



Healthy, Diverse & Happy

August 2025

VIÑA CONCHA Y TORO
— FAMILY OF NEW WORLD WINERIES —





About this Report

VIÑA CONCHA Y TORO
— FAMILY OF NEW WORLD WINERIES —



This report presents 2024 progress under the Healthy, Diverse & Happy Program, aimed at generating a positive impact by building long-term relationships with our employees and contributing to their well-being through quality-of-life programs, training, and a positive work environment at Viña Concha y Toro. The program is implemented jointly with our winegrowing subsidiaries and the People Division.

Data on the gender pay gap, fatalities, and lost-time injury frequency rate (LTIFR) for both employees and contractors reported herein are verified annually by an independent third party. For 2024, verification was performed by Deloitte Touche Tohmatsu Limited.

PREPARED BY:
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August 2024

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HEALTHY, DIVERSE & HAPPY

Uncork a Better Future

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UNCORK A BETTER FUTURE

Sustainability Strategy

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

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 just 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 than it has given us.

That is positive impact.



Sustainable Purpose

Viña Concha y Toro makes sustainability a pillar of its purpose, as a memorable experience is achieved when a positive impact is generated that benefits and transcends its different stakeholders.

MEMORABLE EXPERIENCES FOR OUR CONSUMERS

Viña Concha y Toro's business strategy puts the consumer at the center, which is why the unveiling of the company's purpose in 2022 represents an important milestone: "We exist to transform every glass of wine and every gathering around the world into a memorable experience."

This phrase sums up what motivates and gives meaning to everyone at Viña Concha y Toro, highlighting how our daily work is reflected in a greater goal.

A memorable experience can only be achieved with quality wines from their origin, with the right *terroir*, with excellent agricultural, winemaking, and bottling practices, but also with the creation of attractive, strong, global brands that resonate with consumers; with an ambitious sustainability strategy, with innovation; with areas of support of excellence; and, finally, with an efficient distribution capacity to reach any corner of the world in a timely manner where people want to enjoy the company's products.

The company's purpose has remained unchanged.



SUSTAINABILITY

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

Strategic Guidelines

Viña Concha y Toro aspires to establish itself as a global leader in sustainability, generating a net positive impact on its stakeholders and the planet through strategic, consistent, and long-term management focused on environmental and social regeneration.

The company seeks to establish itself as an international leader in sustainability beyond the limits of its industry, standing out for its environmental and social practices consistent with its purpose.

Thus, sustainability contributes to the achievement of the company's purpose when the company is able to leave a memorable experience for its stakeholders in the form of a concrete positive impact on them. That is why all the steps the company takes each year are part of a long-term plan, which is geared toward this objective and considers both internal activities and activities related to stakeholders in order to achieve them.

The company has defined the following elements as the fundamental pillars of its sustainability management system. These elements form the basis for the tactical and operational decisions that shape the annual planning.

Vision

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

Mission

To generate a net positive impact for our stakeholders and be global leaders in the regeneration of our planet.

Objective

To contribute to improving the natural and social conditions of our environment and stakeholders.

Purpose of Corporate Sustainability

To help create a memorable experience by leaving a legacy of positive impact on stakeholders.



SUSTAINABILITY

Strategic Structure

To achieve its long-term vision, Viña Concha y Toro has defined a hierarchical strategic framework.

The company's sustainability structure originates from its corporate purpose and is organized under a top-down approach, which ensures consistency and direction in all actions undertaken.

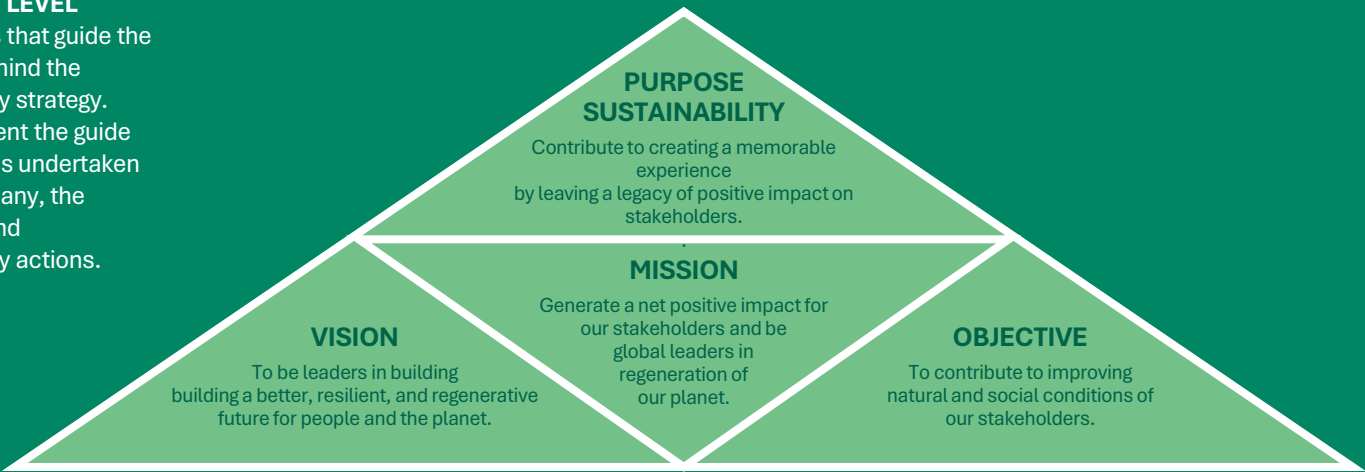
At the strategic level, statements are formulated that define the rationale behind the strategy and lead the reasoning behind each action, serving as a guide for decision-making.

At the tactical level, the focus areas linked to the stakeholders that the company seeks to positively impact are established, representing how to advance toward the corporate vision and mission.

Finally, at the operational level, projects and initiatives are executed to achieve the goals of each sustainability pillar, defining what to do to meet the objectives.

STRATEGIC LEVEL

Statements that guide the rationale behind the sustainability strategy. They represent the guide for all actions undertaken by the company, the reason behind sustainability actions.



TACTICAL LEVEL

Focus areas that are addressed to achieve the vision and mission. They represent the *stakeholders* that we seek to positively impact with a clear objective. They respond to how we move forward to achieve the vision.

PILLARS OF THE STRATEGY

Each of the pillars has a contribution to make to the long-term strategy. It has a corporate **objective**, quantitative **goals**, and expected **positive impacts** by 2025:

- Long-Term Contribution
- Corporate Objective
- Quantitative Goals
- Expected Positive Impacts

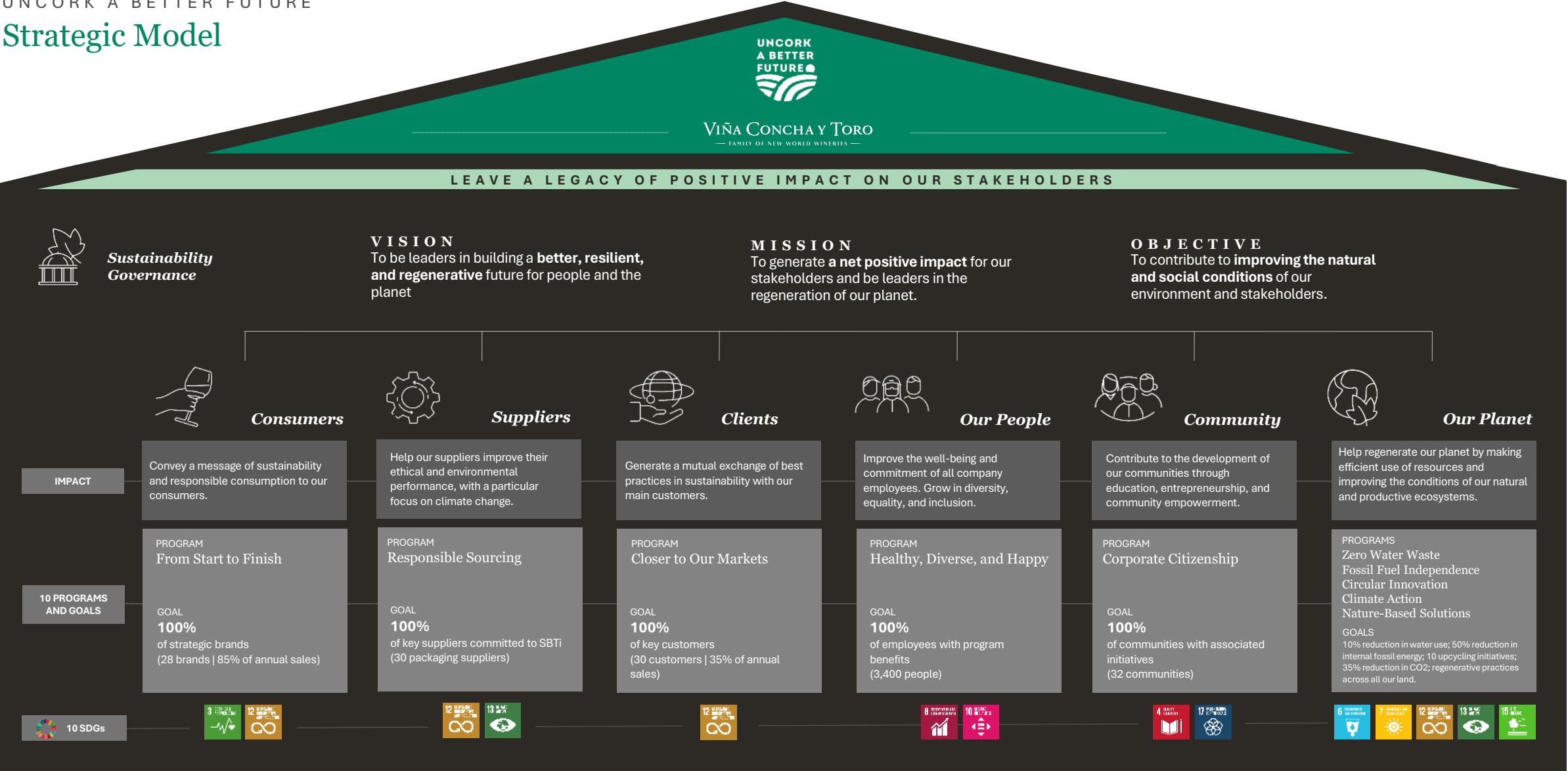
OPERATIONAL LEVEL

Projects or initiatives that centralize the actions that will enable the goals established for each pillar to be achieved. They represent what we will do to achieve the objective.

STRATEGIC PROGRAMS

These correspond to comprehensive projects or initiatives through which multidisciplinary activities are carried out, enabling the company to achieve the annual goals it has set for 2025.

Strategic Model





Chap. 02

HEALTHY, DIVERSE & HAPPY

Healthy, Diverse & Happy

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Healthy, Diverse & Happy



Continuously enhancing the well-being and engagement of all employees within the company. Advancing in matters of diversity, equity, and inclusion.

During 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 strengthened within the company by the People Division.

In terms of health, the company offers healthcare agreements, sports, and recreational activities. Regarding diversity, efforts are directed at promoting inclusion, achieving gender balance appropriate to each work situation, and fostering multiculturalism within our workforce. As a company operating in different parts of the world, cultural diversity plays a central role in people management.

With respect to work-life balance and well-being, the goal is to advance in the implementation of increasingly

individualized benefit programs that enhance well-being levels and promote a healthy balance between employees’ professional and family lives.

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 by fostering a positive work environment based on the core corporate values: Respect, Collaboration, Openness to Change, Agility, and Excellence.

In Chile, the company promotes the “Healthy, Diverse, and Happy” program, fostering health, diversity and inclusion, and workplace well-being through benefits, training, and a corporate culture based on respect and excellence.



GOAL 2025

100% implementation within the company, providing coverage for all employees and based on key elements for people management: health, diversity, and well-being.

Base year 2020:
3.579 employees

INDICATOR

100% of employees
Holding-Level Program Coverage

Program Components

The **Healthy, Diverse, and Happy Program** is composed of two central areas of work:

01

WELL-BEING
AND HEALTH

WELL-BEING AND HEALTH

With employees' health in mind, the company offers a range of direct benefits and additional insurance aimed at individual as well as family well-being, including 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 foster self-care. Focused on all employees of the company, with benefits relevant to their life cycle.

02

DIVERSIDAD

DIVERSITY: INCLUSION, GENDER BALANCE, AND MULTICULTURALISM

A diverse culture enriches the company and drives its success. The goal is to strengthen the internal culture by working on Inclusion, Gender Balance, and Multiculturalism.



SDG 10
REDUCED INEQUALITIES

Achieve the inclusion of people with diverse characteristics into the organization, fostering cultural resilience — including young people and people with disabilities — and ensure equal pay for work of equal value for **all company employees**.

Contribution to the SDGs



DECENT WORK AND ECONOMIC GROWTH GOAL 8.5

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

VIÑA CONCHA Y TORO CONTRIBUTION

SDG 8.5 Indicator
More than **3,200 people benefited** from health and well-being agreements across all operating locations, including the company's direct employees and their families.



REDUCED INEQUALITIES GOAL 10.3

Ensure equal opportunities and reduce inequalities of outcome, including by eliminating discriminatory laws, policies, and practices, and promoting appropriate legislation, policies, and measures in this regard.

VIÑA CONCHA Y TORO CONTRIBUTION

SDG 10.3 Indicator
1.6% of the workforce incorporated under the concept of inclusion, employees of the company hired under the concept of disability.

2021 – 2025 Roadmap

2025 GOAL

Program implemented, providing coverage to 100% of the company’s employees and based on two key elements for people management: diversity and well-being.

Base year 2020:
3,579 employees



2022

First Year of Program Implementation, Establishing the Foundations of Its Execution

Progress was made in developing the Action Plan and defining the annual measurement indicators.

The systematic inclusion of people with disabilities into the organization began across different areas and workplaces, advancing in the creation of safe conditions for their integration.

On-site visits and in-person meetings were carried out to promote benefits and agreements related to health and recreation.



2021

Design and Definition of the Priority Pillars of the Healthy, Diverse, and Happy Program

At this stage, the design and launch of the “Healthy, Diverse, and Happy” Program were carried out. Progress was made in defining the company’s priority pillars and setting the vision of goals for 2025.

2023

Second Year of Implementation. Focus on Diversity, Inclusion, and Equity

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

A Health Fair was organized to promote self-care topics and communicate existing agreements.

Employee information was gathered to serve as the foundation for creating segmented agreements.



2024

Third Year of Implementation. Consolidating the Program

Progress was made in implementing internal training sessions on inclusion topics and in hosting internal talks on health and workplace well-being.

In 2024, the company strengthened its commitment to health and well-being, achieving 60% higher participation in preventive medical exams, 2,000 participants in health workshops, 98.8% satisfaction, and the expansion of the Employee Assistance Program with comprehensive coverage for employees and their families.

2025

Fourth Year of Implementation. Program Reaching Maturity

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

Consolidation of the individualized benefits program.

Conducting benchmarking with multinational companies.



HEALTHY, DIVERSE & HAPPY

Annual Target Achievement

	ACTIONS	GOAL	KPI	EXPECTED PROGRESS	ACTUAL PROGRESS	% ANNUAL PROGRESS
2021	<ul style="list-style-type: none">Definition of the priority pillars for the company’s Well-being Program and establishment of 2025 goals.	Designed Program	% progress	100%	100%	100%
2022	<ul style="list-style-type: none">Incorporate people with disabilities into the organization across different areas and workplaces.Conduct on-site visits and in-person meetings to promote benefits and agreements related to health and recreation.	35 people	# people	35	33	95%
		1,500 people	# people	1,500	1,432	
2023	<ul style="list-style-type: none">Develop a Diagnostic Report on Diversity, Inclusion, and Multiculturalism to enable the creation of an inclusion policy and the establishment of gender balance goals.Design individualized benefits based on the profile analysis of each employee and the development of benefits by age segments.	Policy developed	% progress	100%	100%	91%
		Profile mapping	% progress	100%	81%	
2024	<ul style="list-style-type: none">Advance in closing gaps in terms of Diversity, Inclusion, and Multiculturalism.Design specific actions to improve gender balance within the organization and expand agreements.Deliver preventive talks under the health program section.	At least 6 agreements	% progress	100%	81%	100%
		1,000 people trained	# people trained	1,000	1,316	
2025	<ul style="list-style-type: none">Achieve the management of segmented agreements for different facilities (2 for vineyards, 2 for wineries, 2 for plants, and 2 for WTC).Consolidation and evaluation of the individualized benefits program.	100% progress in implementation	# implemented activities/ # total activities	100%		
		Results above 80%	% user satisfaction	80%		



Chap. 03

HEALTHY, DIVERSE & HAPPY

People Management

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PEOPLE MANAGEMENT

Diversity & Inclusion

The company fosters a respectful workplace, free from bias, with equal opportunity across its scope and affiliates. It promotes fair, accessible participation, focusing on disability, gender, and cultural inclusion across the employee journey.

Diversity & Inclusion management is grounded in corporate guidelines that promote dignified treatment; equal opportunity in recruitment, compensation, learning, and development; and zero tolerance for any form of harassment or mistreatment. The approach provides reasonable accommodations where required and seeks to ensure that each person can join, perform, and pursue development, strengthening teams with a plurality of perspectives and better decision-making. Equitable participation is promoted in attraction, development, evaluation, and well-being, with clear communication of rights, responsibilities, and expected conduct.

Governance is articulated from the Board of Directors, complemented by the Ethics & Sustainability Committee and the Compliance Model, with regular reporting to the Board on related matters. Senior management leads the definition of objectives and resources; the People Division coordinates execution and tracking; and business leaders act as ambassadors of an inclusive culture within their teams. The company provides a confidential whistleblowing channel, with investigation protocols and remediation measures.

Program priorities are organized along three fronts: disability, gender, and intercultural inclusion. On disability, inclusion is promoted across the employment cycle through diagnostics, accessibility measures, and team awareness. On gender, the aim is to reduce gaps in participation and leadership by correcting bias in people processes. On intercultural inclusion, barriers related to nationality, culture, or origin are removed, promoting respectful, learning-oriented environments.

The internal culture shows a favorable baseline, with high valuation of diversity and inclusion. During the period, the company accredited the inclusion of 36 people and reinforced work-life balance and well-being actions. In Chile, 84 births were recorded and 100% uptake of postnatal leave among women, together with health initiatives and communication of benefits.

The roadmap prioritizes closing gaps and measuring satisfaction: achieve 50% progress in implementation and 80% in the first assessment; toward 2025, complete 100% of the plan and consolidate a more individualized benefits model.

Benefits and Agreements

Viña Concha y Toro offers a benefits portfolio focused on health, well-being, and work–life balance, with guidelines covering its scope and subsidiaries. Priorities are equitable access, effective use, and employee satisfaction, strengthening the People Division’s value proposition.

The benefits system is managed under principles of dignified treatment, equity, and non-discrimination. It combines cross-company corporate benefits with adaptations to operational realities, safeguarding minimum standards and avoiding unjustified gaps between subsidiaries or locations. Communication is clear at key points in the employee lifecycle (onboarding, role changes, return from parental leave) and is reinforced through well-being campaigns, activations, and support. To facilitate access, the intranet hosts a “living catalog” with simple fact sheets for each benefit, requirements, co-payments, and time frames, plus FAQs and contact channels. Where regulatory particularities exist, equivalences and exceptions are communicated to ensure consistency of scope and transparency.

Governance lies with the People Division, with visible owners in each subsidiary for implementation and active listening. Inputs are gathered through surveys; attendance and satisfaction in activities; inquiries via internal channels; and feedback spaces with teams (e.g., returns from parental leave or shift changes). Using this information, coverage is adjusted,

requirements are simplified, and the most valued benefits are prioritized; improvements are also coordinated with providers when applicable. Leaders receive guides and short trainings to orient their teams, resolve questions, and escalate cases that require specialized support.

Monitoring is supported by a dashboard of indicators: access (% eligible), use (% who utilized), satisfaction (survey), and equity (gaps by cohort or location), along with operational metrics such as response times and case-resolution rate. Results are analyzed by comparable groups (e.g., year of hire, role type, and location) to identify opportunities and good practices. Review is annual, with quarterly closes that can trigger redesigns of agreements, communication reinforcements, or pilots with two versions of a benefit or message to see which works better. The period’s focus is on improving the access experience, ensuring traceability and consistency across countries, and strengthening health prevention and work–life balance, while maintaining alignment with corporate policies and applicable regulations.



Benefits and Agreements

The catalog integrates cross-company benefits and agreements that are updated periodically. Each benefit has a simple fact sheet (what it is, who can access it, steps and time frames) and is communicated at key points in the employee lifecycle to encourage effective use.

Health & Well-being

Prevention and comprehensive support for physical and mental health, with a preventive, long-term focus.

- Supplemental and catastrophic insurance; telemedicine/remote care.
- Employee Assistance Program (psychosocial support and guidance); online physical activity.
- Periodic self-care and well-being campaigns.

Education & Training

Boost employability through continuing education and education benefits aligned to the role.

- Scholarships and educational support.
- Access to continuous learning, formal training, and agreements with educational institutions.
- Alignment with internal training policies and development plans.

Financial Well-being

Economic support in severe contingencies, complementary to social security and insurance, to mitigate impacts and sustain work continuity.

- Platform for agreements and personal finance.
- Support for catastrophic events.
- Coordination with other coverages and active benefits.

Agreements

Corporate network that improves access and conditions for high-use services for employees and families; periodic review and communication to ensure validity, territorial coverage, and preferential benefits.

- Health and dental agreements.
- Educational agreements.
- Preferential benefits defined by each agreement and location.



Benefits and Agreements

Parental leave and benefits with prenatal–postnatal guidance and support; tools for procedures and safe, gradual returns. Focus on co-responsibility and equality, with support from the People Division.

Parental Postnatal Leave

Leave of 12 weeks (84 days) for the mother, immediately following postnatal, with a subsidy that replaces her remuneration. It may be taken on a half-time basis, extending to 18 weeks (126 days), with half the subsidy and at least 50% of the agreed remuneration. If both parents are employed, the father may use it (in whole or in part) from the seventh week. Applies to fixed-term, indefinite, and project-based contracts, under any schedule.

Nursery Benefit

Nursery of choice: the employee selects the nursery; financing per policy (enrollment and/or monthly fee), with defined caps and conditions. Request 30 days in advance.

- Compensatory allowance: applies when an accredited condition prevents nursery attendance; granted while it persists, with 30-day notice to Quality of Life.

- Lactation rooms: spaces enabled for milk expression and storage; facilities and arrangements for those who wish to use them.

Flexible Work

Flexible-work model for eligible roles, with hybrid schemes combining telework and on-site presence. Application is agreed with direct leadership based on role criteria and performance, safeguarding team coordination, operational continuity, and OHS. Periodic reviews ensure consistency with corporate guidelines.

Support and Channels

Guidance on procedures and rights, support during postnatal and gradual returns, and communication of maternity and paternity benefits. Inquiry and referral channels of the People Division (point of contact), coordinated with Quality of Life, with traceability to meet response and resolution times.



PEOPLE MANAGEMENT

Long-Term Incentives: Education & Training

The company provides long-term incentives for employees outside senior management, linked to performance and additional to traditional benefits.

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

The program is intended for selected employees to obtain a specialization and/or studies aligned with the needs of their roles, providing tools through formal education such as university programs, diploma courses, or postgraduate certificates. These incentives target professionals who are not part of senior management and are applied for internally with the support of direct supervisors. During 2024, the company awarded six scholarships with a duration of more than two years. The expected benefit horizon for these incentives is three years..



Training Programs

Learning drives the company's strategy and culture. The model combines mandatory and development training (in-person and e-learning) with a focus on critical capabilities, equitable access, and effectiveness measurement.

Training is managed as an enabler of the business and people development. The model distinguishes two complementary paths: mandatory (compliance and risk: ethics and conduct, Crime Prevention Model, occupational health and safety, data protection, and dignified treatment) and development (leadership, technical and digital skills, quality, and service). The offering is organized into role- and level-based pathways, integrating micro-learning and modular content that facilitate participation in continuous operations. The guiding principle is equitable access across the company's scope and subsidiaries, with clear materials and support for those who need it.

Governance lies with the People Division, which defines the annual plan, administers platforms, and evaluates effectiveness. Business areas sponsor content and prioritize needs according to risks, operational continuity, and demand. Delivery combines internal facilitators and external providers, with curation to ensure instructional quality and updates. Channels include corporate e-learning, classroom sessions, and live virtual sessions, with calendars and reminders tied to points in the employee lifecycle

(onboarding, role changes, and return from parental leave). In other countries with particularities, equivalences are communicated to preserve consistency.

2024 priority lines are: digital productivity (collaboration tools and cyber-hygiene), health and safety, ethics and compliance, quality and customer experience, and leadership development. Transfer to the job is promoted through practical exercises, manager coaching, and support materials. Evaluation covers four dimensions: coverage (who participated and completed), learning (pass rate), on-the-job application, and perception (satisfaction). Key KPIs are reported in Metrics: total and per-capita hours, coverage by role and gender, completion and satisfaction rates, percentage of leaders trained, and participation in critical courses. Where a figure is not public, it is shown in aggregate with a scope note. The period's focus is to simplify access, strengthen risk content, scale digital skills, and better connect training with internal mobility and performance.



Performance Evaluation

Evaluation ensures clarity of expectations and continuity in management, with comparable processes across subsidiaries.

The model integrates role- and team-level goals, with comparable processes across the company's full scope and subsidiaries. Management lies with the People Division, which plans the calendar, administers tools, and enables managers and teams to conduct the process.

The cycle comprises four stages: (1) definition of objectives aligned with the annual plan; (2) follow-up with adjustments; (3) closure with results evaluation and preparation of the Individual Development Plan; and (4) calibration of results to ensure consistency across units. Information is safeguarded under confidentiality and legitimate-use criteria.

This scheme fosters transparency in expectations, focus on results, and early identification of gaps and improvement opportunities. It also guides decisions on development, succession, and internal mobility, and identifies trends that inform training programs. In this way, the company ensures continuity in management, consistency in criteria, and the strengthening of key competencies.



Performance Evaluation

Viña Concha y Toro uses several types of performance evaluation for different levels and roles, ensuring broad coverage, methodological consistency, and alignment with strategic objectives.

Types of Performance Evaluation

Goal-based evaluation is founded on setting and meeting specific, measurable targets. Each employee works with their manager to define clear objectives at the start of the period. At the end of the cycle, goal attainment is reviewed to identify improvement areas and recognize significant achievements. This evaluation is generally conducted semiannually through the High Performance Index (HPI). The approach promotes clarity of expectations, aligns efforts with corporate objectives, and provides a solid basis for professional development.

A multidimensional (360-degree) evaluation gathers feedback from multiple sources. It includes managerial performance reviews and, through the Engagement assessment, aggregated input from peers and direct reports. Thus, managers, peers, and—where applicable—direct reports are considered, ensuring a comprehensive view. To measure collective performance and collaboration, the Team Effectiveness

survey identifies strengths and improvement opportunities. This method is used specifically for executive levels, providing a holistic view of leadership performance. In addition, the corporate “Team Leadership” program works directly with leaders and conducts group workshops to assess team effectiveness. Finally, in 2024 trainings on effective feedback were delivered to team leaders, promoting feedback that is respectful, clear, timely, and continuous.

Evaluation Frequency

At Viña Concha y Toro, goal-based evaluations and multidimensional evaluations are conducted semiannually or annually, as applicable, ensuring continuous and accurate tracking of employee performance. These practices help maintain a high level of performance and consistently align individual efforts with the company’s strategic objectives.



Labor Management

Practices and processes that ensure management transparency, ongoing dialogue, and effective use of rest periods and benefits for employees.

Fair Wages

At Viña Concha y Toro, salaries are adjusted every six months according to the Consumer Price Index (CPI). In addition, annual market studies aim to position all employees around the market median for their role.

Timekeeping & Payroll

Time clocks at all sites (2024); calculation and recording of hours worked; overtime sent to managers for review/approval per agreements; subsequent submission to HR for review and payment; HR channel for payroll error claims. Analysis and actions are under way to eliminate/mitigate overtime.

Social Dialogue

Fluid communication with employees and union leaders; monthly meetings among representatives, HR, and the People Deputy Management; identification of topics and definition of actions; extraordinary meetings/actions in case of contingencies.

Vacations

Differentiated management by role. In plants: scheduling (including shutdowns, e.g., Vespucio) to ensure vacation use. In administrative areas: HR informs managers of balances for their management. Vacation Bonus (from collective agreements, extended company-wide) that prevents loss of in-person benefits (meals and transport).

Employee Well-being & Engagement

To assess employee commitment, surveys cover indicators such as job satisfaction, motivation, happiness, and stress levels (work–life balance).

In 2024, a new Engagement Survey was conducted company-wide, reaching an 86% response rate. Overall results showed 72% favorability, a +5% increase over the last measurement—reflecting ongoing efforts to keep building a better workplace.



Labor Management | 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 a commitment to transparency and corporate responsibility.

The OHS policy applies to all company operations, including employees, contractors, and any individual under its supervision. This comprehensive approach ensures a safe and healthy workplace. The company rigorously complies with applicable regulations and relevant international OHS standards, as well as voluntary recommendations and applicable collective agreements. This alignment secures adherence to global best practices and allows adaptation to specific needs.

Worker consultation and active participation are a fundamental pillar. The company fosters an environment in which employees and their representatives contribute to risk identification and management, strengthening the safety culture and promoting open, effective communication.

Continuous improvement is central to the OHS policy. The company implements a management system that is reviewed and updated regularly, always seeking better ways to identify, assess, reduce, and control risks. Action plans and prioritization proactively address identified risks. These plans are based on baseline

diagnostics and annual audits, enabling adaptation to changes in operations and work environments and safeguarding everyone's safety and health.

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

Implementation of the OHS policy is fully supported by company management. Senior management is responsible for disseminating and ensuring compliance with the policy, providing the resources needed to maintain a safe and healthy workplace for all.

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





Chap. 04

HEALTHY, DIVERSE & HAPPY

Metrics and Results

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Workforce

Composition of headcount by levels, ages, and nationalities that sustain operations.

The headcount reflects an operation- and service-intensive business: technical, operational, and sales roles predominate, supported by managers and professionals who connect field, winery, and market. This mix requires managing shifts and continuity, reinforcing safety and quality, and standardizing processes and systems across subsidiaries.

The age pyramid (30–50 years) guides internal mobility, succession, and retraining for critical roles. The diversity of nationalities enriches customer perspectives but demands clear onboarding, inclusive communications, and harmonized benefits for a consistent experience. This map underpins representation and talent goals and directs training investment.

Freedom of Association	2023	2024
% of employees represented by an independent union or covered by a collective agreement	48%	36.7%

Breakdown of the Workforce by Gender

Level	Total	# Women	# Men	% Women
Senior Management	18	3	15	17%
Management	187	58	129	31%
Supervisors	276	88	188	32%
Other Professionals	733	346	387	47%
Other Technicians	884	98	786	11%
Sales Force	360	86	274	24%
Administrative Staff	121	71	50	59%
Operators	594	51	543	9%
Support Staff	93	21	72	23%
Total	3,266	822	2,444	25%

Breakdown of the Workforce by Age

Age Groups	# People	% of total
Under 30	396	12%
30 – 40	1213	37%
41 – 50	904	28%
51 – 60	565	17%
61 - 70	177	5%
Over 70	11	0%
Total	3,266	100%

Breakdown of the Workforce by Nationality

Nationality	# People	% of total
Chilean	2326	71%
Argentine	371	11%
American	217	7%
Brazilian	87	3%
Venezuelan	83	3%
British	65	2%
Other Nationalities	117	4%
Total	3,266	100%

Workforce

Evolution of female representation with pipeline signals and clear focus to consolidate leadership

Female representation advances consistently across the structure. The greatest momentum appears at junior levels, signaling progression to senior levels if mobility and succession are sustained. At senior/executive levels there is a step-change that confirms more effective development paths; the focus now is to consolidate that layer with strategic exposure and visible sponsorships. In overall management, presence gains density and translates into teams with greater decision-making diversity. Participation also grows in commercial functions, opening pathways beyond support areas.

Gaps persist in technical and operational segments; it is advisable to reinforce targeted attraction and reskilling to balance the talent pipeline. To sustain the trend, prioritize internal mobility, calibration, and succession with unit-level targets. This 2024 baseline directs resources to the highest-return levers: supervisor training, rotations into revenue, mentoring, and executive sponsorship.

Workforce Detail by Gender

Indicator	2024	2023
Percentage of women in the total workforce	25.2%	24.3%
Percentage of total managerial positions (junior + senior and top) held by women	29.8%	27.5%
Percentage of junior management positions held by women	31.8%	28.8%
Percentage of senior/executive management positions (up to two levels below the CEO) held by women	18.8%	10.5%
Percentage of revenue-generating management positions held by women	26.8%	24.0%
Share of women in STEM-related roles (as % of total STEM roles)	31.0%	39.0%

Workforce

Measuring ROI in people management quantifies the value generated by benefits and labor programs, demonstrating their financial and organizational impact.

This analysis considers resources allocated to insurance, agreements, bonuses, and well-being programs, contrasted with savings and efficiencies in areas such as productivity, lower absenteeism, and talent retention. In this way, quality-of-life initiatives are directly linked to financial indicators, strengthening transparency and evidence-based management.

The results show that investing in the workforce is not limited to fulfilling a social role; it also delivers measurable economic benefits for the organization. By publishing this indicator, Viña Concha y Toro reinforces its commitment to international sustainability standards.

Return on Investment in Human Capital

Indicator	2021	2022	2023	2024
Total Revenue (CLP\$)	836,713,000,000	870,582,000,000	837,213,000,000	958,629,954,000
Total Operating Expenses (CLP\$)	711,969,602,000	768,616,690,000	776,189,349,000	844,872,576,000
Total Employee-Related Expenses (CLP\$)	105,350,345,000	120,421,689,000	140,575,569,000	148,556,145,000
HC ROIC (%)	2.18	1.85	1.43	177
Total Headcount (#)	3,297	3,579	3,444	3,266

Workforce | Hiring

Internal mobility increased relative to new hires, reflecting active career and succession management.

Recruitment focused on professional and technical roles, followed by operations and sales, sustaining operational continuity in the business’s highest-activity fronts. In this context, intake concentrated at professional and technical levels, strengthening process-management capabilities, specialized support, and field execution; at the same time, operations and sales absorbed reinforcements to ensure service and commercial coverage throughout the production and sales cycle. Entry into management and supervisor levels was limited, consistent with a stable leadership layer. Targeted adjustments were observed to safeguard critical capabilities and ensure continuous service to customers.

Internal coverage of vacancies activated career development, retained knowledge, and ensured continuity in critical teams. The emphasis on employees under 40 reinforces the talent pipeline and prepares succession. Given that hiring was mainly local, the focus is on clear onboarding and effective inclusion for a consistent experience across all subsidiaries.

Staff Hiring

Indicator	2024	2023
Total number of new hires	176	220
Percentage of vacancies filled by internal candidates (internal hires)	33%	36%
Total cost of new hires (CLP)	\$ 4,439,399,331	N.D
Average hiring cost / FTE (CLP MM)	2.1	2.2

New Hires by Age and Gender

Range	Men	Women	Total
30 a 40 años	51	21	72
41 a 50 años	20	11	31
51 a 60 años	11	0	11
61 a 70 años	2	0	2
Menor a 30 años	41	19	60
Grand Total	125	51	176

New Hires by Job Type and Nationality

Classification	Chilean	Venezuelan	Brazilian	Total
Management	4	0	0	4
Supervisors	7	0	0	7
Other Professionals	53	3	0	56
Other Technicians	41	0	1	42
Sales Force	21	1	1	23
Administrative Staff	5	0	0	5
Operators	35	0	0	35
Support Staff	4	0	0	4
Grand Total	170	4	2	176

METRICS AND RESULTS

Pay Gap

At Viña Concha y Toro there are no salary differences between women and men holding the same role.

For equivalent roles, remuneration is equitable, with no gender-based differences. Variations observed at the aggregate level reflect the internal makeup of each role family, the relative share of women within them, and functional heterogeneity by level. The Recruitment & Selection process is merit-based (technical and behavioral competencies) and prohibits discrimination by sex, nationality, religion, culture, or physical, economic, or social condition throughout the employee lifecycle. An annual salary review is conducted to ensure gender-bias-free pay practices.

The reported pay-gap indicator is unadjusted: it compares women’s and men’s remuneration without controlling for role, seniority, schedule, or location. It is expressed as (women – men) / men and follows the Dow Jones methodology for comparability. Negative values indicate lower average income for women; positive values indicate the opposite. Thus, it reflects the job mix, not different pay for equal work.

Brecha Salarial Media y Mediana

Indicator	Difference between female and male employees 2024 (%)
Average Pay Gap	- 24.6%
Median Pay Gap	- 59.8%
Average Bonus Gap	- 14.0%
Median Bonus Gap	- 24.0%

METRICS AND RESULTS

Training

In 2024, employees received 131,973 training hours, reflecting the company’s commitment to continuous development and excellence.

Viña Concha y Toro promotes high-quality learning and development opportunities to strengthen employee competencies, contributing to high performance and the achievement of strategic objectives. These training programs respond to current business needs and the future challenges of the wine industry.

The company has defined policies and procedures to manage training, identifying specific requirements by area and promoting cross-company initiatives across all operations, both in Chile and in international subsidiaries. This approach ensures coherence, cultural alignment, and the development of key skills.

In 2024, training investment reached CLP 873 million, of which CLP 420 million were direct company contributions and CLP 453 million came through SENCE, reaffirming the commitment to continuous training as a pillar for innovation and sustainability.

Investment in Training

Indicator	2024	2023
Total FTEs Included	3,266	3,444
Total Training Hours	131,973	-
Total Investment in Training (CLP)	\$873,000,000	\$856,575,900
Average Hours per FTE	40	62 horas
Average Cost per FTE (CLP)	\$267,299	\$248,715

Training Coverage

Indicator	Hombres	Mujeres	Total
Training Hours	84,706	47,267	131,973
Total Trained Staff	1,141	607	1,748
Total Training Headcount	2,444	822	3,266
Total Coverage	47%	74%	54%
Annual Average Hours per Employee	5	58	40

METRICS AND RESULTS

Training

Training prioritized for technicians and professionals, with women above their overall representation.

Training is concentrated where the business creates the most value: professionals, technicians, and supervisors account for roughly 80% of hours, raising operational and management capabilities on the front line. Intensity is high for technicians and professionals (~90–100 hours per participant) and medium for supervisors, while for management and operators it is narrower—consistent with a focus on core product–commercial skills and the standardization of critical processes.

In terms of access, women represent ~35% of trained staff and receive ~36% of hours; that is, they participate above their 25% share of total headcount and with intensity equivalent to men. This reflects a training rollout that combines technical focus with balanced gender treatment, reinforcing equal opportunity.

Training by Level

Function Category	Male Participants	Female Participants	Total Participants	Men’s Hours	Women’s Hours	Total Hours
Senior Management	15	3	18	63	58	121
Management	75	46	121	402	978	2,380
Supervisors	132	75	207	7,893	7,432	15,325
Operators	155	45	200	1,109	1,245	2,354
Sales Force	85	21	106	7,974	1,398	9,372
Administrative Staff	45	48	93	4,780	4,301	9,081
Support Staff	2	3	5	140	156	296
Other Professionals	281	268	549	26,389	21,954	48,343
Other Technicians	351	98	449	34,956	9,745	44,701
Total	1,141	607	1,748	84,706	47,267	131,973

Staff Turnover

Retention on the rise and targeted adjustments in operations and technical roles, with continuity in critical roles and key professionals.

The 2024 pattern shows an organization that retains and streamlines: lower resignation pressure, adjustments where productivity matters most, and replacements channeled internally. Internal mobility sustained continuity of key teams, safeguarding operational and commercial know-how without slowing execution.

Departures were concentrated in front-line roles (operators, technicians, and professionals), while leadership and critical layers remained stable. This suggests capacity management focused on efficiency and standardization rather than structural change. To consolidate the trend: deepen on-the-ground career paths and upskilling, broaden internal mobility at middle-management level, and systematize exit feedback with an emphasis on equity and high-pressure areas.

Turnover Rate

Indicator	2024	2023
Total turnover rate	15.4%	14.9%
Voluntary turnover rate	4.2%	4.7%
Coverage	100%	100%

Turnover by Gender

Indicator	Female	Male
Voluntary resignation	1.5%	2.6%
Involuntary resignation	3.2%	8.1%
Grand total	108	247

Turnover by Level

Indicator	Administra- tive	Support Staff	Sales Force	Manage- ment	Supervisors	Operators	Other Professionals	Other Technicians
Voluntary resignation	0.1%	0.1%	0.2%	0.0%	0.3%	0.7%	1.7%	1.0%
Involuntary resignation	0.7%	0.3%	1.2%	0.4%	1.0%	2.6%	2.4%	2.8%
Grand total	17	8	32	11	30	75	94	88

Health & Safety

Focus on critical risks and a preventive culture: lower LTIFR across operations.

During the period, the preventive culture was reinforced through leadership and field work, reflected in a lower lost-time injury frequency rate (LTIFR) for both employees and contractors. This progress was underpinned by the plan with ACHS and closer frontline management, with follow-up of conditions and compliance with corrective plans. At the corporate level, it aligns with a decline in the overall accident rate and fewer lost days versus 2023.

In parallel, standards for high-risk work (e.g., work at height and other critical tasks) were updated, and the Machinery Safety Program was deepened, strengthening controls, procedures, and preventive maintenance. In this context, the fatalities recorded (1 employee and 1 contractor) triggered investigation and corrective measures, focused on preventing recurrence and supporting teams. The 2025 roadmap maintains priority on critical controls, contractor management, and leadership-based safety.

Lost-Time Injury Frequency Rate (LTIFR) — Employees

Indicator	2024	2023
LTIFR – Employees	10.96	15.3

Lost-Time Injury Frequency Rate (LTIFR) — Contractors

Indicador	2024	2023
LLTIFR – Contractors	0.5	2.35

Fatalities

Alcance	2024	2023
Employees	1	0
Contractors	1	0

METRICS AND RESULTS

Impacts Achieved
2021–2024

Mental health at the center; field-based prevention and follow-up that activates benefit use.

In 2024, the program moved into a phase of stronger field support: fairs and workshops at vineyards and wineries, with close guidance to address personal questions and translate benefits into real situations. The focus on mental health structures the content, delivers actionable messages, and enables early referrals to professional support, complemented by reminders and brief post-activity follow-up to sustain prevention habits.

Inclusion is addressed as an access experience: clearer communication of benefits and coordination with OHS to cover all shifts and worksites, considering operational and scheduling particularities. Channels for questions and guidance are reinforced; each activity is “closed” with practical information; and a foundation is in place to track case continuity, gather feedback, and go deeper in 2025.

Workstreams	Indicators	2021	2022	2023	2024
		Design & launch of the Program		First Diversity Diagnostic Report	
		Selection of internal workstreams			
WELL-BEING & WORK	# people with preventive health exams at vineyards, wineries, and plants	450	473	647	719
	# Workshops	15 (Digital literacy workshops at vineyards)	319 (Participants in Benefits Workshop)	620 (Participants in Health Fairs)	1.170 (Participants in Health Fairs)
	# people trained in personal well-being	-	400 (Alcohol and Drugs Prevention)	522 (Personal finance)	1.316 (Mental Health)
DIVERSITY: INCLUSION, GENDER BALANCE & MULTICULTURALISM	# people accredited for inclusión (1.5% headcount)	39	33	36	35 (1.6% of headcount)
	# people attending talks on supplemental insurance and benefits	325	1.113	1.943	1.170



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