



SANTA CAROLINA

CHILE 1875

SUSTAINABILITY, QUALITY AND SAFETY POLICY

At “Carolina Wine Brands” we are committed to delivering excellence and to ensuring that our customers will be completely satisfied when choosing our wines. Accordingly, we abide by values and principles that guide the actions of our company and employees – respect, honesty, responsibility, transparency and safety– and our **Code of Ethics**.

- Our **passion for wine**, our commitment with the **quality** and **safety** of our products, and our concern for **social, environmental and economic performance** reflected in our **Integrated Management System** are expressed through:
- Our **customers and consumers**, by delivering products and services capable of meeting their requirements, by striving to exceed their expectations of product quality and safety, and by generating customer loyalty and trust over time.
- Our **employees**, by encouraging their involvement, development and growth, improving work conditions and ensuring compliance with applicable laws.
- Our **processes**, by fostering continuous improvement, increasing productivity and competitiveness, observing our own standards and the applicable local and international laws as a result of teamwork.
- Our **suppliers**, by fostering a proactive policy that ensures and maximizes our effectiveness in building trusting, mutually beneficial relationships and the safety and quality of our products.
- **Effective internal and external communications** enabling a timely and adequate response from our company to any changes that may affect the safety and quality of our products.
- Our respect and care for the **environment and the community**, by ensuring sustainable operations, preventing or minimizing the potential impact of our production process, and by seeking constantly to **optimize the utilization of resources**.

Carolina Wine Brands is continuously working to improve its production standards and to integrate social, environmental, quality and safety principles with a long-term view. Our goal is to build a long-lasting friendly relationship with our employees, customers, suppliers, community and the environment.

Santiago Larrain Cruzat
managing Director