



CAROLINA WINE BRANDS

SUSTAINABILITY, QUALITY AND SAFETY POLICY

At Viña Santa Carolina S.A. we are committed to the production and bottling of still and sparkling wines with the highest standards of quality, safety, authenticity, legality, and sustainability, providing our customers with an experience of excellence and satisfaction in the consumption of our products, and promoting continuous improvement and our culture of quality, based on the values and principles of our Code of Ethics.

This is based on the following pillars:

- 1. CUSTOMER AND CONSUMER SATISFACTION**
Competent people committed to the quality and sustainability of our products, managing the requirements of our customers and consumers, developing processes and decision-making to ensure the committed standards, striving to exceed their expectations, thus achieving loyalty and mutual trust.
- 2. OPERATIONAL EXCELLENCE**
Processes of excellence that are in continuous improvement to achieve competitive standards, improve productivity, comply with national and international legislation, and promote our culture of quality as a result of a teamwork approach.
- 3. HUMAN RESOURCES**
To enhance the participation of our employees, improve their working conditions along with their development and growth, ensure compliance with current legislation and maintain a safe working environment.
- 4. SUPPLY CHAIN**
To build mutually beneficial relationships of trust with our suppliers of inputs and services, promoting a policy that ensures the safety, quality, and sustainability of our products.
- 5. SUSTAINABILITY**
To ensure an operation based on the protection and care of the environment, focused on minimizing the consumption of water and energy resources and proper waste management, generating a commitment to the three fundamental pillars – environment, social and economic – with the goal of caring for our communities, our people, and our future generations.

Viña Santa Carolina S.A. is working steadily, with a long-term vision through effective, permanent, and fluid external and internal communication that emphasizes strengthening the culture of quality.



Juan Cristóbal Sepúlveda Matic
Managing Director
Viña Santa Carolina S.A.

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