



2020 Sustainability Report



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Message from the CEO



Patricio Jottar N.
Chief Executive Officer

Dear readers:

I am proud to present the CCU 2020 Sustainability Report, which documents our management of economic, social and environmental issues. This report reaffirms our commitments and progress over the past year, which are aligned with the Sustainable Development Goals (SDGs) of the United Nations, to which we adhered to 17 years ago.

Undoubtedly, 2020 will go down in history as one of the most difficult years for humanity. The COVID-19 pandemic put peoples' health at risk, there was loss of life and CCU was not spared. The crisis forced us to change the way we live in society, to keep our distance, to isolate and protect ourselves, because the priority is and will always be to safeguard life. The pandemic has also been a huge threat to economic activity, employment and progress in countries which, in some cases, such as Chile, were already facing a deep social crisis.

In this context, as a company we focused from the beginning of the pandemic on preserving the health of our workers and of all the people with whom we interact, and secondly, to continue supplying our customers and consumers without interruption. It is precisely in adversity that leadership is tested and strengthened. Today, as has been our tradition throughout our 170 years of history, we can

proudly say that, thanks to the commitment and invaluable efforts of our employees. CCU was able to quickly adapt to the circumstances, provide safe working environments and more united than ever, face these difficult times. During this challenging year, we not only continued to fulfill our purpose and our business, but we were also able to innovate in order to support the community in the fight against the pandemic.

Today I would like to thank all of our company's workers for their effort, commitment, ability to adapt and to move forward with confidence and with the unity that has allowed us to face these difficult times.

We fulfilled our commitment to BE CCU in extraordinary circumstances, implementing a regional plan, in the six countries where we operate, that allowed us to protect all those who make CCU a great company, while at the same time maintaining the supply chain and safeguarding the company's necessary financial stability. In addition to complying with the measures dictated by the authorities, we sought external, epidemiological advice, at the highest level; we implemented seven Corporate COVID-19 Protocols in all our work centers; we kept our workers informed about preventive measures and self-care; we launched the Telemedicine service: Teledoc; we published the

COVID-19 website; we implemented COVID-19 Golden Rules; and we implemented distance working for thousands of people, whenever possible, among other initiatives.

In challenging times, it is imperative to continue looking to the future with optimism. As a company, we can contribute, using our own operations, with innovative projects to help our community move forward. With this purpose, in 2020 we developed initiatives beyond the usual scope of our business activity to contribute to the public health emergency.

Using alcohol obtained from the de-alcoholization processes of our Cristal Cero and Heineken 0.0 beers in Chile, we produced 50 thousand liters of "CCU Alcohol Gel", which we donated to the Ministry of Health and to the Ministry of Social Development, the Municipality of the Metropolitan Region and other organizations. We also distributed the hand sanitizer in our places of work, so that our employees could use it to protect their health. Likewise, using alcohol from our subsidiary Compañía Pisquera de Chile CPCh, we produced 60 thousand liters of "CCU Disinfectant Alcohol", a solution used as a sanitizer for floors and surfaces, which we delivered to the Ministry of Health and to the Municipality of the Coquimbo Region, and with the PET preforms, that we use to make our plastic bottles, we manufactured 160 thousand face shields that we donated to the authorities for distribution to hospitals, health centers and small customers in Chile and Uruguay, CCU Argentina donated 100

thousand kilos of food, benefiting more than 10 thousand families, supported the health system by providing 40 hospital beds and 1 thousand personal protection items. In addition, together with other companies, the subsidiary contributed 50 thousand units of alcohol gel, which was given to the Red Cross.

VSPT Wine Group donated PCR laboratory equipment to the Ministry of Health, in order to help increase the country's virus detection capacity, and also contributed by helping in the process of sanitizing streets in several locations in Chile.

Meanwhile, in the context of a freeze of international flights, we worked in coordination with the Chilean and Colombian Foreign Ministries in order to make a humanitarian flight available for the repatriation of about 160 Colombians and Chileans who wished to return to their countries. Inspired by our Cristal and Andina brands, we were able to reunite families in the midst of the public health emergency.

Meanwhile, with the "Strength for our Heroes" campaign, together with our partners Nestlé, PepsiCo, Carozzi and Watt's, we delivered 45 thousand snacks to thousands of health workers in public hospitals who are giving their best every day against COVID-19.

Given that some of our customers and very close partners belong to one of the sectors most affected by the pandemic, we looked for



ways to support them with initiatives such as: "Almacén Seguro" (Safe Store), which included sanitary protection kits for neighborhood stores, with more than 160 thousand face shields, which were made from PET preforms. We also developed applications such as "Yo Invito" and "Tu Mesa", to ensure the safe opening of bars and restaurants. Also, through our CRECCU Program, for grocers, grocers and minimarkets, we implemented various alternatives to support them in reactivating their businesses, such as the Consumption Plan to manage their payments, sending account statements by SMS and the option of paying online.

These are just a few examples of the initiatives that we implemented, in all countries where CCU operates, including the donation of non-alcoholic products to thousands of families.

Meanwhile, I am proud to report that we met the goals proposed in our Environmental Vision 2010-2020: We reduced greenhouse gas emissions per liter produced by 35.7% (target was 20%), we reduced water use per liter produced by 48.6% (target was 33%) and in terms of solid industrial waste recovery we reached 99.4% (target was 100%). With these achievements, we renew our commitment to care for the environment, with additional and more challenging goals for 2030: to reduce water consumption (target 60%), to reduce greenhouse gas emissions (target 50%) and to valorize solid industrial waste (target 100%).

We have also incorporated three new goals: To use 75% of electricity from renewable sources, to achieve that 100% of our containers and packaging materials be reusable, recyclable or compostable, and to reach the goal that our containers and packaging materials contain an average of 50% recycled material. All of this is part of our Environmental Vision 2030, which includes CCU's operations in Chile, Argentina, Bolivia, Paraguay and Uruguay, CCU's responsibility to our planet is irrevocable, and we are moving towards a Circular Economy in all the countries where we are present.

These advances in Sustainability have been recognized and in 2020 we obtained important distinctions. We were part of the Dow Jones

Sustainability Index in Chile for the third consecutive year and, for the second time, of the MILA Pacific Alliance Index; and we obtained first place for the beverage industry in the MERCOSUR Corporate Reputation award in Chile. As was the case in 2019, we were recognized as the greatest innovators in our industry in the Most Innovative Companies 2020 Ranking, in which CCU was received the award in the holding category, while our subsidiaries CCU Chile, CPCh and VSPT Wine Group each received the top prize in their categories.

In terms of our results, the closure of bars and restaurants caused a relevant impact on consumption occasions, especially in the second and third quarters of 2020, where our volumes decreased by 12.0% and 1.8%, respectively. However, in the last quarter of the year we were able to recover, with volumes increasing 10.6%, thanks to a strategy that prioritized maintaining the scale of our business, thanks to the growing strength of our brands, the development of our portfolio and excellent commercial execution.

Thus, in 2020 our consolidated volumes increased by 2.2%, totaling 30,7 million hectoliters. At the financial level, our EBITDA decreased by 11.7%, totaling CLP 296,405 million, while net income attributable to the owners of the controller reached CLP 96,152 million, 26.1% lower than in 2019. These lower financial results are explained by negative external effects, mainly related to the devaluation of the Chilean and Argentinean peso, and the deterioration of higher-margin consumption occasions, as a result of the public health crisis. In order to safeguard the company's financial stability, we kept close





controls on our net financial debt, decreasing it from CLP 133,786 million at the end of 2019 to CLP 117,752 million at the end of 2020.

Regarding the performance of our operating segments, the Chile operating segment, which includes the beer, soft drinks and spirits categories, ended 2020 with a 3.4% increase in volumes, reflecting our competitive strengths in terms of portfolio, distribution and commercial execution. Regarding our manufacturing capabilities in Chile, we inaugurated a new line of beer cans, began the expansion of the brewing capacity of our Quilicura and Temuco plants, and continued to make progress in the CCU Renca project.

The International Business operating segment -which includes our operations in Argentina, Bolivia, Paraguay and Uruguay- recorded a 1.3% drop in volumes, Despite the lower volume, we continued to strengthen our portfolio and maintained our competitive position. We opened a new distribution center in Paraguay, launched a new can packaging line in Bolivia, and continued with the beer capacity expansion project in Luján, reaffirming our long-term commitment in Argentina.

Driven by the Chilean and Argentinean domestic markets, the Wines operating segment experienced a 10.2% increase in volumes. We inaugurated several investments in the Molina plant to increase our milling production capacity, and the Graffigna, Colón and Santa Silvia brands, which were acquired in 2019 in Argentina, had a strong performance in 2020, improving the multi-category strategy in that country.

Meanwhile, in Central Cervecera de Colombia, our Joint Venture with Postobón, we managed to exceed 1,5 million hectoliters, which represents 21.2% growth over 2019 and an increase in our market share.

To continue sustaining growth during 2020, we developed investment projects for CLP 122,787 million, of which 80% was invested in Chile. In 2021 we plan to invest CLP 187,849 million, 79% of which will be executed in Chile.

These great achievements and new challenges will continue to require the best of us, especially in Chile, where we will begin the process of

drafting a new Constitution. Today, more than ever, we need a shared, long-term vision to successfully address together our commitments to economic, social and environmental sustainability. At CCU we will continue to work, safeguarding the life and health of everyone, in the context of a pandemic that we continue to face, working with energy and optimism to build experiences that will allow us to share a better life together.

Best regards.

Patricio Jottar N.

Chief Executive Officer, CCU S.A.

Scope of the Report



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The CCU Sustainability Report documents the economic, social and environmental performance of Compañía Cervecerías Unidas S.A. (hereinafter, CCU or the company), with a long-term strategic view, considering the opinions and interests of its main stakeholders, for the period from January 1 to December 31, 2020. This report includes information regarding our local operation (Chile), its business units CCU S.A., CCU Chile, Viña San Pedro Tarapacá S.A. (VSPT Wine Group), Compañía Písquera de Chile S.A. (CPCh), Compañía Cervecería Kunstmann S.A., and Manantial S.A., CCU Argentina, CCU Uruguay, Bebidas del Paraguay S.A. and Bebidas Bolivianas S.A.

The coverage of environmental information represents more than 75% of the company's revenues at the regional level. These figures have been verified by an independent third party.

This report was prepared in accordance with the new standards of the Global Reporting Initiative (GRI). Essential option, including the Sector Supplement "Food Processing" (FP), considers the Chilean Indicators Guide for Corporate Action Sustainability and also the company's own indicators.

Readers may direct any questions or comments regarding the CCU 2019 Sustainability Report to sustentabilidad@ccu.cl



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As part of the Communication on Progress of the Global Compact, the report presents a reference of CCU's main initiatives and management indicators related to the Sustainable Development Goals (SDGs). The GRI Content Index identifies the Global Compact Principles that relate to relevant issues within the company's performance.

The CCU Sustainability Report is published annually on at the same time as the Annual Report, and the 2020 version is the sixteenth prepared by the company. The Corporate Affairs and Sustainability Department is in charge of the definition of the content, the internal validation and the general coordination of the report.

In 2020, the pandemic and its impact on the business were the main issues of the year, and will be reflected in the development of the entire report. For CCU, the appearance of COVID-19 on the world scene has implied three main actions: concern for people, operational continuity and financial health, which will be addressed transversally in CCU's Sustainability Report 2020, covering the breadth of the 29 material issues.

1. IDENTIFICATION, PRIORITIZATION AND VALIDATION OF MATERIAL ISSUES

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In 2020, CCU undertook a process to update its material issues, which included the following steps:



Review of 2019

Identification of new issues

The objective of this stage is to identify, based on the review of company documents and interviews, a list of issues relevant to the sustainability of the organization and its stakeholders.

In this case it consisted of the review of the 2019 materiality and the identification of new issues through:

- Review of documents (internal and external)
- Interviews



Prioritization

Priorización

At this stage, a relative priority is assigned to the issues identified in phase 1. The ideal is to consider both what is relevant or material for the company and what is significant for the stakeholders included in the consultation process.

In this process CCU decided not to prioritize through a survey; therefore, a prioritization is proposed according to the content analysis of stage 1 document review and interviews.



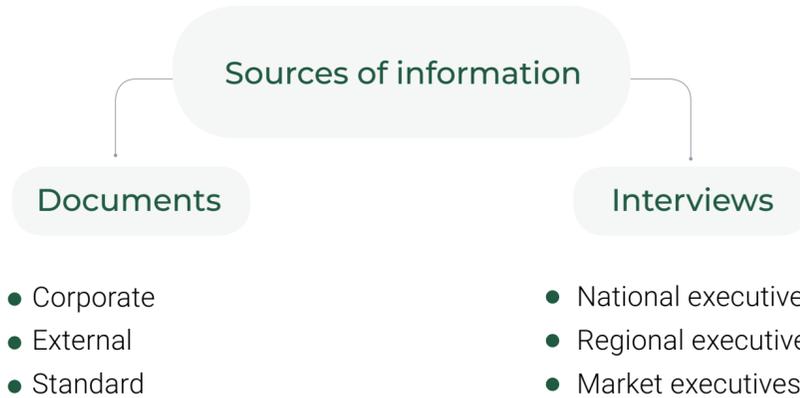
Validation

Validation

At this stage, the issues considered material are reviewed, ratifying that the information considered relevant as a result of the analysis effectively represents the opinion of the parties included in the consultation.

- Delivery of final report

The following sources of information were consulted to define the list of material topics:



2. OUR STAKEHOLDERS

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In the materiality process we identified the key stakeholders for the company which are as follows:

- Senior Management
- Employees
- Investors
- Customers
- Consumers
- Suppliers
- Community (in the vicinity of our operation centers)
- Society in general (media, foundations / NGO's, authorities / regulators, opinion leaders in sustainability, social organizations, among others).

Senior Management Interviews

For the materiality process, we conducted 30 interviews with company executives, in order to incorporate their vision of sustainability and their management approaches, relevant milestones and expectations at both national and regional levels. This allowed us to gather content that broadened the scope of the Sustainability Report 2020 to all the company's operations in the region.

Documents Analyzed

Benchmark of best practices

We carried out a benchmark of the sustainability practices of leading global companies in the beverage industry. In this regard, we reviewed their websites, sustainability reports and ESG information to identify best practices and material issues. Valuable information was obtained from this analysis for the study of materiality, good reporting practices and content presentation.

Sector and context analysis

An analysis of publicly available information, obtained through press releases, draft laws and other bills currently under discussion, was carried out in order to identify the main regulatory aspects, trends and opportunities for CCU's business activity.

Study of corporate documents

A review was conducted of the documents publicly available on CCU's website and those provided by the company's Corporate Affairs and Sustainability Department. These include the Code on Responsible Business Communications, the Code of Conduct of the Board of

Directors, Code of Business Conduct, Good Practices Guide - CCU Supplier, Alcohol Policy, Sustainability Management Model (updated in 2019) and the Corporate Reputation Report (National Tracker CCU in Chile), among other documents and internal policy procedures.

Analysis of press and newsletters

Monthly press reports were examined, with the company's appearances in mass media, in addition to the Internal Newsletters Al Día and the 2020 editions of the EnCCUentro Magazine.

3. MATERIALITY

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From the results of the 2020 materiality review and the interviews, review of secondary information and benchmark, a total of 31 were identified, which were organized according to CCU's Sustainability Management Model in three pillars: People, Planet and Brands, and additionally, a Governance and Economic Performance pillar was added.



Thus, we have compiled the following list of topics:

Number	Pillar	Material Issue	
1	People	Communities	Social investment and local community development
2			Support to stakeholders during the pandemic
3			Corporate citizenship, partnerships and public policy engagement
4			Human Rights
5			Social investment and local community development
6		Workers	Training and Professional Development
7			Adapting work to the social and public health crisis
8			Work environment
9			Occupational health and safety
10		Clients	Health and nutrition
11			Customer Satisfaction
12			Customer development
13			Product quality
14			Consumer knowledge and satisfaction
15	Planet	Circular economy and eco-design	
16		Climate change and emissions management	
17		Waste management	
18		Sustainable sourcing / due diligence	
19		Water management	
20		Efficient and sustainable energy management	
21		Risk management	
22		Energy efficiency, electro-mobility, renewable energies	
23		Traceability of raw materials and sustainable agriculture	
24	Brands	Brand value and communications	
25		Innovation and digital transformation	
26		Responsible alcohol consumption	
27		Responsible labeling and marketing	
28		Product innovation	
29	Governance and Economic Performance	Profitability / efficiency / financial sustainability	
30		Ethics and transparency	
31		Operational excellence	

The list of issues is categorized according to CCU's Sustainability Management Model. In 2019, these issues were categorized by the traditional categories of governance, social and environmental.

This year's new issues, given the global context of COVID-19 and the impact of the pandemic on the company, are:

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SUPPORT TO STAKEHOLDERS DURING THE PANDEMIC:

We document the work done on behalf of our different stakeholders, regarding the economic and health impact resulting from the pandemic. This includes social innovation, disruptive innovation, donations and human resources initiatives.

ADAPTING WORK TO THE SOCIAL AND PUBLIC HEALTH CRISIS:

This issue includes actions taken by the company to ensure the health and safety of workers, to ensure operational continuity, both for those who continued with in-person work, applying health protocols, and those who adopted distance working.

INNOVATION AND TECHNOLOGICAL TRANSFORMATION:

Innovation has always been part of CCU and in the report we discuss this in Brands that Inspire Us. This time, we discuss actions on four fronts: Product Innovation, Incremental Innovation, Adjacent and Disruptive Innovation and Social Innovation.

BRAND VALUE AND COMMUNICATIONS:

This issue will discuss CCU's brands with a purpose, reputation indicators, awards and recognitions.

Who we are



CCU is a multi-category beverage company, with operations in Chile, Argentina, Bolivia, Colombia, Paraguay and Uruguay.

In Chile, CCU is a major player in each of the categories in which it participates, including beer, soft drinks, mineral and bottled waters, nectars, wine and pisco, among others.

At the regional level, CCU is the second largest brewer in Argentina and also participates in the cider, liquor and wine industry; in Uruguay and Paraguay, the company is present in the beer, mineral and bottled water, soft drinks and nectars market; in Bolivia, CCU participates in the beer, bottled water, soft drinks and malt industry; and in Colombia, the company participates in the beer and malt market.

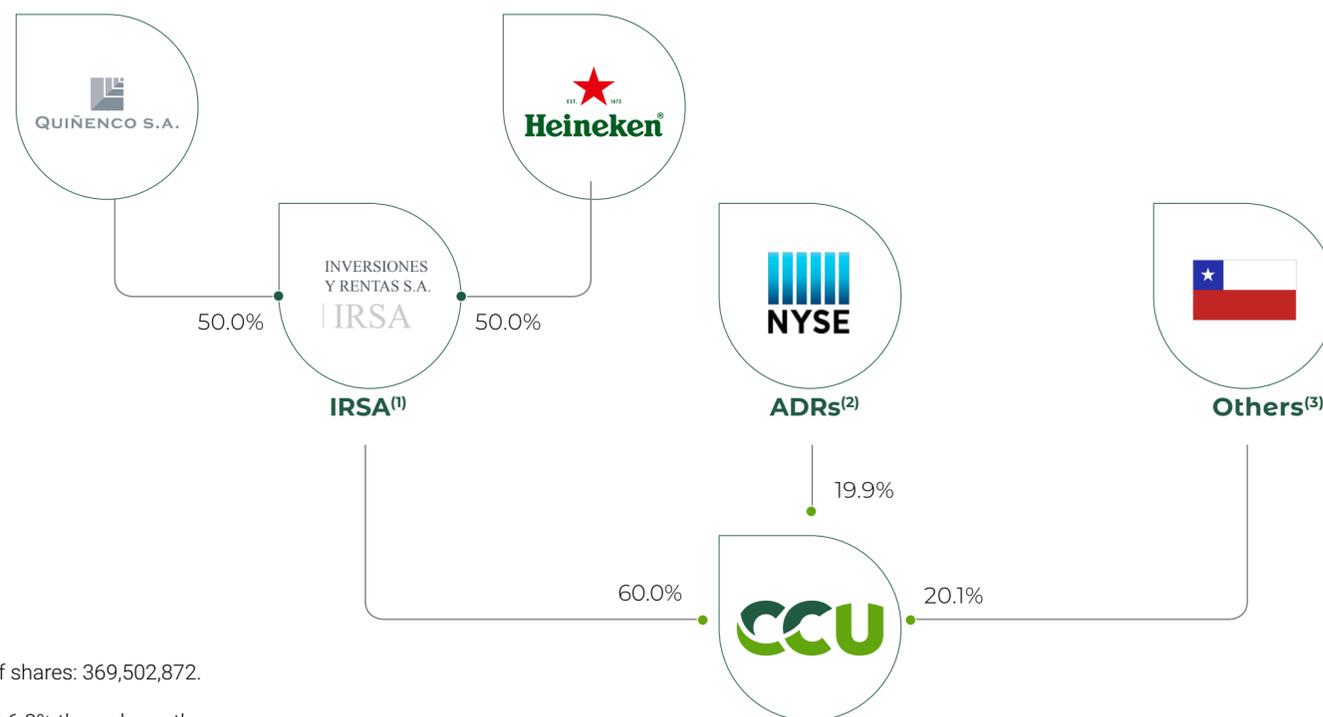
We are a company with history that dates back to 1850 and, throughout this history, we have been able to create and share valuable experiences with our people, we have been able to adapt to changes, grow profitably and contribute to the society to which we belong.

1. OUR BUSINESS

102-1 102-3 102-4 102-5 102-6 102-10

Compañía Cervecerías Unidas S.A. (CCU) is an open stock corporation whose shares are traded on the Chilean stock market and on the New York Stock Exchange. The controlling shareholder of CCU S.A., Inversiones y Rentas S.A. ("IRSA"), is the controlling shareholder of CCU S.A., ("IRSA"), is a corporation whose shareholders are Quiñenco S.A. and Heineken Chile Limitada, each of which owns 50% of the capital stock of IRSA, IRSA, directly and indirectly, through its subsidiary Inversiones IRSA Limitada, owns 60% of the capital stock of CCU S.A. It should be noted that Quiñenco S.A. is a holding company of the Luksic family.

Heineken Chile Limitada is a Chilean limited liability company, whose current controller is Heineken Americas B.V., a Dutch limited liability company, a subsidiary of Heineken International B.V.



(1) As of 31 of August of 2020. Number of shares: 369,502,872.

(2) IRSA owns 53.2% of CCU directly and 6.8% through another entity which it owns 99.9%.

(3) In Chile, CCU shares are listed on the Santiago Stock Exchange and the Chilean Electronic Stock Exchange.

Subsidiaries and Affiliates

In Chile, CCU's main subsidiaries and affiliated companies are Cervecera CCU Chile Ltda., Comercial CCU S.A., CRECCU S.A., Embotelladoras Chilenas Unidas S.A., Fábrica de Envases Plásticos S.A. (PLASCO), Transportes CCU Ltda. (PLASCO), Transportes CCU Ltda., Viña San Pedro Tarapacá S.A. (VSPT Wine Group), Compañía

Pisquera de Chile S.A. (CPCh), Compañía Cerveceria de Chile S.A., Compañía Cerveceria de Chile S.A. (CPCh), Compañía Cerveceria Kunstmann S.A., Aguas CCU - Nestlé Chile S.A. (Aguas CCU - Nestlé Chile S.A.) and Manantix S.A. (Manantix S.A.), (Aguas CCU) and Manantial S.A., among others.

In Argentina, CCU's subsidiaries are Compañía Cervecerías Unidas Argentina (CCU Argentina) and Compañía Industrial Cervecera S.A.; in Uruguay, Milotur S.A., Marzurel S.A., Coralina S.A. and Andrimar S.A.; in Paraguay, Bebidas del Paraguay S.A. and Distribuidora del Paraguay S.A.; and in Bolivia, Bebidas Bolivianas, BBO S.A.

Associates and Joint Ventures

CCU participates in equal parts with Malterías Unidas S.A. in the ownership of Cervecería Austral S.A. ("Austral"), a company that is a joint venture between the Company and Malterías Unidas S.A., a subsidiary of the Company, ("Austral"), a company that produces, sells and distributes Austral beer in Chile.

Additionally, Cervecería CCU has a two-year renewable license agreement for the production of Austral Lager beer in returnable liter and keg formats in Chile. It also has a distribution agreement for the sale and marketing of all Austral products in Chile, except for the Magallanes Region, where sales and distribution are carried out by Comercial Patagona Ltda.

Since 2014, CCU is in the Colombian market through the joint venture Central Cervecera de Colombia, with Postobón.

2. HIGHLIGHTS IN FIGURES

\$ 1,857,594
Sales Revenue



\$ 1,408,819
Equity



\$ 1,116,518
Total Liabilities



160,000
Face shields
produced from
PET preforms



\$ 296,405
EBITDA



10,632 employees
consolidated
regionally



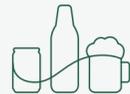
50,000 liters
CCU Alcohol Gel
Produced



120
Brands of Value



30,7 million
Hectoliters Sold



508,654
Points of Sale
at a regional level



60,000 liters
CCU Alcohol
Disinfectant produced



30
Production Plants
in the region



36
Distribution Centers
in the region



\$ 650,012,578
Donations Shares
COVID-19



35.7%
reduction of greenhouse gas
emissions per liter of product
produced



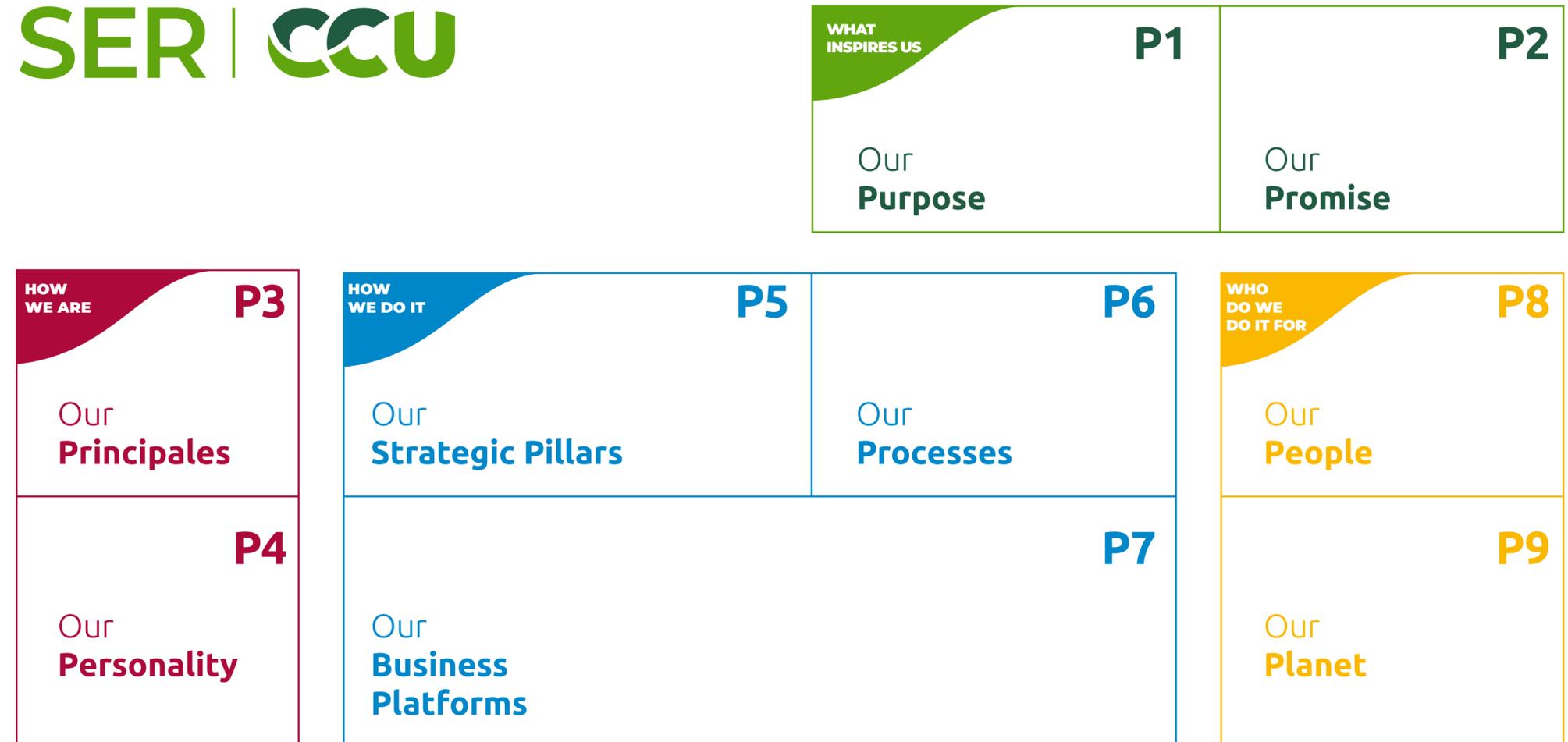
48.6%
decrease in
water use per
liter produced



3. BEING CCU

102-16

Our Identity Model, Being CCU, inspires us to transcend the interests of those who work in the company. It is illustrated in 9Ps arranged in What Inspires Us, How We Are, How We Do It and Who We Do It For.



What inspires us

Being CCU inspires us to transcend the legitimate interests of those who work here, with a concrete purpose and promise that seeks to build a better life for all those with whom we interact.

P1	<p>Our Purpose</p> <p>We are passionate about creating experiences to share a better life together.</p>
P2	<p>Our Promise</p> <p>With a wide range of beverage brands and experiences, we enhance and accompany different moments of people's lives, guided by our principles, for the benefit of the people we relate to and the protection of the environment.</p>

How we are

To be CCU is to live by our principles and project our personality at all times.

P3 Our Principles

- **Excellence:** We are passionate about quality and a job well done.
- **Commitment:** We seek the good for others and for our environment, in harmony with our legitimate interests.
- **Integrity:** We comply with the rules that regulate us, always inspired to act correctly.
- **Empowerment:** We are driven by an entrepreneurial, innovative and proactive attitude.

P4 Our Personality

- **Pride:** We feel legitimate pride in who we are and in our history.
- **Empathy:** We relate to and collaborate with our people based on affection and trust.
- **Overcoming:** We like to set ambitious goals, surpass them and adapt to the market.
- **Passion:** We are enthusiastic and we like to transmit it.

How we do it

To be CCU is to do things based on solid strategic pillars, from a robust business platform and excellent execution, applying processes throughout the organization.

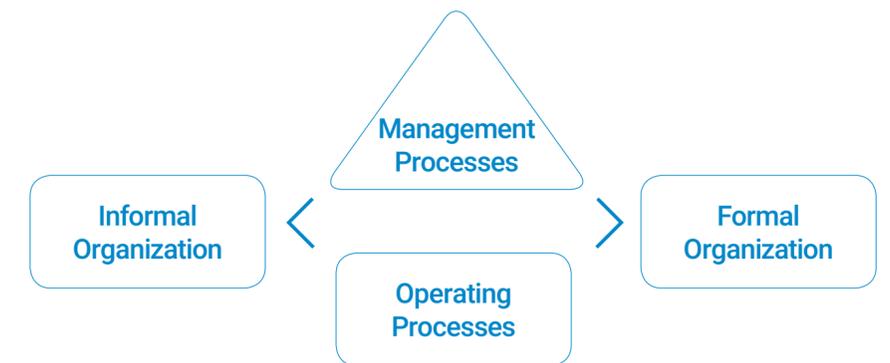
P5 Our Strategic Pillars

- **Profitability:** Maximize the economic value of the businesses we operate. This is achieved by optimizing the final return on investment, which is a consequence of better margins and the efficient use of resources.
- **Growth:** Increase the size and scope of our operation. This is achieved by increasing market share, serving new needs, new channels, new consumption occasions and entering new regions, businesses and categories.
- **Sustainability:** Ensuring the long-term value of the company. This is achieved by taking into consideration the current and future well-being of all the people with whom we interact, the development of our brands, and protection of the environment.

P6 Our Processes

CCU's organization, based on its processes, maintains the necessary balance between a formal and an informal structure. While the former allows us to be clear that what we do guarantees an orderly, structured and replicable management, the latter incorporates the necessary spontaneity that arises from leadership and interpersonal relationships within the company.

A strong organization promotes the excellence and passion for order of a highly developed formal organization and the personal spontaneity of a healthy informal organization. Neither takes precedence over the other, both complement each other in a harmonious and virtuous way.



P7 Our Business Platform

Our business is based on operating, with focus and synergy, a multi-category of highly-valued beverage brands, with mindful promotion, both regionally and for export.

CCU Brand Portfolio

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Categories / Products	Brands
Beer	<ul style="list-style-type: none"> • National: Cristal, Cristal Cero 0°, Cristal Cero 0° Radler, Cristal Light, Cristal Summer Lager, Escudo, Escudo Sin Filtrar, Escudo Negra, Escudo Ambar, Escudo Silver, Royal Guard, Royal Guard Pacific IPA, Royal Guard Amber Ale, Morenita, Dorada, Stones, Andes, Bavaria. • International: Heineken, Heineken 0°, Coors, Coors Light, Sol. • Imported: Blue Moon. • Craft: Austral, Kunstmann, D'olbek, Guayacán, Szot, Imperial.
Soft drinks, juices and nectars	<ul style="list-style-type: none"> • Pepsi Franchise: Pepsi, Seven Up. • Schweppes License: Canada Dry Ginger Ale, Canada Dry Agua Tónica, Limón Soda, Crush. • CCU Brands: Bilz y Pap, Bilz y Pap Zero, Kem, Kem Xtreme. • Watt's JV: Watt's, Watt's Néctar Selección, Watt's 0%, Frugo. • Instant cold drinks: Vivo, Sprim.
Mineral, purified and flavored waters	<ul style="list-style-type: none"> • Mineral: Cachantun, Porvenir, Perrier (distribution). • Purified: Nestlé Pure Life, Manantial (HOD). • Flavored: Mas y Mas Woman.
Functional beverages	<ul style="list-style-type: none"> • Pepsi Franchise: Gatorade, Lipton Ice Tea. • Energy Drinks: Adrenaline Red y Redbull (distribution).

Categories / Products	Brands
Wines, sparkling wines and ciders	<ul style="list-style-type: none"> • Red and Rosé: Altair, Cabo de Hornos, Casa Rivas, Castillo de Molina, Epica, Gato, Kankana, Finca La Celia, Leya, Misiones de Rengo, Santa Helena, Sideral, Viña Tarapaca, Tierras Moradas, 1865. • White: Gato, Las Encinas, Leya, Misiones de Rengo, Santa Helena, Viña Tarapacá, 1865. • Sparkling: Leyda, Misiones de Rengo, Viñamar, G, H, Mumm Champagne, Mumm. • Cider: Cygan.
Spirits	<ul style="list-style-type: none"> • Pisco: Mistral, Horcón Quemado, Control C, Tres Erres, La Serena y Espíritu de Los Andes. • Cocktails: Campanario Sour. • Hard Seltzer: Hard Fresh (Raspberry and Grapefruit). • Ice: Mistral Ice, Sierra Morena Mojito Ice, Iceberg. • Rum: Havana Club, Malibu y Cabo Viejo. • Whisky: Ballantine's, Chivas Regal, Jameson, Royal Salute, The Glenlivet. • Vodka: Absolut y Wyborowa. • Other spirits: Fehrenberg, Kahlua, Martell, Olmeca, Ramazzotti.

Who We Do it For

To be CCU is to be aware of the impact that we have on those that we relate to through the experiences that they have with us, putting

what is good for the People and for Our Planet at the center of our decisions.

P8 Our People

- **Consumers:** We accompany their moments responsibly.
- **Clients:** We deliver satisfaction, quality of service and maximum execution.
- **Employees:** We take action to promote safety, development and growth.
- **Suppliers:** We promote collaborative relationships.
- **Communities:** We contribute to the development of our communities by building trust and mutual value.
- **Shareholders:** We generate sustainable value.
- **Society:** We have a positive impact on society and the environment.

P9 Our Planet

We recognize the importance of doing business with a long-term Environmental Vision. That is why we promote a culture oriented to protect the environment and to go beyond complying with the regulations that regulate us.

At CCU we are inspired to lead environmental initiatives throughout our value chain. This is a commitment of all of us who work at CCU and implies being able to make economic and environmental criteria compatible in all of our projects and processes, expanding our standards, oriented towards sharing a better life together.

Our commitment to the planet takes the form of a medium-term Environmental Vision, which is renewed every decade. In pursuit of a circular economy in the use of resources, we have made a commitment to the following:

- **Emissions**
 - Reduce our CO₂_e emissions.
- **Waste**
 - Promote the reduction and recovery of waste.
- **Water Use**
 - Reduce the use of water and increase the reuse of water.

Good Governance



1. CORPORATE GOVERNANCE

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CCU's highest governing body is the Board of Directors. Its mission is to achieve the company's corporate purpose, while maximizing the company's return on investments, in accordance with the Strategic Business Plan, the organization's purpose and the expectations of its stakeholders. The Chief Executive Officer reports to the Board of Directors, and the Board of Directors makes the company's primary strategic and management decisions.

Board of Directors

One of the most relevant topics discussed at the Board level during 2020 was the Continuity Plan that the company developed to confront the COVID-19 pandemic. This plan had two major goals: the protection of people and operational continuity. Additionally, from a financial point of view, the Board of Directors reviewed and analyzed on a monthly basis the changing forecasts, beginning on April 2020.

In accordance with CCU's bylaws, the Company's Board of Directors is composed of nine members, elected by the Ordinary Shareholders' Meeting, who remain in office for a period of three years and may be reelected indefinitely.

Members

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The current Board of Directors was elected at the Ordinary Shareholders' Meeting held on April 17, 2019, with the exception of the director Mr. Marc Gross, who was appointed at the Board meeting held on May 6, 2020, replacing the elected director Mr. Hemmo Parson, who resigned effective May 1, 2020.



Andrónico Luksic Craig
Chairman

RUT: 6.062.786-K
Board Member of Companies

Position as of:
April 2013 (Chairman),
November 1986 (Board
Member)

At CCU since:
November 1986



Carlos Molina Solís
Vice-Chairman

RUT: 48.159.144-9
Bachelor's Degree in
Business Administration,
MBA

Position as of:
May 2018 (Vice-Chairman)
April 2012 (Board Member)

At CCU since:
April 2012



Pablo Granifo Lavín
Board Member

Board Member
RUT: 6.972.382-9
Business &
Economics (Ingeniero
Commercial)

Position as of:
April 2013

At CCU since:
April 2013



Rodrigo Hinzpeter Kirberg
Board Member

RUT: 7.016.591-0
Lawyer

Position as of:
July 2015

At CCU since:
July 2015



Rory Cullinan
Board Member

RUT: 48.207.653-K
Board Member of
Companies

Position as of:
May 2018

At CCU since:
May 2018



Marc Gross
Board Member

Passport: N°14FV05378
Engineer

Position as of:
May 2020

At CCU since:
May 2020



Francisco Pérez Mackenna
Director

RUT: 6.525.286-4
Business & Economics
(Ingeniero Commercial),
MBA

Position as of:
Julio 1998

At CCU since:
Febrero 1991



Vittorio Corbo Lioi
Board Member

RUT: 4.965.604-1
Business & Economics
(Ingeniero Commercial)
and PhD in Economics

Position as of:
April 2012

At CCU since:
April 2012



**José Miguel Barros van
Hövell tot Westerfliet**
Board Member

RUT: 9.910.295-0
Business & Economics
(Ingeniero Commercial)

Position as of:
April 2016

At CCU since:
April 2016

The average length of service of CCU's Board of Directors is 10 years, 100% of its members are over 50 years of age and 77% of them are Chilean. In addition, all board members have experience in the industry and in risk management.

Regarding the independent board members' mandates, Mr. Vittorio Corbo has no other mandates with the company's subsidiaries and affiliates.

In 2020 the average attendance rate of the meetings was 93.52%. The Chairman of the Board of Directors does not hold an executive position at the company.

Board of Directors Selection Process

In accordance with Law No. 18.046 on Corporations (the "S.A. Law"), board members are elected by the Shareholders' Meeting and must comply with the legal requirements established for such purposes.

Pursuant to Article 50 bis of the Corporations Law, open stock corporations must appoint at least one independent board member, when they have stockholders' equity equal to or greater than the equivalent of 1,500,000 Unidades de Fomento and at least 12.5% of their issued voting shares are held by shareholders who individually control or own less than 10% of such shares.

Regarding the eligibility criteria for independent board members, candidates must be submitted by shareholders that represent at least

1% of the Company's shares. The nominations must be submitted at least 10 days prior to the date scheduled for the Shareholders' Meeting when the election will be held.

The independent board member must declare, in accordance with the provisions of Circular 1.956 of the CMF of 2009, that (i) he/she is does not find himself/herself in any of the circumstances indicated in paragraphs 1) to 5) of the third paragraph of Article 50 bis of the S.A. Law, (ii) that he/she does not maintain any relationship with the Company, nor the other companies which form part of the Company, its controller, nor with the main executives of any of them, which could deprive a reasonable person of a reasonable degree of autonomy, interfere with his/her possibilities of performing their work objectively and effectively, could generate a potential conflict of interest or hinder his/her independence of judgment, and (ii) that he/she assumes the obligation to maintain such independence for the entire time he/she holds the position of Board Member of the Company. The foregoing is without prejudice to the disqualifications to be a board member of a corporation set forth in Article 73 of the Regulations of the Corporations Law, which are also applicable to him/her.

In addition, in accordance with the provisions of Circular No. 1.956 of the CMF of 2009, the following rules must be observed at the respective meeting at which the members of the Board of Directors are to be elected: a) The board members of the Company shall be elected in a single election, b) All candidates for election as board members shall participate in the election, clearly identifying those who are independent and those who are not independent, c) The board members with the

highest number of votes shall be elected. If an independent board member is not among those with the most votes, the independent board member with the most votes shall be elected to replace the candidate with the fewest votes that could have been elected due to the number of positions, d) The minutes of the meeting shall include a record of the identification of the shareholders who nominated the independent board members and of compliance by the candidates for independent board members with the formalities and requirements set forth in the aforementioned Article 50 bis, e) In the case of the voting of the controller, its members or related persons, if applicable, they must indicate their capacity as such at the time of expressing their vote, and express mention must be made in the respective minutes of the voting of these persons. Votes cast by board members or other persons related or connected to the controller, in exercise of proxies granted by minority shareholders or persons related to the controller, shall be deemed to be votes from the controller for the purposes of the ninth paragraph of Article 50 bis of the S.A. Law.

Accordingly, at the Ordinary Shareholders' Meeting of CCU held on April 17, 2019, Mr. Vittorio Corbo was elected as an independent board member.

In addition, as an issuer of ADRs (American Depositary Receipts) currently traded on the New York Stock Exchange (NYSE), CCU is subject, to the extent applicable, to the Securities Exchange Act of 1934, the Sarbanes-Oxley Act of 2002 (Sarbanes-Oxley Act) and the regulations issued for this purpose by the U.S. Securities and Exchange Commission (SEC) and the NYSE, and must have an Audit Committee composed

of at least two independent board members, according to the criteria established in those provisions. Directors Vittorio Corbo and Carlos Molina meet said independence criteria.

Powers of the Board of Directors

The Board of Directors of the Company represents the Company judicially and extrajudicially and, for the fulfillment of the corporate purpose, is vested with all the powers of administration and disposition that the law or the bylaws do not establish as exclusive to the Shareholders' Meeting, without it being necessary to grant it any special power of attorney, including for those acts or contracts for which the law requires this circumstance. The foregoing does not conflict with the representation that corresponds to the Chief Executive Officer in accordance with the Corporations Law.

The powers of the Board of Directors include defining the management structure of the Company and appointing the Chief Executive Officer, who together with senior management are responsible for complying with the Strategic Business Plan and directing the Company under the guidelines approved by the Board of Directors.

Board Evaluation and Training

The Company has a Code of Conduct for the Board of Directors, whose main objective is to establish the principles that should guide the actions of the board members in the performance of their duties, as well as certain procedures, policies and good practices

of Corporate Governance of the Company. This code contains a special chapter on conflicts of interest, which does not prevent board members from fully complying with the obligations established in the S.A. Law and its Regulations, as well as in Law No. 18.045 on the Securities Market and other regulations issued by the competent authorities in this regard.

In addition, the S.A. Law establishes certain control mechanisms by the Shareholders' Meetings. For example, the Board of Directors must submit for approval by the Ordinary Shareholders' Meeting the annual report, together with the balance sheet, the statement of income and loss and the report submitted by the external auditors. If the shareholders' meeting rejects the balance sheet, due to specific and well-founded observations, and these have not been corrected to the satisfaction of the shareholders' meeting within the established terms, the Board of Directors will be deemed to be revoked, without prejudice to the resulting liabilities, and a new one must be elected at that time, and the board members who approved the balance sheet that led to its revocation will be disqualified from being reelected for the following full term.

The Board of Directors may also hire specialist advisors in economic, environmental and social matters, which is analyzed in due course and on a case-by-case basis according to the subject matter, business, contingency or other.

The Directors' Committee and the Audit Committee have a budget for the hiring of advisors, which is determined annually by the Ordinary Shareholders' Meeting. In their agendas and annual programs of

activities, these committees include meetings with the external auditors for the results of the annual audit program. The matters discussed at their meetings, as well as the resolutions and proposals, are reported at the next Board meeting, where the pertinent resolutions are adopted.

Directors' Committee: In accordance with the provisions of Article 50 bis of the S.A. Law, CCU has this committee, currently composed of the independent board member, Mr. Vittorio Corbo and board members Francisco Pérez and Carlos Molina. More information regarding the functions of this committee can be found in the CCU 2020 Financial Report and Form 20-F, available at www.ccuinvestor.com. The Form 20-F is issued by the SEC and must be filed by all foreign private issuers with shares listed in the United States.

Audit Committee: In compliance with the provisions of the Sarbanes-Oxley Act and SEC and NYSE regulations, this committee is comprised of board members Vittorio Corbo and Carlos Molina, both independent in accordance with the criteria established in the aforementioned regulations, and board members Francisco Pérez and José Miguel Barros participate as observers. The specific functions of this committee are described in the CCU 2020 Annual Report and Form 20-F, available at www.ccuinvestor.com.

Regarding the selection process of the members of the Directors' Committee, which must be composed of three members, the majority of whom must be independent, as provided in the aforementioned

Circular 1.956 of the CMF, in the event that there are more board members entitled to integrate the Committee, as appropriate, at the first Board meeting after the Shareholders' Meeting at which their election was held, the Board will unanimously decide who shall be members of the Committee. In the event of a disagreement, preference shall be given to those board members who have been elected with a higher percentage of votes of shareholders who individually control or own less than 10% of such shares. If there is only one independent board member, he/she shall appoint the other members of the Committee from among the board members who do not have such status, who shall have full rights as members of the Committee. If there are two independent board members elected, the third member of the Committee shall be elected by the entire Board of Directors. The Chairman of the Board of Directors may not be a member of the Committee or its subcommittees, unless he is an independent board member.

Regarding the continuous improvement of the operation of the Board of Directors, the Diligent Boards technological platform was implemented in 2018 and has operated during 2020 in accordance to plan and expectations, providing board members with secure, remote and constant access to all minutes and documents reviewed at each meeting, as well as the possibility of signing the respective minutes by electronic signature.

Since April, the Board meetings have been held virtually on appropriate platforms that comply with the requirements established in current regulations.

Senior Management

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The Board of Directors appoints senior executives, who are reported to the Financial Market Commission in accordance with Law No. 18.045 on the Securities Market (CMF). Some have specific responsibilities in economic, environmental and/or social matters (Corporate Administration and Finance Officer, General Controller, among other key functions, and the Corporate Affairs and Sustainability Officer, respectively).

None of the senior executives have direct ownership interest in CCU. They report directly to the Chief Executive Officer, who in turn reports to the Board of Directors on economic, environmental and social issues.

In addition, the Corporate Controller's Office, which oversees risk management, regulatory compliance and environmental matters, reports functionally to the Board of Directors and the Directors' Committee in accordance with the provisions of Law No. 18.046 on Corporations, and to the Audit Committee, in accordance with the Sarbanes-Oxley Act and applicable regulations of the Securities and Exchange Commission ("SEC") and New York Stock Exchange ("NYSE"), hereinafter also collectively "SOX Regulation". The Corporate Controller Officer attends the meetings of the Board of Directors as a guest.

Additionally, the Internal Audit Department, which reports to the Comptrollership Department, presents the annual audit plan to the Directors' Committee (in compliance with the S.A. Law) and to the Audit Committee (in compliance with the SOX Regulation). The

matters discussed at the meetings of these committees, agreements and proposals are reported at the next Board meeting, which adopts the pertinent resolutions.

The Crime Prevention Officer, who also reports to the Corporate Comptroller's Office, presents to the Board of Directors every six months the management of the Crime Prevention Model adopted by the Comptroller's Office in compliance with Law No. 20.393, informing the Board of Directors of its six-monthly work plan.

The specific committees of the company's Senior Management are as follows:

Management Committee

This is the highest level of the Company's management and is made up of the direct reports of the Chief Executive Officer, who chairs it. It meets monthly to prepare and then implement the company's Strategic Plan, once it is approved by the Board of Directors.

Its responsibilities are:

- 1) Monthly monitoring of results and forecasts at the corporate level.
- 2) Discussing and integrating the Strategic Planning, operating budget and follow-up Balanced Scorecard (BSC).
- 3) Integrate the forum for discussion of general policies and initiatives of the support functions.
- 4) Review critical business issues.

Sustainability Committee

Led by the Corporate Affairs and Sustainability Officer, who chairs it, and by the Comptroller General as vice-chairman, this committee plays a key role in the company's social and environmental performance, as the body that coordinates the initiatives related to the Strategic Sustainability Pillar, within the framework of the CCU Sustainability Management Model.

This committee is also responsible for proposing and/or updating those policies that operate as guidelines for the different projects, programs and management indicators related to the areas of the model. These policies are approved by the Management Committee.

The committee is made up of 15 top executives and deputy managers of the company, which met twice during 2020. During this period, we worked on giving continuity to the model and its "30 goals to 2030" in a year as complex as 2020. In addition, the quality of the information and its scope is being improved year by year. Thus, during 2020 we worked on the proper implementation of the Model in Uruguay, Paraguay and Bolivia.

The management areas and initiatives developed under the model, and in line with the definitions of this committee, are detailed in the Sustainability chapter of this report.

Business Conduct Committee

The function of this committee is to maintain the Code of Business Conduct up to date, ensure compliance with it, answer any queries made in accordance with the code, particularly those related to compliance with the law and regulations in force, and receive, hear and analyze any complaints received. It also recommends or imposes the application of the corresponding disciplinary measures.

The committee is composed of the Corporate Human Resources Officer (who chairs it), the CEO, the Corporate Controller Officer, the Corporate Administration and Finance Officer and the Legal Affairs Officer, who may be replaced by those who subrogate or replace them in the position. The Business Conduct Committee meets as often as necessary and at least twice a year.

In addition, the committee informs the company's Audit Committee on a semi-annual basis of all complaints, and reports the issue to the Audit Committee immediately if the matter is relevant or material.

COVID-19 Pandemic Committees

In the context of the global pandemic caused by COVID-19, which began to spread as of March 2020 in Chile and the regions in which we have presence, the clear need arose, as a company, to form



specific committees to ensure the health of our employees and collaborators, as well as the operational continuity of our business.

Based on the above, we created committees to monitor and cover the various issues, both nationally and in each of the countries where the company operates.

COVID-19 COMMITTEE

Composed of the members of the Directors' Committee. The committee has met with different periodicity according to the evolution of the pandemic and its impact on CCU. Daily meetings were held in March 2020, alternate days between April and June 2020, twice a week in July and from August 2020 until the end of 2020, once a week. It currently meets every two weeks to ensure operational continuity and the protection of people, and to exercise the functions of the Directors' Committee described above.

COVID-19 EPIDEMIOLOGICAL COMMITTEE

Chaired by CCU's General Controller, the committee has the epidemiologist Dr. May Chomalí as an advisor. The committee is made up of the Corporate Officers of Human Resources and Industrial Processes, the Business Unit Managers of CCU Chile, CCU Argentina, VSPT Wine Group, CPCh and the International Business Manager. The committee provides leadership regarding the definition of preventive measures, self-care and pandemic management protocols.

REGIONAL COMMITTEE FOR PEOPLE

Chaired by the Corporate Human Resources Officer of CCU, and in coordination with the human resource leaders of the Business Units of CCU Chile, CCU Argentina, CCU Uruguay, Bebidas del Paraguay, Bebidas Bolivianas, Central Cervecera de Colombia, VSPT Wine Group and CPCh. Its objective is to ensure the implementation of preventive measures for the protection of our workers in all of our facilities.

AD HOC CRISIS COMMITTEE

Chaired by CCU's General Controller, and composed of the Corporate Human Resources Officer, the General Manager of CCU Chile, the General Manager of CCU Argentina and the Corporate Manager of Industrial Processes, it proposes and defines transversal guidelines for managing the public health crisis.

Compensation

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CCU has a Compensation Policy that provides guidelines on salary equity and competitiveness. In order to ensure compliance, the company has an area specifically in charge of overseeing this issue, with a budget allocated to salary compensation for performance and a platform to conduct job performance evaluations. In addition, in order to be informed regarding the current ranges of salaries in the market, the company conducts periodic studies.

BOARD OF DIRECTORS' COMPENSATION

The remuneration of the members of the Board of Directors as well as the Directors' Committee and the Audit Committee is approved annually by the Ordinary Shareholders' Meeting. As agreed at the 117th Ordinary Shareholders' Meeting of the Company on April 15, 2020:

- (i) The annual remuneration of the board members consists of a monthly per diem for attendance of 100 Unidades de Fomento gross for each board member and 200 Unidades de Fomento gross for the Chairman, for attendance to the Board of Directors meetings, independent of the number of sessions held in the period, plus an amount equivalent to 3% of the dividends that were distributed, for the Board of Directors as a whole, calculated on a maximum amount equivalent to 50% of the distributable net income, to be distributed at the rate of one ninth for each board member and in proportion to the time that each one has served in the position during the year 2020, to be paid at the same opportunity in which the dividend or dividends, as the case may be, are made available to the shareholders. In the event that the dividends distributed exceed 50% of the distributable net income, the percentage will be calculated on a maximum of 50% of such net income.
- (ii) In turn, each of the board members who are members of the Directors' Committee receives a monthly attendance allowance, regardless of the number of meetings held during the period, of 50 Unidades de Fomento gross, plus what corresponds to him/her as a percentage of the dividends in his/her capacity as a board

member of the Company, until completing the additional one third established in Article 50 bis of the S.A. Law and Circular No. 1.956 of the CMF.

- (iii) Additionally, the board members who are members of the Audit Committee, as well as those appointed as observers of the same, receive a monthly attendance allowance, regardless of the number of meetings held during the period, amounting to 50 Unidades de Fomento gross.

REMUNERATION FOR EXECUTIVE AND PROFESSIONAL PERSONNEL

The compensation structures for executive and professional personnel are defined based on a job evaluation that methodologically determines the contribution or value of the position for the organization, as well as internal salary bands that are built based on market surveys. The methodology used for the evaluation of positions is Mercer's IPE. With this method, we can guarantee that the management of compensation is non-discriminatory.

CCU grants top level managers, senior executives, professionals and technicians a single annual bonus which is optional, discretionary and variable and non-contractual, and which is assigned based on the degree of accomplishment of individual and corporate goals, and considering the company's annual results.

In the case of unionized labor, compensation structures are defined based on market values and, regarding benefits and salary readjustments, these are determined by collective negotiations. Every year, management presents each employee his or her salary and the merit increase associated with the performance evaluation. In this personalized meeting, the employee can express concerns and queries regarding their compensation.

The salary adjustment is determined by taking into account the performance evaluation score and the position within the salary band corresponding to each employee's level within the company. The result of these adjustments is approved by CCU's General Management, within the framework of the budget allocated for this process.



Senior Management

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Name	Position	Date of appointment
Patricio Jottar Nasrallah	Chief Executive Officer CCU S.A.	01/07/1998
Jesús García Sánchez Reyes	Comptroller General	11/05/2015
Felipe Dubernet Azócar	Corporate Administration and Finance Officer	31/01/2014
Felipe Benavides Almarza	Legal Affairs Officer	16/03/2015
María Gabriela Ugalde Romagnoli	Corporate Human Resources Officer	02/04/2018
Sebastián Landi	International Business Manager	04/11/2019
Antonio Cruz Stuvén	Strategic Planning and New Business Manager	05/06/2017
Juan Martín Vannicola	Corporate Manager of Industrial Processes	01/04/2020
Martín Rodríguez Guiraldes	Change and Innovation Management Manager	01/03/2015
Marisol Bravo Leniz	Corporate Affairs & Sustainability Officer	01/06/1994
Francisco Diharasarri Domínguez	General Manager CCU Chile	01/10/2003
Pedro Herane Aguado	General Manager Viña San Pedro Tarapacá S.A.	01/04/2013
Domingo Jiménez Manterola	General Manager Compañía Pisquera de Chile S.A.	16/08/2018
Fernando Sanchis	General Manager Compañía Cervecerías Unidas Argentina S.A.	15/05/1995

Juan Martín Vannicola took over the position from Ronald Lucassen on 31.03.2020.

Ethics and transparency

CCU bases its ethical conduct and transparency on its corporate Purposes and Principles, strictly respecting laws and regulations, through policies, procedures, standards and internal codes. The importance of managing this relevant aspect for the company's business activity lies in maintaining trust and long-term relationships with all of our stakeholders.

CCU has Ethics and Compliance guidelines, which are mainly reflected in the Code of Conduct of the Board of Directors, the Code of Business Conduct (CCN), the Market Information Management Manual, the Corporate Human Rights Policy and the Diversity and Inclusion Policy, among other guidelines available on the corporate website www.ccu.cl, section CCU Publications / Policies and Codes.

As of December 2020, 100% of the employees of CCU and subsidiaries have received audiovisual and digital information on aspects related to the Code of Business Conduct. In addition, they are available on the website and corporate intranet.

The company also has a Business Conduct Committee, whose function is to keep the CCN updated, ensure its compliance, resolve any queries made, particularly those related to compliance with the law and regulations in force, as well as channeling, knowing and analyzing the complaints received. It also recommends or imposes the application of disciplinary measures to the unit to which the employee involved in a complaint belongs.

The committee is composed of the Corporate Officer of Human Resources, who presides over it, the CEO, the General Comptroller, the Corporate Administration and Finance Officer and the Legal Affairs Officer, who may be replaced by the persons who replace them in the position. The committees meetings and agreements are constituted by the absolute majority of its members. In the event of a tie, the person chairing the meeting shall decide the vote.

It must also inform CCU's Audit Committee every six months of any complaints received, or immediately inform the Audit Committee if they are relevant or material.

Responsible Conduct in Tax Matters

With respect to compliance and commitment to tax regulations, the company respects the following guidelines:

- CCU's purpose is to comply with the substantive and formal tax regulations in force in each of the countries where it operates.
- The company seeks to maintain a fluid and transparent relationship with the tax authorities of the countries in which it conducts its business.
- The company will pay taxes in the countries where it carries out its activities, as applicable.
- For the purposes of regulating its intra-group transactions, CCU follows the OECD transfer pricing guidelines.
- CCU has no investments in tax havens.

Whistleblower channels

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According to Law 20.393, all legal entities must demonstrate due control over the business conduct of their managers, employees and external collaborators. The Sarbanes-Oxley Act (SOX), section 301, states that non-U.S. companies listed on U.S. stock exchanges must establish a confidential and anonymous whistleblower channel through their Audit Committee.

The CCU Whistleblower Channel, managed by an external and independent service (Fundación Generación Empresarial), allows the reception and management of complaints, guaranteeing the confidentiality of the information provided, as well as the anonymity of the whistleblower and the avoidance of any type of retaliation.

CCU employees, customers, suppliers, contractors and the general public have access to this channel. It maintains a two-way link with the whistleblower, to address any claim or complaint about actions or behaviors that may be contrary to legal regulations or the principles set out in the Code of Business Conduct.

The Whistleblower Channel may be accessed as follows:

- **Website:** The whistleblower may go on any official CCU operations web platform -in Chile, Argentina, Uruguay, Paraguay and Bolivia- and make their complaints anonymously, confidentially and securely.
- **Direct:** If the whistleblower does not require confidentiality, he/she may report his/her complaint directly through his/her department or unit.

At CCU, a summary of all complaints received, their analysis and action plans to be implemented is presented to the Audit Committee every six months and to the Business Conduct Committee on a monthly basis.

Crime Prevention Model

205-1 205-2

CCU has a Crime Prevention Model (MPD), which contains all the elements to prevent a series of offenses within the framework of business management, as dictated by Law 20.393, which establishes the Criminal Liability of Legal Entities in the case of Chile. As for the situation in Argentina, CCU is implementing an Integrity Program, in accordance with Law 27.401 of that country.

In addition, the company has a Crime Prevention Officer, appointed by the Board of Directors, who presents the management of the Crime Prevention Model adopted by the company to the Board every six months. His/her powers are detailed in the Crime Prevention Policy, while his/her means and resources have been established by the Board of Directors.

In 2020, CCU complied with the monitoring and audits of the model, through dissemination activities to prevent, detect and respond to the occurrence of crimes in the company. In this context, both the Board of Directors and the Executive Committee received information on anti-corruption issues during the reporting period.

In the implementation of the MPD, we identified all processes that, by their nature, were exposed to the risk of corruption, and we evaluated the existing mitigation measures. In this way, new controls were implemented to reasonably ensure that these risks could not materialize.

In addition, as CCU is listed on the New York Stock Exchange, the company must comply with SEC requirements and the COSO 2013 framework, which requires maintaining an adequate environment of control, which is evaluated through the operation of the Entity Level Control.

Risk management

102-30 102-15

The risk factors inherent to the emerging markets where CCU operates are important. These factors have an impact on the execution of the investment program, the nature and degree of future competition in the company's main business segments, as well as political and social events, economic and financial conditions and consumer confidence.

Regulatory changes, the availability and cost of raw materials, and events such as natural disasters, some of which are associated with the phenomenon of climate change, also have an impact.

The company's risk management process is called Strategic Risk Management (SRM) and involves the company's Board of Directors and senior management, including subsidiaries. It is based on COSO, a standard for risk analysis - control, which contains elements oriented to cover Strategic, Operational, Financial Reporting and Compliance Risks. Its mission is to reasonably ensure compliance with the Company's objectives in accordance with its risk propensity.

The GRE system is managed by CCU's General Controller and is incorporated into CCU's Strategic Planning Management Process, which establishes the objectives and indicators in a three-year horizon and the strategic priorities in an annual cycle. Thus, from the GRE process, the Strategic Risk Maps and their Mitigation Plans are obtained, according to an established procedure that defines the stages of analysis, responsibilities and follow-up. It should be noted that GRE is related to Internal Audit through the process map and the resulting risk management policies must be approved by the Board of Directors.

In this context, the company performs a sensitivity analysis of financial risks, such as exchange rate and interest rate. At CCU's plants, well levels and water quality are permanently controlled and monitored, as this is a fundamental input for the company's business activity (More information in the CCU 2020 Financial Report).

Regulatory compliance

307-1 419-1

During 2020, in Chile we received nine fines for a total of 570 UTM and one fine for a total of 20 Minimum Monthly Income (IMM), corresponding to inspection infractions by the Labor Directorate. In addition, we registered a reprimand and a fine of 30 UTM for displaying food advertising with attractive elements for minors and/or without a healthy message (violation of Law 20.606 and DS 13 and DS 1 of the Ministry of Health).

Our subsidiary in Bolivia, Bebidas Bolivianas, was notified by the Autonomous Municipal Government of El Alto (GAMEA) with a payment settlement for unauthorized corporate advertising, which consisted in the painting of facades in the Municipality of El Alto - La Paz in the 2015, 2016 and 2017 managements. The total payment for regularization, plus the fine for late payment, amounts to Bs. 76,512.

Memberships and Associations

102-12 102-13 DSCC.19

Since 2000, the United Nations (UN), through its Global Compact initiative, has promoted the incorporation of economic, good governance, social and environmental criteria in the activities of both public and private organizations. It seeks to jointly address the major sustainability challenges facing society today.

CCU has adhered to this initiative since 2003, being one of the pioneering companies at the local level. These commitments entail responding to the 17 Sustainable Development Goals by 2030.

The following table highlights some programs, plans and initiatives that allow us to visualize CCU's alignment with the United Nations SDGs:

	Association, group or initiative	Description	CCU Participation
1	AB Chile	Association representing the country's food and non-alcoholic beverage industry.	ECCUSA
2	ACCIÓN Empresas	Non-profit organization that brings together member companies and collaborating entities committed to Corporate Social Responsibility and Sustainable Development.	CCU S.A. y VSPT Wine Group
3	Asociación Chilena de Empresas de Bebidas Espirituosas Pro Consumo Responsable (APROCOR)	Institution formed by the main representatives, importers and producers of alcoholic beverages operating in Chile.	CPCh
4	Asociación de Industriales de Antofagasta (AIA)	Business guild focused on being leaders in sustainable development.	ECCUSA
5	Asociación de Industriales Área Norte A.G. (AsiaNor)	Non-profit trade association made up of industrialists from the Northern Area of the Metropolitan Region.	ECCUSA y Cervecera CCU Chile
6	Asociación Gremial de Fabricantes y Distribuidores de Licores y Bebidas Espirituosas de Chile (AFLECHI)	Trade association that looks out for the good of the industry and its consumers.	CPCh
7	Asociación Gremial de Industriales del Plástico (ASIPLA)	Trade association that seeks to be a meeting and information exchange point for the development of the sector.	PLASCO
8	Asociación Gremial de Industrias Proveedoras (AGIP)	Trade association of the food, cleaning products, household, beverages, beer and liquors, personal hygiene and beauty.	ECCUSA
9	Asociación Nacional de Avisadores (ANDA)	Trade association made up of the country's companies that invest in advertising.	ECCUSA y Cervecera CCU Chile
10	Asociación de Productores de Cerveza de Chile (ACE-CHI)	Guild that gathers and represents the main companies of the national beer industry.	CCU S.A. y Cervecera CCU Chile
11	Cámara de Comercio e Industrias de Valdivia (CCIV)	Represents the interests of a large part of the commercial and industrial universe of Valdivia.	Cervecería Kunstmann S.A.
12	Cámara Chileno - Alemana de Comercio e Industria (CAMCHAL)	A non-profit trade association. It is a powerful platform for business, technology transfer and know-how.	Cervecería Kunstmann S.A.
13	Centro de Innovación UC Anacleto Angelini	Promotes multidisciplinary innovation initiatives through high-impact entrepreneurship projects and programs.	CCU S.A.
14	Cerveceros Latinoamericanos	Non-profit association that brings together beer producers in Latin America.	CCU S.A.
15	Corporación para el Desarrollo de la Región de los Ríos (CODEPROVAL)	A private, pluralistic, non-profit corporation that seeks to enhance the development of the Los Ríos Region, promoting citizen participation in local and regional activities together with unions, universities and the business sector.	Cervecería Kunstmann S.A.
16	Corporación para el Desarrollo Productivo de la Araucanía (CorpAraucanía)	Non-profit private legal entity, made up of the main business associations, universities, labor unions, private companies and public institutions related to productive activity and the promotion of business and investment in the IX Region.	Cervecera CCU Chile

	Association, group or initiative	Description	CCU Participation
17	Generación Empresarial	Non-profit entity, dedicated to promoting and strengthening ethics in labor.	CCU S.A.
18	Instituto Chileno de Administración Racional de Empresas (ICARE)	Private non-profit corporation, independent of union and political interests, with the purpose of promoting business excellence in the country.	VSPT Wine Group
19	Multigremial de la Araucanía (ASIMCA)	Trade association that seeks to promote the economic and productive development of the region's and country's industry, through the promotion and proposal of both public and private policies. Private non-profit entity, whose mission is the rationalization, development and protection of the activities of the industrialists of the provinces of Malleco and Cautín.	Cervecera CCU Chile
20	Pacto Global	United Nations initiative that provides a general framework to promote sustainable growth and civic responsibility of public and private organizations.	CCU S.A.
21	Pride Connection	Network of companies that seeks to promote inclusive work environments for diversity, and to generate connections in order to attract talent to the different organizations that form part of the network.	VSPT Wine Group
22	Sociedad de Fomento Agrícola de Temuco A.G. (SOFO)	Organization that brings together agricultural producers in the IX Region.	Cervecera CCU Chile
23	Sociedad de Fomento Fabril (SOFOFA)	Non-profit trade federation that brings together companies and associations linked to the Chilean industrial sector.	CCU S.A.
24	Universidad de California, Davis (UC Davis Chile)	Public university in the United States that runs the Center for Innovation in Life Sciences in Chile, with a focus on the requirements of the country's agri-food sector.	VSPT Wine Group
25	Wines of Chile (WoC)	Non-profit, private trade association that represents Chile's wine producers. They were two independent institutions that were unified some time ago, WOC dedicated to exports and VCH to the domestic market.	VSPT Wine Group
26	APP	Pisco Producers Association.	CPCh
27	Asociación de Viñas del Valle del Maipo	Not yet constituted, its creation was put on hold due to the pandemic. The purpose of the association will be to promote the development and positioning of the common activity of its associates, which is wine tourism and the production of wines with denomination of origin Maipo Valley. Constitution of the association stand by due to the pandemic.	VSPT Wine Group
28	Asociación de Viñas del Valle de San Antonio	A private organization of Viñas del Valle de San Antonio. Created in 2019, its purpose is the dissemination, promotion, development and protection of the San Antonio Valley and the Designation of Origin of its emblematic grape varieties and protection of the environment in which it develops and the sustainable production of its wines, as well as the promotion and support of wine tourism and gastronomy linked to the valley.	VSPT Wine Group

Association, group or initiative		Description	CCU Participation
29	Ruta del Vino Curicó	Founded in 2002 as a closed corporation composed of 11 vineyards located in the Curicó Valley. Its objectives are to promote the wines and traditions of the valley, to be a leading wine tourism company in Chile, and to promote the valley through guided tours and special events.	VSPT Wine Group
30	Asociación Valle de Casablanca	The Casablanca Valley Wine Business Association was created as a trade organization in July 2001. It brings together both wine-producing entrepreneurs and grape growers, with the objective of defending and disseminating the characteristics of the Casablanca Valley, in all aspects related to its appellation of origin.	VSPT Wine Group
31	Ruta del Cachapoal	Trade association that was born in 2019 and is made up of 21 organizations related to tourism in the valley (including 13 wineries). Its objective is to make the Cachapoal Valley into one of the most outstanding wine producing and wine tourism destination valleys in Chile, thanks to the quality of its products and services. The organization also aspires for the valley to be recognized internationally, by contributing to the promotion of Chilean wine and the Cahapoal valley.	VSPT Wine Group
32	SOFOFA HUB	Corporation founded by SOFOFA with the mission to manage the national and international demand and supply of innovative services and solutions in different industries and technologies, to increase Chilean companies' spending and investment in research, development, innovation and entrepreneurship (R+D+i+e).	CCU S.A.

Economic performance



CCU's business activity is based on three pillars: Profitability, Growth and Sustainability. This chapter will address the milestones for the first two.

In 2019, we put in place the 2019-2021 Strategic Plan, which includes six strategic objectives:

- 1 Grow profitably in all business units.
- 2 Continue to strengthen the company's brands.
- 3 Continue to innovate.
- 4 Continue executing the ExCCelencia CCU efficiency plan.
- 5 Continue working towards the integral development of our employees.
- 6 Continue caring for the planet, through the Environmental Vision 2030, which is part of the updated CCU Sustainability Management Model, "30 goals to 2030".

With this roadmap, the company seeks to consolidate the categories in which it leads and grow regionally, standardizing best practices. Below are 2020's fiscal year's main results, as well as the figures related to the generation and distribution of the company's value to stakeholders.

1. FINANCIAL SUSTAINABILITY

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In 2020, sales revenues of CCU and its subsidiaries increased by 1.9%, reaching \$1,857,594 million Chilean pesos ("CLP"). The increase in revenues was explained by a 2.2% increase in consolidated volumes, partially offset by a 0.3% decrease in average prices in CLP. The higher volume was achieved despite the strong negative impact of the pandemic on our volumes between April and August, which presented a "v" shaped recovery during the year, as follows: 6.4% growth in 1Q20, a 12.0% drop in 2Q20, a slight contraction of 1.8% in 3Q20, and a strong growth of 10.6% in 4Q20.

The decrease in average prices in CLP is largely explained by the 12.1% drop in the International Businesses Operating Segment¹, largely attributable to the depreciation of the Argentine peso ("ARS") against the CLP, which was not fully offset by the increase in local currency prices.

¹ See section 03 Activities and Business in 2020 Annual Report 2020.

Gross Profit decreased by 4.4%, reaching CLP 873,558 million. This lower Gross Profit was the result of an 8.3% increase in Cost of Sales, partially offset by the higher revenues mentioned above. In turn, the higher Cost of Sales is mainly explained by the higher volume and the adverse impact that the depreciation of the CLP and ARS against the US dollar ("USD") had on our USD-denominated costs. This was partially offset by revenue management initiatives, efficiencies generated from our "ExCCelencia CCU" plan and lower raw material costs. As a result, Gross Margin as a percentage of Sales Revenues decreased from 50.2% to 47.0%.

Administrative, marketing and distribution (or MSD&A) expenses remained stable compared to last year, and as a percentage of sales revenue improved by 72 bps, thanks to expense control initiatives through the "ExCCelencia CCU" program in all of our operating segments.

Adjusted Operating Income (or EBIT) decreased 19.2% to CLP 186,591 million, and Adjusted Operating Income before Depreciation and Amortization (or EBITDA) decreased 11.7% to CLP 296,405 million, representing a drop in EBITDA margin from 18.4% to 16.0%.

At the non-operating level, 2020 reported a loss of CLP 42,988 million, a decrease of 4.9% compared to last year's loss of CLP 45,187 million, mainly due to: (i) a higher foreign exchange gain of CLP 11,606 million, mainly in Argentina, (ii) a lower loss in income from joint ventures and associates of CLP 7,995 million, mainly due to a higher contribution

from Colombia, and (iii) a lower loss of CLP 7,826 million in Results from adjustment units, mainly explained by lower inflation in Argentina compared to the previous year.

These effects were partially offset by: (i) a lower result in Other gains/(losses) of CLP 14,567 million, mainly explained by losses on forward contracts entered into to reduce the impact of exchange rate fluctuations on our foreign currency denominated assets, and a non-recurring negative effect of CLP 6,029 million in 4Q20, due to impairment of the business in Bolivia and land impairment losses; and (ii) a higher net Financial Expense of CLP 10,660 million mainly due to higher Cash and cash equivalents held in 2019 for tax payments related to the 2018 Transaction² with ABI, and higher financial debt.

Income Taxes reached CLP 35,408 million, decreasing 11.4% compared to the prior year, mainly explained by a lower pre-tax result.

As a consequence of the aforementioned performance, net income decreased by 26.1%, reaching CLP 96,152 million.

In Colombia, where we have a joint venture with Postobón S.A. and its related companies ("Grupo Postobón"), in 2020 we reached a volume of more than 1,5 million hectoliters, registering 21.2% in annual growth, while the rest of the industry contracted. This positive performance, despite the challenging environment, allowed us to practically double our market share in 2020. The consistently positive trend in Colombia

is the result of continued improvement in the strength of our brands, and distribution and sales execution. In terms of financial results, and in line with increased business scale, we achieved positive EBITDA during the second half of the year, with four consecutive months of positive EBITDA since September.

In 2020, in the context of the pandemic, we were able to protect our people, support the community and continue to operate in all the countries where we are present, while maintaining the financial health of our company. At the same time, we protected the scale of our business through volume growth and laid the foundation to gradually restore profitability levels over time through revenue management initiatives and efficiencies.

Looking ahead, during 2021 CCU will continue to work to consolidate its regional leadership as a multi-category beverage company, focused on achieving profitable and sustainable growth.

² For further information see Note 1, letter C of our Consolidated Financial Statements as of December 31, 2020.

Consolidated Financial Results

Consolidated (Millions of CLP)	2020	2019
Sales Revenues	1,857,594	1,822,541
EBIT ⁽¹⁾	186,591	230,808
EBIT Margin (%)	1.0	12.7
EBITDA ⁽²⁾	296,405	335,829
EBITDA Margin (%)	16,0	18,4
Net Income	96,152	130,142
Volume (Thousands of Hectoliters)	30,693	30,032

(1) Adjusted Operating Income (or EBIT), is defined by the company as Income (Loss) before Other Income (Loss), Net Financial Expenses, Income from Joint Ventures and Associates accounted for by the equity method, Exchange Differences, Income (Loss) per unit of restatement and Income Taxes. EBIT is equivalent to Adjusted Operating Result used in Form 20-F.

(2) EBITDA (or ROADA in Spanish), is defined by the company as Adjusted Operating Income before Depreciation and Amortization, EBITDA is equivalent to ORBDA (Adjusted Operating Result before Depreciation and Amortization), used in the Form 20-F.

Chile Operating Segment

The Chile Operating Segment showed an increase in volumes of 3.4%, reaching 20,5 million hectoliters, while average prices increased by 3.2%, mainly due to revenue management initiatives and a positive mix effect between categories, which more than offset the negative impact of the pandemic on higher margin consumption occasions. This allowed us to achieve a 6.7% increase in sales revenues, totaling CLP 1,242,763 million.

Cost of sales increased by 15.9%, mainly explained by a 12.1% increase in Cost of sales per hectoliter, as a consequence of the 12.8% depreciation of the CLP against the USD, and its impact on costs related to this currency, and a mix effect between categories, partially offset by lower raw material costs.

As a result, the Gross Margin - as a percentage of sales revenues - decreased from 53.6% to 49.6%, MSD&A expenses increased 3.4% over the previous year and, as a percentage of sales revenues, decreased from 36.9% to 35.7%. Thus, EBIT decreased 12.9% to CLP 174,662 million, and the EBIT margin decreased from 17.2% to 14.1%. At the same time, EBITDA contracted by 8.2% to CLP 244,768 million, and the EBITDA margin decreased from 22.9% to 19.7%.

International Business Operating Segment

The International Business Operating Segment, composed of Argentina, Bolivia, Paraguay and Uruguay, showed a 1.3% decrease in volumes, reaching 8,8 million hectoliters. This performance was mainly explained by the negative impact that the restrictions, imposed due to the pandemic, had on consumption occasions, mainly in the second and third quarters.

The average price in CLP decreased 12.1%, mainly explained by the depreciation of the ARS against the CLP, which exceeded the price increase in local currency. As a result, sales revenues decreased 13.3% to CLP 402,829 million.

Cost of sales per hectoliter in CLP decreased 6.5%, mainly due to a translation effect from the depreciation of the ARS against the CLP, since in local currency the Cost of sales per hectoliter increased as a consequence of the devaluation of the ARS against the USD, and its impact on USD-denominated costs, and the impact of inflation. Therefore, Gross Margin as a percentage of Sales Revenues decreased from 46.4% to 43.0%. On the other hand, MSD&A, as a percentage of Sales Revenues, increased from 45.2% to 47.0%, mainly due to the strong inflation in Argentina.



Consequently, EBIT was negative CLP 1,351 million, EBITDA decreased 48.2% to CLP 24,201 million, and the EBITDA margin.

Wine Operating Segment

The Wine Operating Segment recorded a 10.2% increase in volumes, reaching 1,5 million hectoliters, driven by the domestic business in Chile and Argentina. The average price in CLP increased by 0.5%, driven by higher export revenues as a consequence of the appreciation of the USD, partially offset by a negative mix effect. As a result, sales revenues rose 10.8% to CLP 235,210 million.

Cost of sales per hectoliter decreased 1.7%, as a result of lower wine costs. As a result, Gross Profit increased 14.5% and as a percentage of sales revenues Gross Margin increased from 39.4% to 40.7%, MSD&A expenses increased 16.5% and as a percentage of sales revenue rose from 26.2% to 27.5%. As a result, EBIT increased 10.7% to CLP 31,529 million, and the EBIT margin remained stable at 13.4%, EBITDA increased 12.5% to CLP 43,105 million, increasing the EBITDA margin from 18.0% to 18.3%.

2. MARKET SHARE

2020 MARKET SHARE



- (1) Weighted average of all categories in which CCU participates based on market shares of each category and weighted by internal estimates of market sizes (updated as of February 2021). Market share sources: Nielsen for Chile and domestic wines; Ernest & Young (EY) for Argentina; ID Retail for Uruguay; CCR for Paraguay (except waters, which corresponds to internal estimate); CIESMORI for Bolivia (except soft drinks, which corresponds to internal estimate); Asociación de Viñas de Chile for wine exports. Figures updated annually.
- (2) Excludes HOD and powdered juices.
- (3) Includes beers in Argentina; beers, soft drinks, nectars, mineral and flavored waters in Uruguay; beers, soft drinks, nectars and mineral water in Paraguay; beer, malt and soft drinks in Bolivia.
- (4) Includes domestic and exported wines from Chile. Domestic wines from Nielsen source, exported wines according to market reported by the Chilean Wine Association. Excludes bulk wine.

3. OPERATIONAL EXCELLENCE

103-1 103-2

The Total Productive Management (TPM) methodology implemented by CCU seeks to establish a way of working that is geared towards efficient process at all levels of the organization, and its objectives are consistent with the company's Strategic Business Plan and Sustainability Management Model.

Thus, the nine pillars of TPM; Safety, Health and Environment (HSE), People and Organization Development (POD). Quality, Asset Control and Autonomous Maintenance (AC/AM), Focused Improvement, Logistics, Projects, Scheduling and 5S, are focused on reducing losses in our processes, with the goal of operating at a world class level. Some examples of the types of industrial losses that TPM seeks to identify and eliminate are:

- 1 **Zero Accidents:** Zero risks, zero unsafe behavior, zero accidents.
- 2 **Zero Neglected Areas:** Zero sources of contamination, zero man/crane contact points.
- 3 **Zero Defects:** Zero complaints, zero product and material deviations, zero material losses.

4 Zero Faults: Zero interventions on machines during production, zero extra expenses in maintenance, zero time lost, zero rush.

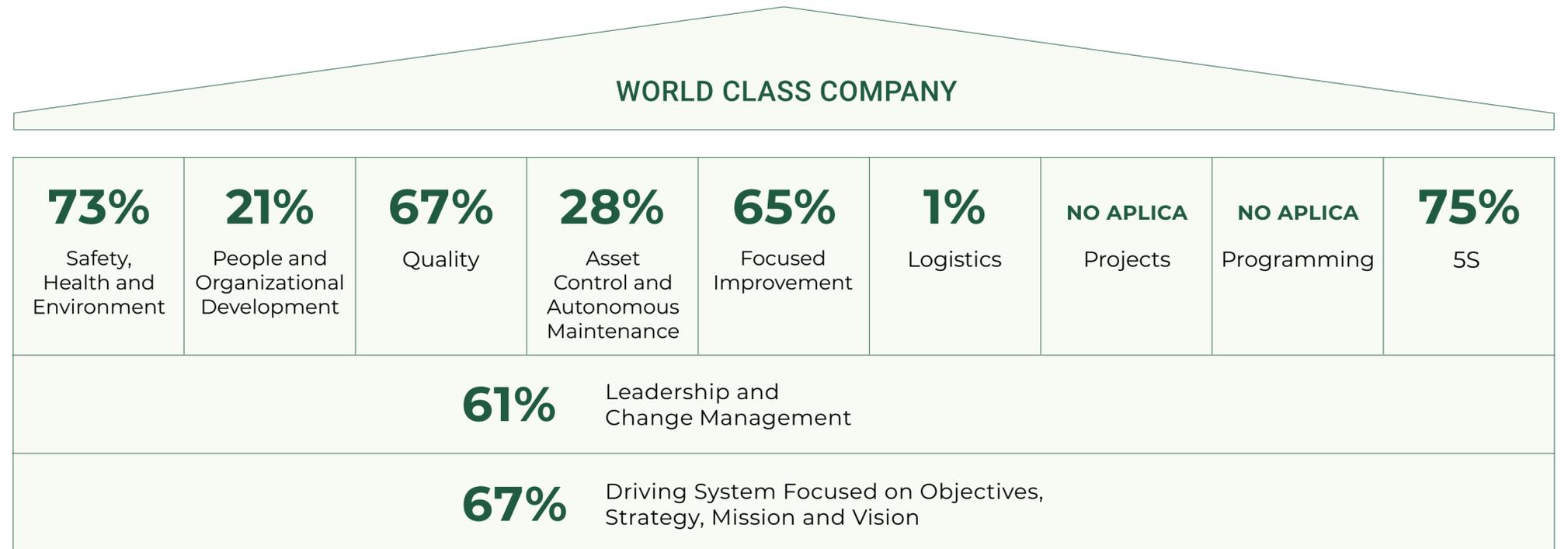
5 Zero Waste: Zero product losses, zero overtime, zero water leaks, zero steam leaks, zero waste of electrical energy and CO2.

6 Zero Competency Gaps: Zero unmotivated personnel, zero unrecognized personnel.

As the first foundation of these TPM pillars, the Driver System supports the pillars by prioritizing, focusing, planning and tracking the improvement teams and investments needed to reach positive results. This foundation has a main indicator called ICEO (Composite Index of Operational Excellence), integrated by the 23 indicators of Productivity, Efficiency, Quality and Environment.

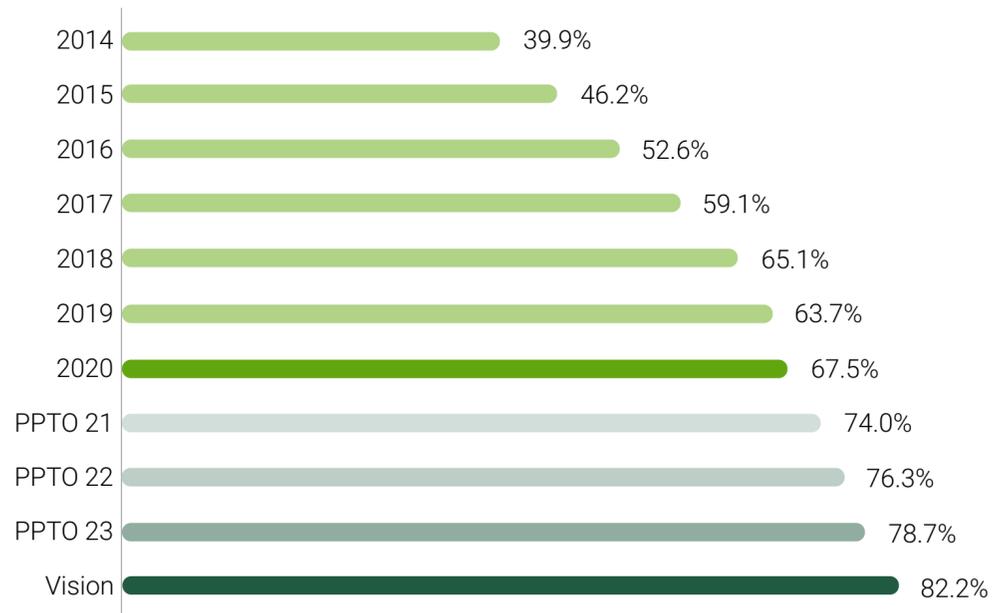
The second foundation is the development of Leadership and Management of the cultural change that TPM seeks, through communication, involvement and empowerment of all people in the company.

Each of the pillars is evaluated once a year, through an audit that includes the key elements for continuous improvement. In this case, and according to the audit performed, this period the level of compliance in the implementation of the TPM pillars was the following:



 Level of ICEO progress considering the year of TPM implementation ("Year Zero" or Baseline, 2014), it is possible to state that the ICEO had an increase from 63.7% in 2019 to 67.5% in 2020, in a scale that has as a final goal a World Class level (of 100%).

ICEO Level of Progress



2020 Project Highlights

The improvement projects and teams implemented in the operations make the impact of TPM on ICEO's main objectives visible. Among them, the following stand out:

- **Safety Pillar:** Restoration of basic conditions and horizontal expansion of key safety standards; implementation of key safety processes and reduction of operational risk; building a safety culture through everyone's participation and commitment.
- **Autonomous Maintenance and Asset Control Pillar:** Expansion of Step 1-3 autonomous maintenance in eight plants and more than 40 Step 3 certified machines; creation of a strong link

between the TPM pillars; development of technical skills and understanding of the operating principle.

- **5S Pillar:** Restoring basic conditions and improving 5S Standards / Culture; 38% of all crossings between man and forklift eliminated; building a zero-loss culture: 16 production areas with zero sources of dirt.

4. TECHNOLOGICAL CHANGE

CCU is on a path of technological improvement that will impact the way the company works, providing better information for making decisions and more time and resources for employees. These initiatives include:

- 1 Development and internal testing of artificial intelligence and machine learning tools, in order to optimize the use of data to support sales and distribution processes.
- 2 Implementation of the first Robotic Process Automation (RPA) program, in order to automate routine tasks and liberate time for other functions.
- 3 Overhaul of the IT support service for the entire company, with a new emphasis on proximity and speed, thanks to a new Service Desk and the Operations and Usability department.
- 4 Strengthen cybersecurity, through the Security Committee and a new Information Security department.
- 5 Development of an APIS "Service Bus" platform, which allows systems and suppliers to integrate with different software in a simple and secure manner.

- 6 Incorporation of Uruguay and Paraguay to Google's GSuite communication and collaboration platform, enhancing the regionalization of our systems.

Cybersecurity

In line with international best practices, the company has a Security Committee to manage information security and cybersecurity issues at the regional level. The Administration and Finance Department is responsible for information security and cybersecurity. Meanwhile, cybersecurity matters are analyzed in the Executive Committee and in quarterly Board of Directors' meetings.

Digital Transformation

As we continue to promote paperless options, we implemented the "Issuance of Electronic Waybills", as well as the system for electronic tax documents "DTE" and a portal for downloading them was implemented, in order to make these documents available to all the company's business units.

We are also working on the Paperless project to implement a document manager in the Financial Processes and Human Resources departments, which will enable them to digitalize more than six million documents per year.

INNOVATION IN TIMES OF THE PANDEMIC

The public health crisis caused by COVID-19 permitted CCU to learn just how much the company could adapt and be flexible. The company faced the pandemic in a transversal manner, taking into consideration all the people with whom it interacts. We began to innovate from the very beginning, as of March, consistently, to help in different ways. We innovated by using technology to support customers and consumers and using our production processes to collaborate in a tangible way to confront the public health crisis.

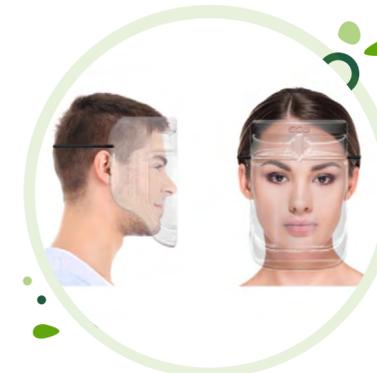
CCU Alcohol Gel



CCU Alcohol Disinfectant



Face Shields



Humanitarian Flight



Project	<ul style="list-style-type: none"> Alcohol Cristal Cero and Heineken 0.0 107 thousand units (57 thousand liters) in 500 and 250 cc formats 	<ul style="list-style-type: none"> Alcohol pisco 14 thousand units (70 thousand liters) in 5-liter format 	<ul style="list-style-type: none"> 3.0 PET Preforms 160 thousand units 	<ul style="list-style-type: none"> Chile – Colombia flight 160 people
Scope	<ul style="list-style-type: none"> Ministry of Health (healthcare personnel) through Cenabast Ministry of Social Development (homeless people) Metropolitan Municipality (Municipal Officials) 	<ul style="list-style-type: none"> Ministry of Health (healthcare personnel) through Cenabast Intendencia of Coquimbo (Eleam of the region) 	<ul style="list-style-type: none"> Ministry of Health (healthcare personnel) through Cenabast CCU customers Metropolitan Municipality (Municipal Officials) Gendarmerie 	<ul style="list-style-type: none"> Chancellery Chilean and Colombian citizens

Strength for our Heroes



PCR Team



UDD Team



CCU Products



Project	<ul style="list-style-type: none"> ● Snack packs ● CCU, Carozzi, Pepsico Nestlé and Watts ● 45 thousand snacks 	<ul style="list-style-type: none"> ● VSPT Wine Group's PCR equipment loan contract ● 1 team 	<ul style="list-style-type: none"> ● Equipment for COVID-19 study ● Equipment financing 	<ul style="list-style-type: none"> ● Non-alcoholics CCU ● 220 thousand liters
Scope	<ul style="list-style-type: none"> ● Ministry of Health (healthcare personnel Hospitals in V Region, VI Region, VII Region and V Region, VI Region, VII Region and RM) 	<ul style="list-style-type: none"> ● Hospital Metropolitano ● Citizens 	<ul style="list-style-type: none"> ● Instituto de Ciencias e Innovación en Medicina, C Alemana UDD 	<ul style="list-style-type: none"> ● Municipalities, Foundations, Hospitals, Firefighters and Police

Barley Bread in Punta Arenas



Safe Store (Almacén Seguro)



Yo Invito (I Invite), ReserBar and #BackToTheBars



TuMesa.cl (YourTable.cl) and Bar QR



Mi Carro CCU (My Cart CCU)



<p>Project</p>	<ul style="list-style-type: none"> • Donation of bread made with malted barley and yeast from Beer 1520 • Bendito Pan Bakery • 45 loaves per week between September and December 2020 	<ul style="list-style-type: none"> • Kit consisting of case separators, cooler handles, self-care stickers and face shields. • 10,000 customers • 120,000 face shields 	<ul style="list-style-type: none"> • For the advance purchase of a beer, CCU gives away the second round free of charge, Brands Cristal, Escudo, Royal Guard, Heineken, Kunstmann and Austral. • 1,340 cups of schop at 271 locations. • Four snacks for \$5,000, Pisco Mistral brand • 294 tickets in 35 bars 	<ul style="list-style-type: none"> • Virtual platform to review restaurant menus and promotions • 754 clients 	<ul style="list-style-type: none"> • Online sales platform that allows 24/7 ordering • 100 thousand clients
<p>Scope</p>	<ul style="list-style-type: none"> • Cvirata Retirement Home 	<ul style="list-style-type: none"> • Storekeepers, grocers, retailers, purchasing channel and wholesalers 	<ul style="list-style-type: none"> • Bars, soda fountains and restaurants 	<ul style="list-style-type: none"> • Bars, soda fountains and restaurants 	<ul style="list-style-type: none"> • Grocery stores, wholesalers, wholesalers, newsstands, bars and restaurants

Argentina



Bolivia



Colombia



Paraguay



Uruguay



Project

- Alcohol gel development with Unilever
- Food delivery
- Delivery of CCU beers
- Healthcare System Support
- 50 thousand units of alcohol gel
- 100 kgs of food
- 275 thousand glasses of beer
- 40 inpatient beds and 100 EPP

- Delivery of BBO products
- 7 thousand units (Malta Real and Agua Mendocina)

- Delivery of CCC products
- 7 thousand units of Malta Real and Mendocina water
- 147 thousand liters of Natumalta

- Products Paraguayan Beverages
- 1,000 liters (Purosol Juice, Pulp soda and La Fuente water)
- 2,000 plates of food

- CCU Products
- Face shields
- 5,000 facial shields
- 5,000 units of Nativa Mas flavored waters

Scope

- Red Cross
- Local governments of Salta, Santa Fe, Allen, and Buenos Aires
- Ministry of Health
- Vulnerable communities

- Foundations
- Municipalities

- Red Cross
- Foundations
- Recyclers

- Educational centers
- Vulnerable groups

- Foundations
- Local canteens
- Ministry of Health

Sustainability Management Model



102-11

Since 2000, the United Nations (UN), through its Global Compact initiative, has promoted the incorporation of economic, good governance, social and environmental criteria in the activities of both public and private organizations. It seeks to jointly address the major sustainability challenges facing society today.

CCU has adhered to this initiative since 2003, being one of the first companies in Chile to join. These commitments include responding to the 17 Sustainable Development Goals by 2030.

CCU'S CONTRIBUTION TO THE ODS

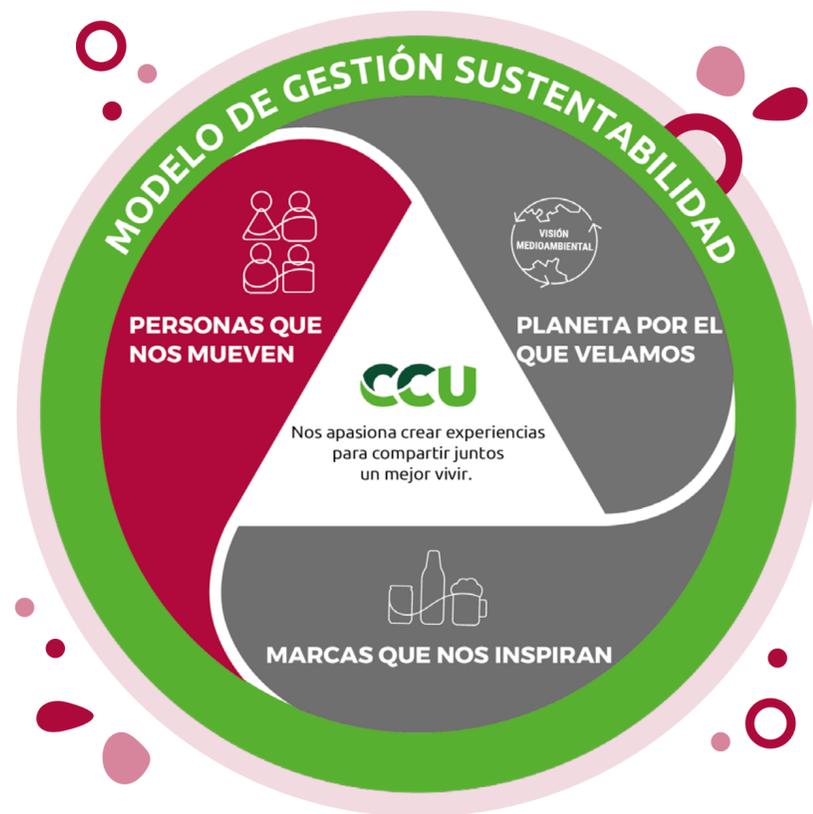


Responsible Alcohol Consumption Program: <ul style="list-style-type: none"> Responsible Alcohol Consumption Campaigns Educate as a Family Program No Sale of Alcohol to Minors Program Responsible Commercial Communications Code CCU Message System Alcohol Policy b.b.bien VSPT Wine Group Program 	Youth Tutoring Program	Adherence to Gender Parity Initiative (GPI)	CCU Environmental Policy	CCU Environmental Policy	CreCCU Program	CCU Transformation Model
	CCU Supports You Program	CCU Corporate Human Rights Policy	CCU Environmental Vision: Water Reduction	CCU Environmental Vision: Emissions Reduction	Buchahueico Community Project VSPT Wine Group	Product, Adjacent Incremental and Disruptive Innovation Projects
	Econscientes" Environmental Education Talks	CCU Diversity and Inclusion Policy	CCU Good Practices Guide Suppliers	CCU Supplier Management Program	Dual Training Program	Internal Innovation Program "Despega"
	CCU Art Scholarship	VSPT Wine Group Diversity and Inclusion Policy		CCU Supplier Good Practices Guide	Pacific Alliance Youth Employability Agreement	Open Innovation Program "Innpacta"
	Dual Training Program	CCU Supplier Best Practices Guide		Biogas Plant and Mini Hydroelectric Power Plant, VSPT Wine Group	CCU Supplier Management Program	Sustainable and Efficient Distribution Centers Plan
Vivamos Bien (Let's Live Well) Program		Campanario Brand "Juntas disfrutamos más" (Together we enjoy more) Program		Solar panels for plant and vineyard irrigation, VSPT Wine Group	Responsible Sourcing Program VSPT Wine Group	Biogas Plant and Mini Hydroelectric Power Plant, VSPT Wine Group
CCU Total Productive Management System (TPM)		VSPT Wine Group's Gender Transition Process Plan		Solar Panels Ovalle CPCh Plant	"Tu Mesa" Initiative	Solar Panels Ovalle CPCh Plant
CCU Supplier Best Practices Guide				Solar fencing in Paraguay by Cerveza Sol	"Yo Invito" Initiative	Solar panels for plant and vineyard irrigation at VSPT Wine Group
Vive Ser (Live to Be) VSPT Wine Group Program				VSPT Wine Group's commitment to IWCA	Adherence to the BSCI Code of Conduct Amfori VSPT WineGroup	
VSPT Wine Group Supports You Program				Electromobility accelerator		
				HuellaChile Program		



CCU Corporate Human Rights Policy	Sustainable and Efficient Distribution Centers Plan	Responsible Alcohol Consumption Program	CCU Environmental Policy	CCU Environmental Policy	Code of Conduct of the Board of Directors	Acuerdo de Producción Limpia (APL): · Zero Waste to Disposal · Ecolabeling. · Minimize the generation of atmospheric emissions, gases and odors. · Improve the management of water processes and pollutants
CCU Diversity and Inclusion Policy	CCU Environmental Vision: Waste recovery	b.b.bien Program VSPT Wine Group	CCU Environmental Vision	CCU Environmental Vision	Code of Business Conduct	
CCU Supplier Best Practices Guide	CCU Community Relations Plan	CCU Total Productive Management System (TPM)	CCU Suppliers Good Practices Guide	CCU Suppliers Good Practices Guide	CCU Corporate Human Rights Policy	Buchahueico Community Project VSPT Wine Group
Support for Grassroots Recyclers	CCU in Art	CCU Supplier Management Program	Sustainable and Efficient Distribution Centers Plan	Adherence to the Clean Production Agreement (APL)	CCU Diversity and Inclusion Policy	
CCU Community Outreach Plan	Buchahueico Community Project VSPT Wine Group	CCU Supplier Best Practices Guide	Biogas Plant, Mini Hydroelectric Power Plant, VSPT Wine Group	Advertising Waste Management	CCU Suppliers Best Practices Guide	CCU Annual Community Outreach Plan
CreCCU Program	Advertising Waste Management Plan	Product Reformulation Program	Solar Panels Ovalle Plant CPCh	Master Plan for Biotic Support Areas, Altos de Cantillana Zone, VSPT Wine Group	Adherence to BSCI's Code of Conduct	CCU Supplier Management Program
CCU Supplier Management Program	"Refresca tu Barrio" (Refresh your neighborhood) initiative of the Cachantun brand.	Adhesion to the Chile Plastics Pact	Adhesion to the "Chile Without Garbage" Challenge	Adhesion to the Chile Without Trash Challenge	Fourth recertification in the National Code of Sustainability	CCU Supplier Best Practices Guide
VSPT Wine Group's Responsible Sourcing Program	Initiative together with Reciclapp of the Misiones de Rengo brand.	AB Chile Integrated Management System	Adhesion to the Chilean Plastics Pact	Adhesion to the Chilean Plastics Pact	For Life VSPT Wine Group Certification	Responsible Sourcing Program of VSPT Wine Group
Buchahueico Community Project VSPT Wine Group		Environmental Education Talks "Econscientes"	VSPT Wine Group's commitment to IWCA	Biodiversity Master Plan of Viña Tarapacá	CCU Principles and Community Engagement Plan	Open Innovation Program "Innpacta".
FairTrade Certification VSPT Argentina		CCU Message System (SMCCU)	VSPT Wine Group's Commitment to IWCA			Integrated Management System: "My Neighborhood Recycles".
VSPT Chile For Life Certified		Adhesion to the "Chile Without Garbage" Challenge				Adhesion to the Chilean Plastics Pact
		APL Ecolabeling				Adhesion to the "Chile Without Garbage" Challenge
		Ecodesign Policy VSPT				Adherence to the BSCI Code of Conduct Amfori VSPT WineGroup
		Wake,Up lecture series on Sustainability and Innovation VSPT				Cybersecurity collaboration agreement with the Ministry the Interior

People who move us



1. EMPLOYEES

103-1 103-2 103,3

At CCU, people are the company's primary engine, so we work on the integral development of our employees, promoting that they live the corporate principles in an environment of positive organizational climate and maximum safety.

As of October 2019, and throughout 2020, as a company we have faced a challenging environment in terms of the social and, later, the public health situation due to the COVID-19 pandemic. In this sense, the effort we have all made has been invaluable.

From the very beginning, the company set two main objectives: 1) Caring for people and 2) Operational continuity, which together tend to the common good. To achieve these objectives, progress was made on different fronts, adopting measures to help improve working conditions and provide greater economic and labor stability for all workers.

Thus, once the pandemic was declared, specific measures were established to protect our workers, which meant that our teams had to have a high capacity to adapt. This included the implementation of teleworking, for employees who could distance-work, and leave-of-absence during the critical months of the pandemic for those workers in risk groups, who provide in-person services and could not perform their roles remotely.

Simultaneously, care and protection measures were implemented in the workplace, so that the majority of our employees were gradually reintegrated as they were able to return to a safe workplace. Measures were taken at different levels; a) Personal protection equipment; masks, face shields and gloves; b) Administrative procedures; cleaning and disinfection protocols, personal hygiene and training; c) Organizational procedures; redistribution of physical spaces, staggered entry and exit; d) Engineering procedures; separation barriers, ventilation; e) Elimination of risk; teleworking.

In addition, during the first half of the year there were no dismissals of personnel and for those who could not continue, we generated economic stability measures. After that period, each company reviewed its staffing levels according to its own business realities.

Our employees have recognized and valued these efforts, which is reflected in the regional Organizational Climate survey, which had a participation rate of 91% and a Global Climate Indicator (GCI) of 87%, maintaining the favorable evaluation trend of recent periods.

We are also making progress in developing a regional standard for working conditions for our employees and third parties. For the development of this standard, we are looking at different issues, such as income, type of contract, benefits, among others, which impact a favorable labor relationship. In Chile, a policy was established to guarantee a minimum monthly guaranteed fixed payment, plus bonus, of \$500,000 (CLP) for all employees.



To be CCU is to live according to our principles - Excellence, Commitment, Integrity and Empowerment - and to project our personality at all times.

(*) Guaranteed fixed monthly payments plus bonus.

The following are relevant figures in relation to goals and commitments regarding employability, attraction and development of talent in CCU, consolidated in all the regions in which we have a presence:



(1) Includes RedBull and Colombia.
 (2) Includes Uruguay, Paraguay and Bolivia.
 (3) Calculated based on total managers and deputy managers consolidated regionally.
 (4) Calculated based on the regionally consolidated total of professionals and technicians.

Employees

102-8 405-1

EMPLOYEES AT CCU SUBSIDIARIES:

	Argentina	2,041
	Uruguay	96
	Paraguay	482
	Bolivia	468
	Colombia	759



Selection Process

401-1

The purpose of the recruitment and selection process is to identify, attract and select the best available talent, through an Employer Brand strategy, working actively with various organizations: universities, institutes, municipalities, online portals and social networks. Another important recruitment source are the employees themselves, who participate through internal job posts that are published weekly on the internal network.

The selection process is managed on online platforms that efficiently support the different stages of the process, from publication, recruitment and management. All available vacancies are posted on the "Work with us" portal, which can be found on our website www.ccu.cl.

In accordance with the Human Rights and Diversity and Inclusion Policy, throughout the recruitment and selection process we ensure that all candidates are treated with dignity and respect, making sure to provide equal opportunities to all.

In 2020, we made 456 permanent hires in the regions in which we operate, The annual hiring rate was 6.9% of total employees, Of the total number of new hires, 10.3% were women and 19.9% were under 30 years of age.

In addition, the company offers first-time work experiences for students through internships. In 2020, we received 176 students across different departments of the company in the region.

CCU has positioned itself as an attractive company for young professionals. The company received first place in FirstJob's 2020 Top of Mind Index Study, as well as an outstanding position in the Merco Talento Universitario Chile 2020 ranking. Work experience in CCU is a highly valued attribute, since the company allows professionals to develop long-term careers, with career opportunities within Chile and abroad, in a positive work environment. Our broad multi-category beverage portfolio, diverse business units and strong brands promote professional growth.

Rotation

401-1

Faced with the pandemic and all the consequent uncertainty, the company prioritized labor security for its direct employees, both at CCU and at its subsidiaries, with indefinite-term contracts, adhering to the "Zero Layoffs" between March and August 2020 commitment made by the Chairman of CCU.

Thus, during 2020, 446 workers with indefinite-term contracts left the organization, including both voluntary and involuntary cases. The consolidated employee turnover rate, for employees with indefinite-term contracts, was 6.9%, lower than the figure for the previous year (9.4%).

At the business unit level, CCU Chile had the highest turnover rate: 2.2%. It should be noted that the pandemic affected the drop in turnover this year.

CCU also measures the voluntary turnover rate, which reached 3.0% in 2020 at regional level, while the total turnover rate was 6.9%.

Development

404-1 404-2

At CCU, we view our people's development as a management priority, as it contributes directly to the company's results and strengthens our organizational culture, which is based on the SER CCU principles.

Given the context of the 2020 pandemic, one of the main challenges that we faced, regarding development and talent, was to provide continuity and adapt the training and development programs, in order to reach all employees, both with existing content, as well as with new content that was specific to this year.

As a result, this year we consolidated the "CCU Training Platform" (www.formacionccu.cl) and incorporated a new tool: the "CCU Virtual Room", which allowed us to continue training activities in an integral manner, since it incorporates technological tools that allow direct interaction between students and professors, similar to what occurs in classroom training and in higher education institutions.

In addition, we strengthened digital literacy competencies, focusing on the consolidation of remote tools in the organization at all levels. The implementation of virtual courses also had the advantage of integrating workers from different areas of the country, and also from other countries, into the training activities, without the need for travel.

Regarding skills training, we created new sections in the training platform, within the framework of the Training Matrix and the Annual Training Plan. The skills are grouped into specific competency categories such as: Technical - Quality - Operational - Safety - Commercial - Communications - SAP - TPM and Leadership. As a result, workers can review their progress and the managers can monitor their teams progress regarding their training.

Given that a significant number of our employees in our plants and distribution centers continued to work in person, due to the nature of their work, we created protocols and standards for COVID-19 prevention in our training rooms, that comply with social distancing regulations and isolated modules. The training programs have been adapted to minimize in-person hours, always encouraging to adapt these activities to virtual training sessions whenever possible.

Given this year's challenges, we also prioritized enhancing the CCU Leadership Roles, generating tools and workshops to enhance the roles of Influencing with Excellence, Developing with Delivery, Inspiring with Empowerment and Modeling with Integrity.

Among the training and development programs implemented in 2020, the following stand out:

- **Scholarship "Vamos por Mas" (Let's Go for More):** corporate higher education program which selected 25 employees from CCU Chile, from the Logistics, Industrial, Management and Sales departments to help them continue their technical professional studies, financing degrees such as Mechanical Engineering, Industrial Engineering and Industrial and Electrical Control Technician. The company pays 100% of the tuition, for two to four years, depending on the degree. In addition, the company continued to pay tuition for 27 employees who received this scholarship in previous years.
- **Through the Technical Organization for Training Intermediation (OTIC):** We made a set of courses available to the different CCU departments, which employees can use to develop skills such as digital literacy, entrepreneurship or home electrical installations, in case of future dismissals.
- **Leadership Program:** corporate program aimed at all CCU managers, with the main goal being to promote the CCU Leadership Roles. In 2020, the module "Leading the Present" was added, consisting of four virtual workshops where, through theoretical classes and practical exercises, we provided tools for emotional management, leadership in uncertain environments and team management. We invited over 700 CCU leaders to the program, with a participation rate of 83%.

- **Commercial Leadership:** for sales team leaders. The program teaches communication styles based on the DISC model. More than 100 Commercial Leaders participated, which represents 95% of Comercial CCU's Sales Managers.
- **Training program for sales teams through cell phones:** the program, launched last year, was consolidated by incorporating new areas from different units so that each team, through games and training activities on cell phones, could learn about topics such as: goals, execution, sales techniques, safety and beer experience. More than 1,100 salespeople were invited and 90% participated in these training exercises, from Comercial CCU, CPCh and VSPT Wine Group in Chile.

Programs	Program Areas	N° of Beneficiaries 2020
Professional Development	Masters-Diplomas-Professional and Technical Careers	153
Internal Training	Safety - Sales - TPM	6,422
External Training	Quality, Efficiency and Sustainability Management, Productivity Management, Logistics, Administration, Interpersonal Skills, Languages, Leadership.	5,245
External Training	Circular Economy; Climate Change; Business and Territory; Work and Future; Responsible Sourcing; Ethics and Corporate Governance.	351
TOTAL		12,171



During 2020, CCU offered a total of 630,960 hours of training, representing an average of 64 hours per worker, CCU invested an average of Ch\$ 284,000 per employee in Chile and Ch\$ 183,000 per employee overall.

Each year we measure the number of participants in the program and the annual cost of conducting the workshops and monitor the ratio of participants per million pesos invested. Due to the COVID-19 pandemic, this year the workshops were done remotely, so the investment decreased by more than 60%, given that we did not spend on expenses such as hotels and transportation for speakers, lunches, coffee breaks and printed materials, among others. This increased the ratio from 8,3 to 18,5 (participants / million pesos invested). It is worth mentioning that the decrease in investment is not directly proportional to the increase in the ratio, since there was a decrease in the participation of leaders in relation to previous years, also due to the effects of the pandemic.

Performance evaluation

404-3

CCU encourages the personal and professional development of its employees and for this purpose relies on the Performance Management process. This is an annual cycle that seeks to align the principles of SER CCU, the objectives of the employees and the goals of the company, in addition to contributing to the permanent improvement of results

and the strengthening of the Organizational Culture. This process includes an official meeting between the supervisor and the employee where they can discuss expectations, results and challenges; this occasion allows employees to measure their performance in relation to objectives and principles, identifying strengths and opportunities for improvement that will help them manage their future development.

The process, which is managed online through a platform, safeguards the confidentiality of the information and is absolutely transparent for the employee, who has access to a copy of his or her evaluation as a backup. To be evaluated, the worker must have a minimum seniority of 6 months in the company, with an indefinite-term contract.

Given the context of pandemic and uncertainty in the region, the 2020 cycle placed special emphasis on improving the reporting and digitalization of the evaluation process, and on reviewing the performance objectives during the mid-year review stage to ensure that these were relevant to the new work environment and that the cycle could be closed at the end of the year.

CCU provides tutorials, manuals and workshops to support and educate both the employee and the supervisor. These materials focus mainly on the stages of the cycle and the CCU Principles and their associated behaviors, as well as tools to support managers in providing feedback and designing development plans.

The Performance Evaluation considers the following:

- 1. Principles of BEING CCU, Excellence - Integrity - Delivery - Empowerment:** These principals are a reflection of what CCU is and should be the prism through which we do our work and make our decisions, and are also transversal to all employees of the company.

Team leaders are evaluated according to the Leadership Roles of Being CCU: Influence with Excellence, Inspire with Empowerment, Develop with Commitment, Model with Integrity. To facilitate the evaluation, each Principle and each Role have been translated into concrete behaviors that allow for a more objective assessment, and are evaluated in five levels of compliance.
- 2. Objectives or functions of the position:** the employee's objectives in relation to the job position are evaluated, aligned with the organizational strategy and the corresponding department. In addition, Managers' and Deputy Managers' objectives include compliance with the Balance Scorecard.
- 3. Overall Compliance:** rating -from a minimum of 1 to a maximum of 5- of the employee's overall performance during the period, weighting both the Principles and Objectives sections.

The Performance Management Cycle has the following phases:

- 1. Setting goals:** setting individual performance goals based on the strategic priorities of the Company and of each department.
- 2. Mid-Year Review:** employee and supervisor review the progress towards goals.
- 3. Self-assessment:** self-evaluation of the fulfillment of his/her goals and CCU Principles during the period.
- 4. Evaluation:** the supervisor evaluates the employee's compliance with the CCU goals and principles.
- 5. Calibration:** meetings are held, at the department and company level, to review and adjust the distribution of performance evaluations.
- 6. Feedback:** One-on-one conversation between the supervisor and the employee. The supervisor communicates the results of the Performance Evaluation to the employee, which is also an opportunity to discuss how to improve performance and development. Those employees with overall rating of 1 and 2 must agree together with their management on a Support Plan.

Participation in the Performance Management 2020 cycle, by gender and type of position:

CHILE

Position	2020		
	Men	Women	Total
Managers	100%	100%	100%
Deputy Managers	100%	100%	100%
Professionals and technicians	100%	99%	99%
Employees, operators and salespeople	100%	100%	100%
Total	100%	99%	99%

(*) Data includes CCU S.A, CCU Chile, CPCh, Manantial, VSPT and CCK(**), over the total number of workers that meet the eligibility criteria.
(**) CCK data for 2019 are considered.

Each of the subsidiaries in the region uses different eligibility criteria for the Performance Evaluation process.

Participation in Performance Evaluation in CCU 2020 Subsidiaries:

- 100% of employees in Argentina who met the criteria were evaluated. In Argentina only professionals and technicians are evaluated.
- 100% of managers in Bolivia who met the criteria were evaluated. These represent 2% of total employees.



- In Uruguay, 97% of the employees who met the criteria were evaluated. In Uruguay, only professionals and technicians are evaluated.
- In Paraguay, 100% of the employees who met the criteria were evaluated.

Bottom-up evaluation

The CCU Leadership Model is organized around the four Leadership Roles established in Being CCU, general guidelines that derive from the fundamental principles that structure the way leaders are expected to act in the company:

- Influence with Excellence
- Development with Commitment
- Inspire with Empowerment
- Model with Integrity

The bottom-up evaluation allows employees to evaluate their direct supervisor, helping to identify opportunities for improvement at the organizational and individual level. This process also promotes organizational identity and culture through the Roles of Being CCU.

The survey -which consists of 47 statements- is conducted annually, and generally during the second half of the year, during a three-week period. Participation is voluntary and the data provided by employees is confidential.

In 2020, 913 managers met the eligibility criteria for the Bottom-Up Assessment report¹. The participation rate was 94%, with responses from 5,540 workers in both Chile and Argentina. Thus, 874 leaders obtained a report, equivalent to 96% of the management staff.

The divisions that participated in this survey were CCU S.A., CCU Chile, CCU Argentina, CPCh, Cervecería Kunstmann S.A., Manantial S.A. and VSPT Wine Group.

During 2020, we worked on adapting the methodology for calculating the evaluation indicators in relation to the 2019 version, with the aim of simplifying the interpretation of the data in order to better promote changes in behavior.

Along the same line, based on the results obtained, the role "Development with Commitment" was promoted throughout the cycle of the workshops "Leading the Present", which focused on leading teams during a pandemic.



¹ Indefinite contract, have at least three direct reports and a seniority in the position of at least three months, together with his reports having an seniority in the position of at least six months.

Mobility and internal promotion

DSML 16 DSML 17

CCU is committed to our employees' career development by supporting internal promotion and mobility, which is a strategic component of the People Management Model. We publish internal job posts with descriptions regarding the objective of the job role, functions and scope. In this way, we provide visibility regarding career development opportunities within the company, enabling employee movement and professional development among the different functions and business units. The publication of these job opportunities is done through an internal mail where we specify how to apply for the position. In order to be part of the process, the applicant must have a minimum of one year of seniority in his/her current position and have a good performance evaluation.

The company defines "Promotions" as all changes of job title with a higher degree of responsibility or move to a new area with an increase in salary. In 2020, 5.9% of the consolidated workforce was promoted. This percentage is significantly lower than that observed in 2019 (9%), which could be explained, in part, by the lower turnover due to the pandemic.

Additionally, we keep track of an internal mobility indicator, which is determined by the percentage of manager and deputy manager vacancies that are filled by internal hires. The company's annual goal is for 80% of managers and deputy managers to be internal hires

and for 20% to come from outside candidates. In 2020, 81.7% of the vacancies for managers and assistant managers were filled with internal hires and 18.3% from outside candidates.

As part of the Talent Management process, we reviewed the career development plans of 100% of the company's executives (managers and deputy managers). In addition, we reviewed career development and succession plans for all the company's managers in working sessions with the Management Committee.

Human Rights and Diversity and Inclusion Policy

406-1 407-1 408-1 409-1

CCU promotes the value of diversity and inclusion, with a commitment to promote respect for Human Rights in labor practices for all people. The Corporate Diversity and Inclusion Policy values the unique characteristics of each employee, respectful of different visions, experiences, origins or conditions. In this way, we renew our commitment to respect and value pluralistic teams, favoring the personal and professional development of our employees.

This guideline was developed within the framework of the Human Rights Policy in CCU's labor practices, launched at the regional corporate level last year. Other operational policies and procedures were also adopted in accordance with these commitments.

Regarding risk management with regards to this issue, the company conducted HR labor practices evaluations, to determine legal compliance regarding child labor, verifying that CCU has had no cases of minors working for the company.

We also evaluated other legal issues to make sure we were in compliance, based on audits by the mutual insurance company (ACHS), which aims to protect people's life and health. These include:

- Supreme Decree 40/1969 (DS 40) Audit, which approves the Regulation on Prevention of Occupational Risks.
- Air Quality Audit at the CCU Corporate Headquarters.
- Joint Committee Audit.
- Occupational Health and Safety Management System Audit.
- Pesticide Protocol in Agricultural Premises Audit.

The commitments stated in the Diversity and Inclusion Policy and the Corporate Policy on Human Rights in Labor Practices are publicly available on the corporate website. Policies and Codes section (<https://www.ccu.cl/publicaciones-ccu/>). As in previous periods, it should be noted that during 2020 the company did not receive any complaints of discrimination.

Quality of life

401-2 403-3 403-6

For CCU, it is essential that we create experiences that improve the quality of life of our employees. Thus, the company's policies and benefits aim to help employees achieve a balance between their work and personal lives, in addition to contributing to healthy lifestyle and self-care, focused on responsible consumption.

CCU has a private non-profit organization that provides full coverage for occupational accident claims and develops risk prevention programs for the company. All workers have free access to the information provided by this organization, where they can find training material, safety guides, e-learning on specific topics, regulations, occupational health protocols, signage, inspection forms, among others.

All information provided by the employee is handled confidentially, backed by the internal regulations of each business unit. In addition, the information provided to the health service is safeguarded by confidentiality policies and regulations between the parties.

During 2020, we fortified the now regional Quality of Life Program called "Vivamos Bien" (Let's Live Well). This program brings together benefits and activities that support experiences that contribute to improving quality of life, from three different perspectives: Workplace Wellness. Leisure and Family, and Healthy Living, The content of this program is focused on providing support in the context of the

pandemic, through capsules, talks, reference material, workshops on physical activity, healthy living, emotional support and school support, among others, with which it was possible to reach, using digital tools, workers and their families to improve their quality of life.

In 2020, seeking to ensure the safety and health of our workers, we created the Covid Para Chile Site (available at <https://sitiocovid19.ccu.cl/inicio>). This platform contains information on the measures implemented by the company to take care of its workers and information on COVID-19 and recommendations for taking care of oneself and others. It had more than 10,000 visits during 2020. The website includes educational capsules on:

- What is coronavirus, preventive measures and what to do if sick. Distance working best practices
- Guidelines for leaders in times of distance working and pandemics
- How to access free telemedicine and psychological support, verifiable agreement at <https://teledoc.cl/convenios/>
- Safe Return
- Travel and Meeting Protocols
- COVID-19 Golden Rules for Self-Care

CCU also has a polyclinic in its production plants, which has a team of professionals made up of a paramedic on a permanent basis and a doctor on certain days, to treat common illnesses and, in more

serious cases, referrals are made to the corresponding health care center or to a specialist. Details of the benefits provided by CCU to its employees can be found in the Appendix section of this report.

Organizational climate

DSCL.14 DSCL.15

We define the organizational climate as the employees' perceptions of their work environment. Thus, in order to measure satisfaction with the CCU work environment, the climate is measured annually through a survey of all company employees that have been at the company for a minimum of six months with a fixed-term contract. Participation is voluntary and the data provided by employees are treated confidentially.

The survey is a self-report questionnaire in which the employee indicates his or her degree of agreement with a series of statements about his or her work environment, on a five-point scale from "Strongly Disagree" to "Strongly Agree". This determines the percentage (%) of favorability, which considers as positive the evaluations "Agree" and "Strongly Agree" and as unfavorable the evaluations "Neither Agree nor Disagree", "Disagree" and "Strongly Disagree".

The model that supports the organizational climate survey applied by CCU consists of the Global Climate Indicator (GCI) and 13 work dimensions.

The GCI corresponds to the employee's attitudes towards the organization and accounts for a state of well-being and the intention to remain in the organization. It includes the following elements:

- Satisfaction with the organization
- Identification with the organization
- Engagement/Commitment
- Intention to remain

All these four variables are averaged to obtain the Global Climate Indicator (GCI), an indicator that we have been following for three years now. The company's goal is to obtain a GCI equal to or higher than 85%.

The 13 dimensions being measured consist in work environment elements and have three levels: Workplace, Workgroup and Organization. These are directly related to the work climate, motivation and facilitating work performance. Thus, based on the results of these dimensions, an action plan is drawn up focusing on those variables with the greatest impact on improving and enhancing the work environment.

- **Workplace:** satisfaction with the resources and tools available to the employee to perform his or her role, as well as the clarity of what is expected in his or her functions. It also asks about the safety of the working conditions and protection devices available to protect against risks.

- **Work group:** satisfaction with leadership, perception of participation, as well as collaboration perceived to perform the tasks is measured.
- **Organization:** the perception of the overall company's macro aspects is measured, referring to satisfaction over the training to perform a good job, mechanisms to achieve opportunities and development, have benefits relevant to their needs, have information on time and the perception of an appropriate compensation for the work performed.

Additionally, this year, in the COVID-19 context, the Organizational Support variable was incorporated, where workers were being consulted to evaluate to which extent they feel that the organization takes care of them, cares about their needs and is concerned about their wellbeing.

In 2020, the climate survey was executed during five weeks throughout the months of August and September, encouraging digital media implementation such as email, tablet and text messages (76% of application by digital means in the region) and complying with strict security protocols for those who answered on paper, thus ensuring the care of workers in the context of pandemic.

The 2020 Climate Survey had the participation of 8,006 workers in the region, including the following companies: CCU S.A., CCU Chile, CCU Argentina, CCU Uruguay, Bebidas del Paraguay, BBO S.A., CPCh, Cervecería Kunstmann S.A., Manantial S.A. and VSPT Wine Group².

² Central Cervecera Colombia carries out a survey whose results we approve the CCU model.

The overall participation rate was 91%, which reflects the wide coverage of the survey application process, despite the pandemic context, as well as the interest of workers in expressing their opinion through this instrument. At the regional level, it shows that participation remains high in all countries, consolidating this study as a regional management process.

The overall GCI 2020 was 87%, one point higher than the previous period, which reflects the positive perception of the work environment in the company, highlighting "Organizational Satisfaction" as the best evaluated element, with 92% favorability. This shows a positive scenario, despite the challenging situation the company is going through, which is reflected in the components of the indicator where the Satisfaction with the Organization is over 90%. When examining the results by country, it is noteworthy that Bolivia, Colombia and Uruguay improved. However, Argentina shows a slight downward trend, probably due to its country context.

As for the dimensions, as in previous measurements. "Orientation to Excellence" is observed transversally in the organization with 94% favorability. This reinforces the value given to the expectation of performing work with high levels of quality and in an outstanding manner.

It can be highlighted that in the last three years all the Organizational Level dimensions have improved between 7% and 12%, all of them being above 60% of favorability³.

³ Detailed results of the climate survey are presented in the Annexes section of this report.

In the results management process, the process begins with the presentation of global results to CCU's General Management, as well as the specific results of each Business Unit to the General Managers, who then initiate the results sharing with their teams. Then, each manager responsible for an area with an individual climate report must access an online platform where he/she can review and analyze the specific results for his/her area.

Then, managers receive guidance material interpret the results along to coaching the leaders who require in the feedback meetings. Additionally, and in conjunction with local HR teams, we support leaders in generating action plans to strengthen and improve their climate indicators.

Teams with CGI equal to or less than 75% are assisted and supported in the development of action plans. These action plans must be implemented during the first half of 2021 and compliance with the commitments will be monitored throughout the year.

The channels for complaints and/or claims concerning the organizational climate process are available through direct communication between employees and the Organizational Development area, whose telephone numbers can be found on all information posters, in addition to an e-mail account and an explanatory video. The Whistleblower Channel is also a formal mechanism for communicating complaints on this and other matters.

Labor relations

102-41 402-1 FP3

The company embraces an interactive and transparent approach to trade unions and workers' representatives, as reflected in the General Human Resources Policy and the Corporate Policy on Human Rights in Labor Practices, which recognizes freedom of association and the right to collective bargaining.

Regionally, we have 45 unions, 53% unionization, five federations; three in Chile, one in Argentina and one in Uruguay. In Chile there are 131 union leaders.

The corporate management model with the federations, initiated in Chile, has been developed and built in different areas of work. These include holding regular meetings, sharing relevant information, generating opportunities for participation, developing leaders through training and, in particular, achieving an understanding of labor relations.

During 2020, 18 unions negotiated in Chile between April and September, representing 60% of the total number of unionized workers. The negotiations were concluded in positive terms, with conditions that were maintained in relation to the previous year, and increasing some social benefits. Given the difficult situation of the pandemic year, economic and labor stability was valued.

Colombia has a three-year collective labor agreement and has an eight-person sales union with Postobon, Argentina and Uruguay have negotiations by branch, representing close to 70% unionization. In Bolivia, on the other hand, 32% are unionized and Paraguay does not have a union. It should be noted that political scenarios in countries are evolving and mutating, and union movements are no stranger to this reality. Therefore, this year it has been key to support the emotional well-being and mental health of our workers.

Compensation Equity

102-35 102-36 102-37 202-1 405-2

For employees who participate in collective bargaining, salary structures are defined according to market values and, in the case of benefits and salary adjustments, based on collective bargaining. Annually, management reviews each employee's salary situation and the merit increases associated with the performance evaluation. In this individual instance, employees can express concerns and queries regarding their compensation.

CCU has a Compensation Policy that provides guidelines on compensation equity and competitiveness. Compliance with this policy requires monitoring of the indicators included in each business unit throughout the region. Additionally, there are compensation management processes that are executed considering the principles of Internal Equity. Competitiveness and Performance.



In order to know the salary ranges of the market, the company participates in studies periodically.

Compensation structures for executive and professional personnel are defined based on a job evaluation conducted to define the contribution or value of the position for the organization, generating a certain score for each position. Based on these levels and according to market information, a salary scale is determined, which establishes the internal salary bands. The methodology used for the evaluation of positions is Mercer's International Position Evaluation. In this way, a non-discriminatory compensation administration is guaranteed.

CCU grants managers, senior executives and professionals and technicians, a single annual bonus of an optional nature based on the appreciation of the degree of compliance with individual and corporate goals, and considering the results of the year.

CCU in Chile has an average base salary ratio of 98% for women compared to men, and the same figure rises to 99% at the regional level, excluding Colombia and Bolivia. This means that there are no substantial salary differences between men and women who perform similar functions, measured according to the level resulting from the evaluation of positions that correspond to the same seniority band.

Regarding the comparison of the salaries granted by the company versus the local minimum wage. CCU's minimum wages in Chile were increased in December 2019, to guarantee a minimum monthly income⁴ of CLP 500 thousand gross for all CCU workers and subsidiaries in Chile, an amount that is above the legally established minimum wage.

Occupational Health and Safety

103-1 103-2 103-3 403-1 403-2 403-3 403-7

The Occupational Health and Safety Management System has been implemented at CCU based on Chilean regulations and the high safety standards of world-class organizations. In this way, the TPM system guarantees compliance with international safety and continuous improvement standards, such as ISO 45001, through its main elements: focus, multidisciplinary teams, process management, standardization and expansion, empowerment and participation.

The scope of this implementation includes internal and external workers who provide services to CCU, inside and outside the facilities, in order to safeguard the security and health of all people. The Special Regulations for Contractors and Subcontractors, according to Subcontracting Law No. 20.123 and Supreme Decree No. 76, specific for contractors and subcontractors at the local level, are also considered.

⁴ Monthly Guaranteed Fixed Payments, Plus Bonus.

CCU's approach in this matter is to achieve zero accidents through a culture of safety and a risk-free environment. With this great challenge in mind, the main priorities are:

- 1** Continue with the evaluation of occupational health and safety risks based on the hazards identified, considering the effectiveness of existing controls, seeking to remove all of CCU's critical risks. The level of implementation of the hazard matrix in the year 2020 was 90% compliance.
- 2** Implementation of 70% of LOTO - safety system for blocking hazardous energies from machines and equipment - at regional level.
- 3** Entrench a safety culture through the implementation of safety behavior audits, application of self-care cards (Stop-Think and Act), training of leaders, communicating near miss reports.
- 4** Continuously improve the occupational health and safety management system by improving the performance of safety leaders, promoting worker participation, generating improvement teams to solve problems. In 2020, 900 safety projects were generated at the country and regional level.

Risk management in the processes is ensured with a methodology of hazard identification carried out together with the process operators. This hazard identification leads us to evaluate the individual risks, applying top-down control measures that contribute toward mitigating these risks. All high-level risks considered as critical shall be

immediately addressed by means of risk management tools, involving operators in improvement teams that contribute to the resolution of problems identified, this tool is called "ORR" Operational Risk Reduction, Furthermore, critical risks are controlled through specific countermeasures, such as the definition of golden safety rules and safety sheets for each critical risk, implemented at each CCU plant. The personnel skills level is assessed by means of the training matrix. This tool has two clear objectives: to prioritize skills to be developed and to provide a perspective of the team in terms of strengths. After identifying the gaps, the learning solutions for occupational health and safety are planned.

The methodology ("5 Why") is used in the investigation of incidents to evaluate both incidents with and without lost time, including near misses that could have had a serious potential, in order to find the causes and generate action plans to eradicate a new probability of occurrence. A multidisciplinary team, selected by each CCU plant or site, conducts the investigation, and each time there is an accident or incident, the Hazard Identification and Risk Assessment Matrix must be updated to remeasure the probability of occurrence and review the controls associated with the activity where the accident or incident occurred. Once the causes are known, the methodology seeks corrective and preventive measures according to the hierarchy of established controls.

The safety management system is also extended to occupational health, identifying and measuring - through the administrative bodies of Law No. 16.744 - qualitatively and quantitatively the risks that may affect the health of workers. If the results of the measurements indicate that there is exposure to some risk to the health of one or more workers, they enter a medical surveillance program legally granted by the mutual insurance company. This surveillance and quality of service is monitored by the Safety Pillar.

The company also focuses its efforts on improving the behavior of people, both internally and externally, working hard on feedback and training of workers, in order to reinforce positive behavior and achieve a culture of interdependence. This factor will help CCU to achieve the vision of zero accidents/incidents and environmental impacts, zero environmental risks/aspects and zero unsafe behavior.

Joint Committee

403-2 403-4

At CCU, employee consultation and participation are provided through appropriate mechanisms, training and resources. The main tools for consultation and participation include safety anomaly surveys (safety card), near-miss reporting, application of cards for non-routine activities, safety surveys, safety and occupational health audits, and it should be noted that risk management is mainly accomplished by the employees.

Communication channels used in the processes are the daily management boards where the indicators of accidents, incidents, near misses, among others, are reviewed.

Employees are represented by the joint committee, unions, and the emergency brigade at monthly meetings, where issues raised by personnel are discussed with company representatives.

The main functions of the Joint Health and Safety Committee (CPHS), in accordance with local legislation, are:

- 1) Advise and instruct employees in the correct use of personal protective equipment.
- 2) To monitor the compliance, both by the employees and the organization, of all prevention, hygiene and safety measures.
- 3) To investigate the causes of occupational accidents and occupational diseases that occur.
- 4) To decide if the accidents or illnesses are due to inexcusable negligence.
- 5) To indicate the adoption of all the safety measures that facilitate the prevention of professional risks.
- 6) To fulfill all the functions entrusted to him by the administrative organism of the social insurance.
- 7) To promote the participation in courses destined to employees' training, in public or private organizations that are authorized to fulfill that purpose.

Training

403-5

High performance levels are one of CCU's main priorities, and continuous training for personnel allows it to improve and carry out its employees' activities more efficiently and safely. Within the 2020 training program promoted by the Safety Pillar, the following initiatives stand out:

1. SUSPEL self-instruction (Hazardous Substances).
2. Implementation of the steps of the Safety Pillar.
3. STOP program training (Behavioral Observation).
4. Emergency control techniques.
5. MOC training (Management of changes)
6. Machine safety.
7. Golden rules training
8. Blocking of dangerous energies training.
9. COVID-19 prevention

When the COVID-19 pandemic was declared, the company launched the COVID-19 Golden Rules at the regional level. These rules encourage active care of both employees and their families by establishing 12 conducts that must be complied with at all times, such as being aware of symptoms and reporting them, applying hygiene and self-care practices, encouraging preventive behavior and complying with the protocols installed in the work centers, both at the entrances and inside them. In addition, all the necessary personal protection elements are periodically provided to ensure the care



of employees at work. The rules are also permanently monitored and have been incorporated into internal work regulations to ensure compliance.

During 2020, the "Training of Trainers" program continued to be developed to continue encouraging leaders to develop skills to train, support and monitor issues related to the TPM methodology, where the second cycle ended with 17 new trainers, belonging to different CCU work centers in Chile.

TPM has implemented a program to recognize good practices in occupational safety, through a Virtual Library, a site where updated information on all the TPM Pillars can be easily found, with a direct link to these documents in Google Drive.

"Passion for Improvement" is the transversal recognition system, of the best practices and ideas for improvement arising on the operational plants, from the multidisciplinary teams, owners of the processes and empowered in their functions.

Additionally, all CCU plants share best practices in the TPM Virtual Library through Google Forms, recognizing the operators for their improvements applied in the processes and the plant that implements better practices.

Accidentability Indicators

403-9 403-10

In Chile, the accident rate for the company's in-house employees fell by 12.5% with respect to the previous year, reaching 0.7%. The accident rate for contractors also showed a decrease, reaching a rate of 2.2%.

In Argentina, the accident rate decreased from 0.17% in 2019 to 0.05% in 2020. In Paraguay, the accident rate in 2020 was 0.62%, down from 0.78% in the previous year.

During the year 2020, we regret to report the sensitive death of an employee of our subsidiary Bebidas del Paraguay, who suffered an accident on a production line.

More information on accident and accident rate indicators can be found in the Annexes.

2. CLIENTS

The company develops a collaborative approach to its client partnerships, which transcends the commercial aspect, to generate joint growth opportunities. The work areas are focused on achieving maximum service satisfaction for all clients and developing Pyme ("SME", which stands for Small and medium-sized enterprises) clients.

CCU interacts with a wide range of clients, reaching 109,756 points of sale related to the operation in Chile. Additionally, the HOD water business in Chile, through Manantial S.A., covers approximately 66,100 customers directly supplied in their homes and reaches the offices of 15,400 companies. In the Wines operating segment, the domestic business in Chile reached 28,175 points of sale. In the International Businesses operating segment, the total number of points of sale reached 215,982 in Argentina, 24,398 in Bolivia, 31,149 in Paraguay and 17,694 in Uruguay.

Maximum Service Satisfaction

The company periodically conducts studies aimed towards knowing the perception of its clients in terms of loyalty and satisfaction, thereby addressing opportunities for improvement in various aspects of the relationship with them, seeking ways to fulfill their expectations.

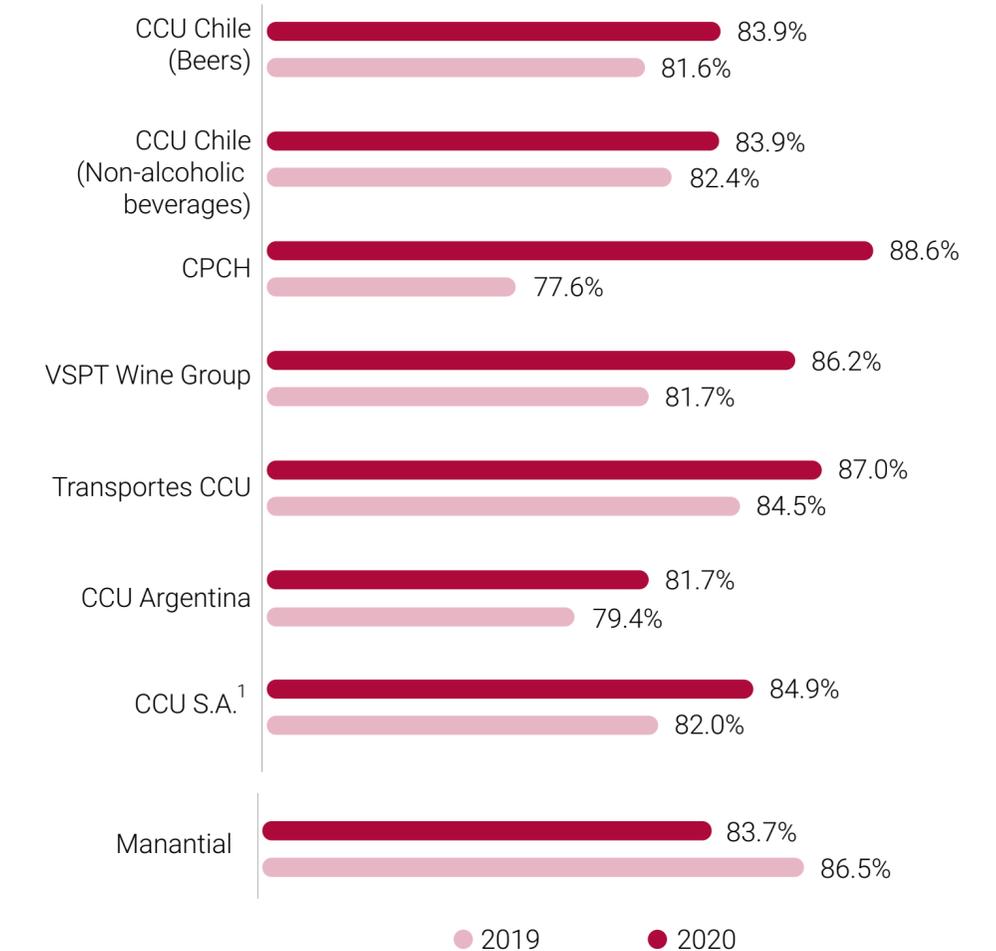
In 2020, the client satisfaction survey was applied in ECCUSA and Cervecera CCU (grouped in CCU Chile), VSPT Wine Group, CPCh, Transportes CCU and CCU Argentina. This is an annual study that is applied by telephone through the consulting firm ("Ipsos") and considers a score between 0 and 100. This year the study was revised in order to make it more efficient and responsive, which resulted in optimizing the sample, improving analysis and eliminating the loyalty results.

At Transportes CCU, among the variables evaluated include the distribution trucks, product quality and service provided by the crew throughout the process. Measurements are made by distribution zone throughout the country, providing valuable data on the Customer Service Department (SAC), with respect to complaints received.

Meanwhile, Manantial conducts customer satisfaction surveys twice a year via e-mail to household and business customers, using a rating scale of 1 to 7 to measure customer satisfaction.

The following graphs show the results of the main studies for the reporting period, comparative to 2019.

Satisfaction Results



Regarding the Loyalty results, this year the study was reviewed in order to make it more efficient and actionable, taking the decision to eliminate the Loyalty results.

¹ In the case of CCU S.A., the data corresponds to a weighted average by internal volume of each category for all CCU units (Beers, Non-alcoholic beverages, Liquors, Wines and Commercial CCU).



SME Clients

DSCC18

The CRECCU program seeks to enable mom and pop stores to better develop their businesses, providing them with different opportunities to grow through advice and financing.

During 2020, it continued to support its clients, especially during this period of health emergency, where different tools and mechanisms were developed to provide support to this group of clients. Among the most important initiatives are:

- 1 CRECCU Consumption Plan:** All clients of purchasing and consumption occasions that were affected by the pandemic received the option to freeze their debt for a determined period of time and a six month period, after grace months, allowing them to pay with preferential conditions.
- 2 Return of clients to CRECCU:** Clients who were affected and presented delayed payments, for reasons such as closed store, low consumer demand, illness or others associated mainly with the pandemic, were given the option to reschedule their payments and return to current portfolio to continue using the CRECCU program.
- 3 Payment facilitation of account statements:** We made additional efforts to communicate payment methods, especially digital methods. For those clients who were complicated for health, safety or time reasons, we gave them the alternative of having a CRECCU collaborator pick up their payments directly at their premises, with all the sanitary safety measures.

- 4 CRECCU Digital Communication:** We developed and implemented a digital communication platform with our clients, where we provided information on the safe operation of their stores, shopping tips and efficient use of the CRECCU program, and we also massively sent the Account Statements in digital form, so that our clients could know the details of their monthly operations and could make their payments in an informed manner.

CLOSELly

As the year was different, with such a pandemic, it was necessary to adapt the company's face-to-face sales process during the months of confinement. To continue providing the same level of service, but through a remote sales process, it was essential to train our salespeople in an effective and efficient manner. For this purpose, the tool "Closeelly" supported us, a training platform used to train the sales force in the most relevant topics of each year through a micro-learning and game-based methodology.

Subsequently, once we were in a position to reinstate face-to-face customer service, the "Safe Return" module was implemented, so salespeople could return to their usual work knowing all the protocols and safety measures required.

Another key factor for the company was for salespeople to feel safe in their day-to-day work and, in turn, to be able to transmit this safety to clients. To this end, we remained connected at all times with our clients, sending them relevant information on COVID-19 safety and risks.



SHOPPING CART (MI CARRO) CCU

Seeking to respond to this time, needs and new routines that have arisen due to the sanitary context. CCU implemented a new online sales platform for stores, grocery stores, wholesalers, kiosks, bars and restaurants, among others. Under the new platform, "Mi Carro CCU" offers a complete catalog of the company's products and allows orders to be placed 24/7 from any computer, cell phone or tablet, among other functionalities. Available to its close to 100,000 clients, the platform presents more than 1,300 products organized by categories. It has a Shopping Cart detailing the products chosen; a Favorites section and a personalized Recommendations section for each client. It also includes a History section that describes previous orders, details information about each customer's credit and another with Frequently Asked Questions to facilitate navigation on the site and answer doubts.



SAFE STORE

As part of its "Safe Store" campaign, CCU distributed protection kits to more than 10,000 clients in grocery stores, convenience stores and minimarkets throughout Chile. The kit consists of a transparent structure that is installed in the checkout area of each store, in order to establish a minimum distance between the customer and the cashier, protecting both from the projection of particles and splashes of liquids or "droplets". It also incorporates innovative cooler handles, which are used to open the door with the arm and thus avoid direct contact with the hands, as well as stickers with self-care and hygiene messages to minimize the risk of contagion and spread of the virus. Furthermore, 120,000 face shields were also distributed to clients in the purchasing channel and wholesalers throughout Chile.

TuMesa.cl and Bar QR

In Chile, the company made "Tu Mesa.cl" available free of charge for bars, restaurants and pubs, a platform where customers can review the menus and promotions of participating restaurants, leave comments on their experiences and reserve tables. It also allows the design of menus and the generation of a QR code, which can be installed in visible places in the establishments, so that consumers can directly access the gastronomic offer of the establishments from the comfort of their mobile devices.

CCU Argentina, together with Toteat, developed "Bar QR", an online platform activated by a QR code, so that customers of bars and restaurants can manage orders, reserve tables, divide the bill among diners, among other services.



Yo Invito, ReserBar y #BackToTheBars

As part of its efforts to support those bars, pubs and restaurants in the country that were closed due to the pandemic, CCU launched the campaign "Yo Invito, A beer for our bars" campaign. The initiative, in force until February 2021, encourages people to buy in advance 500 cc beers of their favorite brand, Cristal, Escudo, Royal Guard, Heineken, Kunstmann Torobayo or Austral Calafate. For each purchase made, the second rounds will be free and CCU will deliver all beers free of charge to the stores that participate in the campaign.

Likewise, in September, Pisco Mistral implemented "ReserBar", a campaign that benefited customers who buy Pisco Mistral at La Barra.cl, with an option to add a reservation in one of the 50 bars in Santiago registered in the initiative, which gave them the right to four drinks for only CLP 5,000. Pisco Mistral transferred the value of the reservation plus the product to the bars.

Meanwhile, CCU Argentina launched the #BackTheBars campaign, which invited customers to buy Heineken beer in advance, with interesting offers and packages that they could enjoy when the stores reopened their doors. As part of the initiative, some of them offered the "Heineken Combo", where the beer was free on the brand's account.

Also, under the initiative #AquíEstamos and #AhíEstaremos, CCU Argentina, with its beers Salta and Santa Fe, accompanied customers and retailers in their economic reactivation process with the donation of one hundred thousand glasses of Cerveza Salta and 175 thousand of Cerveza Santa Fe.



3. SUPPLIERS

102-9

In CCU's view, over 10,000 suppliers are strategic allies for the business. Innovation and long-term shared value, based on a relationship of trust, are fundamental to ensure high quality standards in its products and processes.

During 2020, within a pandemic context, priorities changed significantly. The main focus was operational continuity, and in that line, it was necessary to strengthen even more the relationships with our suppliers and manage their risks. We kept communication always open and constant, keeping abreast of the issues that most affect them.

The company's Corporate Procurement Management establishes guidelines and manages procurement operations, seeking to generate maximum efficiency in each of its purchasing transactions in all the countries where we operate.

The following chart details the process associated with CCU's value chain and production cycle:

1. SUPPLIERS

The company promotes collaborative relationships with all its suppliers and subcontractors, highlighting the Good Practices Guide - CCU Supplier for a transparent and ethical management.

2. MANUFACTURING/PRODUCTION

The company has 32 production plants at regional level, among all categories (beers, non-alcoholic beverages, spirits and wines) certified with high quality standards.

3. LOGISTICS

Regional distribution centers: CCU has 36 owned and eight leased distribution centers. In Chile, it has a fleet of 850 secondary distribution trucks, four of which are electric.

4. SALES

The Company has 109,756 points of sale in the Chile operations segment, 28,175 domestic wine points of sale and 66,100 household customers and 15,400 corporate customers in the HOD business with Manantial. The total number of points of sale reached in Argentina is estimated at 215,982, in Bolivia at 24,398, in Paraguay at 31,149 and in Uruguay at 17,694.

5. DISTRIBUTION

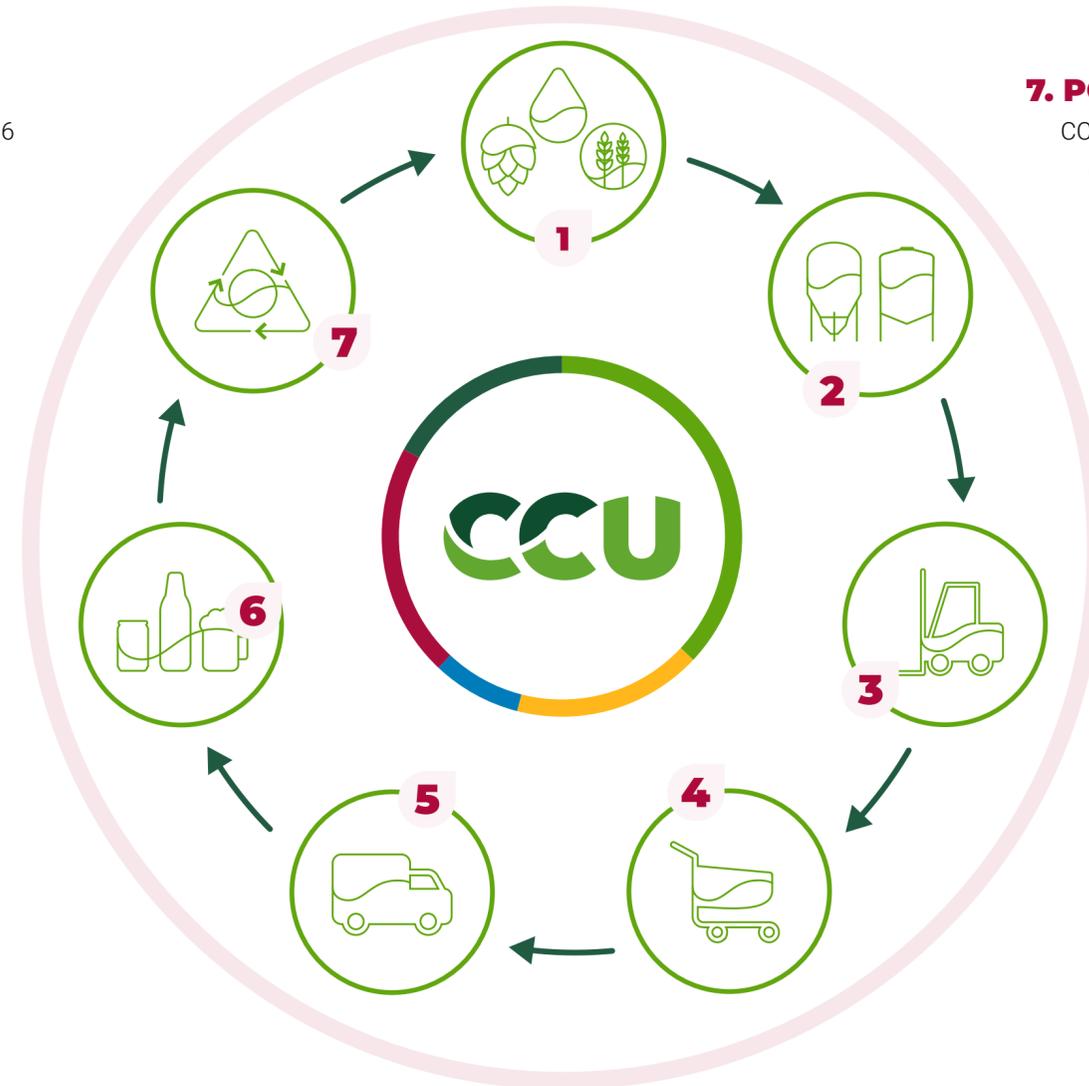
The company has an estimated 508,654 points of sale at the regional level, with fleets of trucks to deliver greater satisfaction, quality of service and maximum execution to customers.

6. CONSUMER

CCU has a multi-category portfolio to satisfy all consumption occasions, brewing 30,7 million hectoliters in 2020, distributed in more than 120 brands.

7. POSCONSUMPTION

CCU accompanies moments responsibly, encouraging responsible consumption and its subsequent reuse and recycling to care for the environment.



In operational matters, the supply chain of the company's products and services includes the sub-processes of sourcing, manufacturing and distribution of beers, carbonated and functional beverages, fruit nectars, waters, wines, piscos and other liquors, both in local and international markets.

Sustainable Procurement

SUPPLIER SELECTION

204-1 308-1 414-1

Promoting a healthy competition among suppliers is a practice to obtain the maximum added value for the business, without losing sight of the development of collaborative and long-term relationships with suppliers with high standards of quality, compliance and transparency.

Its selection and contracting is executed using objective technical, professional and ethical criteria for the awarding of projects, according to the nature of the service or product, contributing to the process of mitigating economic, social and environmental risks. In the economic-financial matters, profit and loss statements and balance sheets are requested. In addition, business reports are analyzed to assess financial health.

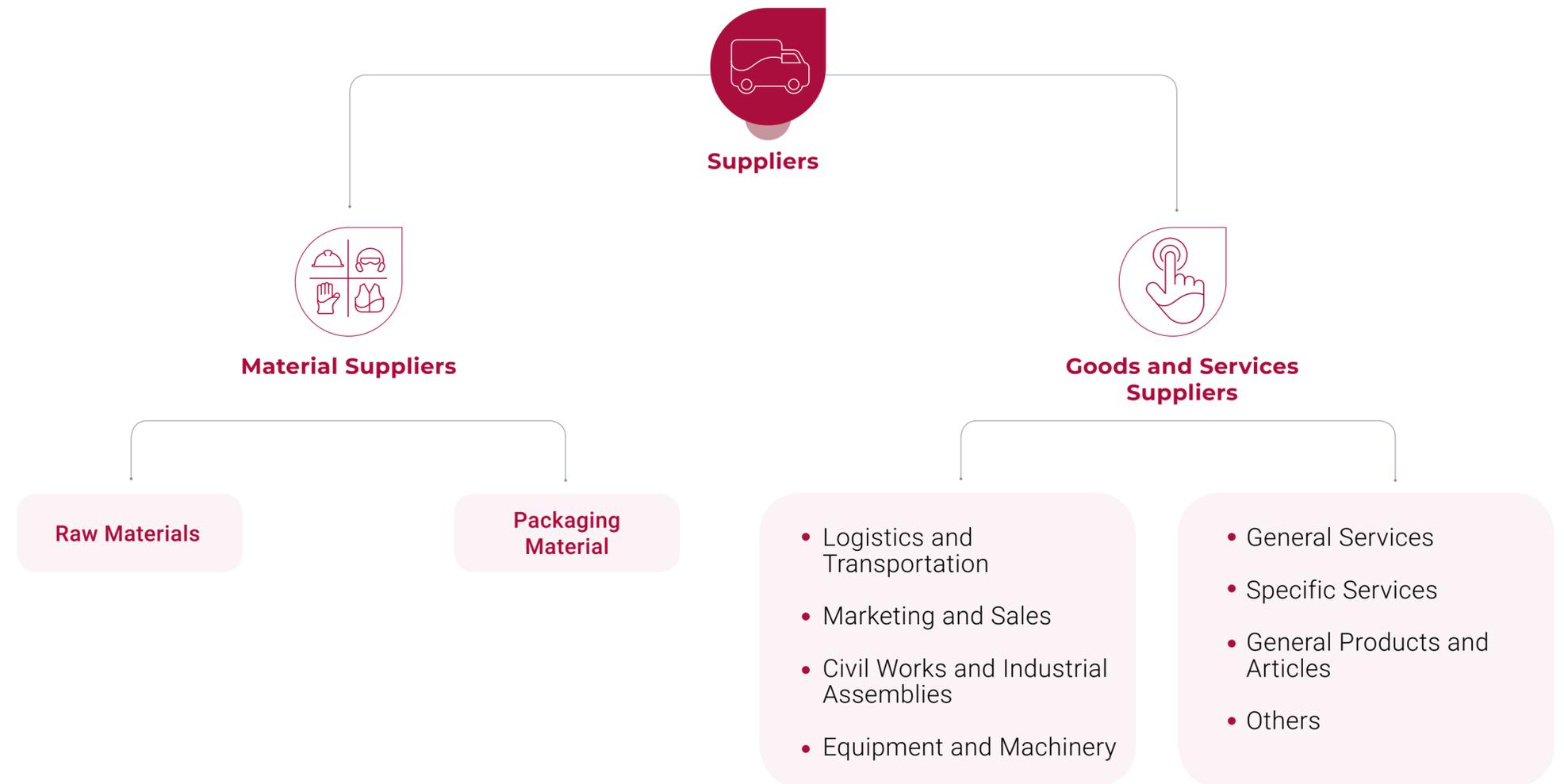
In the social-labor area, the aim is to provide working conditions that allow safe practices, ensuring occupational health for the normal

performance of functions. In this line, accident rates are analyzed and the company is asked to comply with its social obligations to its workers, such as social security and health contributions.

In relation to the environmental matter, the company evaluates new alternatives and the potential to implement conditions to protect

the environment in its supply processes. Thus, for example, we can mention that the management of the final disposal of waste is only in certified landfills or also that suppliers of energy supplies are required to have Non-Conventional Renewable Energy Certificates.

At CCU we classify suppliers as follows:





CCU applies evaluation processes to suppliers and their procedures through four main tools:

- **License Audits:** Performed by our strategic partners to suppliers to certify the technical process of production of raw materials and packaging material.
- **Own Audits:** Supplier evaluation program developed by an international certifying company to audit quality, safety and environmental issues.
- **Supplier Development Audits:** Applied to potential suppliers with the objective of auditing different aspects, such as the existence of the factory/company, quality of the facilities and labor conditions. In the case of foreign suppliers, the auditing is performed by a certifying company.
- **Internal Audits:** These are audits conducted by CCU's Controller's Office to the Procurement area, verifying that the purchasing processes comply with the established procedures.

or services delivered by suppliers and considers quality variables (number of defects in an expected period, criticality of the defect and delivery condition at the facilities) and the supplier's level of commitment (claims management).

On Time In Full (OTIF):

- Consists of a formal supplier measurement process, through which compliance in the delivery of materials according to deadline, condition and quantity is evaluated.

Third Party Access Control:

- This control applies to all service provider companies that enter the company's operations, with a scope of 100% of its workers. It is a procedure that is carried out with the support of an external company in charge of verifying that suppliers comply with social/labor laws regarding their workers (including the Subcontracting Law) and that they are properly qualified to perform their functions.

As for the segmentation by origin, the percentage distribution of suppliers in Chile is as follows:

Zone	% Suppliers By zone	% Purchases by zone
North Zone	6.2%	3.2%
Central Zone	76.2%	88.0%
South Zone	14.8%	8.4%
Southern Zone	2.8%	0.4%
Total	100%	100%

Performance indicators

The following performance indicators are considered in the continuous sourcing processes:

- **Vendor Rating System (VRS):** Corresponds to a performance indicator that comprises the quantitative measurement of the performance of products and/

Due Diligence

414-2 DSP.30

The pandemic scenario made the development of new suppliers even more relevant than before. It forced us to implement contingency plans established in our management processes to avoid affecting operational continuity.

The Supplier Management Plan contemplates a risk matrix with a standardized mitigation process, allowing us to review contingency plans and containment of impacts on the business on an ongoing basis.

Potential human rights risks are identified through audits (Asian countries) and the Supplier Survey. For the third consecutive year, the Supplier Satisfaction Survey was conducted and, on this occasion, it was applied to our local and regional suppliers in Chile and Argentina by the external specialist company. A total of 400 suppliers in Chile and 130 in Argentina participated.

As part of the risk management plan, an external service called Red Negocios (Business Network) was contracted to identify risks associated with economic, social and governance pillars, in order to manage mitigation plans in weak points, pointing out to our suppliers the need to achieve the standards stated in our Good Practices Guide - CCU Supplier.

In the bidding processes, we verify whether there are social security debts, and if there are any, suppliers must certify their payments through specific forms. Additionally, in the payment statements of the contractors it is requested to accredit the social security payments.

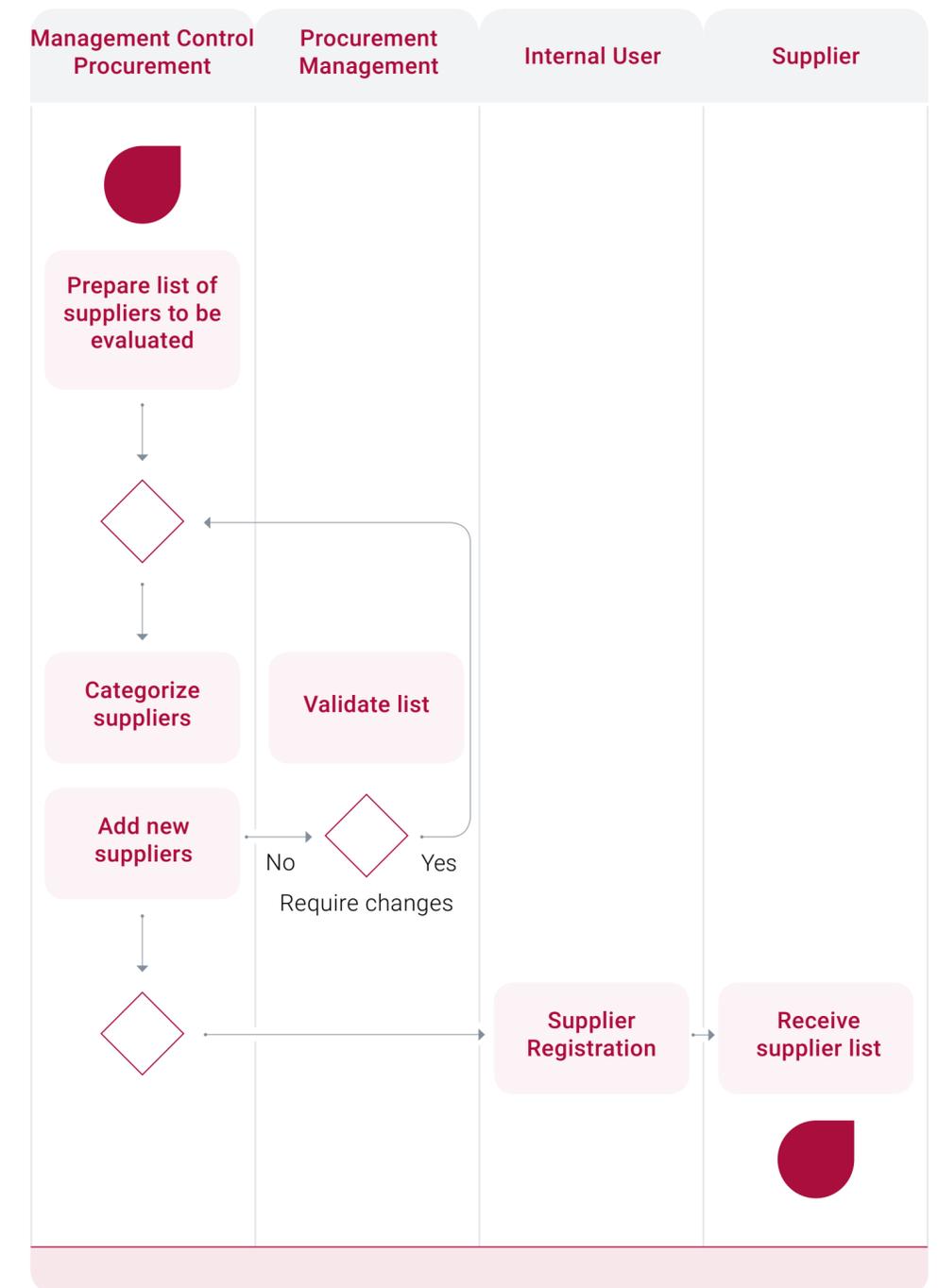
Due to the pandemic, in each bidding project we added selection criteria such as production capacity, level of indebtedness, type of indebtedness, amounts assigned in factoring, and we also prepared an environmental/ social risk level for CCU on a scale of 1 to 5 (very low, low, medium, high and very high).

We also subscribe to a control system aimed at our internal contractors, which represents an important group of suppliers that interact daily in our facilities. The above ensures strict compliance with their labor conditions, through a centralized platform that guarantees accreditation of income, labor certifications, labor audits, subrogation payments and contract closures, among others.

During 2020 there were no negative impacts due to improper sustainability practices by suppliers. As a general rule, they are notified and asked for a mitigation plan on the topics that are generating problems. In the course of the years of our due diligence process, there were suppliers that were not invited to bid on CCU and/or its subsidiaries' bidding projects due to non-compliance with minimum standards (accident rates, social security debts, economic solvency).

In addition, extensive supplier migration work was carried out for the implementation of the new ERP in the subsidiary Plasco. In the future, all CCU subsidiaries will be approached in order to clean up our database.

Risk Analysis Suppliers



Promotion of good practices

308-2 DSP.25 DSP.28

The "Good Practices Guide - CCU Supplier" applies to CCU and all its suppliers. It is a guideline that embodies the fundamental commitments to responsible economic, social and environmental performance, encouraging all members of the value chain to disseminate these good practices among their own suppliers, in order to enhance a long-term mutually beneficial relationship. As part of the continuous improvement process, we encourage our suppliers to develop ways to achieve and improve compliance with the established guidelines and associated good practices.

In 2020 we continued the spreading and adherence to the Good Practices Guide for CCU Suppliers. The first milestone was the preparation of the corporate video, which was circulated internally and externally, highlighting the key points in supplier management.

Regarding supplier payment within 35 days from invoice issuance, in 2020 this goal was 100% met, and the only ones exceeding that range have a contract that explicitly states to exceed that period. During this period, approximately 240 thousand documents were invoiced to 9,140 suppliers for CLP 5,600,000 million thousand.

Logistics and distribution

The logistics and distribution chain is fundamental for the company's business activity due to the production cycle. For this reason, safety and excellence in the execution of these tasks are a priority. CCU is also aware that environmental and community challenges are inherent to the product transportation processes.

In the region, CCU has 36 Distribution Centers (DC) of its own and seven leased DC, that together conform the primary and secondary transportation vehicle fleet. In the case of the Chilean operation, the challenge for 2030 is reaching 50% of its fleet to be electric, contributing to reduce Greenhouse Gas (GHG) emissions in its Scope 3. In this goal, 12 DCs and more than 600 pieces of equipment (forklifts, pallet trucks, trilateral cranes, among others) operate on electric power.

Also, the secondary distribution fleet, formed by 850 vehicles delivering to points of sale, includes four eco-efficient electric trucks that distribute products in the downtown area of Santiago, as well as several tests have been conducted with electric trucks of greater tonnage in different areas of Chile with very good results, in order to extend its implementation from 2021 onwards.

In this line, CCU joined the Electromobility Accelerator 2020, an instance formed by the Ministry of Energy, the Energy Sustainability Agency and several companies, which seeks to implement strategies

for efficient and electrified transportation. The project seeks to trigger in the incorporated companies a decision on how to address the uncertainties and opportunities of electromobility.

In order to plan, execute, measure and control risk prevention activities in all distribution centers nationwide. CCU has OHSAS 18001 management systems. There is a hierarchy of controls aimed at having zero accidents, zero risky behavior and zero risks in logistics operations. This is a relevant aspect, since around six thousand people work in these tasks, considering the transportation fleet and facilities.

The most significant hazards and risks concern the interaction between man and crane, causing possible consequences such as being run over, as well as cuts caused by handling and/or exposure to glass.

Safety and Sanitary Protocols in COVID-19 logistics

During 2020, given the pandemic context, the focus was on the care of people for the operational continuity of the business, generating prevention standards, through the 0% Outbreaks Plan. In 2020, we achieved a 24% reduction in the accident rate for internal and external employees compared to the previous year, while road safety decreased by 30%. In the environmental area, we increased our waste recovery by 5%, reaching 97%.

By 2021 we expect to achieve accident rates of 0% inside the distribution centers and 3% on the road in all our facilities. In environmental matters, we expect to achieve 100% waste recovery, aligned with the goal of Zero Waste to Landfill, all this leveraged on the implementation of the TPM pillar that we expect to develop in all facilities in the next 5 years.

4. COMMUNITIES

DSC.23

CCU is a company with operations in many territories, and therefore our understanding is that we are one more neighbor and committed to having a relationship of trust, dialogue and joint work with the communities for the current and future wellbeing of all the people with whom we interact. The Sustainable Development Goals of the Global Compact, an initiative which we have adhered to since 2003, serve as guidelines to orient our relationship with the community.

Being such a large company, we have a Community Relations Manual, which indicates the six CCU Community Relations Principles. These are commitments that guide the actions of the company's employees towards the community, support the decision-making process and the implementation of strategies. The principles that govern community relations are:

1. Uphold the people' rights we interact with
2. To seek permanent and quality relationships
3. Communicate efficiently and effectively
4. Adequate compliance with social commitments
5. Add value to our operation centers through sustainable socioeconomic development
6. Build a positive and lasting legacy

Social investment and local community development

413-1

The Annual Community Engagement Action Plan considers the company's operations and is measured annually with the Community

Engagement Composite Index (CERI). In the year 2020, we achieved 96.47%, however, it is worth mentioning that the Action Plan had to be modified due to the pandemic context we faced. There was continuity in projects with a track record, while at the same time we adapted many of our programs directed to society and communities.

CCU refurbishes its historic Limache Brewery building

In an effort to rescue the brewing tradition in Chile, we presented an ambitious project to refurbish the historic building of the Limache Brewery, a production center founded in 1883 by the German immigrant Carlos Hoffmann.

The initiative considers the restoration of the emblematic main building. Chile's last factory in its original state, installing an open museum for the community and a place to meet in the surrounding gardens, where people can recall and share experiences in connection with beer and Limache.

The project is a contribution to the preservation of CCU's traditions and history. Moreover, by honoring the memory of those who for many years worked and lived around this emblematic Limache brewery, promote tourism and contribute to the growth of the city.



Some of the most outstanding actions include:

RENCA

We continued to support the "Formando Chile" project for the fourth year, which prepares vulnerable students to access high school, benefiting 20 low-income students from Renca. Also, we supported the Sports Promotion Program, that includes projects such as Soccer Teams, Sports Workshops, Sports Schools and the Renca Recreational Workshops. As a result of the COVID-19 sanitary contingency, we collaborated by providing our company's products to the municipality to supply grocery boxes delivered to the neighbors.

QUILICURA

As in Renca, we continued to develop the "Formando Chile" project, benefiting 20 young people in the Quilicura district. Also, we made contributions for the maintenance of the Lo Marcoleta Mural inaugurated in 2018. Given the pandemic context, and like Renca, we collaborated by providing our company's products to the municipality to supply grocery boxes delivered to the neighbors.

COINCO

Together with the Red Cross, we supported by donating a basic protection and hygiene kit to 100 of the most vulnerable families of the zone, to effectively assist them in the COVID-19 contingency. In addition, we delivered products to the local hospital as a contribution with our beverages.

ANTOFAGASTA

We delivered 1,200 liters of products to support the hydration of health workers at the Antofagasta Hospital and we continued with active participation in the APL of Barrio Industrial.

OVALLE, SALAMANCA, SOTAQUÍ, MONTE PATRIA AND PAIHUANO

In the context of the pandemic, CPCh donated more than 11 thousand liters of CCU Disinfectant Alcohol to the city council of the Coquimbo Region focussing on nursing homes and municipal offices. In addition, another 60 thousand liters were donated to the Chilean Ministry of Health and 2,750 liters to the Control Pisquero Cooperative.

CPCh also participated, together with the Municipality of Ovalle, in initiatives to promote tourism in the area and preserve the archaeological heritage of pre-Hispanic cultures in the IV Region, where we contributed to the implementation of 40 new descriptive signs in the Valle del Encanto.

MOLINA AND ISLA DE MAIPO

VSPT Wine Group collaborated in street sanitation and disinfection in the districts of Molina, Penciahue, San Fernando, Isla de Maipo and María Pinto. The company provided tractors and trained personnel, covering the streets and public accesses, spraying a quaternary ammonium solution from atomizing equipment installed on the agricultural machinery. Furthermore, we provided the Ministry of Health with modern PCR equipment for laboratory analysis, to be used in the detection of COVID-19 at the Hospital Metropolitano de Santiago.



TEMUCO AND VILCÚN

We donated more than 1,600 liters of hydration products to different institutions and organizations in the area, such as the Temuco Hospital and Vilcún Hospital. In addition, we maintained an active participation in the unions we belong to, CorpAraucanía and SOFO.

DISTRIBUTION CENTERS FROM ARICA TO COYHAIQUE

Through our community relations officers, we were able to reach out to the communities in the areas where we have distribution centers throughout Chile, delivering products to support various initiatives.



PUNTA ARENAS

Cervecería Austral made important donations in Punta Arenas. It delivered 15,000 facemasks to the Red Cross, to be distributed in Family Healthcare Centers and the Assistance Area of the commune. Likewise, we provided hydration kits - 1,440 units of Cachantun and Gatorade - to support the health personnel of the Emergency Medical Attention Service (SAMU) to better face their working days.

CCU ARGENTINA

Over 100 thousand kilos of groceries were donated by CCU Argentina in Santa Fe, Salta, Allen and the Buenos Aires cities of Luján. Tres de Febrero and Vicente López, benefiting more than 10 thousand families. Furthermore, we supported the health system by delivering 40 hospital beds and one thousand safety items, such as goggles and facemasks to health personnel in Santa Fe, Salta, Allen and the cities

of Luján, Tres de Febrero and Vicente López, belonging to Buenos Aires. Also, at Cervecería Santa Fe the workers assembled more than 4,000 lunch boxes distributed by "Pedidos Ya" to five homeless assistance institutions.

CCU URUGUAY

CCU Uruguay contributed 5,000 units of Nativa Mas flavored water to different charitable causes in the country. In addition, it helped with groceries to community kitchens and educational institutions. It also delivered 5,000 CCU face shields to the Ministry of Health and customers in the country, and 1,000 to the Educational Centers of Associates of the National Administration of Public Education of Uruguay (ANAPE).

BOLIVIAN BEVERAGES

During the mandatory quarantine, Bebidas Bolivianas, BBO, delivered more than seven thousand bottles of Malta Real and Mendocina water to the Calentando Corazones Foundation, to collaborate with the most vulnerable sectors of Santa Cruz. In addition, the company donated 1,080 cans of Malta Real and 3,000 bottles of Mendocina water to the Municipality of Warnes, to help the most vulnerable families in that area

BEVERAGES FROM PARAGUAY

Bebidas del Paraguay donated close to 1,000 bottles of Pulp soft drinks, Puro Sol juices and La Fuente waters to the Arambé Educational Center, for the daily feeding of 400 low-income children and their families. Also, Pulp soft drinks donated 1,000 meals to needy areas affected

by the pandemic in the neighborhoods of Fernando de la Mora, Zona Sur Luque, Barrio Primavera, Meanwhile, in alliance with the DON VITO brand, we delivered 1,000 product packs to the same areas.

CENTRAL CERVECERA DE COLOMBIA

Cerveza Andina supported more than 1,600 restaurants through the Sunrise Project, a digital platform that allows donations or pre-purchases to support Colombian restaurants, which, in the current crisis, are looking for ways to reinvent themselves. It also joined the Poder Maratón initiative, a virtual race in which registrations are converted into merchandise for families in need in times of crisis. Through the #BrindemosAyuda initiative, Miller Lite created a partnership with Merqueo, a digital marketplace platform. For each person who donates a 40,000 Colombian pesos worth of merchandise, Miller Lite will grant another one to support a group of foundations. On the other hand, 147,000 liters of NatuMalta were donated to the Colombian Red Cross, to be distributed in different cities of the country to the population most in need of food.

Sotaquí Plant: a successful dialogue

An example of successful conflict resolution in 2020 was with the neighbors of CPCh's Sotaquí Plant, with whom, through a visit to the washing water treatment plant, a negative perception about the possible impacts that the plant could generate in operation was resolved. There was a fluid and transparent dialogue regarding its operation, providing arguments and technical descriptions for the community's peace of mind.

Corporate citizenship, alliances and participation in public policies

DSC.24

CCU participates with the community in a corporate manner in four lines of action:

1. Promotion of a Responsible Alcohol Consumption: Educate as a Family

As part of the continuity of the CCU 360° Responsible Alcohol Consumption Program, and due to the pandemic caused by COVID-19, we adjusted our program "Educate in Family" to an online version, through the Meets online platform and through our social networks on Facebook and YouTube. We included pandemic and quarantine-related content, as well as the responsible consumption of alcohol and the prevention of underage drinking, reaching more than 510 people. Throughout the program's history, we have impacted more than 81,300 families in Chile.

In addition to the above, the road safety education talks that were performed jointly with Fundación Emilia became brief informative capsules, providing concise information focused on educating future drivers who are currently attending high school in Chile. Thus, we reached more than 10,264 students directly through 418 of these

schools all over Chile. This year we also reached 82 Local Police Courts with these capsules, which are being displayed on monitors placed in such courts, allowing us to reach an estimated 99,876 people.

Meanwhile, CCU Argentina sponsors the Argentine Rugby Union, a sport whose reputation was affected by violence linked to nightlife and alcohol. Proactively, the company decided to work on this axis of Responsible Consumption within the clubs supported, with the purpose of strengthening knowledge and having a reputational stock to face possible crises. A survey of 3,608 participants showed that 63% believe that it is essential for sponsors to play an active and responsible role in rugby, and that nine out of 10 participants believe that brands can generate positive changes in the sport.

2. Commitment to culture

The pandemic was not an obstacle to continue contributing in the development and diffusion of Chilean art; indeed, this was a great opportunity for CCU in Art. Its 27 years of trajectory continued with new virtual platforms allowing decentralization and reaching more people throughout the country, promoting young and established artists, thus "Arte CCU en Vivo", "Sala de Arte CCU Virtual Foco Curatorial y Social", illustration and recycling contests to promote artistic creation, and online discussions were born.



CCU ART ROOM

Complying with all security protocols for COVID-19, the CCU Art Room opened its doors to the public in December 2020 presenting the exhibition "Of what was to be, but was not; what I did not imagine, but happened, and the attempt to adjust between all that", by national artist Mónica Bengoa. This exhibit is composed of a series of works and projects in which Monica has worked on nature, landscape and text as a central problem in the image, both from its formal and thematic aspects.

ART SCHOLARSHIP

The fifth version of the CCU Art Scholarship was awarded to Nicolás Grum. The artist made his online residency at the International Studio & Curatorial Program (ISCP), developing a research and artistic creation based on "El Hombre de Cobre", an Aymara mummy.

In addition, at the event the company presented its book "Art in CCU, 26 years of history", which is a journey through more than two decades of work focused on contributing at developing Chilean artists and promoting the democratization of access to culture in the country. In the more than 200 pages of this publication, the second one published, some of the nearly 600 pieces that make up its outstanding collection are presented.

ITINERANT PROGRAM

Continuing with the itinerancy program, which seeks to decentralize cultural activity away from regular exhibition venues, the exhibition "Urbanitas. Imágenes de una Ciudad" visited Chiloé during the summer. More than 2,100 people attended the CeCrea creation center in Castro to see part of one of the most important private collections of contemporary Chilean art in the country.

CCU ART LIVE

A total of 25 artists participated in the ArteCCU Live sessions through the "CCU en el Arte" social networks, reaching more than 3,000 people. In these sessions the artists presented their work methodologies and their work in a close way, achieving direct contact with the community and answering questions from the public in real time.

VIRTUAL ART ROOM - CURATORIAL AND SOCIAL FOCUS

To give continuity to the exhibition program of the CCU Art Gallery, which seeks to give visibility to national artists and, after the closure of the traditional art spaces, in July the CCU Virtual Art Gallery - Curatorial Focus debuted, with artists selected from an open call. In November, following the success of this format, a new call was opened in November for four Chilean artists to exhibit in the Virtual CCU Art Room in 2021.

Furthermore, the model was replicated for the CCU Art Gallery Social Focus, holding four exhibitions in virtual format intended for those cultural exhibitions with a social purpose, as an instance of integration, understanding that the artistic experience improves the quality of life and strengthens communities. In this way, exhibitions of the mediation program developed with neighbors of the Municipality of Renca, Balmaceda Arte Joven, Fundación Lacaracola A ser Feliz and the winners of the #ReciclarEsUnArte contest were presented.

This schedule made it possible to reach more than 9,400 people, extending CCU's audience in Art in number and territory.

TALKS

In addition to the virtual exhibitions of Balmaceda Arte Joven's Foco Social and Fundación Lacaracola's A ser Feliz, two talks were held as mediation instances to disseminate the work carried out by these institutions. In addition, in conjunction with the School of Art of the Universidad Andrés Bello, a series of four round tables were held, which brought together teachers and directors of 12 art schools nationwide, in order to give continuity to the Convergente program. These tables sought to generate debate and reflection on art education, the problems faced as a result of the pandemic and the challenges of teaching in the future.

CONTESTS: ILLUSTRATE YOUR SUPERHERO AND #RECICLARESUNARTE

More than 600 illustrations participated in the contest "CCU invites you to illustrate your superhero and tell his story", an initiative intended for children between the ages of seven and 18 years old to explore their creativity and approach to art in a fun way during quarantine. In August, CCU en el Arte together with Kyklos invited artists of all ages to participate in the #ReciclarEsUnArte contest, the only requirement was that the artworks must be elaborated only from waste. This activity aimed to promote artistic creation and recycling, to encourage

and reinforce in people a culture around recycling habits. Among the prizes, the winners were able to exhibit their works in the Virtual CCU Art Gallery - Social Focus during December.

3. Environmental care education

Reaffirming our commitment to environmental care and seeking to be a contribution in education and awareness, we joined as a promoter of the initiative "Chile Sin Basura 2040", led by Kyklos, which through a collaborative public-private effort strives to eliminate waste to landfill in our country. Additionally, we are part of the Plastics Pact, an initiative led by Fundación Chile and the Ministry of Environmental Affairs, which has an important educational role in the circular economy for society.

We use messages in our products to educate the consumer about the materiality of each one of them for their correct post-consumer disposal in order to facilitate their recycling. In this sense, the brands have also taken a relevant role, especially Bilz and Pap, implementing recycling campaigns for their containers aimed at children and families.

4. Solidarity support

With affection and professionalism, we collaborate with non-profit institutions through a Donations Committee which supervises their correct behavior subject to tax legislation, which is reflected in our Donations Policy. The initiatives are then approved by the Board of Directors.

In 2020, we continued to collaborate with more than 100 institutions and others, such as volunteer support for the ProBono Foundation, the Tutoring and Scholarship Program for senior high school students, and the internal 1+1 Campaign for the Teletón, among others. In addition, we continued to contribute to Red de Alimentos, an institution that provides groceries to more than 200 social organizations to be consumed by people in vulnerable situations, donating more than two million liters of CCU products. In total, 293 volunteer hours were completed to accomplish these initiatives.

We also cooperated within the community and various entities through solidarity contributions, or by providing hydration to firefighters, CONAF brigade members, other institutions or volunteers attending different emergency situations. In the hydration contributions we deliver to our

communities, we coordinate directly with Municipalities, Hospitals, Primary Health Centers, Solidarity Kitchens and Neighborhood Committees, in order to continue accompanying them in this stage. We delivered more than 69 thousand liters of products directly.

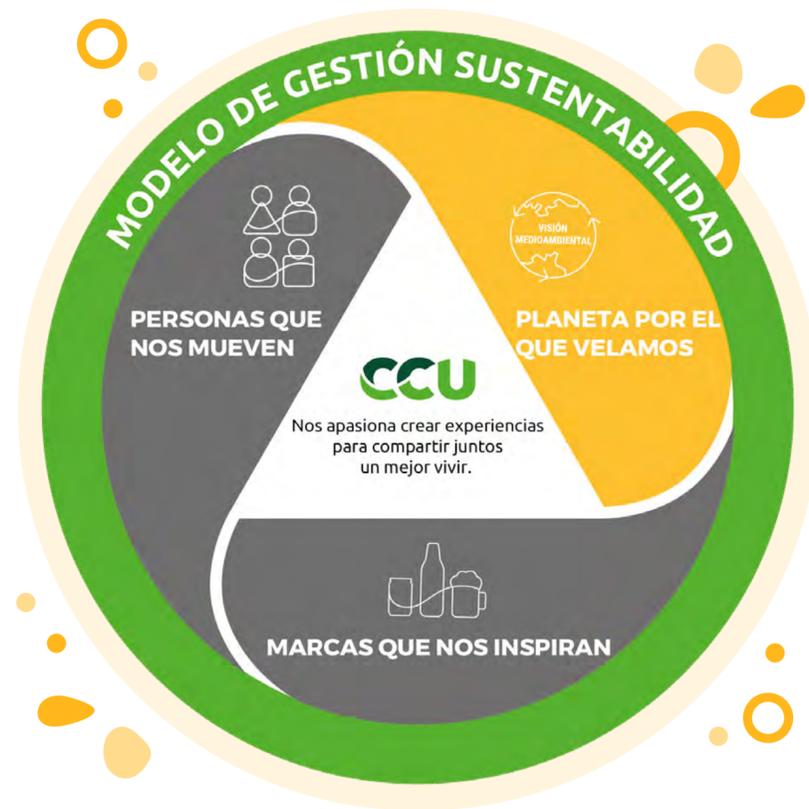
Considering all initiatives, the amount of CCU's community investment and social contributions in 2020 was:

- Corporate¹: **CLP 1,322,192,997.66**
- Donations COVID-19 shares: **\$650,012,578.80**

¹ Does not include contribution to Teletón



Our Planet



CCU acknowledges the importance of operating with a long-term Environmental Vision. In December 2010, we stipulated our Environmental Vision 2020, listing concrete commitments to reduce water use, reduce greenhouse gas emissions and increase the recovery of solid industrial waste. These promises became monthly goals in the Chilean and Argentine operations, and by the end of 2020 we exceeded the proposed goals in two of our objectives: we reduced greenhouse gas emissions per liter produced by 35.7%, when the target was 20%, and we reduced water use per liter produced by 48.6%, when the target was 33%.

The objective of our Environmental Policy (available at www.ccu.cl/publicaciones-ccu) is to go beyond the regulatory compliance regulating our operations. With this in mind, new and more ambitious goals were established in our **Environmental Vision 2030**, which embraces three new areas of action and also includes Uruguay, Paraguay and Bolivia, in addition to Chile and Argentina.

We are committed to achieve the following goals during this decade:

- Reduce greenhouse gas emissions by **50%**
- To use **75%** renewable energy sources for electricity
- Valorize **100%** of solid industrial waste
- To make **100%** of our packaging reusable, recyclable or compostable
- Our containers and packaging should contain an average of **50%** recycled material
- Reduce water consumption by **60%**



Emissions



		Achieved 2020	Target 2020	Target 2030
Greenhouse gas reduction (GHG)	Kg CO2e/HI produced	35.7%	20%	50%
Use of renewable energy	% of total renewable electric energy	22%	New indicator	75%



Waste

		Achieved 2020	Target 2020	Target 2030
Valorization of Solid Industrial Waste	% Valorization of industrial waste	99.4%	100%	100%
Circular economy: Reusable, recyclable or compostable packaging	% Reusable, recyclable or compostable packaging	99.9%	New indicator	100%
Circular economy: Recycled material in packaging	% recycled material used in packaging	31.3%	New indicator	50%

1 Además de los residuos industriales y RESPEL, se suman los asimilables a domésticos



Water

		Achieved 2020	Target 2020	Target 2030
Water Consumption Reduction	HI water used/HI product produced	48.6%	33%	60%

1. CLIMATE CHANGE AND EMISSIONS MANAGEMENT

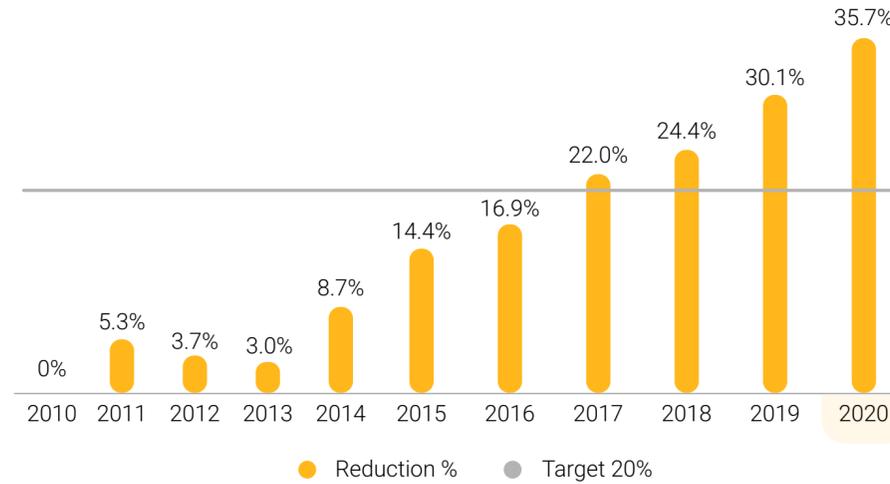
CCU is committed to reducing its Greenhouse Gas emissions (GHG) through the measurement and management of its Carbon Footprint and the permanent search for cleaner and more efficient energies. It also contributes by actively participating through the associations that represent the different industrial sectors in public/private discussion roundtables for the development and implementation of new regulations to mitigate the consequences of climate change.

Emissions management

305-1 305-2 305-3 305-4 305-5 MA.10

The Environmental Vision 2020 contemplates a specific goal of 20% reduction of Greenhouse Gases (GHG) per liter produced, for Scope 1 emissions (direct emissions) and Scope 2 (indirect emissions from electricity consumption) with respect to those generated in 2010. Target that was exceeded in 2017, and in 2020 a 35.7% reduction in emissions was achieved. That is why a new goal has been proposed for 2030 to achieve a 50% reduction with respect to the base year 2010.

Annual Compliance Emission Reduction^(*)



The CCU Carbon Footprint Tool includes an inventory of emissions in these scopes, including Scope 3 or indirect emissions. All industrial facilities and distribution centers must report in this tool the information necessary to estimate their direct and indirect emissions on a monthly basis.

In line with the corporate objective, facilities must manage their Scope 1 and Scope 2 emissions through the efficiency of production processes, including environmental performance parameters in technological renewal and through specific projects.

Scope 3 management is focused on transportation, raw material manufacturing and manufacturing materials.

Meanwhile, in the Environmental Vision 2030, as of this year the operations of Chile, Argentina, Paraguay, Uruguay and Bolivia are consolidated, whose consolidated emissions correspond to:

- Scope 1 emissions: 77,951 t CO₂e.
- Scope 2 emissions: 83,124 t CO₂e.
- Scope 3 Emissions: 1,130,650 t CO₂e.

2010 was selected as the base year because it was the first year with a formal accounting of Greenhouse Gas emissions (GHG) through a tool developed for CCU, based on the GHG Protocol standard and validated by a third party. This process of environmental indicators verification is annually done with different verification companies.

It is important to mention that the emission factors come mainly from sources such as IPCC (Guidelines for National Greenhouse Gas Inventories, 2006), GHG Protocol (Tool for stationary combustion), Guidelines to Defra (DECC's GHG Conversion Factors for Company Reporting), among others.

The consolidation of environmental indicators expressed as intensity, including greenhouse gases, operational control is based on production volumes.

Compared to the 2010 baseline, in 2020 the company avoided emitting 85,334 t CO₂e according to BAU methodology (considering Scopes 1 and 2). The reduction is explained by greater efficiency in production processes, technological renovation and specific projects.

% of Distribution	2019	2020
Emissions Scope 1	6%	6%
Emissions Scope 2	7%	6%
Emissions Scope 3	87%	88%

In 2020, CCU was again recognized with the Seals of Quantification. Reduction and Excellence of the HuellaChile Program of the Ministry of Environment, for the management of GHG emissions 2019. This distinction demonstrates CCU's reiterated commitment to its environmental performance goals.

Other Atmospheric Emissions

305-7

These emissions derive from the fossil fuels used in the facilities and their variations are a consequence of specific consumption and process efficiency, Emissions of Nitrogen Oxides (NOx), Volatile Organic Compounds (VOC) and particulate matter (PM) decreased with respect to 2019, (Details in Annexes).

Emissions of ozone-depleting substances

305-6

Emissions of substances that have the potential to deplete the ozone layer are not significant. In 2020 they reached a value of 0.008 metric t of CFC-11 equivalent, corresponding to fugitive emissions of HCFC (Hydrochlorofluorocarbons) and HFC (Hydrofluorocarbons) type gases, refrigerant substances used in industrial refrigeration and air conditioning equipment in CCU's production plants and offices at the regional level, (Details in Annexes).

Emission adaptation and mitigation initiatives

201-2

Chile is considered a highly vulnerable country to the phenomenon of climate change, as it has low altitude coastal areas, arid, semi-arid and forest areas, susceptibility to natural disasters, areas prone to drought and desertification, urban areas with air pollution problems

and mountainous ecosystems such as the Coastal and Andean mountain ranges. In addition, the country's main socioeconomic activities are highly dependent on the climate, mainly on water availability. This situation applies to a large extent to all the countries in the southern cone where CCU has facilities.

In terms of risks related to climate change, increased rainfall during harvest periods affects the yield, cost and quality of the wines produced by the company. Likewise, the risk associated with extreme weather events, such as floods due to excessive rainfall or forest fires caused by historical temperature increases, can cause damage our facilities and eventually affect operational continuity.

In relation to the opportunities arising from climate change, an increase in rainfall in areas with droughts favors greater availability of water and, in turn, greater availability of raw materials for vineyard activity. Likewise, an increase in the average temperature could generate growth in sales of CCU products. A detail of the risks identified by the company is provided in the CCU Annual Report 2019 and 2020.

In this context, CCU maintains contingency plans to prevent risks from materializing, contemplating the investments required to face these effects. This has been based on practical experience in the facilities and specific technical reports on climate change adaptation.

Climate Risk Atlas

This is a new tool developed by the UC Global Change Center, which shows the risk of climate change according to future climate projections.

Its purpose is to provide high quality scientific information for the units in charge of policy design and implementation of climate change adaptation measures and is used as a basis for the development of Climate Change Adaptation strategies. Currently, CCU is preparing training courses for executives to advance in the development of these strategies.

This tool is available at the following link: <https://cambioglobal.uc.cl/ver-mas/371-arclim-nueva-plataforma-que-desarrolla-mapas-de-riesgo-climatico-para-la-toma-de-decisiones>

2. EFFICIENT AND SUSTAINABLE ENERGY MANAGEMENT

302-1 302-3 302-4 MA.4.

CCU's Environmental Policy promotes the implementation of an energy management system as a tool to continuously improve the performance of this area, promoting a culture of energy awareness in activities related to energy use and consumption, prioritizing the acquisition of energy-efficient products, services and designs.

Energy consumption within the organization

Direct thermal energy consumption from non-renewable sources was 1,139,559 Gigajoules (GJ) in 2020, considering all CCU facilities, excluding Colombia.

The consumption matrix of fossil fuels (non-renewable) is mainly made up of natural gas, considered the best alternative due to its lower local and GHG emissions. During 2020, natural gas accounted for 87% of non-renewable energy consumption.

Distribution of fuel consumption	2020
Non-renewable	87.5%
Natural Gas	0.1%
Gasoline	8.1%
LPG	1.2%
Oil 6	3.0%

Thermal energy consumption from renewable sources in 2020 was 148,337 GJ, emphasizing the contribution of the biogas facilities of Viña San Pedro, Cervecera Santiago, Cervecera Temuco and Cervecera Santa Fe, in Argentina.

External electricity consumption (from renewable and non-renewable sources) was 853,929GJ for 2020.

The company also has self-generated electricity from renewable electricity generation processes, such as from a pass-through mini power plant and photovoltaic panels, which in 2020 generated 21,297 GJ. Thus, the total direct and indirect energy consumption (from non-renewable and renewable sources) for 2020 was 2,163,123 GJ. The energy intensity for the period was 73,27 MJ/hl.

Power supply

CCU's facilities in Chile are powered by the distributors of the Sistema Eléctrico Nacional (SEN). Sistema Eléctrico de Aysén (SEA) and Sistema Eléctrico de Magallanes (SEM). For regional operations in Argentina, Paraguay and Uruguay, power comes from their respective energy matrices.

Reduction in energy consumption

According to BAU methodology, CCU avoided consuming 1,103,741 GJ in 2020, compared to 2010. A greater efficiency in production processes, technological renovation and specific projects explain the reduction.

Chile 2020 Highlights

1 Incorporation of self-generated electricity at CPCh's Ovalle Plant, through the use of photovoltaic panels.

In April 2020, the photovoltaic plant was installed with 300 kW of power from 1,000 solar panels to supply about 30% of the electrical energy required by the plant through a renewable source. Environmental benefits are obtained by avoiding the consumption of energy generated by fossil fuel thermoelectric plants.

2 Incorporation of renewable thermal energy at VSPT's Molina Plant.

As of July 2020, Planta Molina began using thermal energy from the biogas plant, reaching approximately 12% of the plant's total thermal energy by August 2020.

Regional 2020 Highlights

1 Ciudadela Plant, Argentina: Air compressor area retrofitting to former carbonation area.

2 Luján Plant, Argentina: Installation and partial start-up of the energy measurement and management system.



3. WASTE MANAGEMENT

306-1 306-2 306-3 306-4 306-5

CCU maintains within its Environmental Vision 2030 a specific indicator for the Industrial Waste Valorization (IWR), to encourage the reduction, reuse, recycling and recovery of all waste generated in the industries.

In 2020, CCU, in its operations in Chile and Argentina, achieved the recovery of 99.4% of its solid industrial waste, a year-on-year increase from 98.8% in 2019. The waste valorization of all CCU facilities, excluding Colombia, corresponds to 98.03%.

Annual Compliance Solid Industrial Waste Valorization



100% waste recovery at our plants

In Chile, we highlight the achievement of 100% IWR in October, November and December 2020 in the following plants and DCs:

1. Coinco
2. Porvenir
3. Kunstmann
4. Quilicura
5. Temuco
6. Renca
7. Antofagasta
8. DC Rancagua
9. DC Curauma
10. DC Renca
11. DC Temuco

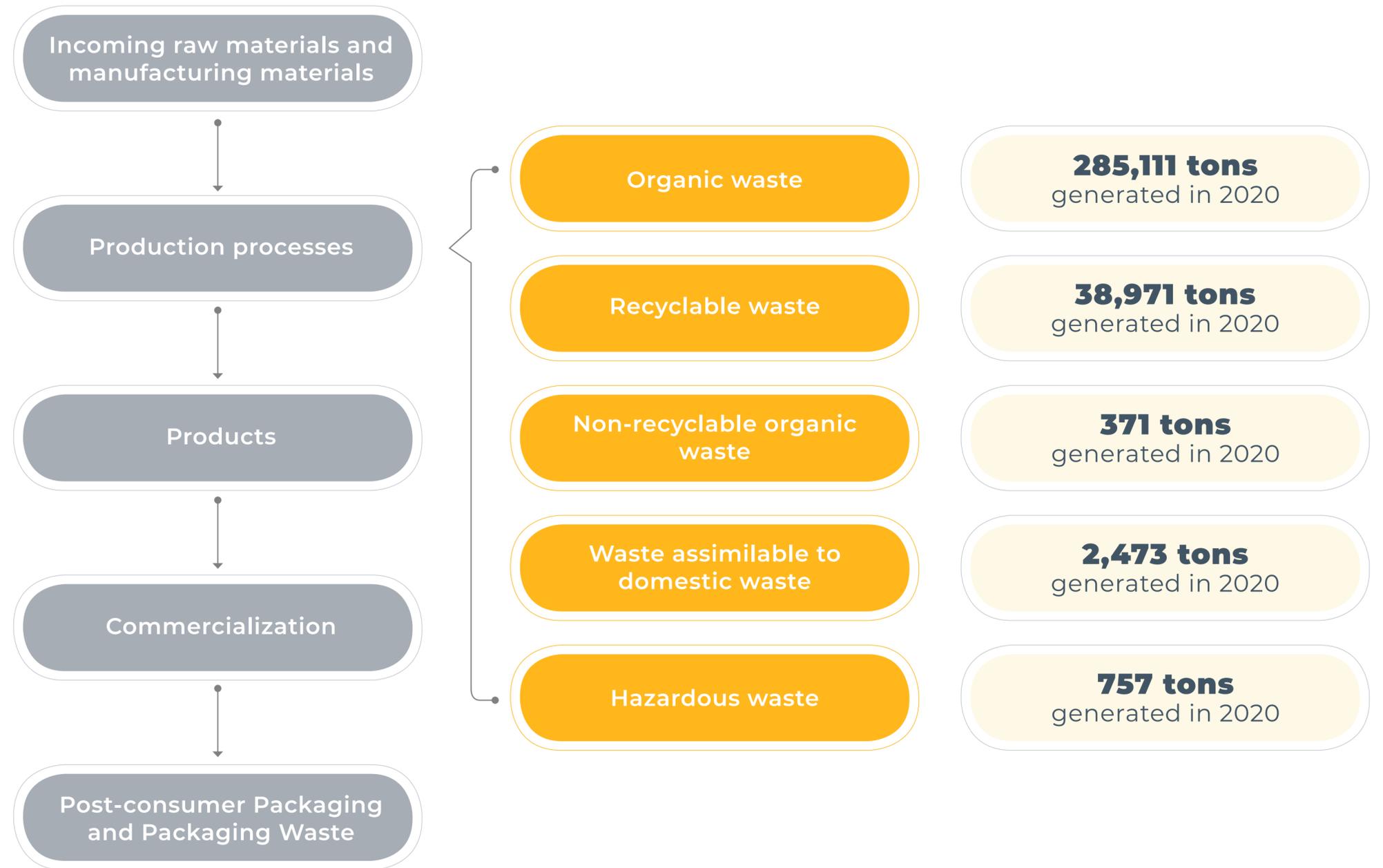
In Argentina, the achievement of a VRI of 100% October, November and December 2020 at the Luján plant stands out.

More than 99.9% of the industrial solid waste generated annually in CCU's operations corresponds mainly to non-hazardous waste. The company's total waste, between hazardous and non-hazardous waste, was 327,683 t in 2020, including all CCU facilities, except Colombia, for consolidation purposes.



Industrial waste

- **Organic waste (87.01%):** Primarily waste from brewing and vinification, mainly used for livestock feed, co-processes with energy recovery or for composting.
- **Recyclable waste (11.89%):** Waste from the packaging production process of raw materials and manufacturing materials. This mainly consists of glass, plastics, cardboard and aluminum cans, among others. All these residual materials are delivered to authorized waste management companies, which either commercialize them or transform them to be incorporated into other processes as raw materials (Circular Economy).
- **Non-recyclable organic waste (0.11%):** Most of this waste corresponds to labels, filter soils, among others, the segregation and classification being complex, so it is generally disposed of in sanitary landfills.
- **Waste similar to domestic waste (0.75%):** This corresponds to waste generated in kitchens, dressing rooms and restrooms.
- **Hazardous waste (0.23%):** These are mainly water contaminated with hydrocarbons, lubricant waste, batteries, and containers, among others, which are disposed of in authorized locations following specific safety procedures.



Non-Hazardous Waste*

Types of waste	Metric	2018	2019	2020	Destination / Disposal method
Organic waste	t	229,078	235,519	285,111	Composting / livestock feed
Recyclable waste	t	26,830	25,692	38,971	Recycling
Non-recyclable organic waste	t	766	484	371	Disposal
Waste similar to household waste	t	3,182	2,680	2,473	Disposal
Total	t	259,856	264,375	326,926	

Hazardous Waste*

Types of waste	Metric	2018	2019	2020	Destination / Disposal method
Recovered organic waste	t	160	165	757	Disposal to authorized recipients

CCU's industrial facilities in Chile generate from a moderate to a large amount of waste annually. Waste management has been outsourced to waste management companies through three-year agreements for this service. Companies that generate small amounts of waste manage it directly.

To maximize waste recovery, we work with suppliers of raw materials and manufacturing materials so that their containers and packaging are managed to reuse, reduce and recycle the materials.

This waste management is being extended as a corporate requirement to all industrial plants and regional distribution centers.

Main raw materials and manufacturing materials

301-1 301-2 301-3

In the brewing process, we use mainly barley and malt as agricultural raw materials, In the case of wine and pisco, the main raw material are grapes. CCU has a disclaimer on the use of ingredients derived from genetically modified organisms (GMOs).

CCU disclaimer on the use of GMO Ingredients

We elaborate our products in compliance with all legal health, food safety, labeling and ingredient standards in all the markets where we operate. Thus, based on the precautionary principle that we apply, we adopt the appropriate safeguards to avoid the use of ingredients derived from GMOs.

However, in those countries where local legislation does not prohibit it, we do not discourage the responsible use of GMO ingredients, in accordance with the parameters set by the competent authorities.

During 2020, the main agro-based raw materials in the brewing industry consisted of Malt (165,746 t), Rice (32,589 t) and AM Syrup (28,007 t). In the wine industry (wines and distillates), the main raw materials are grapes (129,887 t), wine from third parties (101,914 t) and Pisco alcohol from third parties (11,100 t).

Manufacturing materials purchased for packaging, of non-renewable origin, mainly glass, aluminum and plastics, amounted to 204,060 tons.

Most of CCU's main renewable-source manufacturing materials used for packaging its products are paper and cardboard. During 2020, 17,895 t of cardboard and paperboard were purchased.

Materials of manufacture:

Materials	Recycled ratio in Chile	
	2019	2020
Glass	30%	30%
Alumina	70%	70%
Cardboard	75%	75%

Percentage of products that used returnable containers in Chile:

	2019	2020
Reused packaging materials / Returnability ^(*)	18%	14%

4. CIRCULAR ECONOMY AND ECO-DESIGN

CCU's commitment to our planet is unavoidable and we are proud to help guide the way towards a Circular Economy.

Extended Producer Responsibility and Recycling Promotion (REP) Law in Chile

The main objective of Law 20.920, known as the REP Law, is to establish an industry that takes responsibility for its products through the prevention of waste generation and its recovery and recycling. It obliges all manufacturers and importers of so-called "priority products" (including PET plastic) to take responsibility for them until the end of their useful life, i.e., until their product becomes waste that can be used in a new production process.

This law aims, as a country, to achieve a new circular model, in which the products and everything needed to manufacture them maintain their usefulness and value. Thus, the company participates in the preliminary project of an Integrated Packaging Management System coordinated by the Chilean Food and Beverage Association, AB Chile.

This initiative has allowed progress to be made in the execution of different pilot plans to gather information on community participation, discard levels, efficiency, installed capacity and direct work with collection, classification and recovery companies, as well as the analysis of the legal challenges of the REP Law that will be addressed in the future, CCU, ECCUSA and VSPT Wine Group are among the founding companies of this organization, together with Agrosuper, Carozzi, Coca-Cola Andina, Nestlé, Falabella and L'Oréal, among 25 other companies.

Chilean Plastics Pact

Seeking to move towards a circular economy with an appropriate use of plastic containers and packaging, the Ministry of Environmental Affairs together with Fundación Chile launched the Chilean Plastics Pact guidelines, with the active participation of CCU. The initiative involves more than 50 organizations and intends to provide concrete guidelines to all parties involved in the plastics value chain nationwide with a common vision as a guide for their strategies.



#ElijoReciclar, which stands for #IChooseToRecycle

CCU belongs to the Clean Production Agreement (APL, according to its Spanish acronym), signed by several companies and led by the Sociedad de Fomento Fabril (Sofofa). One of its projects is the #ElijoReciclar seal, to identify products complying with the following conditions: at least 90% of the weight of the packaging is elaborated from recyclable materials, its parts can be separated by consumers and furthermore, the recycling industry must be in charge of processing these wastes. In addition to this seal, located on the product's front label, consumers will also be provided with an informative label on the back, explaining the components of the packaging, how to separate them, and thus ensure that it is effectively recycled.

By the end of 2020, all the company's carbonated soft drink brands (Pepsi, 7Up, Limón Soda, Crush, Canada Dry, Bilz, Pap and Kem). Watt's in the Juices and Nectars category, and Cachantun, MAS, Nestlé Pure Life and Porvenir in the water category had joined the initiative. In the distilled beverages category, Pisco Tres Erres was added, bringing the total number of CCU products with the seal to almost 200.



Garbage Free Chile 2040

In 2019 we joined as promoters of this initiative led by Kyklos, which seeks to reduce, reuse and recycle 100% of the waste generated in Chile. In this line, in 2020, to encourage and reinforce in people a culture around recycling habits, a contest was launched that called for people from all over Chile to create a work solely with waste. The winning samples were part of an exhibition at the Virtual CCU Art Gallery - Social Focus.



5. WATER MANAGEMENT

303-1 303-2 303-3 303-4 303-5

Water is essential for the planet as well as for the company's business, so we work to optimize the use of water resources in all our operations and throughout the entire value chain. We have continuous improvement systems and apply the best available techniques and practices.

In Chile, the Dirección General de Aguas (DGA) has established through specific resolutions for water-stressed areas that automatic level measurement equipment must be installed at all groundwater collection points and collection records must be reported periodically. In CCU this requirement has been extended to all groundwater collection points. Aquifer level measurement has made possible to monitor the sustainability on supply and consequently implement specific action plans.

Monitoring of water availability at all the company's facilities will continue in 2020, focusing especially on facilities located in water scarcity zones declared by the DGA from the Ministry of Public Works, such as the areas of Ovalle, Monte Patria, Salamanca and Sotaquí, covering both the facilities and the distribution centers located in these areas, which correspond to Copiapó, Coquimbo, Illapel and Ovalle. In addition, the Isla de Maipo plant and the Santiago Sur distribution center, located in the central part of the country, are also included.

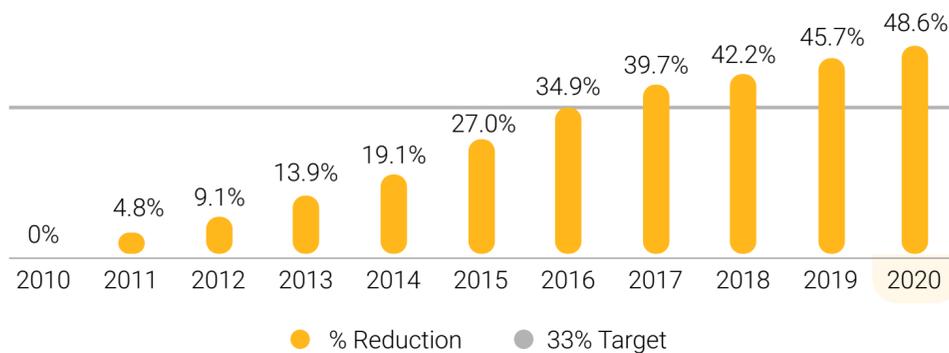
The Water Scarcity Decrees issued by the local authority are considered by CCU when defining goals and designing long-term action plans, contemplating that today a sensitivity analysis is essential to face a global water scarcity scenario. Therefore, it is important to highlight that water scarcity decrees are renewed every six months, constantly changing.

The Company has a water consumption indicator related to industrial water use intensity (hl of water withdrawn/hl of water produced). Domestic water use (kitchens, restrooms and dressing rooms), as well as garden and green area irrigation water, although under control, is not considered in this measurement.

Reduction of water consumption

CCU achieved early the goal of reducing water consumption by 33% in 2016, reaching a reduction of 36% in accordance with the Environmental Vision 2020. In December 2020, we achieved a reduction of 48.6%.

Annual Compliance Reduction of Water Consumption^(*)



Water Collection

The water collection in 2020 from all CCU facilities, with the exception of Colombia, corresponds to 8,256 million m³. A 79% of the intake comes from deep wells, 11% from the drinking water network, 6% from canals, while the remaining 4% comes from springs.

Industrial facilities have water treatment plants to adapt water to process and product specifications.

Total water withdrawal from all water stressed areas in %, and a breakdown of this total by the following sources:

Zone	%
Monte Patria	
Ovalle	
Salamanca	2.4%
Sotaquí	
Isla de Maipo	

The origin of the water was mostly from deep wells, with 79%, followed by the drinking water network, with 11%.

Types of sources Total (m ³)	2020
Deep wells	6,500,655
Drinking water network	882,660
Canals	516,988
Springs	355,982
Total collection	8,256,285

Wastewater, from processes and products

The company has Liquid Industrial Waste (LIW) treatment systems adequate to comply the norms and regulatory provisions applicable to the corresponding destination in each facility that requires it. This allows the water to be discharged in accordance with current environmental regulations. During 2020, considering all the facilities, except Colombia, 5,1 million m³ were discharged, where 45.9% corresponds to discharges in surface water courses and 45.7% in sewage networks of sanitary companies.

The countries in which we have industrial facilities have equivalent norms and standards that regulate the physicochemical characteristics that discharge water must meet. If regional standards are not available, conventional discharge parameters are used, depending on the receiving entity.

Antofagasta plant achieves 100% water reutilization

The water consumed by the Antofagasta plant comes from the potable water supply network of the ESSAN sanitation company, 100% of the treated RIL is used to irrigate the plant's gardens. Wastewater is disposed of in ESSA's sewage system.

Monte Patria Plant - Chile

At CPCh, new measuring devices were installed for wells and waterwheels at the Monte Patria and Sotaquí plants for DGA compliance. In addition, an initiative was implemented for the recovery of water for bottle washing line 3 bottled water.

Luján Plant - Argentina

The following initiatives at the Luján plant stand out:

- 1. Mini-project:** Recovery of water from last rinse in CIP of bottling lines.
- 2. Miniproject:** Reduction of water consumption in CIP of Line 1.

Santa Fé Plant - Argentina

- During 2020, the classic sink faucets were replaced with timed faucets. In addition, water recovery pipes were incorporated to recover water when pipes must be emptied due to repairs.
- Also, water and lubrication consumption was reduced due to the automatic start-up of lubricators, combined with water losses due to excess continuous purging in condensers. Check valves were installed on pumps and an automatic pump on/off system was implemented.

Water resource management

At the national level, CCU has a community plan, and within the community interest we work with the Solidarity Pillar, under which we provide hydration for different activities, especially when water resources are limited or scarce.

Additionally, we are linked to the Rural Drinking Water Systems (RWS) in some of the distribution centers that have this supply.

Rural Potable Water Supply (RWS) of Villarrica.

Development of a project in conjunction with Abastible company, projecting the installation of a generator as backup equipment to provide normal operation to the community of the drinking water supply sector. This generator provides an alternative solution to power outages in the sector. The project is currently in charge of CCU S.A.'s engineering department for evaluation and execution.

Relationship with key stakeholders

Concerning collection or discharge commitments in networks belonging to canal associations, collection rights have been formalized, for example:

1. The Authorizations required by the Water Canal Association in Pisco Elqui and Sotaquí to comply with irrigation water requirements must be obtained to receive any discharge.
2. Planta Antofagasta has actively adhered to a Clean Production Agreement (CPA) of the Pedro Aguirre Cerda Industrial District (BIPAC), which promotes good manufacturing practices for the management of industrial water resources in the sector.
3. The Pisquera plant in Ovalle works to support cooperative vineyard owners and neighboring communities through initiatives for the proper use of water resources.

Challenges and achievements

Given the geographic features of Chile, some regions have a deficit of water resources. Through CCU's facilities in these sectors, a positive community approach has been achieved, which is expected to continue in order to be extended to all locations with varying levels of exposure to water stress.

6. HIGH STANDARDS

103-1 103-2 103-3 102-11 FP5

Environmental Certifications

Approximately 79% of the company's industrial plants and DCs have an ISO 14001 Environmental Management System with current certification.

Plasco, the Quilicura Plant and the Temuco Plant have ISO 50001 Energy Management System certification. Plasco and the Temuco Plant were also awarded the Energy Efficiency Seal by the Energy Sustainability Agency and the Ministry of Energy, which recognizes the company's high commitment to energy efficiency.

All of VSPT Wine Group's wine grape vineyards in Chile are certified under the National Sustainability Code (CNS), which evaluates aspects such as waste reduction and recycling, energy savings and water management, among others. Its traceability covers three areas: own and supplier vineyards; wineries, bottling plant and other facilities related to wine production, as well as social and labor aspects applicable to the organization, including its fields, offices and facilities, VSPT Wine Group is the first local winery to be recertified for the fifth time in this code.

For the year 2021, the plant was audited to adhere to the FSSC 22.000 standard, as was the Kunstmann plant in Valdivia.

Environmental Investment / Expenditure

CCU's main environmental expenses are related to Liquid Industrial Waste (LIW). Solid Industrial Waste (SIW). Gaseous Emissions (calibrations and verifications of control instruments and operation of fixed sources) and other amounts associated with regulatory compliance, such as verification and compliance with management systems ISO 22000, Food Safety, ISO 14000, Environmental Management and OHSAS 18001. Occupational Health and Safety.

During 2020, the company invested CLP 8,196,366 thousand in environmental expenses, 15% more than in 2019.



Brands that inspire us



1. BRAND VALUE AND COMMUNICATIONS

The company's business activity is based on brands with value, which provide consumers with experiences to share a better life. In this axis of the CCU Sustainability Management Model, the work focuses on Innovation. Responsible Consumption and Our Consumers.

CCU's reputation can be found in each of these areas, adding to its image and history as a leader in Chile and throughout other countries in the region where we operate. In this line, we were recognized and celebrated by several institutions:

Awards and Recognitions

CCU

- **CCU stands out in the Dow Jones Sustainability Index of the Pacific Alliance:** For the third consecutive year, CCU is listed in the Dow Jones Sustainability Index of Chile and, for the second time, is part of the Latin American Integrated Markets index (Chile, Peru, Colombia and Mexico). The listing distinguishes companies with the best performance in sustainability, which ratifies CCU's leadership in this area.

- **CCU once again leads the Beverage sector in the Merco Empresas ranking:** We obtained 1st place in the Beverage sector for the second consecutive year in the ranking prepared by the Spanish firm Monitor Empresarial de Reputación Corporativa, Merco. Furthermore, we obtained 14th place in the overall ranking. This 11th version of Merco also included the top 100 business leaders with the best reputation, CCU's Chairman of the Board, Andrónico Luksic, came in first place, while CCU's CEO, Patricio Jottar, ranked seventh.

- **CCU leads the Most Innovative Companies Chile 2020 awards:** The holding company and three of its subsidiaries won first place in their respective categories in the Most Innovative Companies Chile 2020 Ranking conducted by the ESE Business School of the Universidad de los Andes, in with the participation of the country's most innovative companies in each industry. For the second consecutive year, CCU Chile topped the category of Beverages, Juices and Beers; VSPT Wine Group in the Wines category, and Compañía Pisquera de Chile, CPCh, in Liquors, CCU also took first place in the Industrial Holding sector.

- **Criteria highlights CCU in the Pandemic Brands Ranking:** the company ranked 2nd in the "Food and Beverages" category and 6th overall in Criteria's Pandemic Brands ranking. This measurement reflects people's recognition of the actions taken during the sanitary crisis.

- **CCU achieves CADEM Ranking of Citizen Brands in Key COVID-19:** the company obtained 20th place in the measurement, which analyzed how people relate to the 200 most important brands in Chile, in areas such as positive presence, relevance and contribution to society. It highlights brands that have a relevant impact on society and on people's quality of life, that managed to excite them and from their purpose become visible, generate trust and help make the world a better place to live in.
- **Survey "Companies and COVID-19" by Icare and CADEM:** CCU together with Grupo Luksic and CMPC are the main companies that people recognized as positive initiatives in the middle of the sanitary crisis. According to the study, 57% of those surveyed commented that they have heard of support initiatives that they consider positive and 68% believe that this type of donation is very positive for the image of the companies.
- **CCU was selected by Google to participate in the YoutubeBrandCast event:** the last campaign of Cerveza Sol obtained very good results and was praised in the annual YouTube awards, which this time was held digitally.
- **CCU stands out in the study The Voice of the Market 2020:** prepared by Ernest & Young and the Santiago Stock Exchange, the study allows to know the perception of directors, investors, intermediaries and analysts, among other professionals and experts, on the quality and practices of Corporate Governance of the most traded companies on the Stock Exchange, CCU was

recognized for its actions in five pillars of corporate governance: business strategy, control environment, transparency, fair and equal treatment of shareholders, and sustainability management.

- **CCU achieves eighth place in the Merco Talento Universitario ranking:** in the second edition of the list, the holding company climbed 18 positions with respect to the previous one. The ranking lists the 100 most attractive companies to work for according to university students, and this year the sample was taken during the pandemic. Merco Universitario considers a sample of more than 8,000 university students from technical and technical-professional careers nationwide.
- **CCU was awarded "Best Company 2019" at the UAI Alumni Business Connection Breakfast:** the objective of the event is to recognize those companies that had an outstanding participation among students during 2019. In total, more than 80 companies participated in the activity performed by the alumni as part of its linkage and career development program.

CCU CHILE

- **Cerveza Escudo received two awards at "The World Beer Awards 2020":** for more than 10 years, the competition has annually awarded the best beers in the world through different categories, in which about 3,500 beers compete. In the last edition of the competition, held in London. Escudo Negra was chosen as the best Lager-Dark beer in Chile, while Escudo Ámbar won Bronze among the Pale-Amber beers.

- **Pepsi Zero campaign with Paloma Mami won silver at EFFIE Chile 2020:** in the Food, Beverages and Spirits category, CCU was awarded for its campaign starring the young Chilean singer. It achieved historic levels of TOM, share and advertising recall, along with growth in preferences, consideration and sales. Developed by the BBDO Agency, the campaign was launched in January 2020 and featured various advertising elements on television, public roads, radio, content marketing in digital media, social networks and points of sale. It also presented a new image for the can and labels, designed by the famous Chilean graphic artist Only Joke, inspired by Paloma Mami with phrases from the song "No te enamores" (Don't fall in love).
- **CCU Chile is recognized by Pepsico International as one of the three most relevant countries globally in portfolio transformation in 2020:** CCU is recognized by its international partner due to the success in the development of its sugar-free portfolio and the enormous progress made in reformulations of its regular product, placing Chile as one of the three countries with the best results in this area. This year's award was made online and more than 100 countries participated in it.
- **Two CCU plants in Chile are recognized for their energy efficiency:** Plasco and Temuco plants were distinguished with the Energy Efficiency Seal awarded by the Energy Sustainability Agency and the Ministry of Energy, which recognizes the high commitment to energy efficiency. Planta Plasco received the Gold Seal for implementing energy efficiency measures,

implementing an Energy Management System and having ISO 50.001 certification. Planta Temuco was awarded the Silver Seal for implementing energy efficiency projects and developing an Energy Management System.

- **Manantial won the Taste 2020 Award for the third year:** this award is given by the International Taste Institute in Belgium, and the jury is made up of renowned chefs and sommeliers from all over Europe. This award makes us the only Chilean purified water awarded internationally for its taste this year 2020.
- **ACHS recognized CCU Logistics for management demonstrated with "Plan 0 contagion":** in the context of the Industry work table of May 20, 2020, as well as in the Telecommunications work table of June 24, 2020, CCU was recognized for its strategy against the spread of COVID-19. In addition, it received rationing for the nearly 50% reduction in accident rate for two consecutive years (2019 and 2020).
- **First place CCU in Top of Mind study conducted by First Job: In response to the question:** "Which companies are your favorite to work for after graduation?", CCU won first place in 2020 in a study conducted by First Job. It climbed five places compared to the previous year. The sample was made up of commercial and industrial engineering students from the country's main universities, in their final year or recently graduated.

VSPT WINE GROUP

- **VPST in the TOP 10 of the C3 Creativity and Innovation Ranking:** for the third consecutive year, the company achieved first place in the measurement prepared by the consulting firm Brinca and the Universidad del Desarrollo. The study conducted between May 2019 and November 2020 had the participation of 20,329 people belonging to 62 companies from multiple industries and measures leading companies in promoting a culture of innovation within the company.
- **Merco 2020 selected VSPT as one of the best places to attract and retain talent:** it entered the ranking for the first time achieving the position number 98, thanks to the positive evaluation obtained in Labor Quality, Employer Brand and Internal Reputation. During the pandemic, one of the key elements was teleworking (for those who can work from home), emotional support and the implementation of strict security measures.
- **Viñamar ZERO dealcoholized obtained first place in Product Of the Year:** in its third edition in Chile, 19 products chosen by more than 1,500 Chilean consumers were awarded, and Viñamar's new brand won the highest prize. This innovative sparkling wine made from the Moscatel grape variety is a low-calorie alternative, with only 0.4 degrees of alcohol.
- **Drinks Business Green Awards 2020 recognized VSPT for its eco packaging:** the judges highlighted the launch of B-Liv, organic and vegan wines that are also produced using only

renewable energy. The packaging materials are made from 100% recycled materials, using the lightest bottle to leave a smaller carbon footprint.

- **Tayu 1865 won Best Design and Packaging in the most recent edition of The Drink Business Awards 2020:** in competition with spirits, wines and beers, the graphic work behind Tayu 1865, which was in charge of YG Design, stands out for the creativity of Viña San Pedro's first Mapuche wine, which seeks to reflect the wisdom, the knowledge of the land and the soul of the Buchahueico Community, in a powerful face that expresses the courage and strength of its people. It also contains recognizable elements of their culture, such as the trarilonko (silver headband) and textures and weaves of Mapuche textiles to adorn the bottle's closure.
- **Tayu 1865 is chosen as Revelation Wine and Innovative Wine of the Year:** recognized in Descorchados Guide 2020 with outstanding 95 points, dazzling as Innovative Wine of the Year in Wiken and Del Campo magazine of El Mercurio, not only for its quality, but also for the history behind it. Tayu, which means "our" in Mapudungún, is an unprecedented collaborative proposal that opens new horizons for a Mapuche community.
- **9lives has won the NYX Videos Awards 2020:** videos from more than 32 countries participated in this edition on the competition that recognizes the best visual ideas for their creativity and effectiveness. Thus, the 9Lives brand's "Shift Your Shape"

campaign, through an eye-catching make-up and a great visual display, was positioned as the winner in the "branded content" category. It was the only one in the industry that obtained such recognition and was awarded as Grand Winner, the highest award of this competition.

- **Committed to Social Responsibility, VSPT obtained For Life certification:** we are very proud to announce that we have obtained the For-Life certification, which guarantees that in all VSPT's facilities in Chile we respect basic social and environmental responsibilities throughout our production process, helping to manage the social and environmental risks of the company and our suppliers.
- **Viviana Navarrete is recognized as Winemaker of the Year by Tim Atkin:** A great year for Leyda and its winemaker Viviana Navarrete, who was recently named Winemaker of the Year by Tim Atkin in his latest report "Chile 2020: Special Report". In it, Atkin states "Viviana Navarrete of Viña Leyda is my Winemaker of the Year. The Chilean wine industry is richer thanks to her talent, dedication, kindness and charm".
- **VSPT Wine Group was accepted as a candidate in the IWCA to contribute to the challenging mission of decarbonizing the global wine industry:** IWCA, founded by the Torres Family (Spain) and Jackson Family Wines (USA), is a collaborative group of wineries committed to accelerating innovative solutions that help mitigate the impacts of climate change. To be recognized

as definitive members of this group, wineries must make challenging commitments to implement a long-term strategy that will enable them to reduce their carbon emissions by 80% by 2045, among other goals. Four wineries joined the IWCA in 2020, being VSPT Wine Group the only Latin American one.

- **GatoNegro Alcohol Free Sauvignon Blanc won Gold Medal at the Concours Mondial de Bruxelles:** the flavor, freshness and low alcohol content of GatoNegro Alcohol Free Sauvignon Blanc 2019 has deserved one of the top awards at the 27th edition of the Concours Mondial de Bruxelles that took place in the Czech city of Brno. GatoNegro is using innovations like this to respond to the growing demand from consumers who want to enjoy a glass of good wine without worries.

COMPAÑÍA PISQUERA DE CHILE (CPCH)

- **Pisco Mistral Nobel received the Ultimate Spirit Challenge award:** the brand obtained the Finalist Medal and scored 94 points out of a maximum of 100 in the classification as the best in recommendation in the Pisco category. The competition, which has been held for 10 years, is a benchmark for the spirits world, as it creates and establishes a new and higher standard of evaluation. It involves a rigorous blind tasting of the products by multi-stage panels.

CPCh achieved six recognitions in the San Francisco Spirits Challenge: the world spirits competition, which for 20 years has recognized products of exceptional quality and craftsmanship.

In this competition, Pisco Mistral Nobel 40° was recognized as Best Pisco and winner of a Double Gold medal, Pisco Mistral Gran Nobel 40° and Pisco Mistral Nobel D.O, 1931 46° were recognized with Double Gold medals and in addition stood out for being the most refined products in the entire Pisco industry. Highlighting complexity and refinement in their category Espiritu de los Andes, Control C 40° and Tres Erres 40° were Silver medal winners.

- **CAT D'OR Wine Awards 2020 awarded Pisco Mistral and Control:** with 25 years of experience, the most important international wine competition in Latin America awarded Pisco Mistral Gran Nobel 40°, Pisco Mistral Nobel Reservado 40° and Pisco Control C 40° Triple Distilled with Gold medals.

CENTRAL CERVECERA DE COLOMBIA

- **Cerveza Andina from Central Cervecera de Colombia was recognized as Product of the Year 2020:** the brand won first place in the beer category, according to an independent study conducted by the Nielsen company. The award was created in France in 1987 and is already present in more than 45 countries and has positioned itself as a seal of quality obtained by products that bet on innovation, through their development and improvement.

2. PREFERENCE MODEL

In the search for the continuous growth of Brand Value, we have built our Preference Model, which identifies the causes and variables that impact the valuation of our brands and, consequently, the business.

Brands are the key asset of our company, therefore the portfolio strategy of each of our brands defines a desired positioning which frames the management of the four causes: advertising, product, point of sale and price. These are aligned to the positioning and consistent with each other resulting in the following effects: greater market share, higher revenues and category development.



Brands with Purpose

Since 2018, we have incorporated the Brands with Purpose approach to our Preference Model, aligned to the corporate statement. Desired Positioning, the Sustainability Management Model and the UN Sustainable Development Goals. Along with ratifying our commitment towards incorporating sustainability into our core business activity, this new model will strengthen the link between the CCU brands with our consumers and society in general. During 2020 we worked on a process of embracing sustainability with purpose based on a view of the individual as a consumer and citizen.

The context of the pandemic transformed the way our brands contributed to support and help overcome the health crisis caused by COVID-19.

Campanario Sour's " Bendito Curso "

PTo help women whose businesses or sources of employment have not been able to function due to the health crisis. Campanario Sour launched the "Bendito Curso" campaign to celebrate Mother's Day, which rewarded 10 women -selected by lottery- with courses and training in personal growth, marketing and business models.

Instafit by Gatorade

Looking for a healthier time in quarantine physically and mentally. Gatorade teamed up with the at-home workout app, Instafit, The app features "G BootCamp." an eight-week workout program with routines created by Gatorade trainers and sports experts.

#ModoBilzyPap

Bilz and Pap conducted fun online activities to do at home under the hashtag #ModoBilzyPap. One of them is "Create a robot from another world", a cute YouTube tutorial where kids can learn how to make a robot out of PET bottles.

3. QUALITY AND SAFETY OF OUR PRODUCTS

416-1

As a Company, we are committed to maintaining and continuously improving the quality and safety of our raw materials and materials, always ensuring the safety of the people who work at CCU, as well as the safety of our consumers and the environment during the manufacturing, packaging and distribution processes of our products.

We believe it is essential that preventive measures and condition controls have been implemented to avoid any health implications for each of our categories, given the multi-category nature of our products. Therefore, our processes have established methodologies throughout the process stages, including supplier selection, controls by the quality assurance areas, and the operation controls themselves, which control the conditions that allow us to comply with all legal requirements and specifications.

Certifications

FP5 416-2

In the context of the pandemic, during 2020, the focus was directed to the health of each person working at CCU as well as that of our consumers, establishing work, process and cleaning standards that ensure operational continuity through sanitation.

CCU's production plants have safety management systems that comply with international standards, which allow us to analyze all production stages.

Among these certifications, two stand out:

1. **Hazard Analysis and Critical Control Points (HACCP):** (Análisis de Riesgo y Puntos Críticos de Control).
2. **ISO 22000, FSSC 22000 y BRC (British Retail Consortium):** these are oriented to a proper control of processes for consumer protection, ensuring the safety and food safety of the products produced.

As of 2020, all regional production plants are requested to strengthen their current food safety certification to at least FSSC 22.000, so that all 25 plants at the regional level have the same food safety and

security certification standard, all of this through the TPM methodology implemented at each site. To date, only 17 plants have food safety certifications, and only seven of them have FSSC 22.000 or BRC.

At the regional level, 73.3% of plants have food safety certification, with 88.4% of the volume produced at sites with this international certification.

In CCU Chile, there is 98.6% of the volume produced in sites with certification related to food safety standards, which previously corresponds to an increase of 34.8% given the voluntary adhesion of the Modelo plant (Renca) to HACCP certification. For the year 2021, this plant is being audited to adhere to the FSSC 22.000 standard, as is the Kunstmann plant in Valdivia.

During 2020, there were no fines or penalties associated with impacts on product or service categories.

Regional Certification Figures

Certified Sites	22
Total Sites	30
% certification per site	73.3%
% certification/vol. produced	88.4%

4. HEALTH AND NUTRITION

FP6 FP7

Through its multi-category product offering, CCU promotes responsible consumption by informing consumers and offering, for both alcoholic and non-alcoholic beverages, a balanced portfolio according to each instance of consumption. The company is constantly innovating its portfolio to deliver products of the highest quality to respond to consumer trends and expectations.

In the non-alcoholic beverage's category, we rigorously adhere to nutritional content regulations for its products, adequately informing consumers and innovating in the portfolio to deliver the best products in all categories and responding to consumer trends. In all our CCU product categories, the ingredients are analyzed and used within the legislation framework with the approval of the competent authority. In addition, the Innovations Committee and the Product Reformulation Program review formulations and new ingredients that could be used, always seeking to maintain product quality and strictly comply with current regulations.

Market studies suggest a gradual approach to sugar reductions, in stages, so that the change is gradual and the consumer's palate is familiarized with the new ingredients. For this, each reduced formula must be tested in the consumer through BPT (Blind Product Test),

which were paralyzed during quarantine periods, thus delaying the reduction plan.

In 2020, we evaluated several of our non-alcoholic beverages, reformulated their recipes and achieved a total reduction of 26.7% of sugar at the company level. Among the beverages with the greatest reductions were: in Paraguay, Puro Sol, and in Bolivia, Popular.

Sugar-reduced products sold as a percentage of total sales of alcohol-free beverages

Percentage of total sales ^(*)	
2019	2020
41.4%	50.5%

^(*) Percentage calculated on total regionally consolidated sales in hectoliters based on 2018.

In the alcoholic products portfolio, the company has incorporated beers with lower alcohol content and even innovated in 2020 by launching a new variant of de-alcoholized sparkling wine, Viñamar Zero Rosé.

CCU constantly monitors consumer trends in order to have products that meet their needs. Year after year we have seen that wellness trends and more natural products have been gaining strength among consumers.

These are examples of products that advanced along that path during 2020:

- **Woman Functional:** Mas Woman contains products with different functionalities for women, in order to contribute to their well-being. At the end of 2020 Woman launched Woman Balance, with a good source of fiber and natural plum juice that helps to hydrate and feel lighter, and Woman Beauty Skin, with collagen and aloe vera that helps to take care of the skin and keep it more hydrated.
- **Nestlé Pure Life Alkaline:** this is an alkaline unflavored water, with pH+8, which provides greater hydration.
- **Crush With Orange Juice:** at the end of 2019 Crush will be reformulated incorporating 5% orange juice.

Percentage of sales of products that increased nutritional ingredients over total sales

Percentage of total sales		
2018	2019	2020
3.73%	3.87%	5.38%

5. RESPONSIBLE LABELING AND MARKETING

417-1

417-3

417-2

CCU promotes the responsible consumption of its products by informing consumers and offering, for both alcoholic and non-alcoholic beverages, a balanced portfolio in accordance with each instance of consumption. In addition, it develops its business by seeking to make its brands ever stronger, promoting innovative, effective and inspiring commercial communications, while ensuring that the company complies with the highest standards of corporate responsibility.

The following General Principles apply to all our communications to address these objectives:

Responsible Business Communications Code

The company develops its business by seeking to make its brands increasingly strong, driving innovative, effective and inspiring commercial communications while ensuring that CCU meets the highest standards of corporate responsibility. To address these objectives, it promotes the following General Principles in all its communications:

- Comply with current legislation.
- Be honest, truthful and responsible. Adhere to accepted principles of fair competition and good business practice.
- Avoid going against the rules of morality and public order.

In this line, the labeling of the products that make up the CCU portfolio complies with the regulations in force in the country of sale. In Chile, it is the Food Sanitary Regulation for non-alcoholic products (soft drinks, water, nectars, powdered juices, energy drinks), and its modification with Law No. 20.606, "On nutritional composition of food"; Law No. 18.845, which sets standards on the production, processing and marketing of ethyl alcohol, alcoholic beverages and vinegars, and Decree No. 78, with its regulations. For all these regulations, the labeling applies to 100% of the company's products.

In addition, the company adheres to industry best practices in terms of consumer information, such as the Daily Food Guide (GDA). In addition, it has a series of internal self-regulatory tools for labeling and communication of all its products: CCU Message System (SMCCU), Responsible Commercial Communications Code (CCR) and CCU Alcohol Policy, which are available at www.ccu.cl.

CCU Alcohol Policy

CCU seeks to promote Responsible Alcohol Consumption among its employees through this document, which expresses the following objectives:

- Comply with current legislation in the countries where it does business.
- Promote Responsible Alcohol Consumption
- To demand responsible behavior from all its employees in their alcohol consumption.
- To inform about its activities

CCU Message System (SMCCU)

To strengthen our image and brands as a responsible company concerned about the correct consumption of our products and CCU, our alcoholic products have labels that qualify them as such.

Until 2005 the message was "CCU invites you to consume responsibly", and since 2006 it has changed to "Enjoy responsibly, Product for people over 18 years of age".

During 2019, the criteria for application on labels, packaging, digital media, advertising and POP were updated.

In 2020, the message "Recyclable Packaging" continued to be implemented every time images of CCU products appear on any communication platform.

In Chile, 50% of our products comply with the Responsible Alcohol Consumption messages: CCU Message System (SMCCU), Responsible Commercial Communications Code (CCR) and CCU Alcohol Policy. In Argentina, they are 100% compliant with the Code of Responsible Commercial Communications (CCR) and with the review of its criteria for each commercial or communication action. During 2020, the process to adapt the Responsible Commercial Communications Code to the regulatory reality in Paraguay began, with a view to implementing this and the CCU Alcohol Policy within the CCU 360° Responsible Alcohol Consumption Program.

In all the company's product categories, the ingredients used are approved by legislation and the competent authority. This work is carried out by the Innovations Committee and the Product Reformulation Program. This committee reviews formulations and new ingredients that could be used, without altering the quality of the products and in strict compliance with current regulations.

In 2020, in Chile there was a warning and a fine of 30 UTM for displaying food advertising with attractive elements for minors and/or without a healthy message (violation of Law 20.606 and DS 13 and DS 1 of the Minsal). Our subsidiary in Bolivia, Bebidas Bolivianas, was notified by the Autonomous Municipal Government of El Alto (GAMEA) with a payment settlement for unauthorized corporate advertising, which consisted in the painting of facades in the Municipality of El Alto - La Paz in the 2015, 2016 and 2017 managements. The total payment for regularization plus the fine for late payment amounts to Bs. 76,512 (seventy six thousand five hundred and twelve 00/100 Bolivianos).

6. RESPONSIBLE ALCOHOL CONSUMPTION

DSCC.20

Promoting and educating in a culture of Responsible Alcohol Consumption represents a concrete contribution of CCU to society, delivering messages in a clear and proactive way about its products and how to consume them correctly. This is a task to which the company has always been committed as part of its business vision.

Since 1994 we have been developing the CCU 360° Responsible Alcohol Consumption Promotion Program, an integrated strategy of actions that invites different actors in society to develop a series of initiatives. This program is based on four pillars: Family Education, No Alcohol Sales to Minors, Responsible Drinking and Road Safety campaigns, and corporate self-regulation codes. During 2020, we continued to develop its initiatives, some in an adapted version due to the healthcare context, to promote and educate the population on the subject.

Educate in the family online talks

To continue providing content and tools to parents and guardians related to education on responsible consumption and the prevention of alcohol consumption in minors. CCU adapted its face-to-face talk to a virtual format through Meet, which through eight open calls managed to involve families from all over Chile. In order to expand the reach and coverage online, it developed a streaming talk through the corporate platforms on YouTube and Facebook, in addition to the website. The talks were attended by 510 people connected and 162 people participated in the streaming chat.

In order to fulfill our commitment to reach out to prisoners, we planned a talk at the Concepción Penitentiary Center, but due to the advance of the pandemic and the sanitary measures imposed on prisons, the scheduled program was suspended.

In Argentina, we strengthened the relation between Cerveza Imperial and its Rugby platform, promoting positive messages regarding alcohol and enjoyment, and opening spaces for conversation and debate to install the topic. The clubs participated in different stages in which they completed trivia, took part in workshops to learn about the subject and were responsible for proposing an action to promote Responsible Alcohol Consumption in their third halves. With this alliance we reached 54 different clubs throughout the country, which translates into 3,6078 people.

In addition, we took part in the program of talks "A more responsible way of living, a better way of living", together with the Ministry of Social Development of the Province of Salta and Fundación Padres, to train state workers of the Province of Salta, Security, Education, Youth and administrative workers participated in the initiative. In this action we reached 300 people.

Not Selling Alcohol to Minors

The messages of the 2019 campaign are maintained in alliance with CCU customers, botilleros and grocers with alcohol licenses, which seeks to reinforce the Alcohol Law and invite society to unite so that minors do not have access to alcohol through purchases made by adults.

Responsible Consumption and Road Safety Campaigns

The focus of the campaigns during 2020, in addition to inviting to celebrate responsibly, was to reinforce the messages about the incompatibility between alcohol consumption and driving.

Hoping to generate responsible behavior in all the Chilean people during the Fiestas Patrias, in September CCU launched throughout the country its new campaign "Todos Somos Fonderos" (We are all Fonderos), which sought to support the fonderos who were unable to open their fondas that year due to the COVID.19 contingency. We also shared a special decalogue for the health crisis that includes the main commandments to enjoy September 18 in a safe and responsible way, and a web page, www.todosomosfonderos.cl, which invited Chileans to share their main "picás" or "dieciocheros" information to enjoy this celebration at home. In December 2020, we invited people to enjoy safely and responsibly in their cities the best events they have and to share them to give them visibility. For example, meetings with friends on the terraces of bars and restaurants, dates in parks, pichangas with friends in outdoor courts, always accompanied by a mask and alcohol gel. The invitation was to take advantage of this season to enjoy responsibly all the good things that are in your area, and without the need to move, because Tu Ciudad is All Inclusive.

In addition to the above, the road safety education talks that were performed jointly with Fundación Emilia became brief informative capsules, providing concise information focused on educating future drivers who are currently attending high school in Chile. Thus, we reached more than 10,264 students directly through 418 of these schools all over Chile. This year we also reached 82 Local Police Courts with these capsules, which are being displayed on monitors placed in such courts, allowing us to reach an estimated 99,876 people.

Corporate Self-Regulation Codes

CCU has a Responsible Commercial Communications Code aimed at its employees, marketing agencies, advertising and production companies to ensure that they respect and incorporate the concepts of Responsible Alcohol Consumption.

These are guidelines to promote innovative, effective and inspiring commercial communications that, at the same time, ensure that the company complies with the highest standards of corporate responsibility. Your marketing communications should be designed and targeted explicitly for people authorized to consume alcoholic beverages in accordance with local legislation. In addition, you should avoid presenting alcohol as a behavior modifier.

General Principles of the CCU Responsible Commercial Communications Code

- Comply with current legislation
- Be honest, truthful and responsible
- Adhere to the accepted principles of fair competition and good commercial practice.
- Avoid going against the rules of morality, public order and good customs.
- Promote the dignity and integrity of all people regardless of their condition, sex, nationality, etc.

Responsible Consumption of Alcohol Products

- Minors
- Road Safety
- Sports
- Alcohol consumption, performance and the workplace
- Violence and Danger
- Health aspects and alcohol content

Principles applicable to non-alcoholic products

- Balanced consumption of non-alcoholic beverages
- Health and nutritional content
- Sport, healthy living and physical performance
- Social success

7. CUSTOMER KNOWLEDGE AND SATISFACTION

CCU has a Customer and Consumer Service Policy that establishes the procedures aimed at addressing inquiries, requests, compliments and complaints received through the different customer service platforms.

In the monthly satisfaction survey that the company applies with this stakeholder group, the goal is to achieve 80% of responses with a score higher than 5 on a scale of 1 to 7, regarding the claims management process. During 2020, 95% was achieved, raising the level of consumer satisfaction by two points compared to 2019.

8. INNOVATION

Continuous innovation is one of CCU's strategic objectives. We seek to constantly improve throughout our value chain, from the moment the recipe is formulated until it reaches the hands of our customers. Each stage of the process seeks to respond to the trends and new tastes of our consumers and deliver experiences for a better life.

In this constant reinvention, we work in four areas:

- Product Innovation
- Incremental Innovation
- Adjacent and Disruptive Innovation
- Social Innovation

Product Innovation

Product Innovation is led by the marketing areas of each category, through the Senior Innovation and Design Manager and the Brand Manager of the respective projects. For the development of new products, monthly analysis and follow-up is considered in an Express Committee, where the Marketing, Development, Procurement, Planning, Engineering, Pricing and Production areas meet. In addition, the New

Product Development Committee meets every two months to present to all management the progress of ongoing projects, follow up on the latest launches and review the main innovation indicators, such as complexity, profitability and volume.

In 2020, the company focused on improving innovation management through the implementation of the innovation platform: Conectter, for the non-alcoholic beverages, water and beer categories. This platform centralizes all the information of the different projects in a single place, in order to visualize their progress and status, according to the stages of the innovation process in which they are (Idea, Feasibility, Development, Launched or Suspended) and the objective and type of innovation (Core, Adjacent, Experimental).

In addition to the above, key indicators were defined for the continuous improvement of our innovation process, which are consolidated by category through Conectter.

The platform began with a pilot phase involving the Marketing teams and by 2021 we plan to expand its scope to all areas involved in the innovation process: Development, Procurement, Design, Market Intelligence, Systems, Planning, Engineering, Pricing, Production, among others.



Despite being a year conditioned by the pandemic, there were important innovations and new product launches. The following stand out:



- **Heineken Blade:** the smallest and most advanced beer draft in the world launched in Chile, which allows a better experience for users when enjoying the perfect schop at home.
- **Royal Amber Ale de Cerveza Royal:** a red beer that stands out for its balance between the sweet touch provided by its caramel malts and the citric and floral aroma provided by its third hop called Cascade.
- **Escudo Ambar:** 100% malt ale with an intense fruity flavor, fruity aroma and 5.3 alcohol degrees.
- **Kunstmann Trigo Púrpura:** experimental beer, an innovation produced in Gorbea, Araucanía, which has multiple benefits as an antioxidant and anti-cancer properties.
- **Kunstmann Fresh Hop:** limited edition of an innovative experimental beer, created with fresh hops recently harvested in Valdivia.
- **Patagonia Hoppy Lager and Red Lager:** beers that seek to bring consumers closer to the world of aromas and varieties of craft beer with milder flavors.

- **Imperial Golden en Argentina:** limited edition of soft, balanced and refreshing beer, which adds to the brand's portfolio, which includes Amber Ale, Cream Stout, Weis Beer, IPA and APA.
- **Imperial Amber Ale en Argentina:** this time in the original 710 cc can format.
- **Escudo Silver in Uruguay:** after its successful reception in Chile, Escudo Silver arrived in Uruguay in 470 cc can format, enhancing the brand's beer portfolio, Cerveza Miller Genuine Draft, a smooth, easy-drinking lager, was also relaunched.
- **Cerveza Amstel in Paraguay:** with a recipe unchanged since 1870, Amstel is in the premium category of Dutch beers and stands out for its smooth and refreshing flavor, with 5% alcohol.
- **Cerveza Real in Bolivia:** under the "Destapa Tu Sabor" concept, the brand seeks to adapt to an increasingly dynamic market, maintaining its essence, flavor and conquering new spaces and new consumers.
- **Malta Real presentó cerveza Red IPA in Bolivia:** this version seeks to strengthen its relationship with consumers, while 3 Cordilleras is a seasonal beer with a touch of bitterness and a caramel balance.
- **Andina Light in Central Cervecería Colombia:** the new format of the classic brand arrives this time in a 330 cc returnable bottle.



Andina Light
Beer in Colombia



MAS
Limonada Menta
Flavored water
in Chile

NON-ALCOHOLICS

- **MAS Limonada Menta:** a water with an attractive and refreshing taste, in response to trends toward citrus flavors.

- **Two new launches of Nestlé Pure Life:** "Nestlé Pure Life Alkaline" a purified water without gas or taste, with strict quality parameters, provides an alkaline water with added minerals to achieve a pH8+; and "Nestlé Pure Life Kids", bottles with collectible animal designs, in a perfect size for children.
- **Cachantun renewed its image:** with a more modern and natural look that includes an illustration of the Coinco Valley and a new completely transparent bottle. The brand seeks to highlight its unique seal and the curative properties of its waters obtained in Chile's central valley.
- **Pepsi Zero Lemon:** back with zero calories, fresh lemon juice and the same intense flavor of Pepsi Zero as always.
- **Christmas label with QR of Bilz and Pap:** by scanning it you can access otherworldly prizes and surprises.
- **Watt's Selección introduced a new Cranberry flavor:** carefully selected fruit from southern Chile.
- **FullSport launched its new Apple flavor in Uruguay:** to surprise its consumers, a new and original format was launched in the Uruguayan market. It is a 3.3-liter container with a convenient handle that allows the jug to be used and handled for storage in the refrigerator or serving at the table.
- **Agua Mendocina launched a new image in Bolivia:** a friendly and approachable look that seeks to win over Bolivian consumers.

WINES



Viñamar
Zero
Sparkling
Wine
in Chile

- **1865 Double Barrel:** product launched by VSPT Wine Group, which is the world's first wine aged in pisco barrels.
- **Tayu 1865:** Launched by VSPT Wine Group in collaboration with the Mapuche community.
- **Viñamar Rosé ZERO Dealcoholized:** a new variety that invites you to refresh yourself without guilt and enjoy its flavor, made from muscatel grapes from the Elqui Valley.
- **Black Gran Reserva from Misiones de Rengo:** wines with volcanic soil origin and preserved with one year of barrel aging.



SPIRITS

- **Hard fresh:** cpch entered the hard seltzer category in Chile with this new brand.
- **kantal:** distilled by cpch in northern Chile, made with native botanicals.
- **campanario sour coladas:** defined as a perfect blend of sour and cream.
- **tres erres transparente:** a triple filtered pisco to achieve superior transparency.
- **petacas of mistral and tres erres:** the first in this format in the premium segment of the market.
- **new image of pisco control:** a new look was launched to strengthen the brand by incorporating the concept of the origin of the Valle del Encanto.
- **new mistral selección de barricas edition:** limited stock pisco representing the selection of the best and oldest French, American and Chilean raulí oak barrels from Mistral's private cellar.



Incremental Innovation

The purpose of Incremental Innovation is to create a culture of constant improvement of processes through the development of initiatives, among which stand out the economic, environmental, social and productive sustainability of the organization, in line with its CCU Sustainability Management Model.

Incremental Innovation in CCU is managed through the Functional Excellence Management (GEF for its initials in Spanish), part of the CCU Transformation area. Its purpose is to promote continuous improvement, process optimization and efficiency through the control and development of initiatives, the search for projects and the sharing of best practices.

The GEF structure has six fronts, which are responsible for proposing, developing and managing initiatives and projects in a cross-cutting manner in conjunction with all business units and countries. These are:

- **Procurement:** Optimization of matters related to purchasing, supplier management and service contracts is the focus of this front. These efficiency initiatives generate savings mainly in direct costs, as well as in manufacturing and administrative expenses.
- **Commercial Effectiveness:** Strategically managing the points related to sales and its channels. These initiatives optimize the volume sold and also generate savings in administrative and sales expenses.

- **Revenue Management:** Managing the pricing architecture to the consumer, discounts and promotions to optimize the company's revenues.
- **Industrial:** In charge of management within the plants, establishing processes that enable continuous improvement and the sharing of best practices between plants in production tasks. These initiatives generate savings in manufacturing expenses and direct costs.
- **Marketing:** focuses mainly on developing best practices, especially in advertising and media strategy, and training the company's different business units in their implementation in an effective and efficient manner. These initiatives generate significant savings in administration and marketing expenses.
- **Planning and Logistics:** Focuses on optimizing matters related to distribution centers, as well as picking and carrying routes. This is achieved by improving warehouse capacity performance, improving personnel productivity, managing expiration, shortages and rejection, and optimizing trucks, among others. These initiatives generate significant savings, mainly in distribution and administration expenses, as well as in costs.

Therefore, GEF allows the different areas of the company to be prepared and trained to be more effective and efficient in their tasks, in order to better address and deal with the different problems that may arise, thus contributing to the sustainability of the business.

Adjacent and Disruptive Innovation

In terms of Adjacent and Disruptive Innovation, in order to strengthen the corporate strategy installed in 2018, the InnovaCCon Meeting was created, a formal instance where projects of this nature are proposed and discussed to accelerate and arrange the necessary resources for their development and scaling.

Open Innovation Program, INNPACTA

In our fifth version, startups and entrepreneurs from around the world were invited to showcase their best innovations for the beverage industry. The challenge sought projects in the areas of Internal Management 4.0: Disruptive Marketing, Omnichannel, Sustainability and Circular Economy. The winner, who received US\$10 thousand, after a presentation of the selected projects in the "Demo Day" format.

Despega Internal Innovation Program

This initiative seeks ideas proposed by our employees to solve business challenges oriented to the company's strategic focuses. In 2020 Despega managed to generate more than 300 ideas, nine of them were recognized and three of these projects are in incubation period in different levels of progress, in order to be implemented. We also held a special regional version for COVID-19.



This pandemic, more than a restriction, opened a world of possibilities for Disruptive Innovation, from campaigns to mitigate the effects of the gastronomy industry during the pandemic, to digital tools to bring our multi-category portfolio even closer to clients and consumers.

LABARRA.CL

E-commerce platform that offers sales and home delivery of products from the entire portfolio. Faced with the increase in the online shopping experience globally. La Barra.cl responded positively, multiplying its sales four times and consolidating its expansion in the region, with its launch in Argentina, Paraguay and Uruguay.

Other initiatives developed such as Yo Invito, ReserBar and #BackToTheBars, TuMesa.cl, Bar QR and Mi Carro CCU can be found in greater detail in the Chapter Personas que nos mueve, Clients section.

Social Innovation

Those companies that are able, have the obligation to contribute from their respective fields and generate innovative projects on behalf of society to overcome the pandemic caused by COVID-19.

According to this contextual purpose, in 2020 CCU sought to develop initiatives beyond the usual scope of our activity to help communities in the sanitary crisis. We decided to support from innovation and

through our own operation, using our plants, raw materials and production processes to develop protective devices against the virus.

These were some of the Social Innovation measures developed to mitigate the effects of the pandemic:

CCU ALCOHOL GEL

We produced hand sanitizer, CCU Alcohol Gel, with the alcohol obtained from the production processes of Cristal Cero and Heineken 0.0 beers. More than 100,000 units, 50 thousand liters, were donated to different entities, such as the Ministry of Health, to be delivered to health personnel throughout the country; the Ministry of Social Development, for the care of homeless people and the Intendancy of the Metropolitan Region, for the protection of municipal officials during the October plebiscite, CCU Argentina and Unilever joined forces to produce and donate 50,000 units of alcohol gel to the Argentine Red Cross for distribution in vulnerable neighborhoods and areas.

CCU DISINFECTANT ALCOHOL

This disinfectant alcohol is produced from the production processes of Pisco from its subsidiary Compañía Pisquera de Chile, CPCh, for use in floors and surfaces. The more than 60 thousand liters were donated to the Ministry of Health, so that they, through CENABAST, could distribute it to their different hospital centers and to the

Intendancy of the Coquimbo Region, for being delivered to health centers and Long Stay Establishments for the Elderly, ELEM.

CCU FACE SHIELDS

We manufacture face shields from pre-formed bottles of PET (polyethylene terephthalate) using the same technology as for the plastic bottle containers, through our subsidiary PLASCO, a producer of plastic bottles and caps. The Argentine company Moldintec designed a special mold to produce an ergonomic face shield. From the blowing of preforms, the shields are obtained ready to be cut and to incorporate an elastic to fit each person. The cutting, assembly and packaging process involved inmates from the Colina I prison, who are part of the prison's Education and Work Center, as well as other suppliers. More than 160,000 units were distributed free of charge by CCU personnel to more than 60,000 small businesses - grocery stores, minimarkets and neighborhood grocery stores - throughout Chile, as a way of contributing to the safety of shopkeepers and their customers. The rest of the units were donated to the Ministry of Health, to be given to health personnel in hospitals and care centers in the country, and to the Intendancy of the Metropolitan Region, for the protection of municipal officials during the October plebiscite, CCU Uruguay also donated 5,000 units to its Ministry of Health and its customers.

SANITIZATION, STREET DISINFECTION AND PCR

VSPT Wine Group collaboratively sanitized and disinfected streets in its areas of operation in the municipalities of Molina, Penciahue, San Fernando, Isla de Maipo and María Pinto. The company provided tractors and trained personnel, who traveled the streets and public accesses, spraying a quaternary ammonium solution from atomizing equipment installed on the agricultural machinery. In addition, the company provided the Ministry of Health with modern PCR equipment for laboratory analysis, to be used in the detection of COVID-19 at the Hospital Metropolitano de Santiago.

CHILE - COLOMBIA HUMANITARIAN FLIGHT

On June 22, 2020, the Company and its operation in Colombia, through its brands Cristal beer and Andina beer, arranged a humanitarian flight to repatriate Chilean and Colombian citizens so that they could return to their countries of origin and be reunited with their families in the midst of the COVID-19 sanitary crisis. The flight, coordinated by the foreign ministries of both countries, began in Santiago, where 160 Colombians who had been unable to travel to their homeland for weeks boarded a plane that took them to Bogotá, where they were received by local authorities to organize their return to their respective homes. That same day, the flight returned to Santiago with the Chilean compatriots who had not yet been able to return due to difficulties in finding commercial flights. They were distributed in different cities and localities of Colombia and traveled to the capital to take the flight. Foreigners with permanent residence in Chile also returned.

STRENGTH FOR OUR HEROES

In coordination with the Ministry of Health, 45 thousand snacks were donated to employees in regional hospitals, so that they could consume them during the day, considering the intense work days they are carrying out.

BARLEY BREAD IN PUNTA ARENAS

Forty-five loaves of barley bread a week were donated by Cervecería Austral to the Cvirata Home for the Elderly as a way of collaborating in the face of the challenges brought about by the health crisis. The bread, which was produced by the "Bendito Pan" bakery, was made from malted barley and yeast used in the production of its breweries. The yeast is the same as that of the 1520 Beer, which was launched for the anniversary of the 500th anniversary of the discovery of the Strait of Magellan. The donation began in September 2020 and was extended until December, with weekly deliveries, thus ensuring a continuous supply of this food for the residents of the shelter home.

COVID-19 study team with the Institute of Science and Innovation in Medicine. Clínica Alemana and Universidad del Desarrollo.



Appendix



PEOPLE WHO MOVE US: EMPLOYEES

102-8 405-1

Staffing

Number of Employees by Gender and Contract Type

Type of contract	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Indefinite	6,850	1,216	8,066	7,339	1,308	8,647	7,758	1,528	9,286
Fixed Term	604	33	637	741	46	787	1,140	206	1,346
Total	7,454	1,249	8,703	8,080	1,354	9,434	8,898	1,734	10,632

Number of Employees by Business Unit and Type of Contract

Business Units	2018			2019			2020		
	Indefinite	Fixed-Term	Total	Indefinite	Fixed-Term	Total	Indefinite	Fixed-Term	Total
CCU S.A.	372	5	377	405	5	410	418	1	419
CCU CHILE	3,854	343	4,197	3,861	427	4,288	3,932	433	4,365
VSPT Wine Group	1,128	14	1,142	1,148	38	1,186	1,152	31	1,183
Compañía Pisquera de Chile (CPCh)	240	29	269	243	41	284	147	28	175
Compañía Cervecera Kunstmann	132	8	140	136	20	156	259	38	297
Manantial S.A.	336	1	337	370	4	374	347	0	347
CCU Argentina	1,481	237	1,718	1,513	248	1,761	1,537	376	1,913
VSPT Argentina			0			0	128	0	128
CCU Uruguay	0	0	0	0	0	0	95	1	96
Bebidas del Paraguay	523	0	523	486	2	488	481	1	482
Bebidas Bolivianas	0	0	0	485	2	487	467	1	468
Central Cervecera de Colombia	0	0	0	0	0	0	323	436	759
Total	8,066	637	8,703	8,647	787	9,434	9,286	1,346	10,632

Other Employees by Gender

Type of worker	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
N° of practitioners	71	52	123	126	90	216	113	89	202

* Information for 2018, 2019 and 2020 considers regional data.

Composition of the Board of Directors by Gender and Age Range

Gender	2018				2019				2020			
	< 30 years	30 – 50 years	> 50 years	Total	< 30 years	30 – 50 years	> 50 years	Total	< 30 years	30 – 50 years	> 50 years	Total
Men	0	1	8	9	0	0	9	9	0	0	9	9
Women	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	8	9	0	0	9	9	0	0	9	9

Composition of the Board of Directors by Gender and Age Range (%)

Gender	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
Men	0%	11%	89%	100%	0%	0%	100%	100%	0%	0%	100%	100%
Women	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	0%	11%	89%	100%	0%	0%	100%	100%	0%	0%	100%	100%

Employees by Position and Gender

Cargo	2018						2019						2020					
	Men		Women		Total		Men		Women		Total		Men		Women		Total	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Managers	77	86%	13	14%	90	1%	88	88%	12	12%	100	1%	105	90%	12	10%	117	1%
Deputy Managers	246	78%	68	22%	314	4%	254	76%	80	24%	334	4%	268	73%	99	27%	367	3%
Professionals and technicians	1,633	69%	729	31%	2,362	27%	1,736	69%	780	31%	2,516	27%	1,915	67%	937	33%	2,852	27%
Employees and operators	4,894	92%	406	8%	5,300	61%	5,261	92%	440	8%	5,701	60%	5,736	90%	652	10%	6,388	60%
Seasonal workers	604	95%	33	5%	637	7%	741	95%	42	5%	783	8%	874	96%	34	4%	908	9%
Total	7,454	86%	1,249	14%	8,703	100%	8,080	86%	1,354	14%	9,434	100%	8,898	84%	1,734	16%	10,632	100%

* Information for 2018, 2019 and 2020 considers regional data.

Trabajadores por Cargo y Rango Etario

Position	2018								2019								2020							
	<30 years		Between 30 and 50 years		>50 years		Total		<30 years		Between 30 and 50 years		>50 years		Total		<30 years		Between 30 and 50 years		>50 years		Total	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Managers	0	0%	66	73%	24	27%	90	1%	1	1%	70	70%	29	29%	100	1%	0	0%	85	72%	33	28%	118	1%
Deputy Managers	13	4%	257	82%	44	14%	314	4%	9	3%	270	81%	55	16%	334	4%	13	4%	289	79%	65	18%	367	3%
Professionals and technicians	616	26%	1,467	62%	279	12%	2,362	27%	624	25%	1,593	63%	300	12%	2,517	27%	657	23%	1,867	65%	330	12%	2,854	27%
Employees and operators	1,025	19%	3,255	61%	1,020	19%	5,300	61%	1,051	18%	3,463	61%	1,187	21%	5,701	60%	1,197	19%	3,953	62%	1,235	19%	6,385	60%
Seasonal workers	315	49%	306	48%	16	3%	637	7%	365	47%	384	49%	33	4%	782	8%	428	47%	446	49%	34	4%	908	9%
Total	1,969	23%	5,351	61%	1,383	16%	8,703	100%	2,050	22%	5,780	61%	1,604	17%	9,434	100%	2,295	22%	6,640	62%	1,697	16%	10,632	100%

* Information for 2018, 2019 and 2020 considers regional data.

Employees by Country

Country	2020 N° of Employees
Chile	6,786
Argentina	2,041
Bolivia	468
Colombia	759
Paraguay	482
Uruguay	96
Total	10,632

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Number of New Hires by Gender and Age Range / Indefinite Contracts

Gender	2018				2019				2020			
	< 30 years	Between 30 y 50 years	> 50 years	Total	< 30 years	Between 30 y 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
Men	379	391	24	794	327	356	26	709	135	213	7	355
Women	141	104	5	250	146	106	3	255	52	45	4	101
Total	520	495	29	1,044	473	462	29	964	187	258	11	456

* Information for 2018, 2019 and 2020 considers regional data.

Hiring Rate by Gender and Age Range / Indefinite Contract (%)

Gender	2018				2019				2020			
	<30 years	Between 30 y 50 years	>50 years	Total	<30 years	Between 30 y 50 years	>50 years	Total	<30 years	Between 30 y 50 years	>50 years	Total
Men	22.9%	7.8%	1.8%	9.8%	19.4%	6.6%	1.7%	8.2%	7.2%	3.4%	0.4%	3.7%
Women	8.5%	2.1%	0.4%	3.1%	8.7%	2.0%	0.2%	2.9%	2.8%	0.7%	0.2%	1.0%
Total	31.4%	9.8%	2.1%	12.9%	28.1%	8.6%	1.8%	11.1%	10.0%	4.2%	0.7%	4.7%

Number of New Hires by Business Unit and Age Range / Indefinite Contracts

Business Units	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
CCU S.A.	37	31	1	69	39	44	1	84	20	14	2	36
CCU CHILE	172	142	4	318	131	110	4	245	43	79	2	124
VSPT Wine Group	143	94	9	246	105	104	14	223	30	40	2	72
Compañía Pisquera de Chile (CPCh)	26	19	1	46	19	21	1	41	0	7	0	7
Compañía Cervecera Kunstmann	11	10	2	23	19	16	4	39	3	5	0	8
Manantial S.A.	53	57	4	114	51	63	2	116				
CCU Argentina	71	69	4	144	50	37	1	88	35	23	0	58
CCU Uruguay	0	0	0	0	0	0	0	0	1	6	0	7
Bebidas del Paraguay	7	73	4	84	5	38	2	45	6	49	1	56
Bebidas Bolivianas	0	0	0	0	54	29	0	83	25	8	0	33
Central Cervecera de Colombia	0	0	0	0	0	0	0	0	3	10	1	14
Total	520	495	29	1,044	473	462	29	964	187	258	11	456

New Hiring Rate by Business Unit and Age Range / Indefinite Contract (%)

Unidades de Negocio	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
CCU S.A.	2.2%	0.6%	0.1%	0.9%	2.3%	0.8%	0.1%	1.0%	1.1%	0.2%	0.1%	0.4%
CCU Chile	10.4%	2.8%	0.3%	3.9%	7.8%	2.0%	0.3%	2.8%	2.3%	1.3%	0.1%	1.3%
VSPT Wine Group	8.6%	1.9%	0.7%	3.0%	6.2%	1.9%	0.9%	2.6%	1.6%	0.6%	0.1%	0.7%
Compañía Pisquera de Chile (CPCh)	1.6%	0.4%	0.1%	0.6%	1.1%	0.4%	0.1%	0.5%	0.0%	0.1%	0.0%	0.1%
Compañía Cervecera Kunstmann	0.7%	0.2%	0.1%	0.3%	1.1%	0.3%	0.3%	0.5%	0.2%	0.1%	0.0%	0.1%
Manantial S.A.	3.2%	1.1%	0.3%	1.4%	3.0%	1.2%	0.1%	1.3%	1.1%	0.3%	0.2%	0.4%
CCU Argentina	4.3%	1.4%	0.3%	1.8%	3.0%	0.7%	0.1%	1.0%	1.9%	0.4%	0.0%	0.6%
CCU Uruguay	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%
Bebidas del Paraguay	0.4%	1.4%	0.3%	1.0%	0.3%	0.7%	0.1%	0.5%	0.3%	0.8%	0.1%	0.6%
Bebidas Bolivianas	0.0%	0.0%	0.0%	0.0%	3.2%	0.5%	0.0%	1.0%	1.3%	0.1%	0.0%	0.3%
Central Cervecera de Colombia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%	0.1%	0.1%
Total	31.4%	9.8%	2.1%	12.9%	28.1%	8.6%	1.8%	11.1%	10.0%	4.2%	0.7%	4.7%

* Information for 2018, 2019 and 2020 considers regional data.

Number of New Hires by Business Unit and Gender / Indefinite Contracts

Business Units	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
CCU S.A.	34	35	69	47	37	84	23	13	36
CCU Chile	248	70	318	185	60	245	87	37	124
VSPT Wine Group	175	71	246	148	75	223	53	19	72
Compañía Pisquera de Chile (CPCh)	37	9	46	36	5	41	7	0	7
Compañía Cervecera Kunstmann	14	9	23	28	11	39	6	2	8
Manantial S.A.	87	27	114	89	27	116	32	9	41
CCU Argentina	123	21	144	66	22	88	51	7	58
CCU Uruguay	0	0	0	0	0	0	7	0	7
Bebidas del Paraguay	122	21	143	72	19	91	48	10	58
Bebidas Bolivianas	0	0	0	73	10	83	31	2	33
Central Cervecera de Colombia	0	0	0	0	0	0	0	1	1
Total	840	263	1103	744	266	1010	345	100	445

Rate of New Hires by Business Unit and Gender / Indefinite Contracts (%)

Business Units	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
CCU S.A.	0.5%	2.9%	0.9%	0.6%	2.8%	1.0%	0.3%	0.8%	0.4%
CCU Chile	3.6%	5.8%	3.9%	2.5%	4.6%	2.8%	1.1%	2.2%	1.3%
VSPT Wine Group	2.6%	5.8%	3.0%	2.0%	5.7%	2.6%	0.7%	1.1%	0.7%
Compañía Pisquera de Chile (CPCh)	0.5%	0.7%	0.6%	0.5%	0.4%	0.5%	0.1%	0.0%	0.1%
Compañía Cervecera Kunstmann	0.2%	0.7%	0.3%	0.4%	0.8%	0.5%	0.1%	0.1%	0.1%
Manantial S.A.	1.3%	2.2%	1.4%	1.2%	2.1%	1.3%	0.4%	0.5%	0.4%
CCU Argentina	1.8%	1.7%	1.8%	0.9%	1.7%	1.0%	0.6%	0.4%	0.6%
CCU Uruguay	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%
Bebidas del Paraguay	1.8%	1.7%	1.8%	1.0%	1.4%	1.1%	0.6%	0.6%	0.6%
Bebidas Bolivianas	0.0%	0.0%	0.0%	1.0%	0.8%	1.0%	0.4%	0.1%	0.3%
Central Cervecera de Colombia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
Total	12.3%	21.6%	13.7%	10.1%	20.3%	11.7%	4.3%	5.9%	4.6%

* Information for 2018, 2019 and 2020 considers regional data.

New Hires by Gender and Age Range / Fixed-Term Contract Workers

Gender	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
Men	431	383	45	859	449	480	64	993	578	590	76	1244
Women	74	50	4	128	81	68	4	153	107	75	4	186
Total	505	433	49	987	530	548	68	1,146	685	665	80	1,430

* Information for 2018, 2019 and 2020 considers regional data.

New Hires by Business Unit and Age Range / Fixed-Term Contracts

Business Units	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
CCU S.A.	1	0	1	2	0	0	0	0	0	0	1	1
CCU Chile	178	266	19	463	209	344	32	585	187	352	36	575
VSPT Wine Group	165	78	22	265	151	97	16	264	184	144	19	347
Compañía Pisquera de Chile (CPCh)	111	68	7	186	112	77	19	208	26	13	4	43
Compañía Cervecera Kunstmann	2	2	0	4	3	2	1	6	131	91	18	240
Manantial S.A.	4	4	0	8	4	7	0	11	1	2	0	3
CCU Argentina	44	15	0	59	49	21	0	70	142	42	2	186
CCU Uruguay	0	0	0	0	0	0	0	0	0	1	0	1
Bebidas del Paraguay	0	0	0	0	0	0	0	0	0	0	0	0
Bebidas Bolivianas	0	0	0	0	2	0	0	2	1	0	0	1
Central Cervecera de Colombia	0	0	0	0	0	0	0	0	13	20	0	33
Total	505	433	49	987	530	548	68	1,146	685	665	80	1,430

New Hires Business Units and Gender / Fixed-Term Contracts

Business Units	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
CCU S.A.	2	0	2	0	0	0	1	0	1
CCU Chile	434	29	463	561	24	585	555	20	575
VSPT Wine Group	192	73	265	183	81	264	240	107	347
Compañía Pisquera de Chile (CPCh)	164	22	186	176	32	208	42	1	43
Compañía Cervecera Kunstmann	4	0	4	5	1	6	206	34	240
Manantial S.A.	7	1	8	4	7	11	3	0	3
CCU Argentina	56	3	59	64	6	70	181	5	186
CCU Uruguay	0	0	0	0	0	0	0	1	1
Bebidas del Paraguay	0	0	0	0	0	0	0	0	0
Bebidas Bolivianas	0	0	0	0	2	2	0	1	1
Central Cervecera de Colombia	0	0	0	0	0	0	16	17	33
Total	859	128	987	993	153	1,146	1,244	186	1,430

TURNOVER OF WORKERS WITH PERMANENT CONTRACTS

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Expenditures by Gender and Age Range / Indefinite Contracts

Gender	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
Men	202	453	100	755	171	384	84	639	111	248	71	430
Women	73	100	15	188	72	112	9	193	37	65	6	108
Total	275	553	115	943	243	496	93	832	148	313	77	538

Note: "Departers" refers to employees who left the organization voluntarily and involuntarily during the reporting period. In addition, the data reported does not include Redbull.

* Information for years 2018, 2019 and 2020 considers regional data.

Turnover Rate by Gender and Age Range / Indefinite Contract

Gender	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
Men	12.2%	9.0%	7.3%	9.4%	10.1%	7.1%	5.3%	7.4%	5.9%	4.0%	4.3%	4.4%
Women	4.4%	2.0%	1.1%	2.3%	4.3%	2.1%	0.6%	2.2%	2.0%	1.0%	0.4%	1.1%
Total	16.6%	11.0%	8.4%	11.7%	14.4%	9.2%	5.9%	9.6%	7.9%	5.1%	4.6%	5.5%

* Information for 2018, 2019 and 2020 considers regional data.

Expenses by Business Unit and Age Range / Indefinite Contracts

Business Units	2018				2019				2020			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
CCU S.A.	22	25	7	54	14	34	5	53	7	20	2	29
CCU Chile	105	265	62	432	62	213	44	319	38	104	29	171
VSPT Wine Group	89	124	25	238	51	94	13	158	34	58	19	111
Compañía Pisquera de Chile (CPCh)	11	17	1	29	7	19	4	30	2	7	2	11
Compañía Cervecera Kunstmann	5	7	1	13	4	14	2	20	1	11	2	14
Manantial S.A.	27	62	7	96	31	46	8	85	25	42	4	71
CCU Argentina	16	51	12	79	14	31	11	56	9	18	7	34
CCU Uruguay	0	0	0	0	0	0	0	0	2	1	2	5
Bebidas del Paraguay	0	2	0	2	0	2	0	2	0	1	0	1
Bebidas Bolivianas	0	0	0	0	60	43	6	109	25	24	9	58
Central Cervecera de Colombia	0	0	0	0	0	0	0	0	5	27	1	33
Total	275	553	115	943	243	496	93	832	148	313	77	538

Turnover Rate by Business Unit and Age Range / Indefinite Contract

Business Units	2018				2019				2019			
	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total	< 30 years	Between 30 – 50 years	> 50 years	Total
CCU S.A.	1.3%	0.5%	0.5%	0.7%	0.8%	0.6%	0.3%	0.6%	0.4%	0.3%	0.1%	0.3%
CCU Chile	6.3%	5.3%	4.5%	5.4%	3.7%	3.9%	2.8%	3.7%	2.0%	1.7%	1.7%	1.8%
VSPT Wine Group	5.4%	2.5%	1.8%	3.0%	3.0%	1.7%	0.8%	1.8%	1.8%	0.9%	1.1%	1.1%
Compañía Pisquera de Chile (CPCh)	0.7%	0.3%	0.1%	0.4%	0.4%	0.4%	0.3%	0.3%	0.1%	0.1%	0.1%	0.1%
Compañía Cervecera Kunstmann	0.3%	0.1%	0.1%	0.2%	0.2%	0.3%	0.1%	0.2%	0.1%	0.2%	0.1%	0.1%
Manantial S.A.	1.6%	1.2%	0.5%	1.2%	1.8%	0.9%	0.5%	1.0%	1.3%	0.7%	0.2%	0.7%
CCU Argentina	1.0%	1.0%	0.9%	1.0%	0.8%	0.6%	0.7%	0.6%	0.5%	0.3%	0.4%	0.3%
CCU Uruguay	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%
Bebidas del Paraguay	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Bebidas Bolivianas	0.0%	0.0%	0.0%	0.0%	3.6%	0.8%	0.4%	1.3%	1.3%	0.4%	0.5%	0.6%
Central Cervecera de Colombia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.4%	0.1%	0.3%
Total	16.6%	11.0%	8.4%	11.7%	14.4%	9.2%	5.9%	9.6%	7.9%	5.1%	4.6%	5.5%

* Information for 2018, 2019 and 2020 considers regional data.

Disbursements by Business Unit and Gender / Indefinite Contract

Business Units	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
CCU S.A.	25	29	54	32	21	53	19	10	29
CCU Chile	377	55	432	268	51	319	150	21	171
VSPT Wine Group	169	69	238	96	62	158	82	29	111
Compañía Pisquera de Chile (CPCh)	26	3	29	23	7	30	9	2	11
Compañía Cervecera Kunstmann	10	3	13	15	5	20	10	4	14
Manantial S.A.	79	17	96	63	22	85	53	18	71
CCU Argentina	67	12	79	41	15	56	29	5	34
CCU Uruguay	0	0	0	0	0	0	4	1	5
Bebidas del Paraguay	2	0	2	2	0	2	1	0	1
Bebidas Bolivianas	0	0	0	99	10	109	55	3	58
Central Cervecera de Colombia	0	0	0	0	0	0	18	15	33
Total	755	188	943	639	193	832	430	108	538

Note: "Departers" refers to employees who left the organization voluntarily and involuntarily during the reporting period. In addition, the data reported does not include Redbull.

Turnover Rate by Business Unit and Gender / Indefinite Contract

Business Units	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
CCU S.A.	0.4%	2.4%	0.7%	0.4%	1.6%	0.6%	0.2%	0.6%	0.3%
CCU Chile	5.5%	4.5%	5.4%	3.7%	3.9%	3.7%	1.9%	1.2%	1.8%
VSPT Wine Group	2.5%	5.7%	3.0%	1.3%	4.7%	1.8%	1.0%	1.7%	1.1%
Compañía Pisquera de Chile (CPCh)	0.4%	0.2%	0.4%	0.3%	0.5%	0.3%	0.1%	0.1%	0.1%
Compañía Cervecera Kunstmann	0.1%	0.2%	0.2%	0.2%	0.4%	0.2%	0.1%	0.2%	0.1%
Manantial S.A.	1.2%	1.4%	1.2%	0.9%	1.7%	1.0%	0.7%	1.1%	0.7%
CCU Argentina	1.0%	1.0%	1.0%	0.6%	1.1%	0.6%	0.4%	0.3%	0.3%
CCU Uruguay	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
Bebidas del Paraguay	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Bebidas Bolivianas	0.0%	0.0%	0.0%	1.3%	0.8%	1.3%	0.7%	0.2%	0.6%
Central Cervecera de Colombia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.9%	0.3%
Total	11.0%	15.5%	11.7%	8.7%	14.7%	9.6%	5.4%	6.4%	5.5%

* Information for 2018, 2019 and 2020 considers regional data.

Expenditures by Gender and Age Range / Fixed-Term Contract Workers

Gender	2018				2019				2020			
	< 30	Between 30 - 50	> 50	Total	< 30	Between 30 - 50	> 50	Total	< 30	Between 30 - 50	> 50	Total
Men	294	214	36	544	366	409	52	827	410	467	74	951
Women	73	42	4	119	78	65	4	147	103	71	4	178
Total	367	256	40	663	444	474	56	974	513	538	78	1.129

* Information for 2018, 2019 and 2020 considers regional data.

Employee Dismissals by Business Unit and Age Range / Fixed-Term Contracts

Business Units	2018				2019				2020			
	< 30	Between 30 - 50	> 50	Total	< 30	Between 30 - 50	> 50	Total	< 30	Between 30 - 50	> 50	Total
CCU S.A.	1	1	0	2	2	2	0	4	2	0	0	2
CCU CHILE	49	89	8	146	123	262	23	408	150	259	38	447
VSPT Wine Group	160	78	22	260	164	108	18	290	160	135	18	313
Compañía Pisquera de Chile (CPCh)	87	57	8	152	111	76	14	201	122	80	20	222
Compañía Cervecera Kunstmann	1	1	0	2	3	4	1	8	11	4	1	16
Manantial S.A.	6	5	1	12	3	1	0	4	2	0	0	2
CCU Argentina	63	25	1	89	38	21	0	59	34	24	0	58
CCU Uruguay	0	0	0	0	0	0	0	0	0	0	0	0
Bebidas del Paraguay	0	0	0	0	0	0	0	0	0	0	0	0
Bebidas Bolivianas	0	0	0	0	0	0	0	0	0	0	0	0
Central Cervecera de Colombia	0	0	0	0	0	0	0	0	32	36	1	69
Total	367	256	40	663	444	474	56	974	513	538	78	1,129

Employee Dismissals by Business Unit and Age Range / Fixed-Term Contracts

Business Units	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
CCU S.A.	2	0	2	2	2	4	2	0	2
CCU CHILE	134	12	146	385	23	408	429	18	447
VSPT Wine Group	182	78	260	203	87	290	223	90	313
Compañía Pisquera de Chile (CPCh)	130	22	152	172	29	201	189	33	222
Compañía Cervecera Kunstmann	1	1	2	7	1	8	16	0	16
Manantial S.A.	10	2	12	3	1	4	1	1	2
CCU Argentina	85	4	89	55	4	59	55	3	58
CCU Uruguay	0	0	0	0	0	0	0	0	0
Bebidas del Paraguay	0	0	0	0	0	0	0	0	0
Bebidas Bolivianas	0	0	0	0	0	0	0	0	0
Central Cervecera de Colombia	0	0	0	0	0	0	36	33	69
Total	544	119	663	827	147	974	951	178	1,129

Average Training Hours by Gender and Job Title

CHILE

Job Title	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Managers	20	9	18	21	38	24	77	68	75
Deputy Managers	36	44	38	56	59	56	107	100	105
Professionals and technicians	42	44	43	67	52	63	83	78	82
Employees and operators	28	36	29	42	48	43	76	68	75
Total	31	40	32	49	51	50	79	76	78

ARGENTINA

Job Title	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Managers	3	0	3	47	0	47	3	0	3
Deputy Managers	48	31	79	49	66	115	15	41	56
Professionals and technicians	13	13	26	16	16	31	3	3	6
Employees and operators	5	12	17	4	4	9	2	4	7
Total	69	56	125	116	86	202	23	49	72

BOLIVIA

Job Title	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Managers	-	-	-	1	-	1	1	-	1
Deputy Managers	-	-	-	1	-	1	-	-	-
Professionals and technicians	-	-	-	13	15	28	3	10	14
Employees and operators	-	-	-	4	2	6	2	1	2
Total	-	-	-	19	17	36	5	11	16

COLOMBIA

Job Title	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Managers	5	1	6	3	1	4	5	1	6
Deputy Managers	40	26	66	18	23	41	20	5	25
Professionals and technicians	48	32	80	48	32	80	121	35	156
Employees and operators	17	12	29	43	26	69	40	16	56
Total	110	71	181	112	82	194	186	57	243

Labor Mobility - Internal Promotion*

Labor Mobility	2019	2020
Total percentage of employees who were promoted to a higher position. as a proportion of total employees.	9.00%	4.90%

* Regional Information

Internal Mobility

Internal Mobility	2019	2020
Percentage of vacancies filled by employees of the organization.	80.00%	49.10%

* Regional Information

Internal Mobility Managers and Deputy Managers

Internal mobility Managers and Deputy Managers	2019	2020
Percentage of vacancies filled by employees of the organization.	83.70%	81.70%

* Regional Information

Main CCU Benefits

Name of Benefits	Description of Benefits	Regional Scope
Life, Catastrophic and Oncology Insurance	Available to all employees, 100% paid by the Company, with catastrophic and oncological coverage.	CHL, PRY, COL
Supplemental health, dental and catastrophic insurance.	Complementary health insurance co-financed by the employee and the Company, which covers a % of what is not covered by the Isapre or Fonasa plan.	CHL, ARG, BOL
Social Welfare	Supports all members and their dependents in their medical, social or economic needs.	CHL, PRY
Scholarship and Academic Excellence Program CCU Supports You	Provides support to students with a grade higher than 6.5 at the end of elementary and high school, in addition to providing financial support for those entering universities for the first time.	CHL
Personnel Sales Portal	Preferential price in the purchase of the company's products through the CCU Sales portal.	CHL, ARG, PRY, BOL
Christmas Box	Christmas box with company and other products.	CHL, ARG, URY, BOL
Christmas gift for children	Delivery of gift / giftcard to employees' children up to 12 years of age.	CHL
Birthday gift	Company products as a corporate gift in the month of the employee's birthday.	CHL, ARG, BOL
Day off for birthdays	Day off in the month of the employee's birthday.	CHL, ARG, URY, PRY, BOL
Health Fair	Preventive health evaluations once a year.	CHL, PRY
Discount portal	Preferential prices in different stores in the market.	CHL, ARG
Access to brand-sponsored events	Free tickets or free access to events sponsored by the brands.	CHL, ARG, URY
Savings, credit and financial services cooperative	Support to all members in their economic needs.	CHL, PRY
Reduced workday on Fridays	Reduced working hours on Fridays throughout the year.	CHL, ARG
Flexible schedule on children's first day of school	Workers who have children in preschool or first cycle of basic education, (Does not apply to shift workers).	CHL, PRY
"Let's Eat Healthy" program	Fruit or healthy snack during working hours (does not apply to regions).	CHL, PRY
"Let's go for more" scholarship	Economic support for educational specialization (applies to CCU Chile).	CHL, PRY
Monthly gift of products	Beer for personnel	ARG, URY
Wedding Gift Products	Beer for consumption at the wedding party.	ARG
Gift for Birth	Voucher for birth	ARG
Personal Loans	With interest rate benefit	CHL, ARG
Paternity Day Off	Three days off for the parent in case of birth of children	ARG, COL
Day off for death	Three days off for the employee in case of death of a relative with 1st degree of consanguinity.	BOL
Born Alive Bonus	Payment of a bonus equivalent to one national minimum wage granted to the worker upon presentation of the Certificate of Live Birth	BOL
Burial Bonus	Payment to workers of a one-time cash disbursement, equivalent to one national minimum wage, in the event of the death of each child under 19 years of age.	BOL
Prenatal and Post Natal Allowance	Consists of the delivery to the pregnant mother (insured or beneficiary) and the infant, of a monthly allowance in kind equivalent to one national minimum wage.	BOL
Health Network	Due to the pandemic, the company hired online medical insurance, where the worker could make medical consultations via telephone, and Red Salud verifies the health status of all workers on a monthly basis.	BOL
Revolving Housing Fund	30.000.000 interest-free loan for the purchase of housing and building repairs.	COL

CCU Climate Survey 2019

2019 Results	Global CCU	CCU S.A.	CCU Chile	VSPT Wine Group	CPCh*	Manantial	CCK**
Global Climate Indicator	86%	83%	89%	79%	87%	83%	79%
Satisfaction with the organization	91%	91%	92%	85%	92%	89%	86%
Identification with the organization	84%	86%	88%	76%	85%	79%	75%
Engagement	80%	76%	84%	72%	81%	82%	70%
Intention to remain	87%	78%	91%	80%	88%	82%	84%

2020 Results	Global CCU	CCU S.A.	CCU Chile	VSPT Wine Group	CPCh*	Manantial	CCK**
Global Climate Indicator	87%	86%	92%	84%	89%	85%	87%
Satisfaction with the organization	92%	93%	95%	90%	94%	91%	94%
Identification with the organization	85%	88%	91%	82%	89%	83%	84%
Engagement	82%	79%	88%	78%	86%	81%	79%
Intention to remain	89%	84%	93%	86%	90%	85%	89%

2019 Dimensions	Global CCU	CCU S.A.	CCU Chile	VSPT Wine Group	CPCh*	Manantial	CCK**
Resources for work performance	72%	80%	77%	70%	76%	70%	52%
Resources for work safety	83%	87%	86%	82%	83%	80%	76%
Orientation to excellence	94%	97%	94%	94%	93%	95%	93%
Role quality	88%	87%	89%	88%	90%	89%	73%
Supportive leadership	69%	80%	72%	69%	76%	71%	57%
Collaboration	85%	91%	85%	84%	88%	86%	84%
Participation	76%	82%	79%	74%	82%	80%	64%
Training	57%	58%	62%	61%	52%	55%	53%
Career Development	61%	61%	68%	57%	56%	61%	57%
Benefits	66%	61%	74%	56%	61%	67%	66%
Communication system	66%	75%	71%	64%	64%	58%	59%
Equity	57%	48%	67%	40%	53%	50%	54%

2020 Dimensions	Global CCU	CCU S.A.	CCU Chile	VSPT Wine Group	CPCh*	Manantial	CCK**
Resources for work performance	76%	85%	83%	76%	80%	79%	65%
Resources for work safety	86%	87%	90%	85%	90%	86%	89%
Orientation to excellence	94%	98%	96%	95%	98%	96%	96%
Role quality	89%	86%	92%	90%	94%	88%	84%
Supportive leadership	72%	83%	77%	72%	78%	75%	72%
Collaboration	87%	93%	89%	87%	92%	89%	85%
Participation	78%	84%	83%	78%	83%	81%	79%
Training	59%	63%	66%	63%	51%	68%	59%
Career Development	61%	62%	71%	58%	53%	68%	60%
Benefits	69%	70%	79%	62%	65%	69%	74%
Communication system	72%	85%	78%	72%	73%	73%	71%
Equity	61%	52%	74%	47%	60%	53%	67%

CCU Climate Survey Results - Global Countries

2019 Results	CCU Argentina	CCU Uruguay	Bebidas del Paraguay	BBO S.A.*
Global Climate Indicator	85%	71%	88%	86%

2020 Results	CCU Argentina	CCU Uruguay	Bebidas del Paraguay	BBO S.A.*
Global Climate Indicator	78%	76%	86%	91%

Unionization and coverage by collective bargaining agreements

Business Units	2018			2019			2020		
	N° of Unions	% Unionized workers	% Workers covered by agreements colectivos	N° of Unions	% Unionized workers	% Workers covered by agreements colectivos	N° of Unions	% Unionized workers	% Workers covered by agreements colectivos
CCU S.A.	1	6%	38%	1	4%	45%	1	5%	49%
CCU Chile	33	72%	80%	31	70%	78%	30	78%	88%
VSPT Wine Group	6	52%	63%	6	51%	68%	6	56%	72%
Compañía Pisquera de Chile (CPCh)	1	58%	61%	1	49%	50%	3	61%	62%
Compañía Cervecera Kunstmann	3	52%	64%	3	61%	61%	1	61%	61%
Manantial S.A.	1	69%	77%	1	51%	51%	1	56%	79%
Total	45	62%	73%	43	60%	71%	42	66%	80%

Business Units (Region)	2020		
	N° of Unions	% Unionized workers	% Workers covered by collective bargaining agreements
CCU Argentina	7	73%	73%
CCU Uruguay	1	58%	96%
Bebidas Bolivianas	1	30%	0%
Bebidas del Paraguay	0	0%	0%
Central Cervecera de Colombia	8	1%	99%
Total	17	38%	39%

* Information gathered as of the year 2020

Accident Rate for Own Workers 2020

Business Units	N° Accidents	N° of Days Lost	Staff	HH Worked	Accident Rate 2020
CCU S.A.	0	0	426	996,877	0.00%
CCU Chile	26	572	4158	9,661,722	0.63%
VSPT Wine Group	18	356	1599	3,468,244	1.13%
Compañía Pisquera de Chile (CPCh)	1	18	313	697,783	0.32%
Compañía Cervecera Kunstmann	3	14	160	374,185	1.87%
Manantial S.A.	3	35	375	850,738	0.80%
Total	51	995	7,031	16,049,549	0.73%

* Accident Rate Formula: (No. of accidents / Staffing) * 100. The staffing reported in this table corresponds to the average staffing for the year 2020.

Business Units (Region)	N° Accidents	N° of Days Lost	Staff	HH Worked	Accident Rate 2020
CCU Argentina	1	3	1913	4,254,200	0.05%
CCU Uruguay	0	0	68	160,800	0.00%
Bebidas Bolivianas	12	58	468	17,902	2.56%
Bebidas del Paraguay	3	13	486	1,098,236	0.62%
Central Cervecera de Colombia	20	209	775	2,226,888	2.58%

* Accident Rate Formula: (No. of accidents / Staffing) * 100. The staffing reported in this table corresponds to the average staffing for the year 2020.

Accident rate Own employees

Business Units	2017	2018	2019	2020
CCU S.A.	0.00	0.26	0.00	0.00
CCU CHILE	1.33	1.24	0.75	0.63
VSPT Wine Group	1.02	2.61	1.31	1.13
Compañía Pisquera de Chile (CPCh)	0.74	0.65	0.00	0.32
Compañía Cervecera Kunstmann	1.61	0.75	2.76	1.87
Manantial S.A.	3.04	1.80	0.57	0.80
TOTAL	1.24	1.50	0.83	0.73

Business Units (Region)	2017	2018	2019	2020
CCU Argentina	0.39	0.37	0.17	0.05
CCU Uruguay	-	-	2.94	0.00
Bebidas Bolivianas	-	-	1.03	2.56
Bebidas del Paraguay	0.58	0.77	0.78	0.62
Central Cervecera de Colombia	-	-	0.00	2.58

Lost Days Lost Rate Own Workers

Business Units	2017	2018	2019	2020
CCU S.A.	0.00	1.58	0.00	0.00
CCU CHILE	15.86	28.86	10.71	13.76
VSPT Wine Group	37.64	51.56	58.83	22.26
Compañía Pisquera de Chile (CPCh)	2.21	18.77	0.00	5.75
Compañía Cervecera Kunstmann	11.29	3.73	26.90	8.74
Manantial S.A.	54.41	53.15	0.86	9.34
TOTAL	21.32	32.89	20.17	14.15

Business Units (Region)	2017	2018	2019	2020
CCU Argentina	3.58	3.61	3.75	0.16
CCU Uruguay	-	-	77.94	0.00
Bebidas Bolivianas	-	-	37.58	12.39
Bebidas del Paraguay	-	-	10.00	2.67
Central Cervecera de Colombia	-	-	0.00	26.97

CONTRACTOR EMPLOYEES

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Contractor Employees Accident Rate 2020*

Business Units	Number of accidents	Number of days lost	Workforce	Man-hours worked	Accident rate 2020
CCU S.A.	0	0	198	427,680	0.00
CCU CHILE	244	3,088	10,787	23,274,798	2.26
VSPT Wine Group	0	0	126	289,000	0.00
Compañía Pisquera de Chile (CPCh)	3	21	171	362,559	1.75
Compañía Cervecera Kunstmann	1	15	55	118,680	1.82
Manantial S.A.	3	10	96	207,280	3.13
Total	251	3,134	11,433	24,679,997	2.20

* Accident Rate Formula: (Number of accidents / Workforce) *100.

Business Units (Region)	Number of accidents	Number of days lost	Workforce	Man-hours worked	Accident rate 2020
CCU Argentina	0	0	143	343,200	0.00
CCU Uruguay	-	-	-	-	-
Bebidas Bolivianas	1	15	-	-	-
Bebidas del Paraguay	-	-	-	-	-
Central Cervecera de Colombia	2	22	210	451,200	0.95

Lost Days Lost Rate Contractor Workers

Business Units	2018	2019	2020
CCU S.A.	22.22	0.00	0.00
CCU CHILE	43.48	42.61	28.63
VSPT Wine Group	43.67	0.72	0.00
Compañía Pisquera de Chile (CPCh)	0.00	0.00	12.28
Compañía Cervecera Kunstmann	0.00	1.98	27.27
Manantial S.A.	4.75	18.02	10.42
TOTAL	41.51	38.93	27.41

PEOPLE WHO MOVE US: SUPPLIERS

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Number of suppliers and Percentage of Expenditure

Type of suppliers	Number of suppliers						Expenditures on Suppliers					
	2018 N°	%	2019 N°	%	2020 N°	%	2018 \$	%	2019 \$	%	2020 \$	%
Domestic	8,687	95	6,263	96	9,828	95%	991,961,085,386	93	1,038,086,168,049	86	45,228,913	62%
International	449	5	257	4	544	5%	78,851,437,122	7	168,990,771,543	14	27,930,588	38%
Total	9,136	100	6,520	100	10,372	100	1,070,812,522,508	100	1,207,076,939,592	100	73,159,501	100

Number of suppliers and Distribution of Expenditures in Chile

Zones(*)	Number of suppliers						Expenditures on Suppliers					
	2018 N°	%	2019 N°	%	2020 N°	%	2018 \$	%	2019 \$	%	2020 \$	%
North Zone	650	7	438	7	606	6.16	57,721,180,906	5.8	26,990,240,369	2.6	22,088,497,178	3.2
Central Zone	7,181	83	4,573	73	7,485	76.17	885,822,965,421	89.3	946,734,585,261	91.2	606,201,204,913	88.1
South Zone	660	8	1,002	16	1,457	14.83	46,333,702,403	4.7	4,152,344,672	0.4	57,853,711,427	8.4
Southern Zone	196	2	250	4	280	2.84	2,083,236,656	0.2	60,208,997,747	5.8	2,381,928,476	0.35
Total	8,687	100	6,263	100	9,828	100	991,961,085,386	100	1,038,086,168,049	100	688,525,341,995	100

OUR PLANET

301-1 301-2 301-3 302-1 302-3 302-4 305-2 305-3 305-4 305-5 305-6 305-7 306-2 306-3 306-4 306-5 MA.10

Greenhouse Gas Emissions*

Scope	Metric	2018	2019	2020
Emissions Scope 1	t CO ₂ e	79,289	76,114	77,951
Emissions Scope 2	t CO ₂ e	91,736	84,147	83,124
Emissions Scope 3	t CO ₂ e	1,043,993	1,104,642	1,130,650
Total	t CO₂ e	1,215,018	1,264,903	1,291,725

* Regional information

Avoided Emissions*

	Metric	2018	2019	2020
Avoided Emissions in Scope 1 and 2 ^(*)	t CO ₂ e	55,208	68,191	85,334

* Regional information

Emissions NOx. SOx. VOC and Particulate Matter*

Type of Emissions	Metric	2018	2019	2020
NOx	kg	103,373	99,893	87,931
SOx	kg	17,102	18,434	18,032
COV	kg	5,062	5,025	4,151
Particulate Matter (PM)	kg	31,948	30,668	29,400

* Regional information

Ozone Depleting Substances Emissions (ODS) (SAO for its initials in Spanish)*

Metric	2018	2019	2020
t Metric of CFC-11e	0.013	0.015	0.008

* Substances included in the calculation were HCFC: 141b. R22. R123 and are reported in the equivalent unit of CFC-11.

* Regional information

Emission Intesity *

Metric	2020
t CO ₂ e/ hl produced	0.044

Non-Renewable Fuel Consumption *

Fuel types	2018 GJ	2019 GJ	2020 GJ
Fuels for Steam Generation (Boilers)			
Natural Gas	1,058,557	1,000,296	994,202
LPG	34,082	39,616	44,936
Diesel	596	2,563	784
Oil 6	12,127	15,605	14,223
Fuels for Cafeteria - Restrooms			
LPG	6,835	10,538	7,583
Natural Gas	3,027	2,709	2,741
Fuels for Internal Movement Cranes			
LPG	52,929	44,045	40,330
Fuels for Power Generation (Backup)			
Diesel	9,673	10,524	3,316
Oil 6	0	0	0
Vehicle Fuels			
Gasoline	894	561	1,083
Mobile diesel	14,432	20,650	30,362
Total	1,193,152	1,147,107	1,139,559

* Regional information

Renewable Fuel Consumption

Types of renewable fuels	2018 GJ	2019 GJ	2020 GJ
Biogas	34,845	33,037	52,241
Firewood	107,896	103,109	96,097
Total	142,741	136,146	148,337

* Regional information

Non-renewable fuel consumption distribution*

Non-renewable fuel consumption distribution	2018	2019	2020
Natural Gas	89%	87%	87.5%
Gasoline	0.07%	0.05%	0.1%
LPG	8%	8%	8.1%
Oil 6	1%	1%	1.2%
Diesel	0.86%	1.14%	3.0%

* Regional information

External Electricity Consumption

Supplier	2018 GJ	2019 GJ	2020 GJ
National Electric System	599,054	598,860	615,206
Magallanes Electric System	4,142	4,597	4,385
Aysén Electric System	155	155	338
Argentine Electric Power Grid	200,082	185,179	196,163
Paraguay Electric Power Grid	-	-	25,052
Uruguay Power Grid	-	-	12,784
Total	803,433	788,791	853,929

Electricity Consumption from Renewable Energy*

Supplier	2018 GJ	2019 GJ	2020 GJ
Self-generated electricity	3,226	8,581	27,017

* Regional information

Consumo Total de Energía* (GJ)*

	2018 GJ	2019 GJ	2020 GJ
Total Energy Consumption	1,339,667	1,291,834	2,163,123

* Regional information

Energy Intensity (MJ/hl Produced)

	2018	2019	2020*
Energy Intensity (MJ/hl Produced)	79.91	77.6	29,521,249

* Regional information

Cost of Energy*

Energy Type	2020	
	Consumption (MWh)	Total US\$
Fossil Fuels	193,624	21,292,693
ERNC	25,833	2,068,496
Total	219,456	23,361,189

* Regional information

Avoided Energy Consumption*

	Metric	2018	2019	2020
Avoided Energy Consumption	GJ	879,743	926,330	1,103,741

* The calculation methodology is Business as Usual, using the KPI MJ/hl of the base year (2010) with the actual productions of each year.
* Considers Chile and Argentina

Non-Hazardous Waste

Types of waste	Metric	2018	2019	2020	Destination / Disposal method
Organic waste	t	229,078	235,519	285,111	Composting/livestock feed
Recyclable waste	t	26,830	25,692	38,971	Recycling
Non-recyclable organic waste	t	766	484	371	Disposal
Waste assimilable to household waste	t	3,182	2,680	2,473	Disposal
Total	t	259,856	264,375	326,926	

Hazardous waste

Types of waste	Metric	2018	2019	2020*	Destination / Disposal method
Hazardous waste	t	160	165	757	Disposal to authorized recipients

* Considera Chile, Argentina, Paraguay, Uruguay

Main Agricultural Raw Materials

Name of raw material	Raw Material Origin	Unit of measure	2018	2019	2020*
Barley / Malt	Suppliers	t	73,498	79,459	165,746
Wine and Pisco grape	Own and Suppliers, includes wine and pisco (grape equivalent)	t	233,504	236,268	129,887

* Regional information

Abastecimiento de Materiales No Renovables*

CHILE

Name of raw material	Type of material	Unit of measure	2018	2019	2020
Glass	Glass	t	135,234	140,744	119,359
Plastic	Plastic	t	33,857	33,439	36,983
Aluminum	Aluminum	t	12,937	11,075	19,544
Total		t	182,028	185,258	175,885

* Definición de GRI: Recurso que no se renueva en períodos de tiempo breves.

ARGENTINA

Name of raw material	Type of material	Unit of measure	2020
Glass	Glass	t	13,414
Plastic	Plastic	t	2,459
Aluminum	Aluminum	t	9,811
Total		t	25,684

PARAGUAY

Name of raw material	Type of material	Unit of measure	2020
Glass	Glass	t	-
Plastic	Plastic	t	685
Aluminum	Aluminum	t	-
Total		t	685

URUGUAY

Name of raw material	Type of material	Unit of measure	2020
Glass	Glass	t	-
Plastic	Plastic	t	1,806
Aluminum	Aluminum	t	-
Total		t	1,806

Consumption of Renewable Materials*

Name of raw material	Type of material	Unit of measure	2018	2019	2020*
Cardboard	Cardboard	t	12,718	12,891	16,943

* Regional information

Water Collection

Tipos de fuentes*	Metric	2018	2019	2020*
Deep wells	m ³	6,055,804	6,004,587	6,500,655
Drinking water network	m ³	709,177	857,647	882,660
Canals	m ³	899,113	616,293	516,988
Springs	m ³	386,101	359,746	355,982
Total Collection	m³	8,050,195	7,838,273	8,256,285

* Regional information

Discharges of treated wastewater (RILES for its initials in Spanish)

Discharges	Metric	2018	2019	2020*
Surface water courses	m ³	2,848,478	2,658,366	2,339,867
Infiltration	m ³	45,930	50,465	429,406
Sewage networks	m ³	2,440,262	2,321,763	2,332,192
Total	m³	5,334,670	5,030,594	5,101,464

* Regional information

Process and Product Water

	Metric	2018	2019	2020*	Destination
Volumen	m ³	2,715,525	2,807,679	3,154,821	Incorporated in the product or evaporated.

* Regional information



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GRI 200: Economic / Corporate Action Indicators / Sector Supplement				
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	103-2 Management approach and its components.	9, 23, 25, 27, 31, 42, 49		
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Economic Performance	201-1 Direct economic value generated and distributed.	27		
	201-2 Financial implications and other risks and opportunities arising from climate change.	25, 26		
Market Presence	202-1 Ratio of standard entry level wage by gender to local minimum wage.	41		
Procurement Practices	204-1 Proportion of spending on local suppliers.	51, 91		
	FP1: Percentage of volume purchased from suppliers that comply with the company's sourcing policy.	53		
	FP2: Percentage of volume purchased that is verified as compliant with internationally recognized responsible production standards. by standard.	49		
Suppliers	DSP.25 % Of suppliers with which payment was fulfilled within 35 days.		Our Company is certified with the Pro PyME seal, which establishes that at least 95% of suppliers in this segment are paid in up to a maximum of 30 days.	
Anti-corruption	205-1 Operations assessed for risks related to corruption.	24		10
	205-2 Communication and training on anti-corruption policies and procedures.	24		10
	205-3 Confirmed cases of corruption and actions taken.	24		10
Unfair Competition	206-1 Legal actions related to unfair competition, anti-competitive behavior, monopolistic practices, and anti-competitive behavior.	25		

GRI Standard / Corporate Action / Proprietary Indicators / Sector Supplement	Subject	Page Number	Justification or Omission	Global Compact Principles
GRI 300: Environmental / Action Indicators Companies				
GRI 103: Management Approach	103-1 Explanation of material topic.	8, 31, 58		
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Materials	301-1 Materials used by weight or volume.	62, 92		7, 8
	301-2 Recycled inputs.	62, 92		8
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Energy	302-1 Energy consumption within the organization.	60, 92		7, 8
	302-3 Energy intensity.	60, 92		8
	302-4 Reduction of energy consumption.	60, 92		7, 8, 9
Water and Effluents	303-1 Interaction/linkage with water as a shared resource.	63		8
	303-2 Management of impacts related to water discharge.	63		8
	303-3 Water withdrawal by source.	63, 92		7, 8
	303-4 Water discharge.	63, 64, 92		8
	303-5 Water consumption.	63, 64, 92		7, 8
Emissions	305-1 Direct GHG emissions (Scope 1).	58, 92		7, 8
	305-2 Indirect GHG emissions when generating energy (Scope 2).	58, 92		7, 8
	305-3 Other indirect GHG emissions (Scope 3).	58, 92		7, 8
	305-4 Intensity of GHG emissions.	58, 92		8
	305-5 Reduction of GHG emissions.	58, 92		8, 9
	305-6 Emissions of ozone-depleting substances (ODS).	60, 92		7, 8
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions.	59, 92		7, 8
Environment (emissions targets)	MA.10: Performance targets for air emissions.	58, 92		7, 8
Effluents and Waste	306-2 Waste by type and disposal method.	61, 92		7, 8, 9
	306-4 Hazardous waste transportation.		CCU does not engage in transboundary transportation of hazardous waste.	8
Environmental Compliance	307-1 Non-compliance with environmental laws and regulations.	95		8
Environmental evaluation of suppliers	308-1 New suppliers that have passed evaluation and selection filters in accordance with environmental criteria.	51, 53		

GRI Standard / Corporate Action / Proprietary Indicators / Sector Supplement	Subject	Page Number	Justification or Omission	Global Compact Principles	
GRI 400: Social / Corporate Action Indicators / Sector Supplement / CCU Proprietary Indicators					
GRI 103: Management Approach	103-1 Explanation of material issue.	8, 31, 35, 44, 47, 55, 65, 66, 69, 71			
	103-2 Management approach and its components.	9, 31, 35, 44, 47, 55, 65, 66, 69, 71			
	103-3 Evaluation of management approach.	31, 35, 44, 47, 55, 65, 66, 69, 71			
Employability	401-1 New employee hires and employee turnover.		36, 78, 81, 83	6	
	401-2 Benefits for full-time workers that are not given to part-time or temporary workers.		39, 85	6	
Labor Relations Management	FP3: Percentage of work time lost due to industrial disputes. strikes and/or lockouts. by country.		41	3	
Labor climate	DSCL.14: Indicate whether a work climate survey has been conducted in the organization.		40, 86		
	DSCL.15: Main measures implemented for work climate management. based on the results of the work climate study.		40		
Occupational Health and Safety (OHS)	403-1 Occupational health and safety management system.		44		
	403-2 Hazard identification. risk assessment and incident investigation.		44, 45		
	403-3 Occupational health services.		39, 44		
	403-4 Worker participation. consultation and communication on occupational health and safety.		45, 91		
	403-5 Training of workers in occupational health and safety.		45		
	403-6 Promotion of worker health.		39		
	403-7 Prevention and mitigation of occupational safety and health impacts directly related to business relationships.		46, 55		
	403-8 Workers covered by an occupational safety and health management system.	100% of own workers and 100% of contractor and subcontractor workers within CCU facilities are covered by an SSO system.			
	403-9 Work-related injuries.		46, 87, 89		1
	403-10 Work-related health problems.		46, 87	At the close of this Sustainability Report, the number of occupational diseases and the incidence rate of occupational diseases for contractor workers are not available.	1
Programa Total Productive Management (TPM)	CCU1 Advances TPM Program.		42		

GRI Standard / Corporate Action / Proprietary Indicators / Sector Supplement	Subject	Page Number	Justification or Omission	Global Compact Principles
Education and training	404-1 Average hours of training per year per employee.	36, 84		6
	404-2 Programs to improve worker skills and transition assistance programs.	36		6
	404-3 Percentage of employees receiving regular performance and career development reviews.	37		6
Labor mobility	DSML.16: Total % of employees who were promoted to a higher position. as a proportion of total employees.	38, 84		6
	DSML.17: % of internal vacancies filled by employees from the organization.	38, 84		6
Diversity and equal opportunities	405-1 Diversity in governance bodies and employees.	19, 35, 76		6
	405-2 Ratio of basic salary and remuneration of women to men.	41		6
Non-discrimination	406-1 Cases of discrimination and corrective actions taken.	39		1, 6
Freedom of association and collective bargaining	407-1 Operations and suppliers whose right to freedom of association and collective bargaining may be at risk.	39, 41		1, 3
Child labor	408-1 Operations and suppliers with significant risk of child labor.	39, 49		1, 5
Forced or compulsory labor	409-1 Operations and suppliers with significant risk of cases of forced or compulsory labor.	39, 49		1, 4
Human rights assessment	412-1 Operations subject to human rights impact reviews or assessments.	49, 51		1, 2
	412-2 Training of workers in human rights policies or procedures.	23, 54		1, 2
Local communities	413-1 Operations with local community engagement. impact assessments and development programs.	55		1, 2
	CRD.24: Describe community investment programs. indicating: Main results achieved in each case. how they are linked to previously identified present and future risks. program evaluation instruments.	55		1, 2
	CRD.23 Indicate the mechanisms used to resolve and prevent conflicts with the community.	55		1, 2
Social evaluation of suppliers	414-1 New suppliers that have passed selection filters according to social criteria.	53		
	414-2 Negative social impacts in the supply chain and actions taken.	53		2

GRI Standard / Corporate Action / Proprietary Indicators / Sector Supplement	Subject	Page Number	Justification or Omission	Global Compact Principles
Customer health and safety	416-1 Assessment of health and safety impacts of categories of products or services.	69		
	416-2 Instances of non-compliance related to health and safety impacts of product and service categories.		During 2019, there were no fines or penalties associated with impacts on health and safety of product or service categories.	
	FP5: Percentage of production volume manufactured at sites certified by an independent third party, to internationally recognized food safety management system standards.	65		
	FP6: Percentage of total sales volume, by product category, that have been reduced in saturated fat, trans fat, sodium and added sugar.	69		
	FP7 - Percentage of total sales, by product category, which have been increased in nutritional ingredients such as fiber, vitamins, minerals, etc.	69		
	417-1 Requirements for product and service information and labeling.	72		
	417-2 Cases of non-compliance related to product and service information and labeling.		During 2019, CCU did not record any fines or sanctions to report in this area.	
Marketing and labeling	417-3 Cases of non-compliance related to marketing communications.		During 2019, one municipal infraction was recorded for maintaining unauthorized advertising and billboards. The total fine amounted to 5 UTM.	
Initiatives with customers and consumers	DSCC.18: No. of initiatives designed with clients/consumers that are implemented or in the process of being developed.	48		
Responsible consumption	DSCC.20: Describe practices on responsible consumption of products/services for clients/consumers.	69		
Customer and consumer satisfaction	CCU3: Report the results of customer/consumer satisfaction surveys conducted during the last period.	47, 71		
Socio-economic compliance	419-1 Non-compliance with laws and regulations in the social and economic spheres.		During 2019, 22 fines were recorded for a total of 660 UTM and 4 fines for a total of 25 Minimum Monthly Income (IMM), corresponding to infractions of audits by the Labor Directorate.	
Innovation	CCU2 Innovation initiatives.	66		



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