation.

In terms of internal promotion, 36% of vacancies were filled by internal employees in 2023, up slightly from 35.5% in 2022 and 34% in 2021, although still far from the 74% recorded in 2020, one of the most successful years in terms of results and business growth.

In terms of gender, 73 women and 147 men were hired. This difference may reflect the demographic characteristics of the industrial and operational sectors. Finally, the nationality of the new employees shows a Chilean predominance with 193 hires. The other nationalities represented include 17 Venezuelans, 3 Argentines, 3 Colombians, and 1 each from the United States, Haiti, Paraguay and Peru, reflecting diversity.

Hiring	2020	2021	2022	2023
Total number of new hires	650	573	194	220
Percentage of vacant positions filled by internal candidates (internal hires)	74%	34%	35,5%	36%
Average contracting cost/FTE (MM CLP)	1,6	0,7	3,4	2,2

Management Level	2023
Executive	6
Headquarters	10
Operative	55
Professional	72
Supervisor	7
Technical Adm.	27
Seller	43
<b>Grand total</b>	<b>220</b>

Genre	2023
Female	73
Male	147
<b>Grand total</b>	<b>220</b>

Nationality	2023
Argentina	3
Chilena	193
Colombian	3
Venezuelan	17
Other	4
<b>Grand total</b>	<b>220</b>

## PERFORMANCE AND METRICS

## Staff turnover

Despite the increase in turnover, Viña Concha y Toro focuses its efforts on retaining and attracting talent.

Viña Concha y Toro recognizes the importance of efficient human capital management for sustainable growth. During 2022 and 2023, increases in total and voluntary turnover rates were observed. Despite these increases, it was possible to maintain full coverage of vacant positions, reflecting the company's ability to attract talent.

The analysis by gender revealed significant differences in turnover rates, with a greater impact on male employees. Significant variations by job category were also identified, highlighting the need for specific retention initiatives for each group.

These results underscore the importance of developing strategies that promote employee retention and satisfaction. Viña Concha y Toro is committed to creating an inclusive and equitable work environment, and will continue to strengthen its actions and efforts in human resources to ensure that its team remains motivated and aligned with the company's objectives.

Turnover Rates	2022	2023
Total Turnover Rate	13,2%	14,9%
Voluntary Turnover Rate	4,4%	4,7%
Coverage	100%	100%

	Female	Male
Volunteer	1,3%	3,3%
Involuntary	3,5%	11,4%
Coverage	100%	100%

	Executive	Management	Unqualified	Operative
Volunteer	0,1%	0,2%	0,0%	0,9%
Involuntary	0,4%	1,1%	0,0%	6,7%

	Professional	Supervisor	Technical Adm.	Seller
Volunteer	1,9%	0,3%	0,9%	0,3%
Involuntary	2,2%	0,7%	2,3%	1,5%

## PERFORMANCE AND METRICS

## Performance Evaluation

Performance evaluation in the winery is fundamental to measure and improve the effectiveness of employees. Through various methodologies, individual objectives are aligned with strategic objectives, promoting an environment of continuous improvement and operational excellence.

### TYPES OF PERFORMANCE EVALUATION

Viña Concha y Toro employs various types of performance evaluations for different levels and roles within the organization.

Evaluation by objectives is based on setting and meeting specific, measurable goals. Each employee works with his or her supervisor to define clear objectives at the beginning of the evaluation period. At the end of the cycle, the degree to which these objectives have been met is reviewed, making it possible to identify areas for improvement and recognize significant achievements. This evaluation is generally conducted on a semi-annual basis through the High Performance Index (HPI). This approach fosters clarity in work expectations, aligns efforts with corporate objectives, and provides a solid foundation for professional development.

Multidimensional (360-degree) evaluation is a holistic approach that gathers feedback from a variety of sources: supervisors, co-workers, subordinates and, in some cases, customers. This method is used specifically for executive

levels, providing a holistic view of leadership performance. This assessment provides a complete and balanced perspective of executive performance, identifies strengths and areas for improvement from multiple angles, and supports the development of key management and leadership competencies within the company.

### FREQUENCY OF EVALUATIONS

At Viña Concha y Toro, we take the time to evaluate the performance of our employees. That is why we conduct objective-based evaluations and multidimensional evaluations generally on a semi-annual or annual basis as appropriate, ensuring a continuous and accurate monitoring of the performance of our employees. These practices allow Viña Concha y Toro to maintain a high level of performance and constantly align individual efforts with the company's strategic objectives.



## PERFORMANCE AND METRICS

## Occupational Health and Safety

**Viña Concha y Toro is firmly committed to the occupational health and safety (OHS) of all its employees. Its OHS policy demonstrates its commitment to transparency and corporate responsibility.**

The OHS policy is applicable to all company operations, including employees, contractors and any individual under their supervision. This comprehensive approach ensures a safe and healthy work environment. It rigorously complies with relevant international OHS regulations and standards, as well as with applicable voluntary recommendations and collective agreements. This ensures that its practices are aligned with global best practices and are adaptable to specific needs.

Consultation and active participation of employees is a fundamental pillar. It promotes an environment where employees and their representatives contribute to the identification and management of risks, strengthening the safety culture and fostering open and effective communication.

Commitment to continuous improvement is central to the OHS policy. It implements a management system that is regularly reviewed and updated, always looking for ways to improve risk identification, assessment, reduction and control. Its action and prioritization plans proactively address identified risks. These plans are based on initial diagnostics

and annual audits, allowing it to adapt to changes in operations and work environments, ensuring the safety and health of all.

Viña Concha y Toro is committed to implementing effective measures to continuously improve its OHS performance indicators. This includes constant monitoring and evaluation of its practices to ensure that it is on track to achieve its safety and health objectives.

The implementation of its OHS policy has the full support of Viña Concha y Toro's management. Senior management is responsible for disseminating and ensuring compliance with the policy, providing the necessary resources to maintain a safe and healthy work environment for all.

Viña Concha y Toro remains dedicated to protecting the safety and health of its employees and collaborators, integrating these principles in all its daily operations and fostering a culture of safety and well-being throughout the organization.







# 04

## Progress 2023

### CONTENTS

4.1 Results 2023

4.2 Conclusions

4.3 Goals 2024

## MANAGEMENT PROGRESS 2023

## Results 2023

In Viña Concha y Toro people are key to the achievement of our actions and goals. The "Diverse, Healthy and Happy" program reflects the company's commitment to the care and integral development of each person who works in the company.

During the year 2023, the company has made significant progress in the Our People Pillar of the Corporate Sustainability Strategy.

On the one hand, the development of the Diversity Policy was successfully achieved, a crucial milestone that lays the groundwork for promoting an inclusive environment within the organization. This policy, designed to reflect the company's values and commitments to diversity and inclusion, is now ready for dissemination throughout the year 2024, with the aim of ensuring effective implementation and positive impact at all levels of the winery. Although the goal set for Diversity and Inclusion to develop a policy was achieved, its dissemination during 2024 is still pending.

On the other hand, in the Well-being and Work component, 81% of the employees' personal files were updated, which will be the basis for generating segmented agreements for the employees. This step is fundamental to improve general wellbeing and promote a healthy balance between the work and personal lives of all employees.

One of the main milestones of the year was to hold Health

Fairs to publicize the availability of agreements and activities that the company has designed to promote integral wellness.

In 2023, 100% of the goal of advancing in Diversity and Inclusion was met by developing the Diversity and Inclusion Policy, but only 81% of the employees' wellbeing records were updated, thus reaching an overall progress of 91% for the year.

It is important to note that the issues that have not been completed during the year will continue to be addressed and advanced, as they are necessary steps to achieve the goals that the company has set for 2025.



## Conclusions

### Viña Concha y Toro Advances in Diversity and Inclusion and Improves Workplace Well-being with New Initiatives

The actions of the Healthy, Diverse and Happy Program in our vineyard are focused on two main fronts: Diversity and Inclusion, and Wellness and Work.

#### DIVERSITY AND INCLUSION

The implementation of our Diversity and Inclusion Policy first requires the approval of the Board of Directors. Once approved, it is critical to communicate it effectively to all employees through briefings and educational resources. This ensures that everyone understands and supports the principles of inclusion and diversity in our vineyard.

#### WELFARE AND WORK

To improve Wellness and Work, we must update the information sheets of each employee. This update is crucial to develop agreements adapted to the different facilities and activities, allowing an effective personalization of benefits and wellness programs.



## Goals 2024

The progress of the Healthy, Diverse and Happy Program in 2023 was 91%.

For the next period, Viña Concha y Toro will focus on two key areas: Diversity and Inclusion and Benefits for our employees.

### DISSEMINATION OF THE DIVERSITY AND INCLUSION POLICY

The Diversity and Inclusion Policy will be implemented in all company facilities. This includes creating informational materials and conducting workshops and trainings tailored to each location, from foundations to corporate offices. The goal is to ensure that all employees understand and support the principles of inclusion and diversity.

### IMPLEMENTATION OF SEGMENTED AGREEMENTS

Customized agreements will be developed for each type of facility, such as farms, warehouses, packing plants and corporate offices. These agreements will offer benefits and wellness programs tailored to the specific needs of each group, thus improving support and working conditions in each environment.





VIÑA CONCHA Y TORO  
— FAMILY OF NEW WORLD WINERIES —

PROGRAM REPORT

HEALTHY, DIVERSE AND HAPPY 2023