



**FECOVITA**  
Productores del vino argentino

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**Sustainability  
Report  
2019**

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# Welcome to our first sustainability report



I am proud to present this first report that makes our economic, social and environmental impacts been known. We are stating here relevant information on performance and best practices in all the aspects of our organization.

The report displays the collaborative work among the Managers of different areas: Quality Management, People Management, Cooperative Development, Institutional Relations and their teams who have been able to continue our project steadily regardless the 2020 world context and have set strong bases for the future of sustainability management at Fecovita.

We are convinced that it is highly significant that companies account for their economic, social and environmental performance to collaborate with Sustainable Development from a Social Responsibility management. And at Fecovita we have strategies, policies and commitments that reflect a long and medium term plan.

Since Fecovita was founded, we have been permanently focused on achieving excellence in operations, we seek for continuous growth and we are committed to sustainability in communities, with employees and with the thousands of producers and their families that form our value chain.

This first sustainability report is an important milestone in our history, an enormous learning experience and a starting point to enhance our daily work management, having the unique possibility to contribute to a more sustainable community from the commitment to the Development Goals Sustainable (ODS), with special interest in strengthening our sustainability strategy.

 **Eduardo Sancho**  
President

# About this report

(102-40, 102-41, 102-42, 102-47, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54)

This report is prepared with reference to GRI (Global Reporting Initiative), which has allowed us to measure, evaluate and report our management in economic, social and environmental terms. It covers the annual period between January 1 and December 31, 2019. In terms of areas considered, it includes the operations of: Headquarters, located in Maipú (Mendoza Province); Toro Plant, located in San Martín (Mendoza Province); and the Albardón Plant, located in San Juan Province.

The process for accomplishing this work was led by the Institutional Relations Department, Quality Management Area, People Management Department and the Strategic Unit for Cooperative Development. Moreover, all the information included has been documented and validated by the respective management and areas leaders who have collaborated in the information provided during every step of the procedure.



Therefore, we developed a training cycle for Fecovita managers. Through this collaborative process, we prioritized the Sustainable Development Goals to which the company is already contributing with its actions.

We define the material topics and those of public interest. This helped us to talk about the relevance and influence that certain issues have on decisions-making: to analyze how these issues affect the creation of short-term, mid-term and long-term values,

seeking for a better understanding of risks and environmental, social and economic opportunities.

The following table integrates the material issues of the company and its stakeholders. It is the result of an agreed process with different instances of conversation, in which key collaborators participated. This sustainability report arises from this process, which provides indicators to measure and implement a cross-annual management based on sustainability.

		Economic Dimension				Environmental Dimension
		Material Topics				
		Associative and competitive	To promote appropriate and dignifying labour conditions for every single person.	Transparence and compliance.	Fair policies to select suppliers and to improve the economic inclusion in the supplies chain.	Quality and environment management (use of water: reducing and recycling the water re-use – wastes and energy management).
		8 WORK AND ECONOMIC GROWTH	8 WORK AND ECONOMIC GROWTH	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	8 WORK AND ECONOMIC GROWTH	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Public interest						
1	Producers	•			•	•
2	Producers families				•	
3	Workers Cooperatives	•		•	•	•
4	Suppliers	•	•	•	•	•
5	City, Provincial and National government	•	•			•
6	Customers	•	•	•		•
7	Co-workers	•	•	•		
8	Co-workers families		•			
9	Education, Civil and Social organization				•	•
10	Local communities					•
11	Enterprises-Companies					•



## Material Topics

		Cooperative development through programs aimed at fostering the characteristics of production and competitiveness factors of the minor producer.	Young people skills and capacities development.	Union and cooperative leaders' skills and capacities development.	Commitment to the quality of education.	Workers and their families life quality.	Wine industry policies: bond and working strategies in common with city, provincial and national governments.	Developing and fostering of the International Foro of Wine Industry Companies.	Promote and encourage alliances to develop projects on sustainability.
		1	4	4	4	8	17	17	17
		1	4	4	4	8	17	17	17
<b>Public interest</b>									
1	Producers	•	•	•	•		•	•	
2	Producers families	•	•	•	•				
3	Workers Cooperatives	•	•					•	
4	Suppliers	•				•			•
5	City, Provincial and National government	•			•		•		
6	Customers								•
7	Co-workers				•	•			
8	Co-workers families				•	•			
9	Education, Civil and Social organization		•	•	•	•			•
10	Local communities	•							
11	Enterprises-Companies	•	•	•			•	•	





➤ Chapter 1

# Who are we?



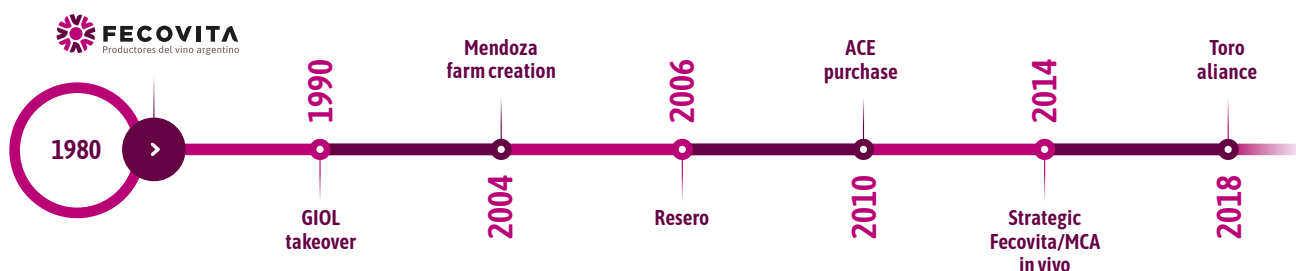
# ¿Quiénes somos?

(102-1, 102-5, 102-7, 102-12, 102-13)

We are FECOVITA (Argentine Federation of Wine Cooperatives), one of the main wine groups worldwide. We nurture more than 5,000 producers who work some 25,000 hectares of vineyards in the most appreciated wine regions of Mendoza. We generate a sustainable future for thousands of families, through genuine investment, the development of technology, the continuous improvement of quality and international projection of its products, hand in hand with emblematic brands.

We sell 390 million liters per year (includes fractionated wine, bulk and must) and we have around 30% of the Argentine market share. This is thanks to our 1,000 collaborators and a commercial structure made up of 11 commercial units, more than 1,200 strategic clients and a distribution network that supplies the entire country. In addition, we have 5 offices abroad, exporting our products to more than 40 countries.

## Our history —



During the 70s, a group of wine producers decided to lead their destiny and become part of the transformation of Mendoza's viticulture and viniculture. This is how ACOVI was founded, the Association of Wine Cooperatives, whose function was the union representation of the associated cooperatives, and which became the basis to create Fecovita some years later. Its first president, Don Carlos Magni, was the one who took the impulse to go one step further and set up a second-degree cooperative to unify the industry marketing and have a national representation by joining to CONINAGRO.

Thus, on October 18, 1980, Fecovita was founded, in association with 20 cooperatives. And, once again, Carlos Magni was the visionary and pioneer who imagined everything that cooperatives could be and do through Fecovita. Mr. Magni worked together with Elvira Castro, a pioneer and defender of wine cooperatives, and who was also key in the constitution of this organization. He also set the goals that the company would pursue; among them and fundamentally, to achieve the commercialization of the products of its associates through the integration of thousands of Mendoza winemakers. Then, in 1983 and with the same spirit,

Engineer Eduardo Sancho became president following Mr. Magni and Ms. Castro's legacy.

Fecovita needed brands, bottling plants and a marketing chain. The debate used to be permanent and the solution was glimpsed when the possibility of taking over Giol Winery came out and became a fact. Giol used to be under the state control till that moment. It was an attractive idea, yet its execution was still a dream regardless the questioning on the issue. There were many concerns, yet the main one was on what actions were to be taken with thousand of producers who did not belong to the cooperative group who were taking their harvest to Giol winery. Among those concerns there was one that generated much debate: what was done with the thousands of non-integrated producers who brought their grapes to Giol. These producers could not become part of any cooperative already formed due to various reasons. There was an easy answer to that situation: to integrate them into new cooperatives; yet the issue was not simple to be solved.

In 1987 Fecovita presented a viticulture and viniculture transformation proposal for the province of Mendoza through cooperati-

ves. Subsequently, the government launched the Giol bid, and Fecovita won it. That was the turning point in Fecovita history, the beginning, indeed.

After a complex restructuring process, in 1990 Fecovita acquired the areas of fractioning/bottling and commercialization of what used to be Giol Winery and Vineyards, creating and forming the largest wine cooperative group in America. This ensured a sustainable viticulture and excellent wines production for domestic consumption as well as for exportation.

After Giol Winery and Vineyards takeover, there were some important milestones in history that gave the organization a special boost. In 2004 Mendoza Farm Winery was founded aiming at growing in the medium and high category market. In 2006 Resero Winery was acquired, increasing the presence and productive capacity in San Juan province. In 2008, the World Forum of Wine Cooperatives was created together with the main world wine cooperatives; its main goal was to strengthen the



international presence of the company by generating commercial alliances. In 2010, an alliance with MCA was made in San Juan. The objective was the must processing, which placed Fecovita worldwide as one of the leaders in this market. And more recently, in 2018 the Toro Winery was opened having a model bottling plant in tetra brik and a Distribution Center.

## Strategic Units —



We have four strategic units: one dedicated to the commercialization of mass consumption wines, another one focused on the commercialization of medium and high-category wines; a third unit oriented to the development of concentrated must

and bulk wine markets; the fourth strategic unit is in charge of the overall development of all the people that make up the cooperative system.

# The company in numbers.

(102-7)

## 1,200 strategic clients



**We bottle >**

 **56000** briks / hour

 **48000** bottles / hour

position



**5000**  
producers



**29**  
cooperatives



**25000**  
hectares of vineyards



More than  
**1000**  
employees



More than  
**54**  
wineries



**11**  
Commercial units



**2**  
offices abroad



**Position number 1**  
in sales (volume):

**270** million liters in the domestic market



We are in more than

**40 countries**  
around the world

**30%**

share in the domestic market

**We occupy Argentina's Número 1 position**

in the world in bulk exports and **second** in must exports



# The company in numbers.

(102-7)

## Production:

### ► Installed capacity:

**120,700**  
liters/hour



- 3 production centers.
- 1 national distribution center.
- 48,000 bottles / hour (42,000 Headquarters / 6,000 in Resero).
- 56,000 briks / hour (38,000 Bull / 18,000 Herd).
- 3000 tons / month must (14000 lt / hour) in MCA.
- 2700 Bag in Box / hour in Herd.

### ► Vessel capacity:

**210**  
million  
liters in total

- Headquarters (Gutiérrez, Mendoza) > **23 million liters**
- Toro Winery (San Martín, Mendoza) > **95 million liters**
- Hugo Hidalgo (Guaymallén, Mendoza) > **18 million liters**
- Los Helechos Winery (Tupungato, Mendoza) > **15 million liters**
- Resero Winery (San Juan) > **37 million liters**
- MCA (San Juan) > **10 million liters**
- La Regional (San Juan) > **12 million liters**

### ► Bottling capacity:

**390**  
million  
liters / year

Bottling wines:

**270 million**  
liters per year.

Wines in bulk:

**40 million**  
liters per year.

Must:

**80 million**  
liters per year  
(24,000 tons).



# Partnerships for Sustainable Development

(102-12)



Fecovita is aligned with the **Sustainable Development Goals (SDG)** that make up the 2030 global agenda for the development of societies. The SDGs help us to generate strategic actions and implement, among other things, public-private partnerships, and contribute to quality education and decent work, put an end to poverty, focus on responsible production and consumption, and peace, justice and strong institutions.

## From Fecovita we participate in the following institutions:

(102-13)

- **CONINAGRO** | Limited Agricultural Intercooperative Confederation
- **ACOVİ** | Association of Wine Cooperatives
- **COVIAR** | Argentine Wine Corporation
- **INTA** | National Institute of Agricultural Technology
- **Chamber of the Must**
- **Argentine Chamber of Bulk Wine**
- **INV** | National Institute of Viticulture
- **Export Chamber of San Juan**
- **FEM** | Mendoza Economic Federation
- **Wine Fund**
- **World Wine Cooperatives Forum**
- **VALUES**
- **Commerce, Industry, Agriculture and Tourism of Tunuyán Chamber**





➤ Chapter 2

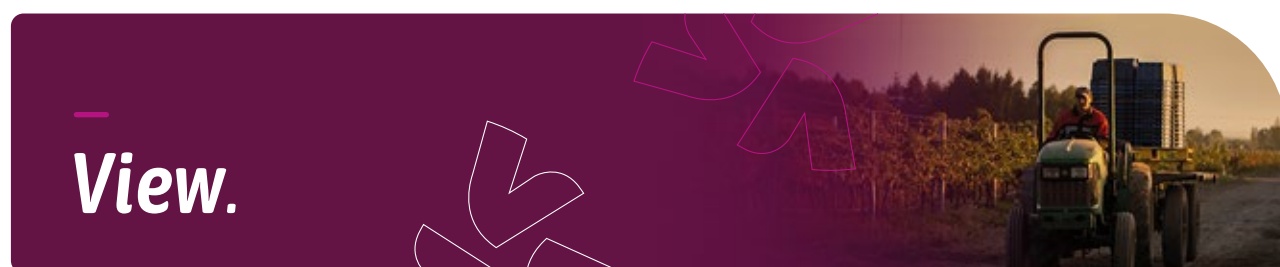
# Our corporate government



# Government

(102-16)

At Fecovita we seek for excellence, thus, we have established a corporate government that reinforces and characterizes us as a transparent company. We understand that the achievement of our mission is linked to the development of the people who make it: staff, producers and members of the communities whom we interact with, who transmit their effort through the topnotch quality of the products and through the strengthening of our cooperative system and through the national and international growth of the company.



To be the leading wine company in Argentina we are, and to grow in international projection focusing on our main businesses and enhancing our cooperative system.

## Inspirations our Vision:

### ► People - Organization

At FECOVITA, the overall fulfillment of people and fostering their dignity in all its dimensions are the highest goals of the organization. As a cooperative, we aim at the development of business policies focused both on employees and on the different communities where we operate. We encourage our people and our community to live cooperative values, as well as Fecovita's own ones, reconstructing the environmental commitment with the environment that surrounds us to ensure sustainability for the next generations.

### ► Alignment

We want to be the most integrating federation of cooperatives in the wine industry, through the development of a successful management model based on: a) competitive association; b) the alignment of each link in our chain, by creating value for its members; c) inter-cooperation; d) the leading role in wine policy.

### ► Internationalization

To project and rocket the organization internationally, increasing competitiveness in the foreign market through the establishment of strategic alliances.

### ► Domestic market

To strengthen leadership in the national wine industry, through participation in all market segments and territorial presence throughout the country.



► **Quality**

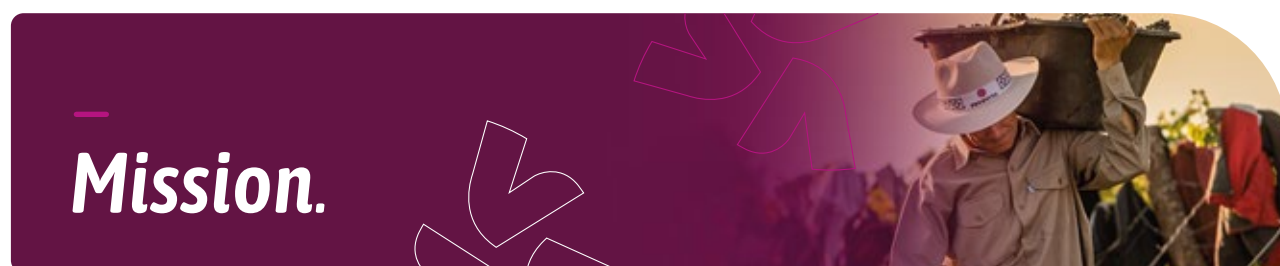
To guarantee the best quality standards in our processes, services and products for the sake of satisfying the requirements and growing expectations of domestic and external customers.

► **Innovation**

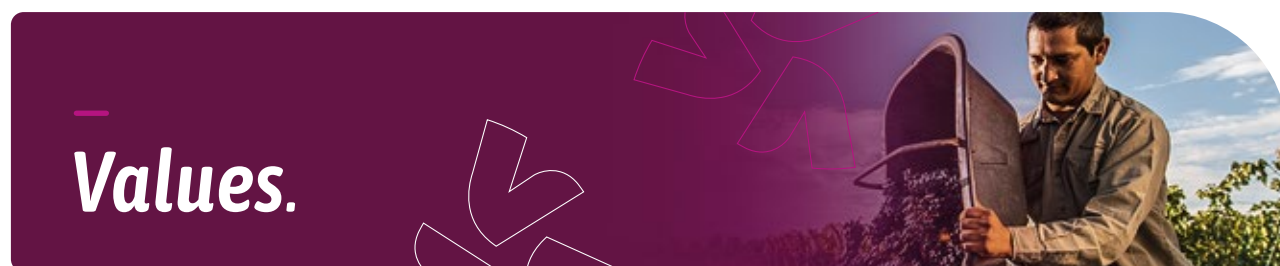
To generate the necessary scope for people to develop a culture of innovation in all the tasks they perform.

► **Efficiency**

To achieve high levels of efficiency through continuous improvement of our processes.



To optimize the value of the products delivered by our associates and maximize their benefits, satisfying consumer expectations, flexibly managing the operation, and thus promoting the development of the people who make up our cooperative system and that of the communities where we act.



- |  |   |   |   |
|--|---|---|---|
| <p><b>1 Magnanimity:</b></p> <p>to face challenges with kindness and generosity.</p> | <p><b>2 Humility:</b></p> <p>recognizing that achievements are the result of a team effort.</p> | <p><b>3 Respect:</b></p> <p>treat others appropriately.</p> | <p><b>4 Commitment:</b></p> <p>guarantee participation and effort to achieve goals.</p> |
|--|---|---|---|

# Governmental structure

(102-18, 102-19, 102-22)

FECOVITA administration and management is run by the Board of Directors made up of 12 regular directors and 8 alternates/shifting, elected at an ordinary meeting by representatives of 29 associated cooperatives. After forming the Council, also by vote, the positions of President, Vice President, Secretary, Assistant Secretary, Treasurer, Prosecutor, 6 regular members and 3 trustees are distributed. The latest is in charge of the control function.

One of the main responsibilities of the Board of Directors is to set the wines purchase prices to be paid to the associated cooperatives. In addition, it is responsible for stating the percentage of participation of each cooperative in the wines marketing to FECOVITA and how it is distributed according to the wine category.

The Council has the duty to attend to the progress of the Federation. Therefore, the Board of Directors report to the Council on the main indicators of the business development and progress twice a month (the second and fourth Wednesday of each month).



► El Consejo de Administración.

On the other hand, it also authorizes the issuance of bonds or other internal loans and the realization of legal acts on real estate, grants powers and it is the one that initiates and supports lawsuits of any nature.

Although it is made up of 12 regular members, alternate Directors (8), regular and alternate Trustees and also guests from those cooperatives that do not have representation on the Board are also invited to participate in the meetings.

Regarding the Board of Directors, its main responsibility is the executive administration of the Federation, always informing to the Council about everything. This Board of Directors is made up of the President, Secretary and Treasurer. However, the Assistant Secretary, the Prosecutor and the General Manager are invited to participate, thus forming the Expanded Board of Directors.

This Board of Directors meets every Tuesday, when each member raises concerning issues to the President to be discussed.

Decisions are agreed by a majority of the participants by having the proposal studied previously by the Board of Directors. Afterwards it is submitted to the Council for approval. Every decision is to be accompanied by an argument and prior deliberation.

The election of the official Directors is carried out in the Assembly by secret poll.

In the Regional Centers, however, the delegates of the Assembly have the power to dismiss a candidate and name a new one. The number of representatives per regional center is determined based on the number of cooperatives that make up that regional center and the number of liters of their percentage.

Our Board of Directors is made up of 12 regular directors. 29 people attend its meetings, 86% are men, while 14% are women.

100% of the members of the Board of Directors are men, over their 50s.

# Administration and Management

## Board of Directors

POSITION	FULL NAME	COOPERATIVE GROUP
<b>President</b>	Mr. Eduardo Ramón Sancho	De Mendoza
<b>Vicepresident</b>	Mr. José Víctor Rigoldi	Algarrobo Bonito
<b>Secretary</b>	Mr. Rubén Ariel Panella	Norte Lavallino
<b>Prosecretary</b>	Mr. Javier Omar Vergani	Goudge
<b>Treasurer</b>	Mr. Jorge David Irañeta	Brindis
<b>Protreasurer</b>	Mr. Marcelo Fabián Federici	El Poniente
<b>Official members</b>	Mrs. Alicia Mabel Galante	Ingeniero Giagnoni
	Mr. Gustavo Daniel Aranguena	Tres Porteñas
	Mr. Carlos Luconi	Tres De Mayo
	Mr. Martín Oscar Garbuio	Vista Flores
	Mr. Sergio Ramón Barbadillo	El Cerrito
<b>Official procecutor</b>	Mr. Enrique Vicente Capozucco	El Libertador
	Mr. Eugenio Portera	Productores De Junín
	Mr. Miguel Ángel Quintieri	Nueva California
	Mrs. Hilda Wilhelm	Norte Mendocino
	Mr. Gaspar Alonso	Real Del Padre
<b>Substituting members</b>	Mr. Felipe Gattas	Sierra Pintada
	Mr. Mario Leanza	La Dormida
	Mr. Edgardo Ruggeri	Colonia California
	Mr. Roberto Martín	Las Trincheras
	Mrs. Amalia Manresa	Moluches
	Mr. Abel Ríos	San Carlos Sud
	Mr. Juan José Gaya	Del Algarrobal
	Mr. Alejandro Bori	Pampanos Mendocinos
<b>Substituting procecutor</b>	Mr. Roberto Vazquez	Tulumaya
	Mrs. Adriana Pepa	Agrícola Beltran
	Mr. Ariel Vicente Ravalle	Rama Caida
<b>Guests</b>	Mr. Carlos Groselj	Altas Cumbres
	Mr. Jorge Barbero	Maipú



# Managements

➤ General Management	Cdor. Juan Ángel Rodríguez
➤ Administration and Finance Management	Jorge Zingale
➤ People Direction Management	Gabriel Piquer
➤ Supply Management	Marcelo Parolaro
➤ Operations Management	Tomás Borgo
➤ Quality Control Management	Pablo González
➤ Foreign Trade Management	Cristian Herrería
➤ Mass Strategic Unit Management	Gustavo López Viñals
➤ Winery Strategic Unit Management	Franco Lubrano
➤ Most And Bulk Strategic Unit	Rosaura Etcheverry
➤ Domestic Market Management	Daniel Tobares
➤ Technology and Information Management	Oscar Mesa
➤ Cooperative Development Strategic Unit Management	Pablo Blas
➤ Institutional Relations And Communication Manager	Carolina Martínez Hansen

## Diversity of the Government structure

(405-1)

ADMINISTRATION BOARD OF DIRECTORS			
➤ Gender	Under 50	Over 50	Total
➤ Men	4	21	25
➤ Women		4	4
➤ Total	4	25	29
MANAGEMENT BOARD OF DIRECTORS			
➤ Men		6	6

## Integrity Program

(102-17)

We established our Integrity Program in 2019, which reflects what is expressed in the Code of Ethics and additions to the principles of the Ethical Trading Initiative.



# Our Code of Ethics

The Code of Ethics highlights the fundamental values of commitment with the different members of the value chain to operate in a correct and respectful way through our commercial and social project. Those of us who make up Fecovita are bonded by the same values and by the ethical principles mentioned in this Code, which guides our performance according to honesty, ethics and professionalism.

All Fecovita employees, the Board of Directors, Directors, the cooperatives that comprise it and the companies under their control are to follow this Code of Ethics. Likewise, we encourage our suppliers, customers, and business partners to adopt similar principles.

## The general principles of our Code of Ethics address the following topics:

- |                                   |                                     |
|-----------------------------------|-------------------------------------|
| 1 Compliance with legislation     | 7 Fraud, robbery, theft and bribery |
| 2 Relationship with the community | 8 Social investment and advertising |
| 3 Conflict of interest            | 9 Confidentiality                   |
| 4 Gifts and invitations           | 10 Competition                      |
| 5 Bribery and corruption          | 11 Relationship with suppliers      |
| 6 Money laundering                | 12 Relationship with clients        |

## To guarantee compliance with our Code of Ethics, the company makes the following communication channels available:



Speak directly with their superiors, members of Management, People Management, directors of the Board of Directors or Audit.



**Ethics Line:** complaints are anonymous, confidential and secure, guaranteeing the protection of the complainants. Through this, both collaborators, suppliers, clients and / or third parties can complain about the actions of Fecovita. Irregularities that violate the Code of Ethics are to be reported, such as: conflict of interest, suspicious agreements with suppliers or clients, situations of offering improper payments, falsification or adulteration of documents, neglect or irregular use of the company's resources or information. misappropriation of company assets or resources, harassment, mistreatment, discrimination, any other violation of good work practices and the work environment.

### Reporting channels:

- **Toll free at** 0800 999 4636 / 0800 122 7374
- **Web Form** [www.resguarda.com/fecovita](http://www.resguarda.com/fecovita)
- **Email** [etica.fecovita@resguarda.com](mailto:etica.fecovita@resguarda.com)



In addition to the Integrity Program, we have a series of policies and norms that guide our behavior:

## Principles of the Basic Code of Ethical Trading Initiative



### Ethical Trading Initiative (ETI)

- 1 Employment will be freely chosen.
- 2 Freedom of association and the right to collective negotiations will be respected.
- 3 Working conditions will be safe and hygienic.
- 4 Child labor is banned.
- 5 A dignifying wage will be paid.
- 6 Working hours will not be excessive.
- 7 There will be no discrimination.
- 8 Regular work will be provided.
- 9 Inhuman or severe treatment will not be allowed.

### Training and communication about our Integrity Program (205-2).

**REPORTE SITUACIONES IRREGULARES DE FORMA**

RESGUARDA  
Canal de Denuncias y Línea Ética

- Anónima
- Confidencial
- Segura

FECOVITA  
FEDERACIÓN DE EMPRESARIOS DEL COMERCIO VENEZOLANO

☎ 0 800 999 4636 / 0 800 122 7374  
www.resguarda.com/fecovita - etica.fecovita@resguarda.com

**TRANSPARENCIA**

Entre todos podemos lograr mayor transparencia. Reporte situaciones irregulares de forma anónima, confidencial y segura.

RESGUARDA  
Canal de Denuncias y Línea Ética

FECOVITA  
FEDERACIÓN DE EMPRESARIOS DEL COMERCIO VENEZOLANO

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## Ethics Committee

It is the committee responsible for promoting, monitoring and controlling compliance with the values, principles and standards of conduct, behaviour and performance established in the Code of Ethics. Its main functions are to run the Code of Ethics, evaluate and establish the actions to be followed regarding the reported situations.

The Ethics Committee is made up of the President, a receivership representative, the Personnel Management Manager and the Head of Internal Audit.

In addition, we have to emphasize that, regarding risks management, work is being done on the development and consolidation of a risk matrix that allows us to identify and work on the main residual risks in each sector, taking into account the results

obtained in the audits carried out and the regulatory framework. The risks are validated by those responsible for each sector. Concurrently, the controls or measures implemented to mitigate these risks are identified in a participatory way. Afterwards, the risks are monitored and reviewed, trying to set up a self-control culture.

Work is being done on the implementation of an internal strategy for the consultation and dissemination of the risk map, so that this is a tool known by all members of the company. Finally, it is planned to carry out periodic monitoring of these risks and an annual update of the matrix.

In 2019 there were no cases. (205-3)

## Conflicts of interest

Although we do not yet have a written and approved conflict of interest policy, there are **measures** regarding the matter. In the first place, when there is a new member (employee, supplier, etc) into the company, a form is completed in which any type of existing link with suppliers, clients or third parties is declared and filed.

On the other hand, each time a supplier is registered, a conflict of interest declaration procedure is followed, by means of which the supplier completes a form in which he expressly states his situation regarding the existence or not of interest conflict.

## Ethics and suppliers

Before allowing a new supplier, a form must be completed with a series of questions and requirements, in order to detect the existence of a conflict of interest. In the event of a conflict, it is referred to the Head of Internal Audit for evaluation. Currently, we are not having a formalized assessment procedure, but we

are working on it, seeking to promote Fecovita's values towards our suppliers and making them part of our value chain. Any Fecovita supplier is to be aware of our code of ethics. Therefore, a record is left in the issued Purchase Order, which is accepted by the supplier.



➤ Chapter 3

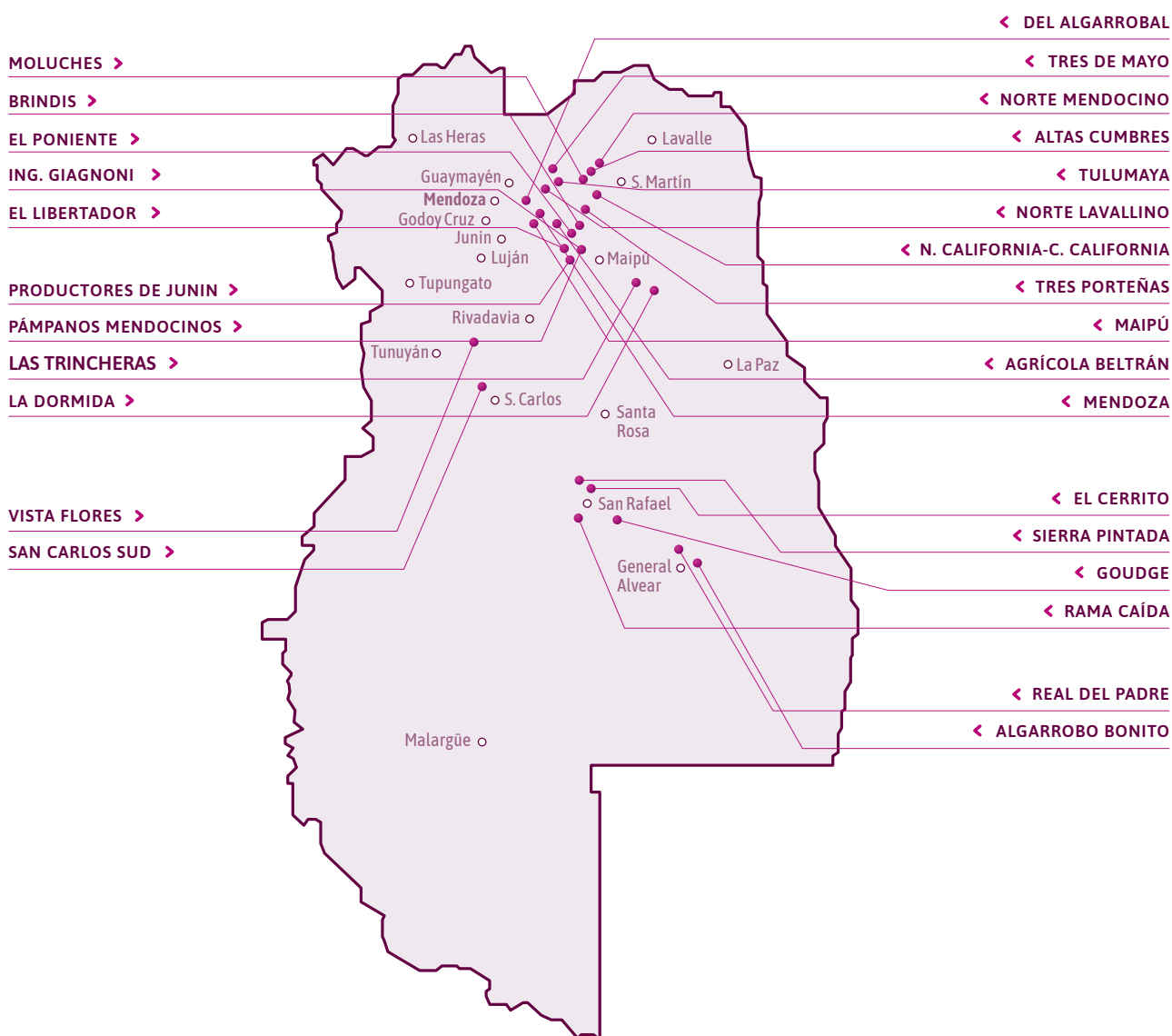
# Cooperative Development



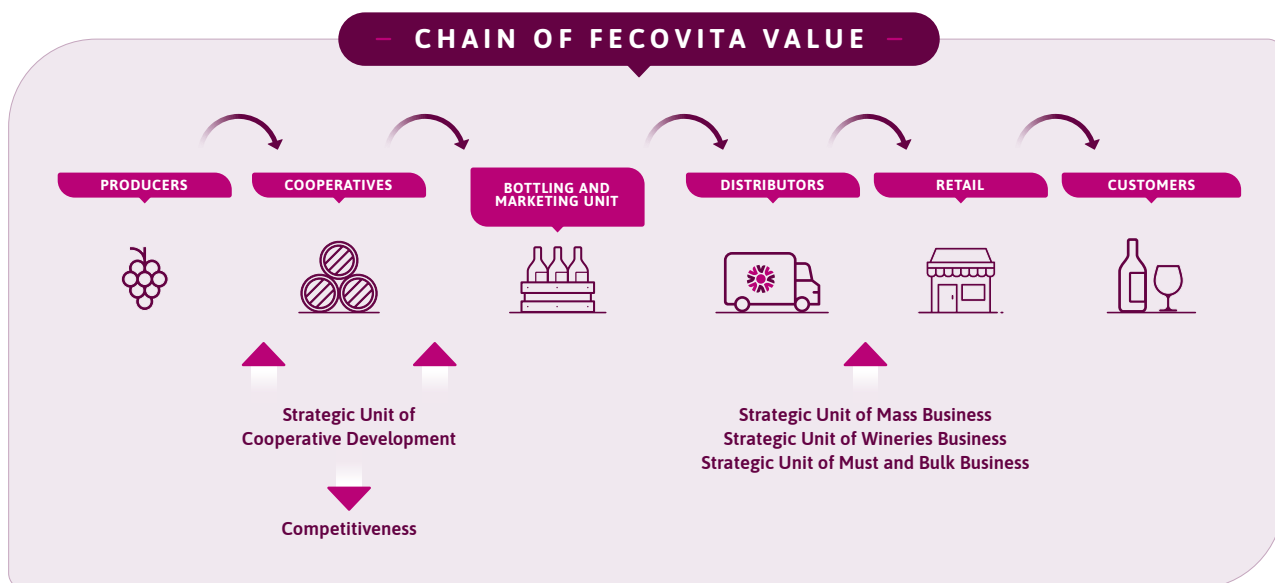
# Associated cooperatives

**We promote the development of the people who form our cooperative system.**

The Argentine Wine Cooperatives Federation has 29 primary associated wine cooperatives, located throughout the province of Mendoza and brings together about 5000 producers, among partners and processors. These cooperatives are grouped in Regional Councils (Central-North zone, East zone, Valle de Uco zone, San Rafael zone and Gral. Alvear zone). Minor producers are associated in cooperatives to create synergies in winemaking and in placing their production on the market. With the creation of Fecovita and the subsequent taking over of the bottling and marketing unit of Giol Wineries and Vineyards, the producers managed to participate in the national and international market with their production among the leaders of the sector.



# Strategic Unit of Cooperative Development



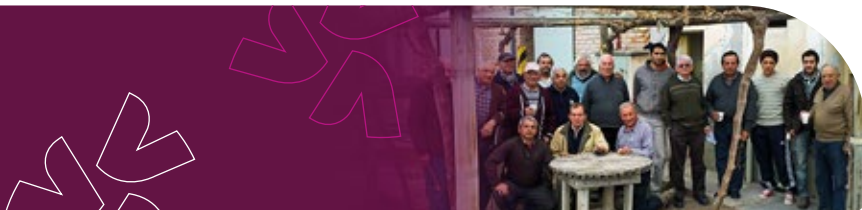
In August 2019, the Strategic Cooperative Development Unit (UEDC) was created to optimize the associative bonds among members of the value chain.

This Unit is divided into three main areas: Technological development; Cooperative strengthening; Management control. Besides, it is organized by programs with a leader in charge.

## Technological Development Area



## Agronomy:



**Includes the Technical Advisory, Mechanical Harvest Service and Service Business Development programs.**

### Technical advice —

It is a service that Fecovita provides to the cooperative and the producer to improve their competitiveness. An engineer visits the producers' plants regularly.

Thus, we ensure the increasing in the competitiveness of the producer, through consulting, training, the joint purchasing of inputs, financing and providing services such as mechanical and assisted harvesting. Technicians are responsible for providing this information and guiding producers on how to carry out what might be needed. They are constantly backing them up. Moreover, this team of agronomy engineers holds a monthly meeting to be trained and to interchange experiences, learn about new services and input providers, share concerns and realities. In this way this team strategy guarantees enriching their performance and ensures their development in all the demanding areas.

There have been the best results clearly seen in all the improvements that the producers have been making on their

farms, whether they are vineyard structure, modernization of machinery, generation of service companies, incorporation of producers to the mechanical harvesting service or incorporation of producers in the joint purchasing system, among others.

It is intended to continue on this path, improving the traceability, growing in organic production and working on new methods of crop protection.

Currently, there are 27 cooperatives that receive an agricultural engineer consulting coordinated by the UEDC.

The technical assistance service was implemented in September 2014, promoted at that time by ACOVI. Then, it became a Fecovita responsibility once UEDC was constituted. This program of assistance, backing up and consulting has remained within its programs as an essential service and a benefit for the cooperative producer and the cooperative.

### Mechanical harvesting service —

Mechanical harvesting is the harvesting of grapes by a self-propelled machine. This moves on the line of plants, transmitting vibrations and shelling the bunches. The grape grains are stored in hoppers. Once being filled in, they are dumped into the truck that will take the grapes to the winery.

#### ADVANTAGES:

- Saving harvest time, which allows an accurate harvest time setting.
- Allows night harvesting, being advantageous for warm areas.
- Workmen force shortage has stopped being an obstacle for carrying out the harvest.

It aims to provide the service to the maximum number of producers associated with the cooperative system, at the lowest possible price. This service is particularly oriented to be provided to producers with farms of few hectares.

During this reported period, 17 cooperatives took over the service applying it to three vintages and the following year it will be used on the fourth one.



## Business development service —

This program promotes the formation of companies within the cooperatives system that provide services to producers.

As well as other actions, this objective was launched by ACOVI more than 10 years ago. About 5 years ago, Fecovita assumed the leadership of continuing with its development and after the confirmation of the UEDC, it became one of its programs.

There are approximately 15 cooperatives that are providing labour, assisted harvesting, spraying, pruning, tying, leveling and

fertilization services.

At the same time, this program organizes conferences to share experiences of cooperatives on modernization of the vineyard and training for engineers, among others, with the aim of collaborating with the creation of new companies.

Proviar, Pas, Idr, Fondo para la Transformación (Funds for Transformation and Development), Inaes are some financing provincial systems used to achieve these projects.

## Enology:

includes the Enological Support program and Enological Laboratory service.

## Enological support —

Through the Enological Consulting program, we accompany the cooperatives with the technical assistance of an UEDC enologist who visits the cellars of the cooperatives associated with Fecovita. Suggestions are offered there to improve the state of the wines, supporting with enological practices and generating an Enological Development plan for each cooperative.

This is done both during and after harvest season.

All cooperatives participate on a basic plan of two visits per year. Some cooperatives request additional support that is agreed between the cooperative directors and UEDC managers in charge of this program.

### ADVANTAGES:

- Primary production system alignment.
- Generation of a production cost analysis.
- Production processes analysis.
- Achievement of improvements in the organoleptic properties –that is, of the descriptions that are perceived and interpreted through the senses– in the wines produced at an adequate cost.

## Enological laboratory —

The enological laboratory has been implemented since February 2019 and since that year it has been providing an analytical service with strategic determinations for the cooperative system. It has a state-of-the-art technology for the analysis of samples and, in addition, it has software developments on traceability, from the request for analysis to the delivery of results. It is located in Toro Winery in San Martín city in Mendoza.

### ADVANTAGES:

- Fast delivery of results for decisions making.
- Data confidentiality.
- Low cost analysis.
- Scheduled withdrawal of samples in cooperatives.



#### RESULTS ACHIEVED:

- Accurate results, based on the participation of Inter-laboratories tasks.
- Outstanding reliability: incrementation in analyzed samples compared to the previous year.
- Greater communication with cooperative winemakers.
- Attention to external customers.
- Increase in participation of cooperatives with service compared to the previous year.
- Incorporation of analytical parameters to the chart.
- Currently, there are 16 cooperatives making an active use of the laboratory service.

## Environmental sustainability:



We carry out a strong and significant work with cooperatives in this regard. On the one hand, we visit them regularly and provide suggestions as well as support for the implementation of standards and good practices, so that they can achieve the proposed certifications. At the same time, we back them up to develop their Sanitation Plant projects and we train them for Foremen and warehouse personnel on Hygiene and Safety issues.

### Provision of supplies —

#### ➤ Purchase of enological supplies

It consists of the coordinated purchase of supplies needed for the wine and must production in the cooperatives associated with Fecovita. It aims to increase the demanded volume to achieve a significant price fall. It is agreed a consensus among the technicians of each cooperative. Those supplies of massive use or those used by most of the cooperatives are financed by the Joint Purchase. This system has been implemented since the 2017.

Supplies purchased: yeasts, enzymes, activated carbon, ammonium phosphate, gelatins for flotation, acids, bentonite, peracetic, sulfuric and hydrochloric acid, and caustic soda.

All cooperatives have participated. Both the enological counselling as well as the joint purchase meet the objective of aligning the cooperatives associated with the Fecovita project.

#### ➤ Purchase of agricultural supplies

The joint purchasing system is a system for the supplies provision to the producer, so that he does not have inconvenient to have the necessary supplies for the year.

The advantages of this joint purchasing system is to negotiate a better supplies price aiming at making the producer obtain a 12 month financing, with a low rate and at the best market price.

The results obtained are an increase in the number of producers participating in the joint purchase and very competitive prices (up to 32% cheaper).

Among the purchases made, structural supplies were acquired (sticks, wire, wood, mechanical cattails, metal posts, etc.), organic ones (pelletized guanos), inorganic fertilizers, fungicides, herbicides, insecticides.



The amount for the agricultural period May 2019 - April 2020 was US \$ 2,185,000.

28 cooperatives have taken advantage of this benefit. The joint purchasing system operates from the agricultural period May 2016 - April 2017. Previously, purchases were made but in an

individual and private way. Later, the system was improved by meeting the demand, establishing operations with specific dates and supplies, based on the corresponding time of year.

Regarding the **Cooperative Strengthening Area**, Fecovita has four outstanding lines of work:

## Financing —

### ► P.A.S. (Solidarity Assistance Program)

this program seeks for resources so that cooperatives and producers can implement investments on the development of their competitiveness and sustainability. We manage the financing of the projects already mentioned at product value and combining different sources such as the Fund for the Transformation and Growth of Mendoza and Mendoza Fiduciaria.

On the other hand, we have an "observatory of financing sources" to be updated and to inform on different organizations for financing in general, harvesting and hauling, purchases of supplies, and so on.

In addition, we develop unconventional financing tools with organizations such as the Argentine Mutual Confederation (CAM) to finance cooperatives and producers in the harvest.

### ► Solidarity fund against hail

it is a system that aims to protect, guarantee, assist or help the cooperatives integrated in Fecovita and through them, their associates, making their productive activity predictable and viable. It has been active without interruption since the 2003/2004 agricultural cycle.

The benefits of the solidarity fund for producers are evident, if one takes into account that severance payments or compensations are guaranteed using a mechanism by which - in the event that the contributions are not enough - Fecovita provides the percentage needed, which is then paid back to it in the next cycle.



In addition, since it is compensated when the damage is greater than 32%, the producer receives at least 68% of the production (in the state insurance it is compensated from 50%). For cooperatives, it also constitutes a guarantee for the repayment of loans to producers.

The producer becomes member of the solitary fund voluntarily and pays a contribution with some liters of drained white wine or common red one that is calculated according to the risk area and the estimated production of the vineyard. In case of hail damage, the producer receives a compensation in pesos that depends on the assessed damage and the estimated production.

Comparing it with other systems, such as the provincial or national ones which contribute and compensate per hectare regardless the production, it turns out to be a more realistic and applicable system.

In the 2018-2019 agricultural cycle (or 2019 harvest), 24 cooperatives with 1,132 vineyards joined. The contribution was 2,430,458 liters of drained white wine and common red wine. The compensation was 5,283,032 liters of drained white wine and common wine (record). The expenses were 92,332 liters of white wine drained between fixed (coordination) and variable (appraisals) expenses. The severance payments were paid in full, thanks to the balance of the previous cycle of 1,920,281 liters and a contribution, as a loan from Fecovita, of 572,702 liters (which has now already been paid).

## Promotion —

We have areas of communication, training and relationships with young people. Besides we generate links with the Wine Industry Joint (Mutual). In other words, we work being fostered

by the people who participate in the cooperative system and for the sake of encouraging them all. Here we have the Intra-chain Communication program.

## > Intra-chain communication

the main objective of this program is the alignment of producers and cooperatives to the value chain of the system. We seek to strengthen the relationship between Fecovita producers and cooperatives producers, to improve the levels of knowledge of Fecovita, its objectives and its products, to achieve the identification of the team of engineers and producers with the pillars of cooperativism and Fecovita and to provide support for the communication of the other UEDC programs.

Therefore, we focus on the following niches for whom we work in a differentiated and segmented way: producers, cooperatives and, within them, the different members, namely: directors / managers, administrators, enologists, engineers.

### Among the actions accomplished, we can mention:

- Production of content and pieces to provide information to producers about benefits, news, services availability.
- Elaboration of elements to ensure our members their presence in events and conferences such as institutional banner, brochures, merchandising.
- Creating content and messages for existing channels of communication and generating new channels to reach the cooperative and the producer directly.



Another objective of the area is to collaborate with the training of a group of representative spokespersons, distributed by area, with the idea of expanding voices and unifying messages. This involves several steps such as training, coordination of events and meetings and setting a position in provincial media and zonal radios.

One of the most important actions and significant experiences has been the organization of visits of cooperatives to Fecovita. This program aims to bring the producer closer to Fecovita, so that they can get to know the facilities and plants, visualize the day-to-day processes, witness innovations and projects, talk with managers and referents from different areas, ask questions or comments and share a lunch together. Visits by Fecovita managers to the cooperatives are also organized to learn about the reality of each one and share their concerns and specific situation with the council of that cooperative.

Also, as part of the objective of publicizing Fecovita brands within the system, deliveries of wines and new products are made to all associated producers.

## Audit —

We provide the external audit service to cooperatives with professionals who present a monthly report each one. This service includes the Cooperatives in Crisis Program, through which we seek the necessary financing for the cooperative, together with the permanent accompaniment and monitoring of a professional, and the preparation of a business development and restructuring plan so that the cooperative can overcome any crisis it might be going through.

## Management model —


we work on systematizing and synthesizing good management practices, financing, work processes and protocols. All this from three aspects:

1. The industrial management of cooperative wineries with a focus on quality, sustainability and better enological practices.
2. The economic-financial and operational management of each cooperative.
3. Social management from governance, relationship with its members and transparency through a management document that proposes a model that helps to improve cooperative practices with contributions from management indicators and a self-assessment.



> Chapter 4

# Economic Performance



ESTADO DE RESULTADOS	
ESTADO	
Ventas Totales	
Costo de Venta	
Margen de Contribucion	
Costo Servicios Prestados	
Costo de Operacion	
Total Costos Operativos	
Ridos, Fidos, y por Tenencia	
RESULTADO ORDINARIO	
RESULTADO FINAL GLOBAL	

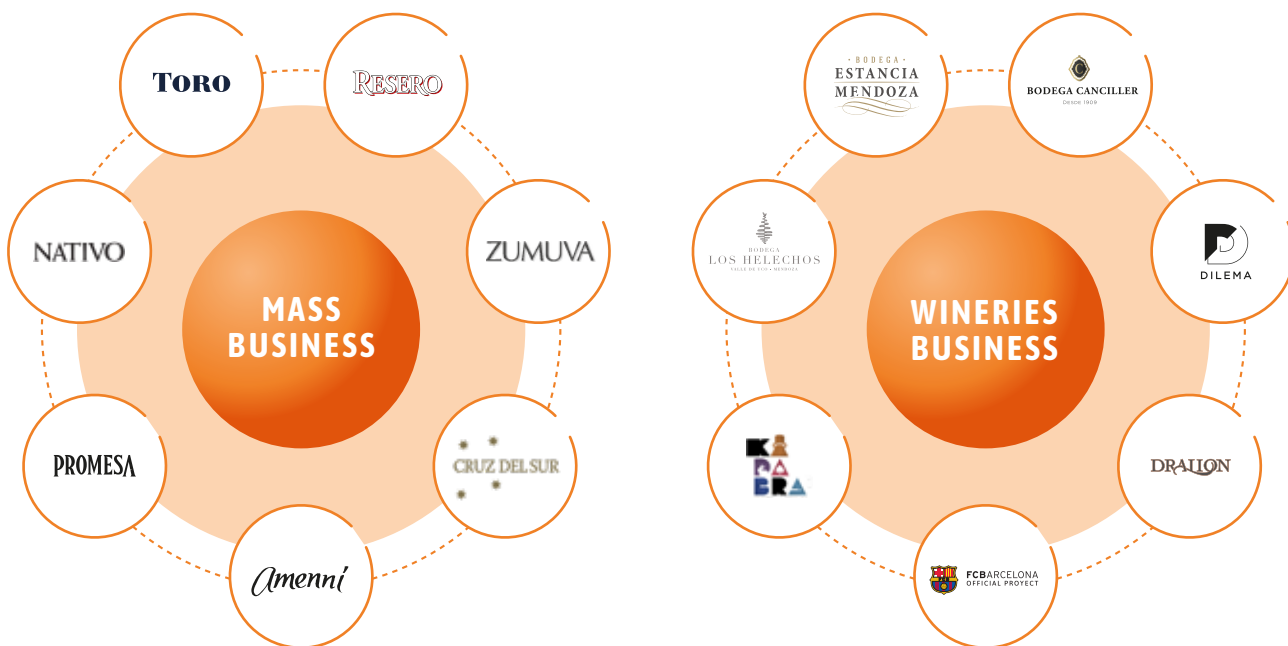
*Fecovit's economic results are the consequence and logical outcome of solid management through which we pursue high levels of efficiency on a constant improvement of processes. Our management model is based on:*

- a** Competitive association;
- b** The alignment of each ring in the chain, by valuing and appreciating its members;
- c** Inter-cooperation;
- d** Leadership in wine policy.

## Our main brands

(102-2)

Our brands have been in the market for more than 100 years. Their privileged position in the market is due to the constant improvement of the quality of the products in all segments, accompanied by a commercial strategy, personalized attention to their customers, the development of marketing channels in the country and abroad, and a thorough attention to consumers and customers' needs and preferences.



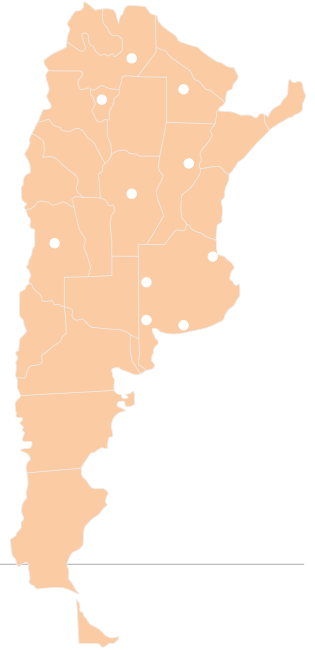
# Our markets

(102-6)

## Domestic market —

Our value proposition is based on proximity to the consumer and the relation wines - quality-price.

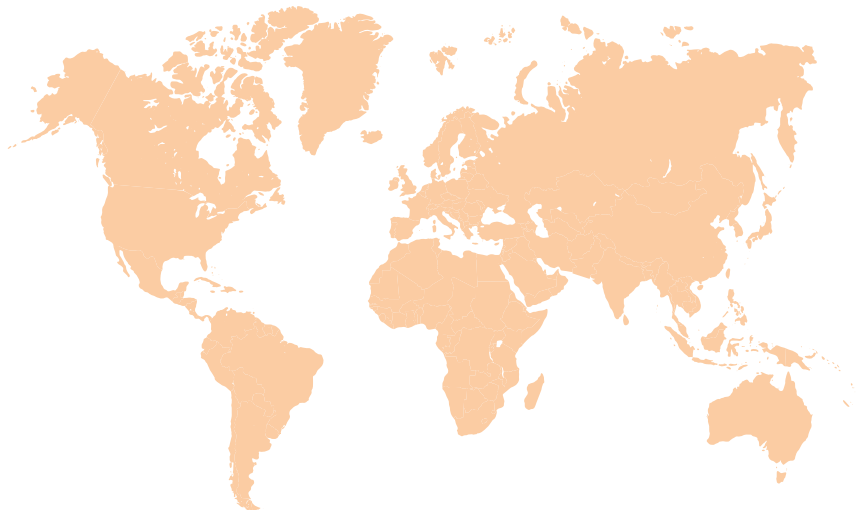
We cover 30% of the Argentine market because of a commercial structure made up of 11 commercial units, more than 1,200 strategic clients and a distribution network that supplies the entire country.



## International Market —

We strengthen our internationalization process by increasing our participation in the foreign market, with a presence in more than 40 countries and offices abroad. This has allowed us to place ourselves as the seventh most important wine group worldwide in terms of sales volume.

Must and bulks are strengthened as a business unit with successful international projection, being the first exporter of bulk wines and the second in must in Argentina.



### OUR FINANCIAL RESULTS

INCOME STATEMENT: 31/12/2019

TOTAL SALES:

12.027.515.935

TOTAL EXPENSES:

11.138.175.290

FINAL RESULT:

45.830.689



# Policies for suppliers selection and the improvement of economic inclusion throughout the supply chain

(102-9)

Our cooperative essence implies approaching sustainability from a comprehensive perspective, contemplating the entire value chain: from the land and the producer to the consumer.

We are convinced that to accomplish this it is demanding to establish strong bonds of trust and transparency among every member of our chain.

From the Purchasing area, we understand and assume our responsibility on the impacts on society, the economy and the environment; we are transparent and coherent at the decisions and activities we undertake; we maintain and promote ethical behavior throughout the supply chain. To ensure our transparency mechanisms, we have the following processes:

- The supplier must complete a registration form, which is approved by Quality Management and Audit.
- State regarding possible conflicts of interest.
- Read and accept the Code of Ethics and ETI and comply with quality standards.

Should these requirements not be met, candidates are not going to be accepted as suppliers. We promote long-term agreements, improving payment conditions and developing new supplies and suppliers, on condition of required demands.

## Sustainable purchases —

We steadily quest for our purchases generate a positive impact on economic, social and environmental development.



- We always promote the consumption of domestic purchases. Our cooperative spirit promotes the strengthening of the regional economy. At the same time, we understand that domestic purchases have a lower impact on the environment. During the reported period, 73% of our purchases were made in the province of Mendoza (204-1)
- We make inclusive purchases. Regarding clothing, purchases have been made from sustainable suppliers. They are suppliers who generate environmental and social value.
- We have participated in a cycle of meetings organized by CODE. They are meetings among relevant companies in the country to share experiences and generate inclusive purchasing programs that allow them to incorporate suppliers from the social economy. It has been a great opportunity to share and spread the principles of cooperativism and our model of "competitive associativism."

**CODE** is a national and international social enterprise that arises from the El Arca Producers + Consumers system. It is a manager-distributor of opportunities that seeks to create dignifying work by virtuously articulating small associated producers and scale consumers, both public and private, in order to generate sustainable value chains and / or inclusive purchases.





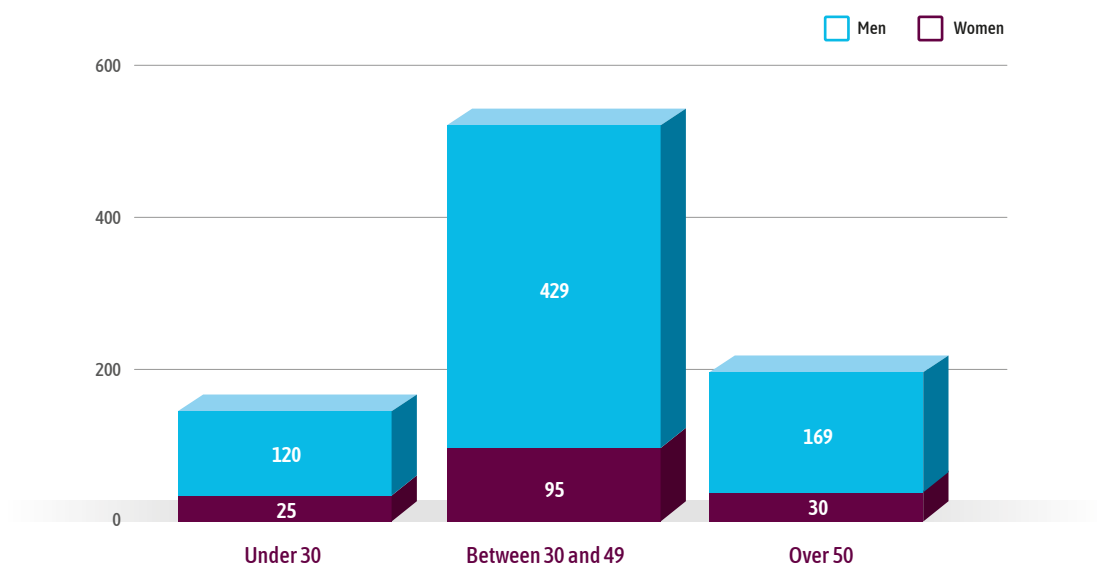
> Chapter 5

# Social Performance

# Our collaborators

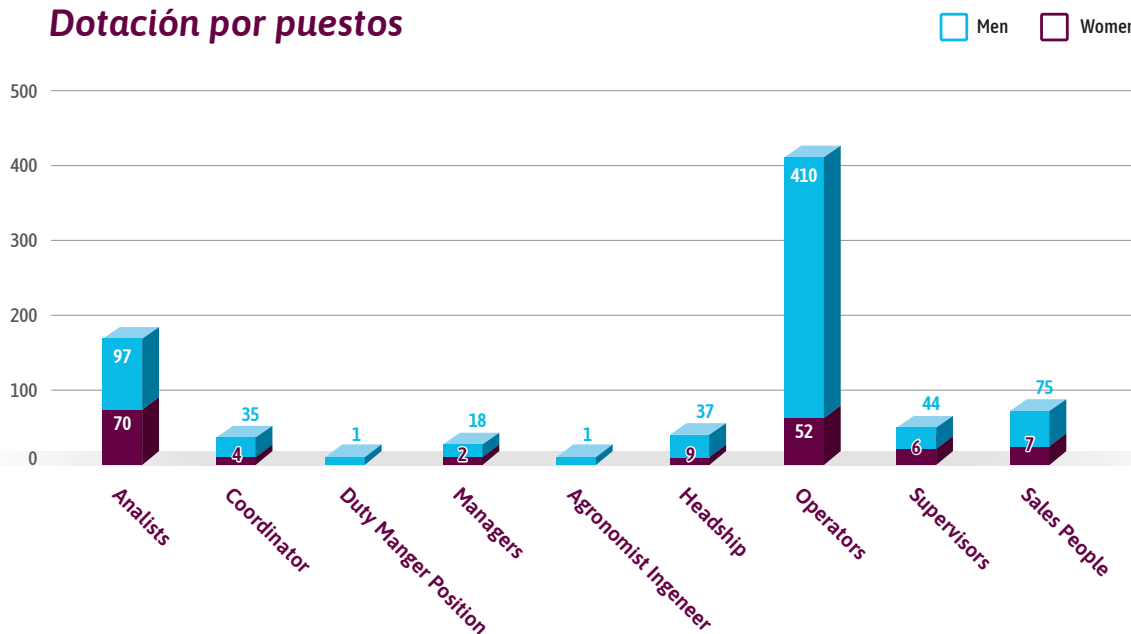
(102-8)

We have 868 employees in all distributed into 83% of men and 17% of women. Regarding ages, we have a wide diversity that contributes to fulfill the different needs and to attain our objectives.

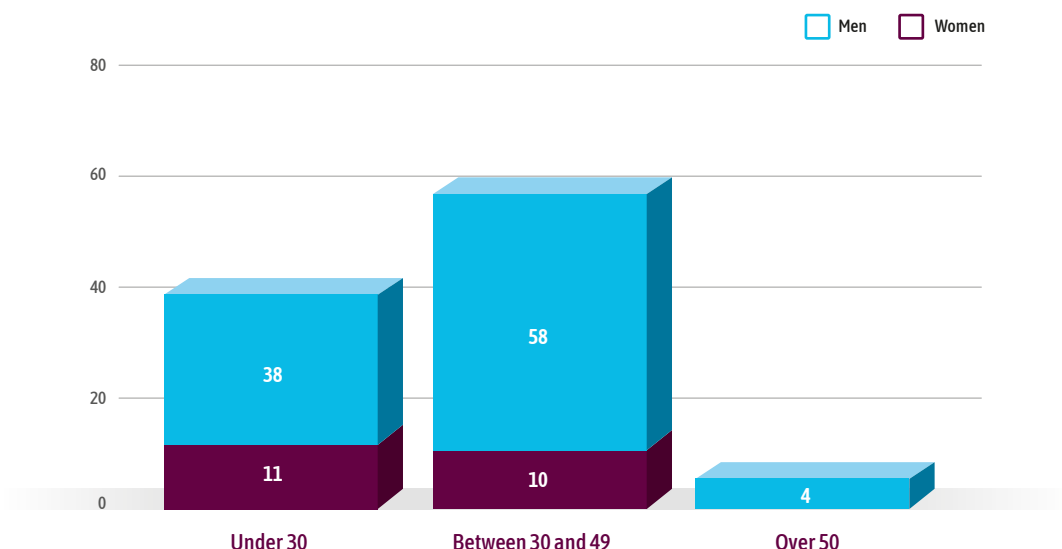


Personnel distribution according to positions:

## Dotación por puestos



During the reported period there has been 121 new employees incorporated: 83% are men and 17% are women. (401-1)



The employee turnover rate was 15%<sup>1</sup>.

## Benefits to our collaborators

We are concerned on having our employees access to a benefits program in order to motivate their continuity and well-being within Fecovita. The well-being, the tranquility of our people and their families are essential and a pillar to the company. Thus, several of the benefits are extended to the employees' family members as well.

We have a cooperative policy and a benefits program defined and administered by the People Management Department aimed at all employees (both full-time and part-time personnel). This program covers benefits on different areas such as health, work environment, employee economy, flexibility, school support, professional growth and development, among others.

As examples of the way it works, we highlight school aids, which includes a voucher given to our employees exchangeable for school supplies and shoes. Besides, every year we carry out the celebration of Children's Day. In that occasion we deliver gifts to our employees' kids under 12.

Regarding the health area, we offer the possibility of paying for



medicines through their pay slip and a refund of 30% on the total amount of the medicines purchased with medical prescription. In addition, collaborators have access to a checking account (transactional account) in pharmacies with the possibility of having their medicines delivered at the company. What is more, employees also have access to flu vaccination. Finally, they are offered functional training classes twice a week.

In addition to what has already been stated, we support and accompany Fecovita employees in one of the most transcendental moments of their lives, which is motherhood or fatherhood, respectively. We provide twelve jars of formula milk or any other type (with medical prescription) if needed. On the other hand, Fecovita's mothers are given the opportunity to opt for a reduction in their working hours. The purpose is to provide

<sup>1</sup> Calculation of the personnel turnover rate:

$$PTR = \frac{(A+B)/2 \times 100}{(F1+F2)/2}$$

PTR: Personnel turnover rate / A: Personnel register during the period / B: Dismisses during the period / F1: Number of people at the beginning of the period / F2: Number of people at the end of the period.

female employees the chance to balance their family and working life being able to perform their roles in outstanding and comfortable conditions. During the reported period, 2 women took maternity leave and obtained this benefit. Both returned to work after their maternity leave ended. (401-3)

We also provide appropriate facilities to the staff to have breakfast, lunch, snack and dinner with all that might be needed at their disposal. A food system is also offered (for lunch or dinner), and employees only afford 30% of the total cost. In addition, a varied free of charge snack for breakfast or tea time is provided daily. In 2020 we incorporated a snack service focused on the updated healthy food protocols called “merienda saludable” (“healthy food snack”).

At Fecovita we are convinced that the enduring improvement in our organization is linked to a continuous training as well as to the permanent development of plans and programs. That is the reason why our staff is provided with tools to progress in their activity more effectively and fostering the opportunity of professional growth. In fact, that our employees who have not graduated from high school are allowed to finish their studies within the working day.

Apart from all that has been already described, as part of the end of the year celebrations, a Christmas box is given to every member of Fecovita. This box contains Christmas products from leading brands and company products as food and beverages. Besides a New Year’s Eve party is offered and this is a longing moment of the year for employees to enjoy being together consolidating their bonds.

There are also birthday celebrations benefits as well.

Finally we can also mention the insurance companies agreements held.



## Benefits

(401-2)

Area	Benefits
Health	<ul style="list-style-type: none"> <li>• Checking account in pharmacies with the possibility of delivery in company.</li> <li>• 30% refund on the total amount of the ticket.</li> <li>• Flu vaccine.</li> <li>• Functional training classes.</li> <li>• 12 jars of milk according to medical prescription.</li> <li>• Agreement with ECI (ER company) for the emergency service at a special price.</li> <li>• Lightweight, ergonomic safety footwear for people with diabetes or other declared diseases or comorbidities.</li> <li>• Prescribed safety glasses.</li> <li>• Support to employees with family members in health need. This help consists of a payment in advance to be discounted in installments without interest rate.</li> </ul>
Family	<ul style="list-style-type: none"> <li>• Possibility of opting for hours-reduction of the working day during the 6 months after the end of the legal leave. It implies a salary reduction.</li> <li>• Celebration and gifts for Children's Day.</li> <li>• Marriage bonus, equivalent to a category 1 salary in the agreement.</li> </ul>



Area	Benefits
Education	<ul style="list-style-type: none"> <li>• Voucher for school supplies and one pair of sneakers per school-aged child.</li> <li>• Possibility of completing secondary studies within the working day.</li> <li>• School support for Fecovita employees' children in primary or secondary school.</li> </ul>
Financial	<ul style="list-style-type: none"> <li>• Agreement with Credicoop Bank for a personal loan at a special rate.</li> <li>• Granting a payment in advanced of up to 50% of the net salary to be discounted in 3 installments.</li> </ul>
Company	<ul style="list-style-type: none"> <li>• Facilities for breakfast, lunch, snack and dinner.</li> <li>• 70% refund of the food cost.</li> <li>• Purchase of company products at a lower cost. Special discounts at special dates. (for example end of the year holidays)</li> <li>• Birthday celebrations.</li> <li>• Celebrations: New Year's Eve party, Workers 'Day, Wine Workers' Day, Children's Day.</li> <li>• Christmas goods box delivery.</li> <li>• Parking lot at a low cost exclusive for employees.</li> <li>• Car and home insurances at a low cost.</li> <li>• Optional Health insurance plans with better services than the Union Health Insurance.</li> <li>• We have coffee / tea vending machines, etc., in the staff dining room and at different points near the offices.</li> <li>• Breakfast and tea time food to the staff.</li> </ul>

## Training

(404-1)

We encourage the development and professional growth of our collaborators. We ensure to provide the necessary training and education tools, strengthening employability, effectiveness and performance in jobs to achieve the strategic objectives set by the organization, thus increasing competitiveness in the market.

Consequently, we permanently promote and organize training and development actions for all our collaborators, providing the necessary space and time, guaranteeing the allocation of resources for such purposes and involving all staff equally.

We had internal and external training, during the reported period. Around 750 people from the company have been trained either included in the company agreement or not. We record more than 1,250 hours of training in the areas of Quality, Safety and Security and Safety and Industrial Hygiene.s (404-1)



## > Topics addressed in different trainings:

### *In the Quality area —*

- Allergens
- Food Defense
- PCC Management
- BRC standard
- Analysis of causes of non-conformity
- Pest control
- Food handling

### *In the area of Safety and Security and Safety and Industrial Hygiene —*

- Accidents and Incidents procedures
- Sector assessment
- Safety in industrial machines
- PPE, according to the sector and according to risk
- Management of closed spaces
- Fire attack.
- Emergency squat (first aid).
- Management and control of TETRA PAK computers, robots and PCs. These trainings are very important on a technical level.

### *In other areas —*

- Soft skills
- Marketing and innovation strategies
- Management development
- Postgraduate degree in communications
- EMBA recognition
- Quality Management degree
- Postgraduate in Union Management
- Strategic Management
- Excel (Upgrade)
- Electric stackers, forklifts
- Training in Processes
- Industrial electricity
- Tasting course
- New technological tools

## Transition Assistance Program

(404-2)

In 2019 we had a great generational change, and in that context we set out to accompany and support the employees who had stayed in the company the longest, while also creating the opportunities for the newest ones to learn from the experience of others.

### New stage of life program

Manpower Consultant Group helped us to develop the “New Life Stage” Program, which was designed to back up Fecovita employees who are on the process of retiring. The program consisted of 4 fortnight meetings, of 4 hours each, during their working hours. The format was a workshop and 10 people participated.

#### Issues:

- Myths and realities of retirement.
- Planning the “Mission” retirement.
- Life project: financial planning, housing, quality of life, among others.
- New roles and interpersonal relationships, learning and study.

## Performance Reviews and Professional Development

(404-3)

Performance evaluations allows us, among other things, to motivate our collaborators. We have a system that accurately assesses two fundamental aspects: work and willingness quality. They are scored from 1 to 5 and the process is managed by supervisors of each area. Currently, this evaluation is carried out to the personnel of administrative and operational agreement. During the reported period, 386 people performance assessments were carried out, 361 were men and 25 were women. 14% were administrative personnel and 86% were workers.

By the year 2022 we will be developing a new evaluation methodology that will allow us to encourage training, development and career plans to optimize the daily tasks of our people.

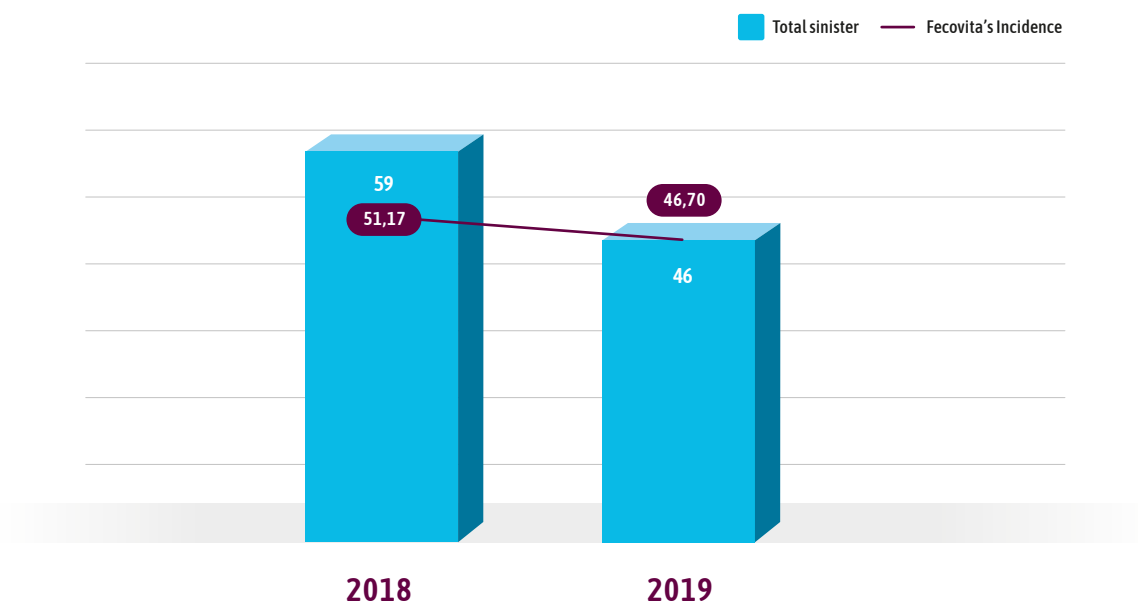


# Health and Safety

(403-1, 403-2, 403-4, 403-5)

Safety and health at work are essential pillars for the evolution and growth of both the company and the people. We consider that prevention as part of the organizational culture is a core element. That is why Fecovita, since its origins, has complied with 19,587 Law (Health and Safety at Work Law) and its regulatory decree 351/79, with an internal service in each of its establishments. (403-1)

The company has materialized its prevention objective as an organizational culture through the reduction of workplace accidents and incidents, and in 2019 it was possible to reduce incidents and accidents by 22%.



This gained decrease has implied operating personnel and middle managers in each sector working on a program that has highlighted the quarterly safety commitment of each supervisor. This program is aimed at promoting and strengthening proactive attitudes towards accident or incident prevention, motivating all personnel, at their different levels of responsibility, to actively participate in accident prevention. (403-4)

In order to identify hazards and to assess risks, there is a work procedure in which the Occupational Health and Safety team is responsible for identifying hazards in the evaluated sector, this study is carried out together with the supervisor and operator. This makes it possible to analyze a team improvement to reduce the risk situation. (403-2)

We also have two reporting systems to the sector: the touch menu: all staff have free access and can report or suggest improvements; "suggestions": the operator of each position or the security analyst can ask the supervisor for a formal request for improvement.

The person in charge notifies the execution, and the applicant must evaluate the quality of the achieved improvement. In 2019, 113 comments and suggestions for improvements from staff were registered. (403-2. 403-4)



# Our trainings

(403-5)

Our objective is to develop training activities in accordance with the programs of the Fecovita Occupational Health and Safety Management System that strengthen the capacities, skills, knowledge and attitudes of employees and contractors in this area.

- Accident / incident classification - ART (Labor Risk Insurance Company) coverage - Internal / external complaint management.
- Communication procedure - Risks of the sector - Delivery of credential.
- Personal protection elements.
- Noise - Hearing protection / Particle projection - Visual protection.
- Manual loads lifting - Weightlifting techniques.
- Cuts, blows, hits - Hand protection / Inhalation – Breathing protection.



## Fire prevention

- Fire principles and classification - Types of fire extinguishers and use - Extinguishing methods - Evacuation in case of fire.
- Safety in industrial machines - Electrical risk.
- Safety in industrial machine operations (equipment, machines and pumps). Report management.
- Safety devices and electrical protection devices.
- Supervisor's role: Accident investigation – Internal claim procedure - Sector risks and security measures - First aid. Role in plant evacuation - Action diagram.

## Industrial plant evacuation —

- Emergency Policies.
- Seismic evacuation.
- Evacuation due to internal incidents.
- Evacuation routes, emergency exits.
- Internal meeting points.
- Simulation of partial / total evacuation of the building.
- Evacuation Principles, recognition of exits.
- Identification of general risks, location at meeting point.



## Operational safety in forklifts —

- Safe forklift driving.
- Defensive driving.
- Getting on and off a forklift safely.
- Loading and unloading materials.
- Security measures in operations.
- Internal speed.
- Basic first aid.
- Use of semi-automatic defibrillator.
- CPR concepts and applications.

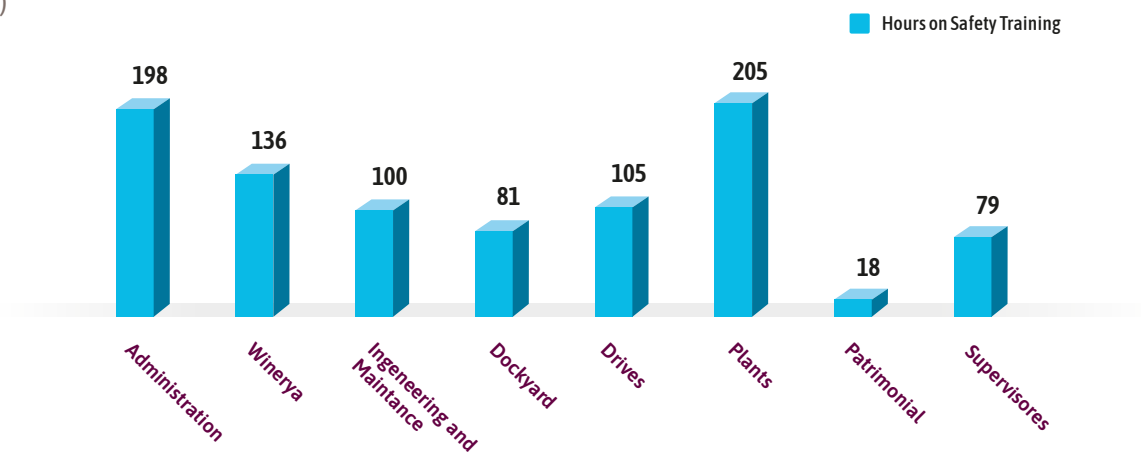


In 2019, workers were trained with the innovative modality of “increased reality”; it was a joint work with the insurance company that allowed all Fecovita employees to live the first-person experience of working at height.

We also incorporate training through the application I AM SAFE!, A digital initiative that promotes knowledge and training in occupational risk prevention through a game of trivia and competition.

## Training hours - Total in 2019

(403-5)



## Health

(401-3)

Fecovita has a medical department located at the Headquarters and at Toro Winery. The following activities are performed there:

- Granting sick or accidents leaves, simplifying the treatment and medical check-outs compliances.
- Carrying out vaccination requirements for Headquarters and branch personnel.
- Establishing disease control by averaging absenteeism to generate possible actions against possible inconvenient.
- Coordinating medical examinations and updating the health records of the Headquarters and branch staff.
- Organizing personnel health files.
- Contributing to the Occupational Health and Safety Area on ergonomic techniques to improve employees job development and avoid incidents or accidents.
- Tracking pathological waste from the Headquarters.
- Providing flu vaccination for all Fecovita staff.
- Reporting on preexisting conditions of incoming employees to the Provincial Sub-secretary of Labor.
- Tracking patients with different diseases.
- Checking first aid kits conditions at the Headquarters and subsidiaries.

The medical department works together with the Occupational Health and Safety area in relocating any worker with different ailments. Periodically, it carries out monitoring and meetings to seek improvements on the work performed by employees and the equipment to be used aiming at the performance efficiency and quality.



# Community

(102-12, 413-1, 413-2)

At Fecovita we truly believe that the Corporate Social Responsibility policy is to be cross wisely bonded to the business and the value chain, keeping on having a strong focus on the purpose of the company, which is the producers and their sustainability, and considering the other links in the chain until reaching the consumer.

This vision is a reality reflected in the development of the communities where we operate, through the achievement of an

economy of scale that positively impacts both socially and economically as well as environmentally, and guided by the values that define the identity of the organization and of cooperativism. (413-2)

We have adhered to the best global practices regarding this issue, through new initiatives or by continuing actions and programs defined by the company that contribute to the Sustainable Development Goals promoted by the United Nations.

## Commitment to education

We strengthen our commitment to quality education (SDG 4), since we worship the belief that poverty, illiteracy and radical social gaps are going to be eliminated by providing quality education. Therefore, we consider education as a true engine of positive change in all areas and for every single person.

Devoted to our mission, we place people at the top of the pyramid of importance and in cohesion with what the SDG 4 defines. Thus, we foster Fecovita employees, collaborators and community to continue and finish their educational programs unaccomplished.

# Our programs

## Promotion of educational completion —

Since 2014, we have been promoting education in values and knowledge by guaranteeing the right to educational completion with the implementation in our establishment of the Classroom Anexa del Cens N ° 3-463, Maipú, Mendoza.

It is an annual three-year course, with a modality in Economics and Management of Organizations, with an specialization on SMEs and Micro-enterprises.

**In 2019, 17 collaborators attended:**

**1st year** | 7 students

**2nd year** | 7 students

**3rd year** | 3 students (graduates)

*Fecovita gives education a significant worth and offers us the support to advance in the learning processes. Our families feel proud of us. The board of teachers and professors supports us and encourages us to keep looking forward to achieving the future we want to. **Fabián Leyba (Fractionation) - Student***



For the sake of continuing contributing to the development of the community, in 2020 it was proposed to expand the project to employees' family members and company security personnel.

Since the beginning of the project, 32 collaborators have finished their high school studies.

*In my view, it was very important to finish high school, it is an achievement that requires sacrifice, but it is something that i owed to myself and Fecovita gave me the opportunity. A situation that is not common in most of the companies, and having their support and the accompaniment of my family is essential. I am grateful for that. **Salvador Martínez (Quality Management) - Graduate***



## SCS Program (Student Cognitive Stimulation) —

In order to promote education among Fecovita employees and collaborators' family groups in 2019 the SCS (Student Cognitive Stimulus) program was continued, with a noticeable growth in participation. Its objective is to provide primary and secondary school support to the children, grandchildren and siblings of our collaborators in the province of Mendoza.

This program, coordinated by Pilar Foundation, took place from April to December 2019 in special equipped rooms for this purpose in Soeva, Maipú City with 30 primary and high school students enrolled receiving support and consulting in all their learning process. They were guided and backed up to accomplish their academic requirements as well as to develop academic habits.

Together with SCS, we also provided the psycho-pedagogical assistance to children and adolescents. The psycho-pedagogy area worked with 12 children and adolescents in total, giving continuity to treatments started in the 2018 period, with satisfactory and evolving results for the participating families, who felt accompanied during all the processes.

We consider significant to report that 80% of the students have achieved satisfactorily academic results and in December they obtained their degree. Students are characterized by constant attendance, consult specific topics that they did not understand in class or requested support in carrying out homeworks, and continue to strengthen good study habits thanks to the tutoring of teachers.



*My experience with SCS (Pilar Foundation) and with the people who worked there was more than satisfactory. In my case, we worked together with Lorena, the foundation's psycho pedagogue for more than a year. My son has ADHD and we started a therapeutic treatment that has helped him to develop more easily, to complete unfinished tasks, to interact with other children his age.*

*The professionals were always attentive to my son's needs, to his progress, even now in times of pandemic we are working through tasks over the phone and online. Psycho-pedagogical care has gone hand in hand with school support that has guided him and helped him with his homework. I cannot be more thankful.*

**Juana Rodríguez (Dockyard personnel)**

## Educational quality improvement project: Writing training books —

Quality in education requires, among other things, books providing the necessary tools to learn to think and express oneself accurately. Thus, together with the Sapiensa Institute, we started this writing training books program. The first stage includes:

- Writing and publishing educational books for 4th, 5th and 6th grade of primary school level.
- Preparation of teacher's course books required for the project.
- Writing didactic units for 1st and 2nd year high school books.



We are convinced that this program will continue progressing and growing due to the common effort together with Sapiensa Institute. We are seeking for the second stage of writing and publishing books to teach at subsequent levels (primary and secondary) and for alliances to specify their distribution in schools, prioritizing rural zones/countryside zones.

## Leaders formation for cooperative development —

We accompany JUCOVI (Young Viticulture Cooperatives) which is an organization formed by young cooperativists of Mendoza viticulture. They are a group of producers' grandchildren associated with Fecovita. Its main goal is promoting and stimulating the participation of new generations in the field of primary cooperatives, spreading the values of the cooperative system.

In 2019, trainings, regional meetings and courses were carried out with the purpose of fostering the roots of the youth of our cooperatives and training their managerial capacity.



## Degree in Social Economy —

"The degree aims to collaborate in the generation of the culture of the leader who assumes the commitment of working for their institutions and for cooperativism," said Eduardo Sancho, president of ACOVI and Fecovita, emphasizing that associativism generates, in itself, social capital which benefits, at the same time, the rest of the community. "This program's goal is to train in Social Economy, understood from associativism and from the contribution to the community," said Sancho.

Together with ACOVI, we have been supporting and encouraging this Degree in Social Economy. Students attend classes at the Argentine Catholic University, Mendoza Headquarters. We are truly convinced of the relevance and importance of training leaders who enhance the associative system, its development and sustainability. 40 young people aged 25 to 40 participated in this edition, executive members of cooperatives and people with a vocation to lead, from private companies and the public sphere have been present and eager to be part of this program.

The 2019 school year began at the end of May and covered a total of 100 training hours. It included scheduled support readings, analysis of practical cases, workshops to address problem solving and a final integration work.



### Topics:

- Development and Social Economy; development and globalization models, conceptual foundations of the social and solidarity economy. The market.
- Associative Organizations and Social Economy Entities; Actors of the Social Economy, policies and instruments of support and promotion to the entities of the social economy. Value chain and associativism.
- Strategic Management of Cooperatives and Leadership Development. Public and private institutions.
- The contribution of the social economy in local development. Analysis of specific cases.
- Practical development workshops, aimed at the completion of the final integration work for the practical application of the contents of the diploma.



## Campaign "Let's do it" ("Manos a la olla") - Food Bank Mendoza —

We have backed up the Mendoza Food Bank winter solidarity campaign "Let's do it" aimed at collecting goods for people in need. 84 social organizations work with this civil society organization. In the last occasion, through the collaborative and solidary commitment of our supporters, we received 983 kg of rice and 41 kg of lentils that were delivered to the Santiago Apóstol and San Nicolás parishes, an organization that assists 6200 people. This solidarity action had a fabulous multiplier effect that go beyond any limit. Our Logistics and Expedition team collaborated with the delivery of the products.

We sponsor the annual dinner "Values that Feed" held by the Valos Civil Association and the Food Bank of Mendoza in order to raise funds to continue working, as they have done for more than 17 years, through responsible action and with the collaboration of companies and volunteers committed to the common good.

We also collaborate with the Values Annual Forum, an event that addresses issues of Social Responsibility and Sustainable Development for the region.



## World Forum of Wine Cooperatives —

The Forum was launched in 2012 as the World Wine Cooperatives reunion for interchanging information and knowledge and to gather members' efforts to strengthen the marketing and distribution networks, holding periodic, bilateral or multilateral meetings and an annual assembly. Fecovita has been part of the Forum since its beginnings.

A president is elected each year and is accompanied by a permanent general secretary. Currently, the President of CAVIRO, Carlo Dalmonte, chairs the Forum.

### Main objectives:

- Share information and business structures.
- Promote exchanges of people, knowledge and products.
- Collaborate with new cooperatives development.
- Promote and highlight the values of the social economy.
- Join the "globalization".
- Defend the consumer.
- Appreciation of Women and youth.



## FORUM MEMBERS



FECOVITA

LA RIOJANA

CAPEL

ESTABLECIMIENTOS VICCA

AURORA

GARIBALDI

SAO JOAO

NOVA ALIANCA

PRADENSE

CHAVENSE

MAN JAVACAS

BACO

CEVIPE

4 RAYAS

MARTÍN CÓDAX

ALTAVILLA

VINADEIS

CAVARO

CCW





> Chapter 6

# Environmental performance

## — Our commitment to the environment

At Fecovita we deeply believe that true environmental care implies prevention, production processes integration with the environment, conservation of resources and promotion and awareness in environmental education. Consequently, we have developed an environmental policy that guides our behavior in:

### 1 ***Preventing pollution through permanent assessment, ensuring compliance with current legislation.***

We have a trained team that monitors the company's environmental legal matrix and ensures its compliance and continuous improvement.

### 2 ***Integrating production processes with the environment.***

We have developed a matrix for monitoring our impacts (Aspect / Impact Matrix) This tool minimizes and controls environmental aspects and impacts, maintaining a balance between profitable growth and environmental performance that guarantees institutional commitment and continuous improvement.

### 3 ***Maintaining environmental resources.***

We work on the implementation of reuse and recycling programs and actions, with measurable objectives and goals, in pursuit of an efficient use of resources.

### 4 ***Promoting environmental education to achieve awareness and commitment to caring for the environment that surrounds it and the quality of life of the interested parties.***

We take serious action on each of these principles, guiding our behaviors; measuring and assessing ourselves.

## Materials

(301-1)

Reducing the environmental impact generated by our activity through a production system in constant search for excellence is the main concern in all the places where we operate. Therefore, we take care of recycling the reusable materials that we use in Fecovita.

We have a special area for the classification at source of recyclable materials, namely:



Each of this waste is sent to a supplier dedicated to the reuse of the materials, ensuring that they are converted back to the production chain. Some of the materials that we deliver are returned to the company to be reused in the form of new products, for example nylon and glass.

In September 2019 we began with the systematic measurements of our recyclable waste, since having specific data and quantifiable goals will allow us to minimize the environmental impact.

The data obtained from the last four-month reported period was (301-2):

MATERIAL	WEIGHT	DESTINATIONS
> Glass	138,540 kg	Cattorini: supplier that recycles in all its process 55% of all plants.
> Cardboard	57,520 kg	Norton Winery and Corpa Paper Recycling Company.
> Nylon	35,260 kg	Norton Winery recycles nylon into film and nylon to be re-consumed.
> Plastic drums	1,420 kg	Favorable.
> Paper	1,800 kg	Corpa Paper Recycling Company.

## Awareness campaigns

During the reported period a paper recycling campaign Led by the Occupational Health and Safety area was implemented in the headquarters offices, where we placed waste bins only for paper. As part of the campaign, the reduction of garbage cans was implemented in the office area as well.

Through awareness talks, we were able to increase the amount of paper that we send to the supplier and, thus, reduce our environmental impact, while generating awareness in our collaborators.

## Water

(303-2)

Considering the critical situation at the local and global level of water, at Fecovita we strive to make efficient use of this valuable resource.

We have effluent treatment plants, they are controlled by measuring P.H., conductivity, BOD, sedimentable solids and flow, according to current legislation applicable to each one. At this point, it is important to note that 100% is industrial wastewater with the following destinations:

- > **Headquarters:** discharged to the Pescara collector for irrigation. (303-3)
- > **Toro Plant:** discharged to the Aguas Mendocinas sewage system.
- > **Mendoza Winery Farm:** irrigation of the property itself.
- > **San Juan Plant:** own farm.

At the San Juan Plant we carry out analysis of effluent and sludge tipping points at the farm, the latter being suitable for being used as fertilizer.

We also have a safe water system. The water goes through a chlorination process, softened and is stored in four tanks. Only enology staff have access to these tanks. This system has allowed us to know and reduce the water consumption of the plant.

Installations are permanently surveyed to detect leak points and repair them immediately. Also, we have worked with all the staff to modify cleaning procedures and make them more efficient in terms of water consumption.



## Quality and safety of our products

At Fecovita we aspire to guarantee the best quality standards in processes, services and products to satisfy the requirements and growing expectations of internal and external customers.

We have a Quality policy, which allows us to follow the strategic guidelines and measurement objectives. As part of our management, we have a quality management system, through which we implement actions related to:

- Products Safety.
- Food Fraud and Food Defense.
- Packaging Quality.
- Compliance and control of processes.
- Reduction of non-quality costs.

Our quality management system is validated by certifications of Global Food Safety Initiative standards, an international institution that audits quality standards. All of our processes are assessed for the sake of ensuring product safety and food safety. During the reported year, we have achieved 100% of the audits requirements.

Currently, all our plants have international standard certifications that represent our constant effort to strengthened the culture of quality and today allows us to be at the highest level in terms of demands. Our certifications are FSSC 22000 at the Headquarters and San Juan and BRC Los Helechos Winery and Toro Winery.

We have daily safety and quality controls for all products and processes in our plants. Labeling is one of the areas more thoroughly controlled, being governed by the legal requirements of our country and the destination countries. It also covers both suppliers and distributors, thus comprising the entire chain. We have a multidisciplinary team to monitor, measure and improve it through indicators.



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## Quality as part of our culture



### Quality is part of the Fecovita culture.

Staff training is key to anchoring quality to the organizational culture. In 2019 and as every year, company personnel received Quality training, focusing on the processes.

Our plants are controlled daily over the state of cleanliness, order, building maintenance and compliance with the standards by the staff.

The “quality week” is held annually during the month of November, which allows us to reinforce knowledge and increase our commitment to quality.

We have trained multidisciplinary personnel from different areas as internal auditors, who participate in internal audits, in order to have a broader view of the operation of our plants.

We also hold monthly meetings with the Quality and Safety team formed by qualified Operations, Enology and Quality personnel, where deviations are reviewed and critical points are determined, as well as corrective measures to ensure product safety and efficiency of our processes.

We started measuring ourselves in 2017; In that year we obtained 54% and, at the end of 2019, the index of adaptation to the quality culture was 88%, achieving considerable improvements.

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## Complaints and claims system

Our complaints and claims system includes distributors and end consumers.

We have a software where we register all the complaints and claims received, which are registered by the sellers and by an 0800 telephone line.

Once the claim is received, the causes are analyzed with the areas involved, in order to determine the causes and action plans to avoid future claims.

*During the reporting period, our claims rate was:*

- **Safety:** 0. We have had no safety claims. (416-1 / 416-2)
- **Quality:** 2.22% (number of complaints / liters of wine sold) We have a system of complaints and claims that allows us to manage them, in order to find the root cause, correct the deviation, and includes communication with the distributor or end customer give the correct closure.

# GRI Scope and Content

SIGN ✓	DESCRIPTION ✓	CHAPTER ✓	PAGE ✓
<b>BASIC CONTENTS</b>			
<b>&gt; Organization Profile</b>			
102-1	Name of the organization.	Chapter 1	Page 8
102-1	Main brands, products and services.	Chapter 4	
102-3	Headquarter address.	Gómez Highway, 265, General Gutiérrez, Maipú, Mendoza Province, Argentina Republic. Telephono and Fax Number: 0261-4973400 e-Mail address: fecovita@fecovita.com	
102-4	Operations Plants addresses.	San Juan Province: Santiago del Estero St. 328 Albardón City, San Juan Province, Argentina. Tupungato City, Mendoza Province: La Costa St. 2230, El Peral. San Martín City, Mendoza Province: Miguez St. Without number. (Toro Winery). Maipú City, Mendoza Province: Gómez Highway, 265, General Gutiérrez, Maipú. (Headquarter)	
102-5	Property regime and legal form.	Chapter 1	Page 8
102-6	Served markets.	Chapter 4	
102-7	Areas of the Organization (employees, operations, sales, capitalization, products and services)	Chapter 1	Pages 10, 11
102-8	Detailes description of employees and staff (type of contract, region, gender)	Chapter 5	Pages 35, 37
102-9	Cadena de suministro de la organización.	Chapter 3	Page 33
102-10	Significant changes in the organizations and its supply chain.	There has been no significant changes during the reported period.	
102-11	Organization strategy to address the precautionary principle.		
102-12	Letters, principles or other external initiatives that the organization has incorporated.	Chapter 1	Page 12
102-13	Associations and Organizations of national and international promotion that FECOVITA belongs to.	Chapter 1	Page 12
<b>&gt; Strategy</b>			
102-14	Statement of Senior Executives responsible for decisión-making.		Page 3
<b>&gt; Ethic and Integrity</b>			
102-16	Values, Principles. Behaviour Norms and Standards.	Chapter 2	Pages 14, 15
102-17	Consulting methodologies and ethic concerns.	Chapter 2	Pages 18, 19, 20, 21



SIGN ▼	DESCRIPTION ▼	CHAPTER ▼	PAGE ▼
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### > Board of Managers and Director - Governance

102-18	Governance Structure.	Chapter 2	Page 16
102-19	Authority delegation.	Chapter 2	Page 16
102-22	Highest government organization and its committees.	Chapter 2	Pages 16, 17, 18
102-24	Naming and selecting the main board of government.	Chapter 2	Page 16

### > Stakeholder participation

102-40	Stakeholders lists.	Regarding this report	Pages 5, 6
102-41	Negotiation agreements.	Regarding this report	Page 4
102-42	Stakeholders identification and selection.	Regarding this report	Pages 4, 5, 6

### > Actions to prepare a report

102-47	List of topics.	Regarding this report	Pages 5, 6
102-48	Reprinting information.	There is no reprinted information since it is the first report.	
102-49	Changes in writing a report.	There are no changes since it is the first report.	
102-50	Period reported.	Regarding this report	Page 4
102-51	Last report date.	This is the first report	
102-52	Reporting cycle.	Regarding this report	Pages 4, 5, 6
102-53	Referential person to be contacted in case of having questions on the report.	<b>Carolina Martínez Hansen</b> General Manager of Institutional Relations and Communication.	
102-54	Statement of report elaboration according to GRI standards to communicate our environmental, economic and social impacts.	Regarding this report	Page 4
102-55	GRI Contents Index.	GRI table	Pages 57, 58, 59, 60

## SPECIFIC BASIC CONTENTS

### Economic Development Category —

201-1	Direct economic Value produced and distributed.	Chapter 4	Page 32
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SIGN ▼	DESCRIPTION ▼	CHAPTER ▼	PAGE ▼
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### > Presence in the market

202-1	Gender Standard Salary rate.	The average salary is 1.29 times of the minimum wage without any type of gender distinction.	
202-2	Percentage of Senior Managers from the local community.	100% of the Senior Managers come from the local community.	

### > Acquisition Activities

204-1	Percentage of expenses on local suppliers.	Chapter 4	Page 33
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### > Anticorruption

205-1	Operations assessments regarding corruption risks.	Currently, the company is working on a risks matrix. It is on the validation and updating stage with the different sectors.	
205-2	Training and communication on policies and procedures anti-corruption.	Chapter 2	Pages 19, 20
205-3	Report on confirmed cases of corruption and corresponding responses and actions.	Chapter 2	Page 21

## Environmental Behaviour —

### > Materials

301-1	Used materials per weight and volume.	Chapter 6	Page 53
301-2	Recycling supplies.	Chapter 6	Page 53

### > Agua

303-2	Water sources significantly affected by water withdrawal.	Chapter 6	Page 54
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## Social Behaviour and Performance —

401-1	New employees' contracts and personnel takeover.	Chapter 5 Collaborators – Co-workers	Pages 36, 37, 38
401-2	Full time employees' benefits.	Chapter 5 Collaborators – Co-workers	Page 36, 38
401-3	Parents allowance. Parental leave.	Chapter 5 Collaborators – Co-workers	During the period reported, 24 me went on a parental leave. 100% of these employees returned to work immediatly afterwards.

SIGN ▼	DESCRIPTION ▼	CHAPTER ▼	PAGE ▼
> Health and Safety at work			
403-1	Health and Safety system at work.	Chapter 5 Collaborators	Pages 41, 42, 43, 44
403-2	Dangers identification, risks assessments, incidents and accidents investigation.	Chapter 5 Collaborators	Pages 41, 42, 43, 44
403-3	Health services at work.	Chapter 5 Collaborators	Pages 41, 42, 43, 44
403-4	Employees participation on consulting and communication on health and safety at work.	Chapter 5 Collaborators	Pages 41, 42, 43, 44
403-5	Employees´ Training on health and safety at work.	Chapter 5 Collaborators	Pages 41, 42, 43, 44
> Training, Consulting and Teaching			
404-1	Average training Schedule per employee.	Chapter 5 Collaborators	Pages 38, 39
404-2	Programms to improve and Foster employees attitudes and eagerness and to back them up during the transition process.	Chapter 5 Collaborators	Page 40
404-3	Percentage of employees who periodically have a performance and development assessment done.	Chapter 5 Collaborators	Page 40
> Diversity and equality on oportunities			
405-1	Diversity on governmental institutions and employees.	Chapter 2	Page 18
405-2	Standard salary rate and women wage againt men's.	Salaries are defined according to the category and position regarless the gender.	
> Local communities			
413-1	Activities and operations led by the local community members, their impact assessments and programs of development.	Chapter 5 Community	Pages 45, 46, 47, 48, 49, 50
413-2	Activities and operations in local communities with significant negative impacts – real and potential.	Chapter 5 Community	Pages 45, 46, 47, 48, 49, 50
> Customers´ Health and Safety			
416-1	Assessment of health and safety impacts on every category or services.	Chapter 6	Page 56





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