



MANUKA SUSTAINABILITY REPORT

2024

July 2023 -
June 2024
Season

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MILESTONES OF THE SEASON

CIRCULAR ECONOMY PROJECT

We promoted a strategic partnership with Virutex to promote environmental sustainability through the reuse of plastic from our bolus, which is used by Virutex to manufacture garbage bags. The collaboration between Manuka and Virutex resulted in the recycling of over 340 tons of agricultural plastic in one season, preventing soil contamination and reducing the demand for virgin plastic for household products such as garbage bags.



CULTURE DAYS

For five days, we set up this space to share, connect and reflect on how to strengthen our culture, which was attended by 80% of our people. During these days, two fundamental themes were addressed: how to empower ourselves with our values and purpose and how to work together to promote them within the company; and safety, with a focus on improving accident awareness to protect ourselves at all times.



SYNDICATED LOAN

This season we achieved a milestone in Manuka's financial sustainability by reaching an agreement for a syndicated loan with eight domestic financial institutions, led by RaboFinance and Banco BCI. The total amount of this transaction was 155 billion pesos, which will allow us to consolidate and project Manuka's leadership in the market and open a new stage in its sustainable strategy.



CONTRACT MILKER

Based on the good results we had with the Sharemilker program last season, we created an enhancement by implementing the Contract Milker model, a term used to refer to an external party that takes over the management and operation of a dairy farm on behalf of the owner. Under this system, the contract milker receives a portion of the income generated by the sale of milk in exchange for their work and management of the farm.

EFFICIENCY CONSOLIDATION

As a result of the profound cultural change we have promoted, which has as one of its pillars the improvement and modernization of leadership, we have succeeded in establishing the seal of productive efficiency in Manuka's daily work. The precision of our operations has become a relevant focus of attention, particularly in relation to the key aspects of our business.

FORMALIZING PROCESSES

To continue to drive sustainable growth, we have promoted a process of formalization that clearly structures and documents the procedures and rules that guide our operations. These guidelines promote consistency and efficiency in the development of processes, ensuring that all steps are defined and repeatable. This approach enables continuous improvement by identifying and correcting any deviations.



HENRY VAN DER HEYDEN

Chairman of the Board

MESSAGE FROM THE CHAIRMAN

I am delighted to present Manuka's new Sustainability Report. This sixth iteration of the report continues to transparently and clearly demonstrate the progress we have made in aligning our sustainability standards with the strategic pillars we defined two years ago.

In response to changes in interest rates and inflation over the past two years, we have placed greater emphasis on our financial performance as a key pillar of our strategy. In this regard, and after several months of working with eight banking institutions, we were able to restructure 100% of our debt through a long-term syndicated loan at the beginning of 2024. This loan represents a significant achievement in our financial consolidation and paves the way for a new phase in our development and growth strategy.

Another of our core values is our relationship with our people, communities and the environment. As the largest milk producer in Chile and the most important company in Puerto Octay, we have a responsibility to set the standard in all areas. We want to make a positive impact in everything we do. For this reason, as Board members,

we have been committed to constantly transferring knowledge of the New Zealand pastoral model, as well as having an active committee that leads our sustainability initiatives."

We are confident that the dairy industry will continue to thrive. After nearly two decades in this market, we remain as enthusiastic as ever about continuous improvement. This motivates us to maintain our commitment to continuous improvement in all aspects of our business. Our vision of corporate sustainability is to have a positive impact on the country, from ensuring food security to supporting social development, environmental protection and economic growth. This is our promise, and we have demonstrated our commitment during this period.

We thank our shareholders for their unwavering support, and all other stakeholders, especially our people, who are the driving force behind our sustainability initiatives.

HENRY VAN DER HEYDEN
Chairman of the Board



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

We are proud to share with you our achievements and progress during a period that has seen many changes and where production efficiency has become a permanent feature of Manuka's daily business.

When we talk about production efficiency, there is a very relevant focus on the precision of our operations, specifically in relation to the key aspects of our business such as the fertility of our fields, the feeding of our animals, grazing and pregnancy levels among others, and in all of these we have seen significant improvements compared to previous years.

To drive all of this new focus on efficiency in our business, there has been a fundamental cultural change, focused primarily on improving and modernizing leadership. We want our leaders to be people-focused, forward-looking, and inspiring to their teams. We also want them to engage with the communities near our operations to further strengthen our relationships with our neighbors.

While the focus has been on the productivity of our operations, we have also strengthened our commitment to responsible practices in our value chain, supported by the renewal of various certifications: Certified Humane Animal Welfare, Certified Humane Grass Fed, and the Chilean Ministry of Agriculture's Origen Consciente

sustainability standard for dairy farms.

Environmental challenges continue to be a focus of interest and attention for Manuka. An example of the projects we are working on this season is related to the circular economy model to address one of the main externalities of our business: the generation of plastics. To this end, we have entered into a virtuous partnership with Virutex to give a second life to the plastic from our bolus, which will be reused in the manufacture of garbage bags.

Manuka is approaching its twentieth year of activity in Chile. The contributions of the various teams that have been involved over the years are evident. We believe that we are in a period of consolidation of several projects, and we are looking for them to continue to grow and develop in order to take the business to the next level, where sustainability is an essential part of this journey.

I encourage you to gain a comprehensive understanding of our sustainability projects and management strategies for the 2023-2024 season. This will enable us to anticipate a robust and expanding future for Manuka.

MOISÉS SARA VIA
Chief Executive Officer



MOISÉS SARA VIA
Chief Executive Officer



ABOUT THIS REPORT

This document corresponds to our sixth reporting exercise, the fifth under the GRI methodology. It was prepared in accordance with the GRI Standards in its Essential option, and its structure is based on the five strategic pillars of our Sustainability Strategy. Through the development of each of them, we report on our economic, social, and environmental performance during the period from July 1,

2023 to June 30, 2024.

The objective of our reporting process is to keep our stakeholders informed about our sustainability progress and challenges in a balanced and transparent manner. We aim to present a balanced overview and highlight key issues we have identified through a participatory approach.

The materiality process for defining the contents was conducted in accordance with the following steps:



Assessment and context of the current situation



Identify key issues and their current and potential positive and negative impacts



Assess and prioritize the most significant impacts



Monitoring, validation and benchmarking

The following methodology was used to identify the 2024 material issues:



Benchmark against industry leaders



Analysis of sustainability standards related to the dairy sector



Interviews with key executives



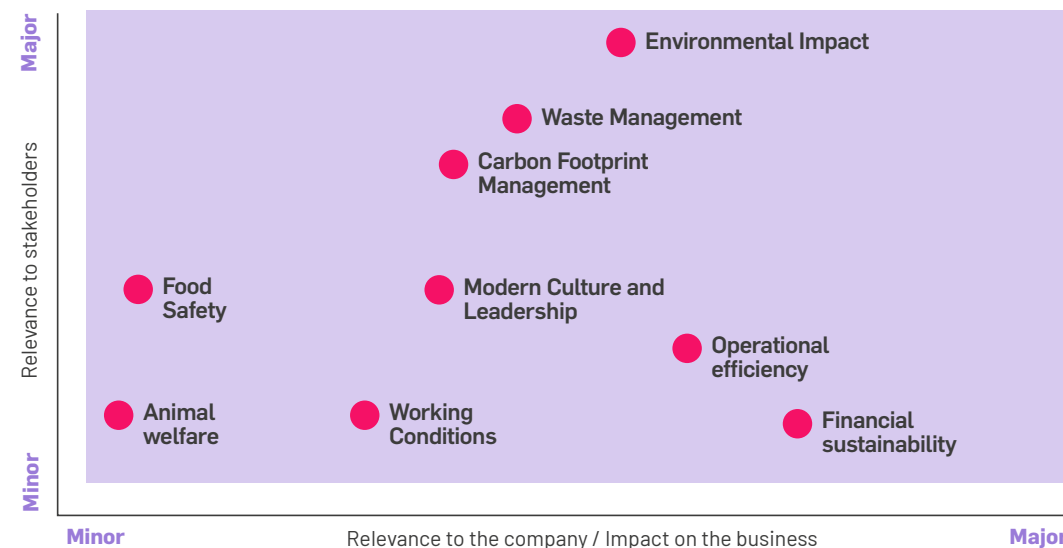
Interviews with stakeholder representatives



Ranking and selection of issues based on qualitative and quantitative analysis

Matrix of material topics

The final process involved the development of a prioritized matrix of material issues for 2024, taking into account the impacts generated by the company as well as the risks associated with its activities.



01

OUR COMPANY

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- 1.8. Governance and ethics



MANUKA AT A GLANCE

✓
Largest
dairy producer in
Chile

✓
Operates in the
**LOS LAGOS
AND LOS RÍOS
REGIONS**

✓
Responsible for
10%
of the country's total
milk production

✓
Uses a grazing system based on
**the New Zealand
model**

✓
Focuses on high
**quality milk
production**

Our business model is centered on the primary production of milk through a business-to-business (B2B) system. We do not engage in direct marketing to end consumers; instead, we sell our milk to other companies, particularly processing plants, which are responsible for transforming the milk into products that ultimately reach consumers.



MANUKA IN FIGURES



5.866

hectares of
native forest



30.470

hectares in total



19.562

Hectares of permanent
grasslands



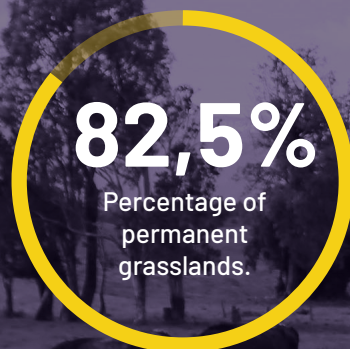
61.428

Head of cattle (including
cows, calves and bulls).



\$74.403

net milk sales
in MM CLP



3

Calf Rearing
Centres

59

Dairy
farms

18

dry
areas



170,3

Million liters of
milk produced in
the season

13

processing
partners



636

permanent
people



Purpose



"We want to create value in people's lives, by generating a positive social, economic and environmental impact."

Vision



"Be leaders in sustainable milk production, giving priority to the comprehensive development of people, animal welfare, and care for the environment".

Mission



"Provide opportunities, doing what we are passionate about, producing milk based on free grazing with the commitment, strength and excellence of our people".



Values



COMMITMENT

We perform our duties with passion and professionalism to meet our challenges, always in line with our values.



RESPECT

We value the work performed by each of the Company's people and we strive to generate cordial and trusting relationships.



PARTNERSHIP

We work collaboratively towards common goals, generating bonds and supporting each other.



HONESTY

We act consistently with what we agreed, being responsible for our mistakes and always improving our work.



ENTREPRENEURIAL SPIRIT

We think and act in an ingenious way, aiming at the development and profitability of our business.



SUSTAINABILITY STRATEGY

Strategic Cornerstones



TAKING CARE OF OUR PEOPLE

At Manuka, our talented people is the driving force behind our success. We are committed to providing them with the best possible working conditions.

our purpose

- ✓ Professional Development
- ✓ Training Opportunities
- ✓ People benefits
- ✓ A comfortable and safe work environment
- ✓ People involvement in sustainability



TAKING CARE OF OUR FINANCIAL VIABILITY

In order to create value for others, it is essential that we run an economically sustainable business.

our purpose

- ✓ To maintain an economically sustainable business
- ✓ Ensure that our sustainable pillars do not conflict with each other



TAKING CARE OF OUR ANIMALS

Our cows spend their entire lives on our grasslands, and we guarantee that they are treated in accordance with all animal welfare principles.

our purpose

- ✓ Animal Welfare Protocols and Audits
- ✓ Animal Welfare Certifications
- ✓ Animal Welfare Training
- ✓ Preventive Health Management



CARING FOR OUR ENVIRONMENT

We take great pride in our sustainable pasture-based production model and are committed to implementing new measures to enhance the quality of our products.

our purpose

- ✓ Waste Management
- ✓ Carbon Footprint
- ✓ Protection of native forests and waterways
- ✓ Soil care and management



TAKING CARE OF OUR NEIGHBORS

We strive to create value for our neighbors by supporting projects that focus on our areas of interest.

our purpose

- ✓ Education/Local Development
- ✓ Promote rural employment
- ✓ Engage with our nearest communities

For our company, it is essential to establish a corporate sustainability purpose that adds value. With this in mind, we have structured our Sustainability Strategy around five strategic pillars, which will enable us to continue advancing in a structured and focused manner in the areas that are most important to us and in which we seek to have a positive impact on our environment. Based on these pillars, all action plans related to sustainable management are set out.

As the largest dairy producer in Chile, we are committed to managing our business in accordance with the highest production and sustainability standards.



PRODUCTION EXCELLENCE

As a company dedicated to sustainability, we are pleased to have three certifications that demonstrate our commitment to responsible practices throughout our value chain and validate our dedication to sustainable operations. During the season, we successfully renewed all three certifications.

Certified Humane International Animal Welfare Certification®



100% of our dairy farms and four calf rearing centers are accredited for the largest scale certification of a dairy company in the country and Latin America.

Our Certified Humane® Animal Welfare certification on 100% of our farms guarantees that we comply with objective and verifiable animal welfare requirements based on the Humane Farm Animal Care standard for dairy cows. It also ensures that our animals are treated respectfully at all stages of their lives, from calf rearing to milk production.

Certification scopes

- The facilities adhere to the requisite standards for the treatment of production animals.
- Producer that adheres to the requisite standards from the outset of animal production through to slaughter.
- The animals are allowed to live without cages, fences, or fixed pens.
- The animals are provided with a diet of high-quality feed.
- Producers who adhere to environmental and food safety standards.

For further
information click here



Grass Fed Certified Humane International Certification®

The Grass Fed® certification process evaluates several key aspects of our dairy production, including free access to grasslands from weaning, feed quality, and the natural origin of forage and supplements.

At the core of our dairy production is grazing, which is a testament to our commitment to the environment and animal welfare. By enabling our animals to spend most of the day on grasslands, we ensure they feed naturally and nutritiously, which translates into exceptional quality milk.

For further
information click here



Sustainability Standard for National Dairy Farms

100% of our dairy prices are certified for three years.
Manuka represents 60% of the total number of certified farms nationwide.

The First Sustainability Standard for National Dairy Farms is a management tool for the sector. It enables the identification of good practices and actions that have been or will be implemented to make processes more sustainable. This contributes positively to the economic, social, and environmental areas through 10 priority issues.

This standard has been developed under the Chile Origen Consciente program, an initiative led by the Ministry of Agriculture through its Office of Agricultural Studies and Policies (ODEPA), Corfo's Sustainability and Climate Change Agency, and the Dairy Consortium.

The standard ensures that production is carried out under certain defined standards, with the aim of improving the overall production chain and subsequently delivering a final product that is responsibly and carefully produced.

To access the auditing and certification process that the sustainability standard entails, we adhere to the Clean Production Agreement (APL) Sustainability Standard for the Primary Dairy Sector, in order to support progress with concrete indicators.

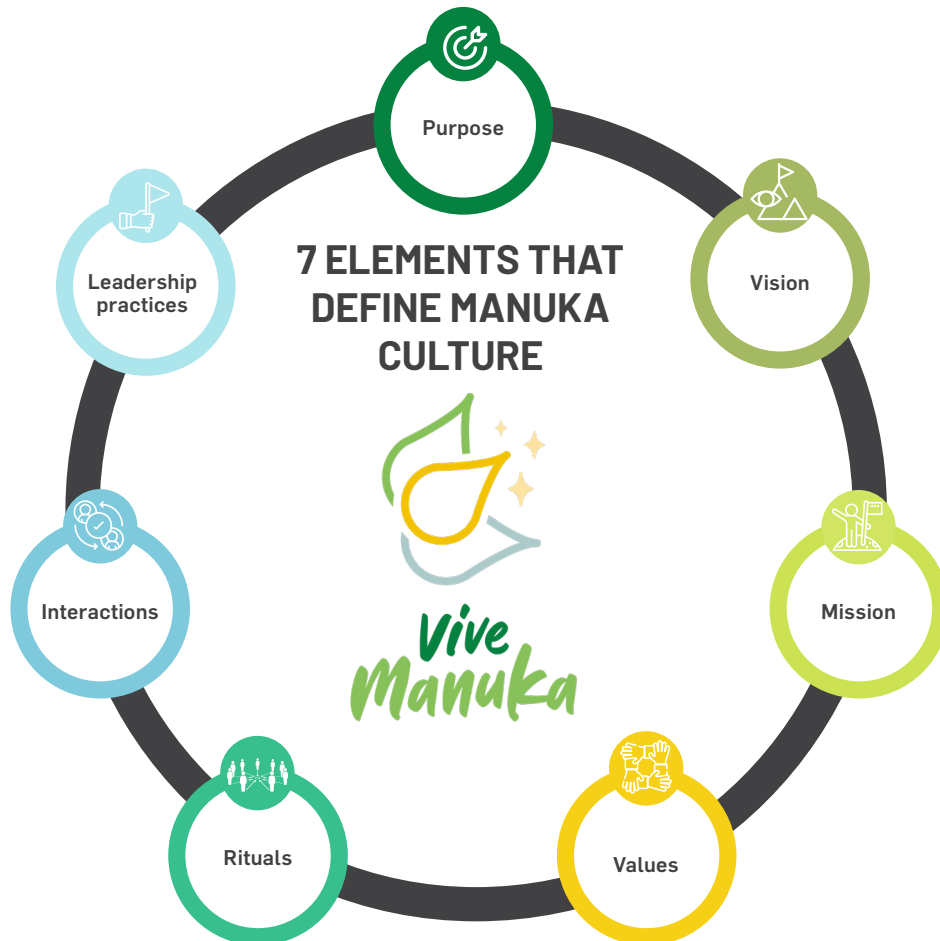
For further
information click here





MANUKA CULTURE

Our corporate culture is centered on creating substantial value for our stakeholders and generating a positive social, economic, and environmental impact. We achieve this through a model that addresses the set of values, beliefs, standards, behaviors, and traditions that define our company and influence people interactions with each other and with the business environment.



Our cultural identity is a significant factor in decision-making processes, the manner in which tasks are completed, and the way we interact with our stakeholders. .

“We recognize that our greatest assets are our people and our positive impact on the environment. To that end, we have collectively determined that we must take a significant step forward by developing a new vision, mission, values, and profile of the Manuka leader, which will serve as our guiding framework for future growth and success.”



MOISÉS SARAVIA
Manuka's Chief Executive Officer



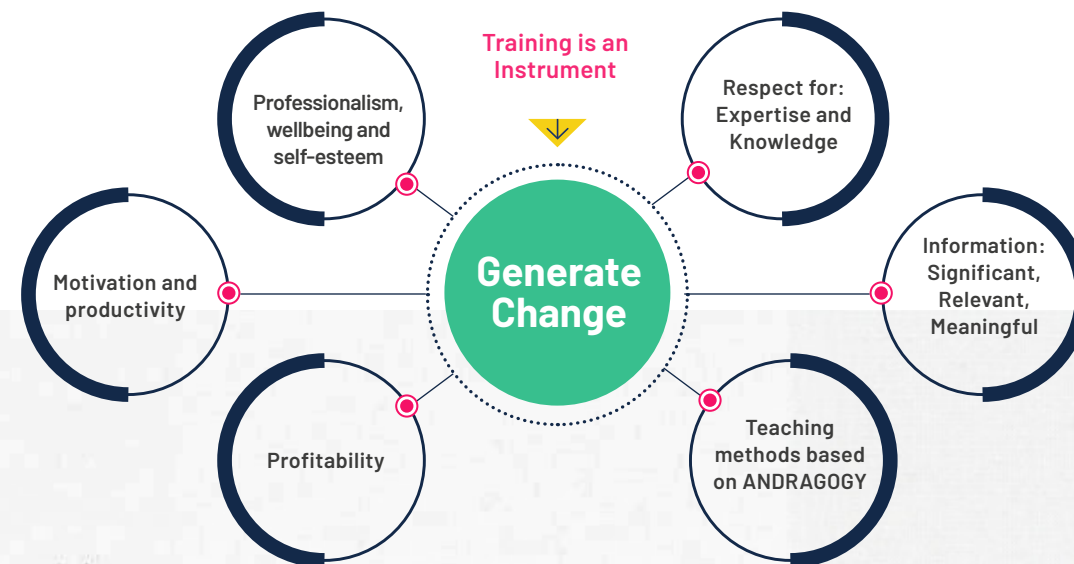
FUNDACIÓN TRES HOJAS



CENTRO DE CAPACITACIÓN
**LECHERO
DEL SUR**

Creating value through knowledge

Since 2020, Manuka has been actively promoting and driving the Tres Hojas Foundation with the goal of becoming a driving force for change in the dairy sector in southern Chile. This is being achieved through the OTEC Centro de Capacitación Lechero del Sur (CCLS), which is dedicated to the training of people in the industry and serves as a meeting point between workers, producers, and the industry.





FUNDACIÓN TRES HOJAS

Fundación Tres Hojas in figures

The focus of the foundation is to provide knowledge through courses in grazing, animal health, calf rearing, foot care, artificial insemination, mammary health, milking routine, winter crop feeding, and other types of activities with which it intends to contribute to the development of the environment and communities.

12
instructors with various specialties

Training system
80% practical
20% theoretical

20
courses with SENCE code

6
courses without SENCE code

3
lectures

3
job scholarship program

Impact produced by the Fundación Tres Hojas

➤ Employability

➤ Captures the opportunities of a large productive sector

➤ Professional development

➤ Motivation



➤ Productivity

➤ Farm profitability

➤ Better management

➤ Good husbandry practices (Animal welfare)

"Fundación Tres Hojas is Manuka's most important strategic social project."



ANIRIAM MANRÍQUEZ
People Manager

"Our work is not done until they put on their boots and do something different, new or better".



DANIELA WINKLER
Academic Director



FUNDACIÓN TRES HOJAS

People Trained

22-23 Season 1.163

23-24 Season 1.063

Hours of Training

22-23 Season 11.540

23-24 Season 12.626

44% of our students are between the ages of 21 and 30, which contributes to the professional growth of young people connected to the agricultural and dairy world, thus contributing to the development of the industry at the local level.

Target Groups

Agricultural workers

Students of professional technical high schools

Technical high school faculty

Professionals

International consultants and researchers

Farmers

Types of Training

► Portfolio of 30 courses

- Artificial Insemination courses
- Work scholarship program
- Recipients of scholarships in CCLS courses

- Seminars for agricultural and animal husbandry teachers from technical vocational schools
- Course on grazing techniques

- Course on ultrasound for veterinarians
- Course on care for normal and dystocic births in cattle

► Courses for FEPAL

- Grazing management and planning
- Herd management software
- Regenerative agriculture
- Animal welfare
- Farm management

In order to pass the course, students must obtain a grade of 5.0 in the practical test, a 75% attendance rate and a grade of 4.0 in the theoretical test.



COMMITMENT TO SUSTAINABLE DEVELOPMENT GOALS (SDG)

As a member of the Global Compact Chile network, we are committed to the UN Sustainable Development Goals (SDGs). In particular, through our business actions and initiatives, we contribute to six of the 17 SDGs.



Pacto Global
Red Chile



Manuka's contribution



Goals
2.2,
2.3, 2.4

- Production of 176 million liters of quality milk (8.85% solids per liter - average RCC* 193,550 and CFU** 14,741).
- Through the Tres Hojas Foundation, we provide training to improve milk production and product quality.
- 100% of our farms are certified with the PABCO seal, which certifies the quality of our milk.



Goals
4.3

- Training program for workers.
- Through the Tres Hojas Foundation, we contribute to the professionalization of the dairy sector.



Goals
8.2,
8.3, 8.8

- 81 internal promotions.
- People development program.
- Occupational health and safety system.
- Benefits plan.



Goals
11.1,
11.6, 11.a

- Community wellbeing initiatives promoted by Manuka in partnership with other local stakeholders.
- Household waste management program.
- Emporio Manuka.



Goals
12.2,
12.5

- Environmental Policy.
- Waste reduction and management program.
- Solar panels on dairies and employee homes



Goals
13.2,
13.3

- Pastoral production model that produces lower GHG emissions.
- 19,562 hectares of permanent grasslands.
- Every season we measure our corporate carbon footprint, which is 56% lower than the global average, according to FAO data.

* Somatic cell count.
** Colony Forming Units



GOVERNANCE, ETHICS AND COMPLIANCE

Board of Directors



**HENRY
VAN DER HEYDEN**

Position:
Chairman

Nacionalidad:
New Zealander



**MARK
TOWNSHEND**

Position:
Director

Nationality:
New Zealander



**BRENDAN
BALLE**

Position:
Director

Nationality:
New Zealander



**RICHARD
KOUYOUMDJIAN**

Position:
Director

Nationality:
Chilean



**MOISÉS
SARAVIA**

Position:
Executive Director

Nationality:
Chilean



**STEVE
SMITH**

Position:
Director

Nationality:
New Zealander



**JOHN
FERRIS**

Position:
Director

Nationality:
New Zealander



**JOS
VAN LOON**

Position:
Director

Nationality:
Dutch

Board Committees

Production Committee



Purpose: Productive performance and organic growth of the company; continuous improvement in the performance of this area.



Frequency
Monthly



Members **8**

Sustainability Committee



Purpose: Promote sustainability strategies and actions at board level, and review sustainability goals and actions along with management



Frequency
Quarterly



Members **5**

Finance, Risk and Audit Committee



Purpose: Exchange ideas on the direction of the corporate financial management.



Frequency
Quarterly



Members **5**

During the season,
11 Board of Directors
meetings were held.



MANAGEMENT TEAM



MOISÉS SARAVIA
Chief Executive Officer



ANDRÉS BARTHOLD
Chief Operation Officer



MARÍA JOSÉ BOFILL
Administration and
Finance Manager



AUDILIO QUIÑONES
Calf Rearing
Manager



GONZALO GARCÍA
Service Manager



JOAQUÍN LILLO
Dry Area Manager



ANIRIAM MANRÍQUEZ
Corporate Affairs & Human
Resources Manager



CRISTIÁN CABRERA
Technical Manager



RICARDO FERRANDO
Maitenes Manager



FÉLIX SCHWERTER
La Junta Manager



MARCELO ROMERO
Coihueco Manager



JAZ PRUTZMANN
Purranque Manager



DIEGO IBÁÑEZ
Laguna Bonita
Manager












PABLO VEAS
Los Ríos Manager



Ethics and compliance

The company has an ethical management and compliance framework in place, comprising various policies and procedural instruments that provide behavioral guidelines to all those who are part of Manuka, including those who provide services to the company.

 <h3>Code of Ethics </h3> <p>Individual or collective actions adopted in the performance of the respective functions must have their origin and be based, above all, on the ethical principles described in the Code of Ethics.</p>	 <h3>Anti-Corruption Policies </h3> <p>The Anti-Corruption Policy has been implemented to serve as a guide for the actions of people at all levels, orienting them as to what the company expects and requires of their behavior when dealing with third parties, including business partners, the company's own people and, in particular, public officials.</p>	 <h3>Complaints Channel </h3> <p>As part of the CPM, we have a reporting mechanism to allow people, suppliers and stakeholders to comply with their reporting obligations in case they have information or suspicion of the commission of any fact constituting a crime, even if it is a crime not contained in the CPM. Our complaint channel ensures anonymity and/ or confidentiality in the handling of the complaint.</p>	 <h3>Crime Prevention Model (CPM) </h3> <p>It is established in accordance with the provisions of Law 20,393. It seeks to implement a form of corporate organization to avoid the commission of the crimes provided for in that law, as well as others, by any employee or executive officer of the company.</p>
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 Click on each title to read more.

Ethical management indicators

14

Number of governance body members **who have been informed and trained** on anti-corruption policy and/or procedure

100%

Percentage of people who have been informed of the anti-corruption policy and/or procedure.

0

Confirmed corruption cases.

3

Discrimination cases identified through our formal channels.



02

TAKING CARE OF OUR PEOPLE

- 2.1 Professional development
- 2.2 Training Opportunities
- 2.3 Benefit Plan
- 2.4 Occupational health and safety

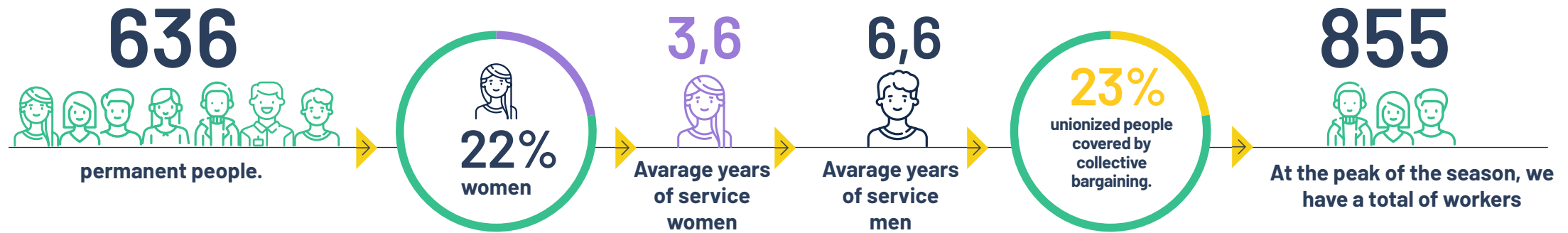
At **Manuka**, we recognize that our people are our greatest asset. We are committed to providing them with the best possible working conditions.



Our team

We are proud to have a highly skilled, multidisciplinary team that stands out for its expertise, knowledge, responsibility, commitment, participation, and efficiency.

Our people are the foundation for positive, productive outcomes. It is, therefore, essential for us to grow together, providing tools, training, and opportunities for professional advancement within the company.



"We are launching a new way of living Manuka, which will inform our decision-making process, our operational approach, and our stakeholder relations."



ANIRIAM MANRÍQUEZ
People Manager



PROFESSIONAL DEVELOPMENT



Highlighting the best practices and the working relationship between Manuka and its people.

The Regional Director of the Labor Department (DT), Claudio Salas, and the Chilean Seremi of Labor and Social Welfare of the Los Lagos Region, Ricardo Ebner Torres, visited our offices and facilities to observe the production processes and working conditions of Manuka's people.

Both authorities gave a positive assessment of the visit, highlighting the positive and collaborative working environment, the worthy compliance with regulations and above all the significant contribution that the company makes to regional productive activity.

People at the center

Our corporate purpose defines us as a modern, involved, close, and human company, with a management structure that puts people at the center. This approach is value-oriented and prioritizes the needs, interests, and well-being of people above other considerations. From there, it addresses productive, social, environmental, and other pertinent issues.



Highlights in people management

MANUKA TEAM DAYS

The Manuka 2024 team days, which were attended by 80% of the team, provided an invaluable opportunity to share insights, connect with colleagues, and reflect on ways to enhance our company culture.



RECOGNIZING PEOPLE WITH UP TO 30 YEARS OF SERVICE

We celebrated the dedication and commitment of several people to our company, highlighting the trajectory of 23 of them, who were recognized for their long-term tenure with the company, ranging from 20 to 30 years. Furthermore, two individuals were recognized for exemplifying our core values of commitment and companionship.



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Our Company

02.
Taking Care of Our People

03.
Taking Care of Our Financial Viability

04.
Taking Care of Our Animals

05.
Taking Care of Our Environment

06.
Taking Care of Our Neighbors

07.
Gri Index Appendices

MODERN LEADERSHIP

In alignment with our corporate culture, we are committed to fostering new leadership qualities within our senior and middle management teams, as well as among our entire people base. We recognize that these qualities are essential for effective team development. Our leaders must possess the ability to mobilize, inspire, facilitate growth, communicate effectively, and demonstrate overall excellence in their interpersonal skills.

The individual occupying the role of leader in Manuka must demonstrate a series of attributes that evince a managerial role in the development of the team and a high level of competence in that role.



LEADERSHIP PRACTICES AT MANUKA

By defining leadership practices, we aim to outline fundamental approaches that any people can adopt to achieve a collaborative work environment.

Trainer

- Set up regular meetings to understand the expectations of the team in charge.
- Always transfer knowledge
- Able to train others and delegate actions

Inspirer

- Be consistent: lead by example
- Highlight and celebrate the accomplishments of the team.
- Motivate and share success stories in their area

Communicative

- Create space for non-work related conversations
- Listen and give room to opinions
- Establish a workplace routine for following up on information

Open to anything

- Perform the work of other team members as needed
- Have direct knowledge of the work of the teams with which they interact
- Greet each member of the team they lead by their name

Mobilizers

- Articulate means and teams to solve problems
- Set and meet deadlines for decision making
- Seek the necessary help to find solutions



PERFORMANCE MANAGEMENT

In line with the new leadership structure at Manuka and the wider professional development framework, we have implemented a standardized approach to performance management based on the SMART methodology. This methodology is designed to facilitate the consistent setting of specific performance objectives for all employees, aligned with the five key concepts that underpin the SMART acronym.



The structure of performance management is comprised of four main stages:



1. Assessment of goal attainment



2. Assessment of competency development



3. Formal discussion with appraised people



4. Formalization of results

Furthermore, we have a dictionary that outlines the various competencies required for each position, with the objective of defining a standardized set of skills, aptitudes and knowledge to be measured in people.

Performance Evaluation Indicators

Percentage of people receiving performance evaluations



Men



Women

Total

Managers and assistant managers.

100% 100% 100%

Department heads, leaders and supervisors.

100% 100% 100%

Administrators, unit heads, accountants, room chiefs, sector chiefs, area managers, analysts, specialists and assistant-administrators.

49% 47% 48%

Milkers, support staff, administrative staff, assistants, farm workers, assistants, coordinators, operators, technicians, veterinarians and salespeople.

15% 13% 14%

Total people

33% 33% 33%

¹ Specific, Measurable, Attainable, Relevant and Time-bound.







INTERNAL MOBILITY

We are committed to providing our people with development opportunities that will lead to recognition and growth. To this end, we recently implemented a promotional procedure for those people who take on new challenges within the company. This procedure allows us to evaluate their competencies, management and leadership skills, and identify opportunities for improvement to enhance their talents.

Meritocracy and career development are fundamental pillars that we promote through various initiatives and lines of work.

Career development indicators

Promoted people	 Women	 Men	 Mean women	 Mean men
Managers and assistant managers.	0	0	0%	0%
Department heads, leaders and supervisors.	0	1	0%	4%
Administrators, unit heads, accountants, room chiefs, sector chiefs, area managers, analysts, specialists and assistant-administrators.	5	17	10%	9%
Milkers, support staff, administrative staff, assistants, farm workers, assistants, coordinators, operators, technicians, veterinarians and salespeople.	9	23	12%	9%
Total people	14	41	10%	8%

Evolution of internal promotions by season









TRAINING OPPORTUNITIES

Our ongoing training program encompasses technical competencies, along with those pertaining to sustainability, communication, and teamwork. Additionally, we offer specialized training for leaders and managers.



Training hours by position

	 Men	 Women	 Mean men	 Mean women
Managers and assistant managers.	175	17	10%	9%
Department heads, leaders and supervisors.	538	121	19%	16%
Administrators, unit heads, accountants, room chiefs, sector chiefs, area managers, analysts, specialists and assistant-administrators.	3.697	709	20%	13%
Milkers, support staff, administrative staff, assistants, farm workers, assistants, coordinators, operators, technicians, veterinarians and salespeople.	6.764	2.171	25%	28%
Total people	11.174	3.018	23%	22%

During the previous season, our company provided over 14,000 hours of training for its people.



Main training programs

Training programs	Target people	Attendance
Extensive Activity: Manuka Culture	The entire Company	82%
Onboarding	All new people	100%
Zoonotic Diseases 2024	Operational and animal contact teams	80%
In-house lecture on tractor maintenance, operation and calf rearing	Tractor users (2 x CG, CC and AS)	62%
Leadership	Heads of dairy farms, assistant administrators for calf rearing	99%
Neil Chesterton's Lameness Seminar	Administrators and Heads of Parlor	92%
Karin's Law - Personnel and Operational Priority Equipment	HR, SSO Dept. Managers, assistant managers, operation and calf rearing administrators.	79%
CPR and AED procedures	One representative per team	48%





TALENT AT MANUKA

At Manuka, we are driven to create opportunities for performance-based professional growth, which provides a pathway for individuals from diverse backgrounds and educational levels to enhance their skills, reinforce their knowledge, and continue their career advancement. This is achieved through the Manuka Talent Training Program, now in its fourth season.

The program is designed to empower outstanding talents through a variety of training programs that cover a range of topics and modalities, both theoretical and practical, with the objective of developing and improving various skills and abilities.

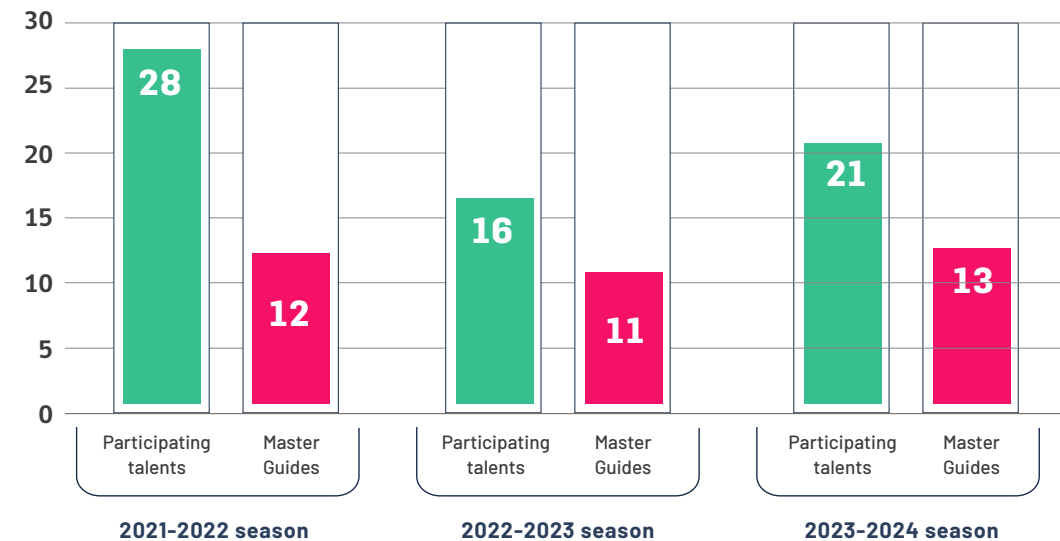
The program includes technical courses offered by the Centro de Capacitación Lechero del Sur (CCLS) in classrooms and in the field, such as grazing, farm management, and milking. Additionally, cross-cutting courses are provided by internal and external experts on topics such as occupational health and safety, quality, and the environment. All of this is supplemented with mentoring and accompaniment by a master guide, thus enhancing the learning experience.

“The Master Guides are highly generous individuals who make their knowledge readily available to assist individuals of merit in advancing their careers, thereby fostering a mutually beneficial and virtuous relationship between the two parties.”



NELSON TRONCOSO
Head of the Organizational
Development Department

Evolution of the talent program by season





SHAREMILKER PROGRAM

In 2019, we initiated the implementation of the Sharemilker structure, an agricultural business model utilized in the dairy industry, particularly in countries such as New Zealand and Australia. This model is highly regarded for its capacity to cultivate collaboration and economic advancement within the dairy sector.

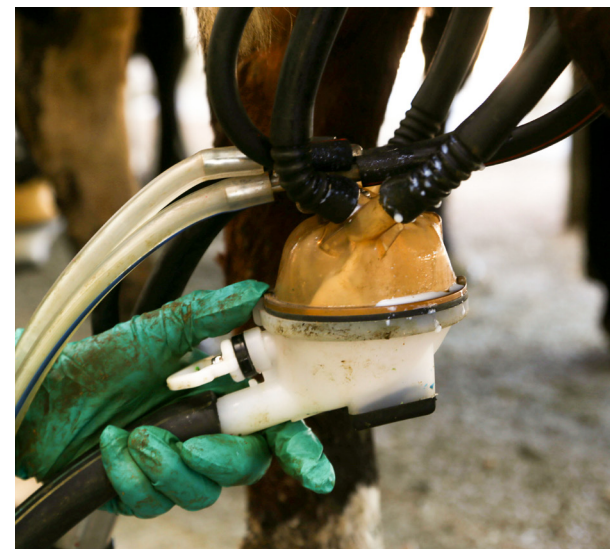
Until 2023, this model was developed internally with the objective of achieving a new level of professional growth and recognition of talent and positive production outcomes for field managers. The mechanism entails selecting, on an annual basis, those

farms that have demonstrated exemplary performance, and establishing a uniform income structure, which will be reflected in the compensation of the manager.

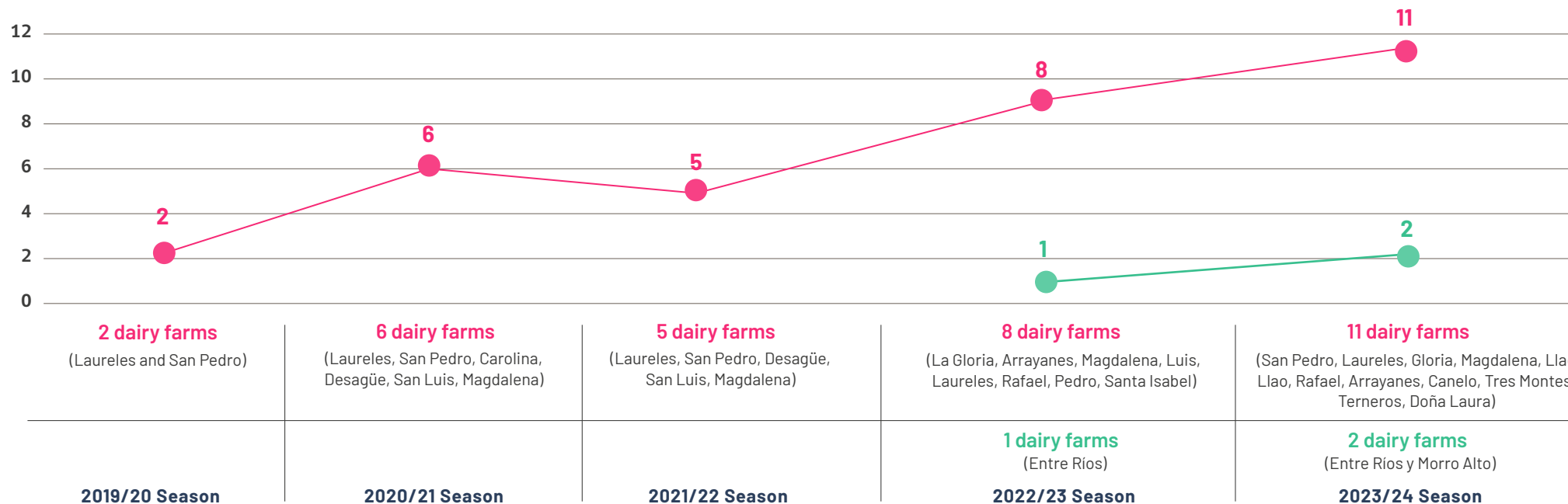
During the previous season, we implemented an evolution of the program with the installation of the Contract Milker model. This term refers to an external party that assumes the management and operation of a dairy on behalf of the owner. The system stipulates that the Contract Milker receives a portion of the income generated by the sale of milk in exchange for their work and management of the farm.

Consequently, during the season, one of the Sharemilkers transitioned to Contract Milker status. In other words, they are no longer part of the Manuka team and have assumed responsibility for daily milking operations and other tasks related to herd management, such as feeding, animal health, and grasslands management, utilizing the company's facilities and infrastructure.

This achievement marks a significant advancement for those who have embraced the challenge. With this milestone, we now have two milking parlors utilizing this model: Entre Ríos and Morro Alto.



Evolution of the Program by season (Internal Sharemilker)



This model is highly regarded in the agricultural industry for its ability to foster collaboration and economic growth in the dairy industry.



BENEFIT PLAN

To enhance the well-being and satisfaction of our people, as well as to attract and retain top talent, we have a comprehensive benefits program that includes various agreements and initiatives designed to provide an optimal experience for our teams and their families.

Our goal is to cultivate a positive work environment and engage with our people from a perspective that aligns with their needs and interests.

People Support Program

Mental health is a critical component of overall well-being, significantly influencing quality of life, interpersonal relationships, and work productivity. To address this, Manuka offers complimentary and confidential psychological assistance to employees through the People Support Program, which has benefited over 30 individuals to date.

Main benefits provided by Manuka



General benefits

- ▶ Catering and guest-houses
- ▶ Transportation of staff
- ▶ Vacation bonus
- ▶ Accident bonus
- ▶ Christmas and national holiday bonuses
- ▶ Life insurance
- ▶ Covid insurance
- ▶ Taxable medical leave allowance
- ▶ Higher education support for employees



Family and home

- ▶ Freehold house
- ▶ Firewood
- ▶ Electric power
- ▶ School transportation
- ▶ School voucher
- ▶ Supplementary insurance BICEVIDA
- ▶ Household goods insurance
- ▶ F.A.L.P. Agreement
- ▶ Birth and trousseau voucher
- ▶ Christmas event for people's children
- ▶ Collective agreement with Isapre Colmena
- ▶ People support program
- ▶ Meaningful time



Commercial agreements

- ▶ Cataluña Dental Centers
- ▶ Ultradens, Medical Center
- ▶ Rupanco Administration
- ▶ Werner Opticians, Karin
- ▶ Watts Sales Room
- ▶ Telefónica del Sur
- ▶ Cochrane Medical Center
- ▶ Movistar
- ▶ Carrasco Credits



Commercial salary agreements

- ▶ Molino Rahue
- ▶ Lipigas
- ▶ Chanquito Manuka
- ▶ Botas
- ▶ Sodexo goods agreement



Financial agreements

- ▶ Coopeuch / Banco BCI
- ▶ Banco de Chile
- ▶ BancoEstado



Development benefits

- ▶ Professional development
- ▶ Specializations
- ▶ Bring your friend



OCCUPATIONAL HEALTH AND SAFETY

At Manuka, the occupational health and safety of our workers is a strategic value. This is reflected in our Performance Management Program, where the accident rate is a company-wide indicator. This approach reinforces the message that safety is a collective responsibility, with each member of the Manuka team able to contribute to the identification of unsafe practices.

During the season, the accident rate decreased by 6.5%.

The objective of our Occupational Health and Safety Management System is to establish guidelines for the reduction of work accidents and occupational diseases in our operations. The system is applicable to both our internal people and external people hired under subcontracting. We are currently pursuing PEC certification, a Management System Standard, through our managing body, Mutual de Seguridad CChC.



Occupational health and safety strategy

- 1. Risk Assessment and Diagnosis:** In 2024, we conducted a comprehensive audit to identify and analyze the risks present in our operations. This assessment was aligned with national occupational health protocols, including the Psychosocial Factors Protocol, the Musculoskeletal Disorders Surveillance Protocol, Q fever, occupational exposure to occupational noise, and others. The results provided us with a clear map of the areas of greatest risk, which informed our corrective and preventive action plan.
- 2. Implementation of an Occupational Health and Safety Management System:** In the current year, we have endeavored to align our practices with international standards such as ISO 45001, which enable us to manage risks efficiently and systematically. This comprehensive approach aims to integrate safety into our operational processes, ensuring the effective management of people wellbeing.
- 3. Training and Promotion of a Safety Culture:** At our company, we recognize that the foundation of a safe workplace is built on the commitment of our employees. To this end, we have enhanced our training programs, implementing continuous training for our people and increasing the frequency of our accident prevention talks to weekly sessions. This approach not only reinforces safe behavior but also fosters a culture in which safety is a shared responsibility.
- 4. Accident Investigation and Continuous Improvement:** We have refined our accident investigation process to integrate the input of operational areas at each stage. This has enabled us to gain deeper insight into the root causes of incidents and to identify more effective solutions to prevent recurrence.
- 5. Leadership and Commitment:** Safety leadership has been instrumental in this process. From the highest levels of management to supervisors and on-site personnel, we have endeavored to cultivate an active and visible dedication to safety across all operational activities. Our objective is to establish a work environment where each person assumes responsibility for their own safety and that of their colleagues.
- 6. Audits and/or on-site controls:** To guarantee compliance with the highest standards of occupational health and safety, we have established a schedule of visits and/or audits of on-site controls. These periodic reviews allow us to validate our progress and identify opportunities for improvement.



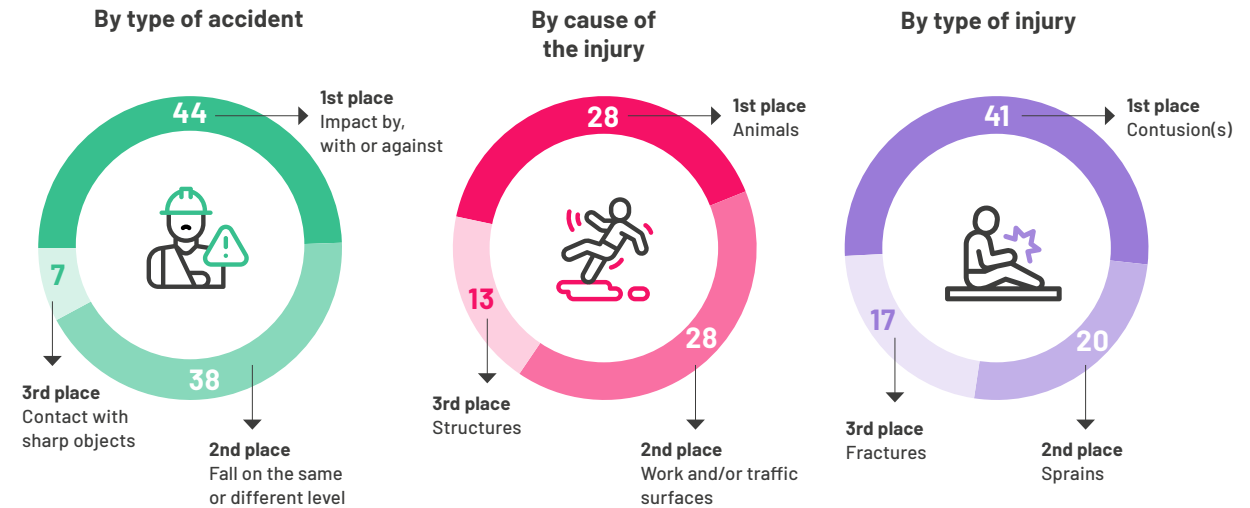
Practical training in health and safety

To enhance the training of Company members in preventive and occupational health and safety matters, we have devised a comprehensive training program within the risk prevention program. This program encompasses the following principal topics:

- Obligation to inform about the risks of the work and the correct way of working.
- Use and handling of fire extinguishing equipment.
- Basic first aid and use of first aid kit.
- Defensive driving of vehicles and motorized machinery
- Handling and manipulation of hazardous chemicals.
- Animal handling and associated risks.
- Prevention of zoonotic diseases, such as Q fever, brucellosis, hantavirus, among others.
- Exposure to risk factors such as manual handling of loads, musculoskeletal disorders, environmental and physical risks.

Accident rate indicators	Number of cases
Death due to occupational accident	0
Occupational accident with major consequences (non-fatal)	0
Occupational accident	75
Number of hours worked	1.716.120

According to the accident history at the company level, the segmentation is as follows:



Occupational disease indicators	Number of cases
Death due to occupational disease	0
Occupational diseases	5

The main occupational illnesses of the season are related to exposure to infectious agents, which did not add up to the lost days associated with the pandemic aspects of COVID-19.

New Psychosocial Committee

In accordance with the Ministry of Health's protocol on monitoring psychosocial risks, we have established a Psychosocial Committee. This committee is responsible for promoting and ensuring the care of people's health and psychological wellbeing, as well as addressing any psychological or social risks to which they may be exposed.

One of the committee's initial actions was to initiate discussions with various production units throughout the year. These discussions addressed issues of mental health and the use of alcohol and drugs.



Joint Committee

Two Joint Committees have been established and are currently operational, corresponding to the subsidiaries of Toromiro SpA and Rimu S.A. These committees convene on a monthly basis with the objective of enhancing and reinforcing the regulatory functions assigned to them, which include:

- Encourage and verify the correct use of Personal Protective Equipment (PPE).
- Supervise and ensure compliance with preventive measures in the organization through regular inspections.
- Actively participate in workplace accident investigations to identify underlying causes.
- Manage and encourage employee participation in occupational health and safety training programs.
- Encourage activities and monitor risk behaviors of people.

During the course of the season, our Joint Committees received certification from the Mutual de Seguridad in recognition of their exemplary management.





03

TAKING CARE OF OUR FINANCIAL VIABILITY

3.1 Financial sustainability 3.2 Operational efficiency

In order to create value for others, it is essential that we run an economically sustainable business.



FINANCIAL SUSTAINABILITY

Financial sustainability is a critical factor in maintaining Manuka's stability and facilitating its growth and development. In light of this, we have concentrated our efforts in recent years on restructuring our financial liabilities, with the aim of securing a distribution that aligns with the needs of the business and the projected future cash flow.

Furthermore, in light of the challenging economic climate over the past few years, characterized by high inflation and interest rates, we have decided to temporarily suspend our expansion plans. We identified opportunities for improvement in each

area of our operations, from production to management, with the goal of increasing efficiency and maintaining profitability and sustainability over time.

At the beginning of 2024, we finalized a syndicated loan with eight domestic financial institutions, led by RaboFinance and Banco BCI, for a total amount of \$155 billion pesos. This loan will consolidate and project Manuka's leadership in the market, marking a significant milestone in the company's financial sustainability and opening a new stage in its sustainable strategy.

"It is important to note that this is not a new debt, but rather a restructuring of the existing debt that will enable us to better navigate the current economic landscape."



MARÍA JOSÉ BOFILL
Administration and Finance Manager





OPERATIONAL EFFICIENCY

The Manuka team faces a significant challenge each season: efficiently applying the pastoral model. This defines our ability to make the most efficient and timely use of the grass provided by the grasslands.

Our production model, inspired by the New Zealand permanent grasslands system, requires strategic soil and grass management to ensure our permanent grasslands deliver the highest quality feed at the lowest cost. This entails nourishing and measuring its growth in a systematic and precise manner so that our cows consume this grass when it reaches its optimal nutritional value, thereby stimulating its reproduction through this natural cutting process.

To achieve this, a robust grasslands management and maintenance program, coupled with a well-defined feed plan, is essential.

This approach, which aligns with natural processes, demands a high level of expertise, training, and efficiency to implement effectively. This enables us to produce premium, sustainably sourced milk, which is then distributed to various dairy plants for industrialization and commercialization.

We are dedicated to maintaining the highest standards of efficiency in order to provide a safe, competitive, and high-quality product.





Efficiency guidelines

The unification of operational and production criteria, along with the sustained work to achieve the technical precision required by our production model, has enabled us to reach higher levels of efficiency. This is based on the following main guidelines:

1. Strictly following the grasslands rotation plan for each field according to the growth rate of the grasslands and its stocking rate, expressed in cows per hectare.
2. Taking advantage of the surplus grass produced in the spring, making the decision to separate paddocks for silage; ensuring the quality of the cutting and silaging operations and working to ensure that they are carried out at the right time to ensure good silage quality and not to sacrifice the future growth of the paddock.
3. Providing an adequate grass cover for summer consumption, seeking a level of careful grazing so that paddocks do not lose their quality.

4. Providing high yielding winter forages, which are essential because their results directly affect productivity, allowing the cow to have a good winter and calve in good health, thus increasing pregnancy rates.

5. Implementing a responsible grasslands fertilization program, which allows us to measure the level of grass growth in all of our paddocks, with the goal of optimizing the productivity of each paddock by promoting healthy and vigorous grass growth.

6. De-intensified winter feeding, which means a richer diet and better conditions for our cows.

91% of our cows' diet is grass-based, which results in milk production with a higher percentage of solids, i.e., richer in protein and fat.



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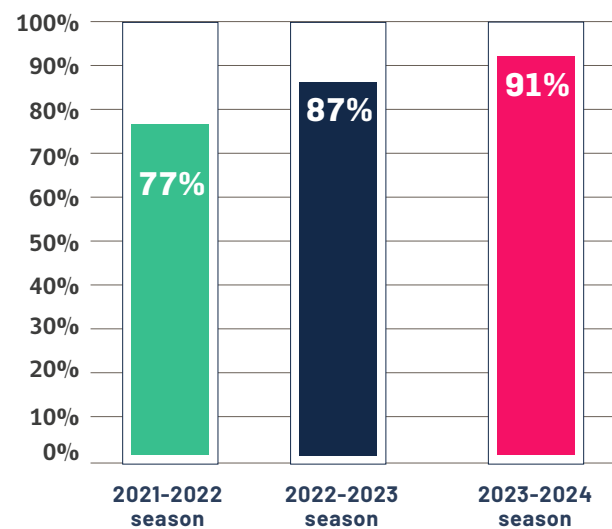
How we improve efficiency



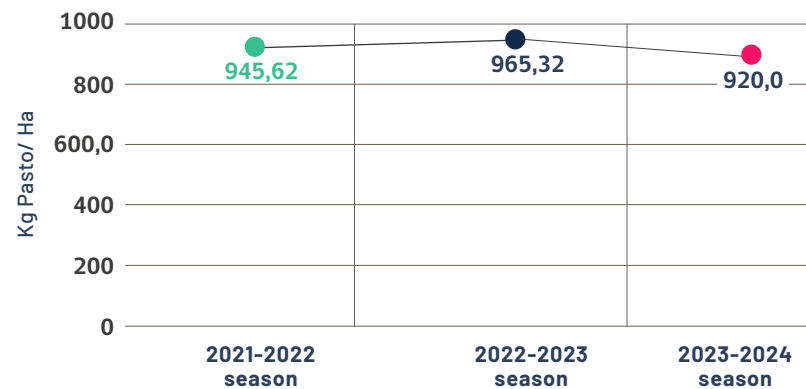
We have reduced operating costs without neglecting the other pillars of our sustainability strategy.

Efficiency indicators

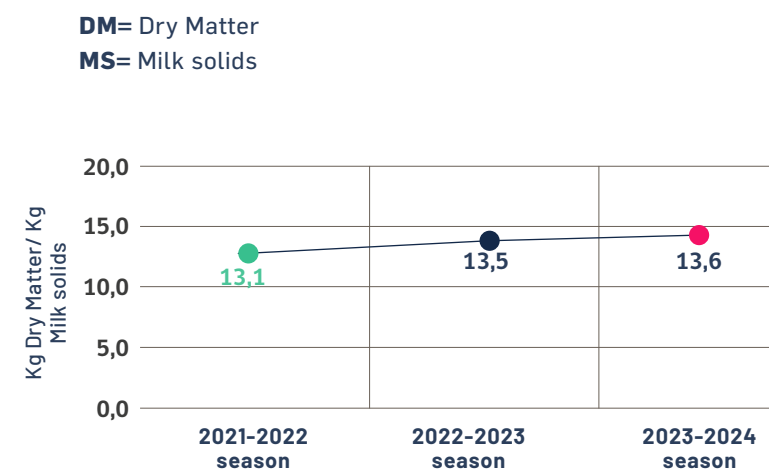
Grass-feeding evolution



Evolution of solid/grass per hectare



Conversion efficiency (Kg DM/Kg MS)



04

TAKING CARE OF OUR ANIMALS

4.1 Animal welfare

4.2 Food safety

Our cows spend their entire lives on our grasslands, and we guarantee that they are treated in accordance with all animal welfare principles



ANIMAL WELFARE

Our certifications in Animal Welfare and Grass Fed demonstrate our commitment to responsible management of cows and cattle, including reproduction, nutrition, disease prevention, and overall productivity.

In addition to these certifications, we invest significantly in infrastructure, training, inputs, and preventive programs. We strive to maintain adequate facilities that enable us to manage and care for animals throughout their life cycle responsibly.

Treating animals well and looking after their welfare is an essential part of our model.



Season's figures associated with animal welfare

63

internal audits, conducted by a veterinarian who evaluates various aspects related to animal welfare.

260

employees trained, both in animal health and in different aspects of livestock management.

16

recertification audits and inspections by the Agricultural and Livestock Service (SAG), with excellent results.



Good practices in animal welfare

Management protocols that cover all aspects to ensure our cattle reach a high standard of care, with best practices in all production areas of the business.

High standards in trails, dairy farms and holding yards that allow us to improve lameness and mastitis indicators.

Control, support and supervision by a team of veterinarians, some of whom are specialists in mastitis and lameness.

Animal welfare indicators

	21-22 season	22-23 season	23-24 season	Goal
Percentage of mastitis	1,4%	1,6%	1,3%	<5%
Percentage of lameness	1,2%	1,4%	1,7%	<3%
Average cow longevity	4 calving	5 calving	5 calving	5 calving



FOOD SAFETY



Milk is a vital component of the human diet, offering a high level of nutritional value and an excellent source of protein. It is therefore essential to guarantee the quality and health of the product throughout the production process in order to maintain the supply of natural food for families in our country.

In this regard, we have established rigorous protocols that promote responsible and sustainable management practices across all our farms. Furthermore, all of our farms are certified with the PABCO seal, which attests to our commitment to providing our customers with the highest quality product.

Officially Certified Animal Stock Program (PABCO)



100% of our farms are certified

PABCO certification ensures that livestock farms meet specific animal health and production management standards. This system is administered by national veterinary authorities and is designed to improve the traceability, biosecurity and quality of animal products.

Benefits of PABCO Certification

- Improves animal health
- Ensures traceability
- Compliance with international standards
- Improves product standard
- Promotes competitiveness
- Increased consumer confidence
- Better control and management
- Added value

On the other hand, our quality department sets guidelines for compliance with current legislation and health regulations, covering suppliers, production and delivery of milk to our customers.



Good practices to ensure the high quality and safety of our milk

➤ All of our farms have specific and detailed protocols in place for all processes, including milking, animal handling, animal movement, and machinery.

➤ We have successfully eradicated the main infectious diseases, such as brucellosis and tuberculosis, and continue to work towards controlling leukosis.

➤ We minimize the probability of bacterial formation due to inadequate handling, poor cleaning, equipment problems, temperature, and other factors.

➤ We have a preventive vaccination program in place, as well as the use of vitamins, minerals, and deworming for all our farms.

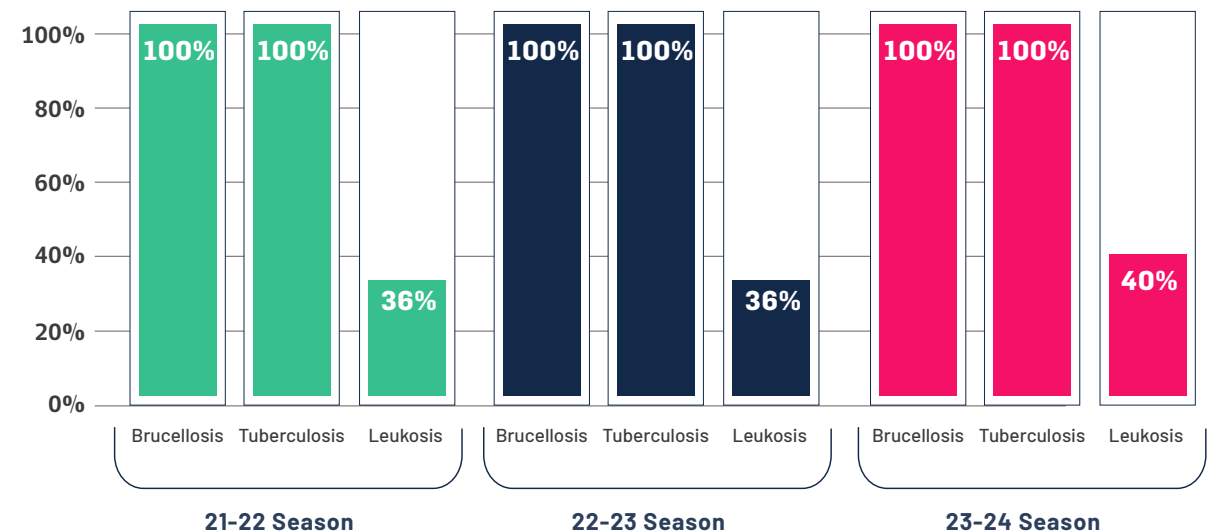
Health and food safety indicators

	21-22 Season	22-23 Season	23-24 Season	National Average *
Solids per liter of milk	8,59%	8,85%	8,95%	7,7%
Average somatic cell count (cels/ml)	188.821	193.550	214.741	307.000
Average colony-forming units (un/ml)	12.630	14.741	13.839	27.000



* Source: Dairy Sector Indicators 2023.
<http://consorciolechero.cl/wp-content/uploads/2024/08/Indicadores-Sectoriales-2023-web.pdf>

Farms certified as free from infectious diseases





05

TAKING CARE OF OUR ENVIRONMENT

- 5.1 Good environmental practices
- 5.2 Carbon footprint
- 5.3 Waste management
- 5.4 Energy Efficiency

We take great pride in our sustainable
grasslands-based production model and are
committed to implementing new actions.

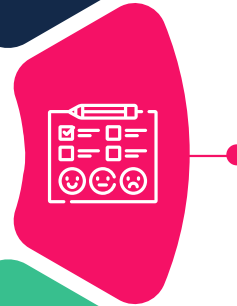


GOOD ENVIRONMENTAL PRACTICES

The Company's environmental performance is based on the guidelines of our Sustainability Strategy. However, in order to continue improving and producing milk through a model that works in harmony with nature, we have an environmental protocol of good practices and legal compliance in all business units.

This protocol provides us with a set of guidelines and procedures aimed at minimizing the environmental impact of our activities.

Protocol of good environmental practices



4 MAIN LINES OF MANAGEMENT

1. Manure management.
2. Hazardous waste management.
3. Non-hazardous waste management.
4. Management of chemicals and fuels.

ASSESSMENT

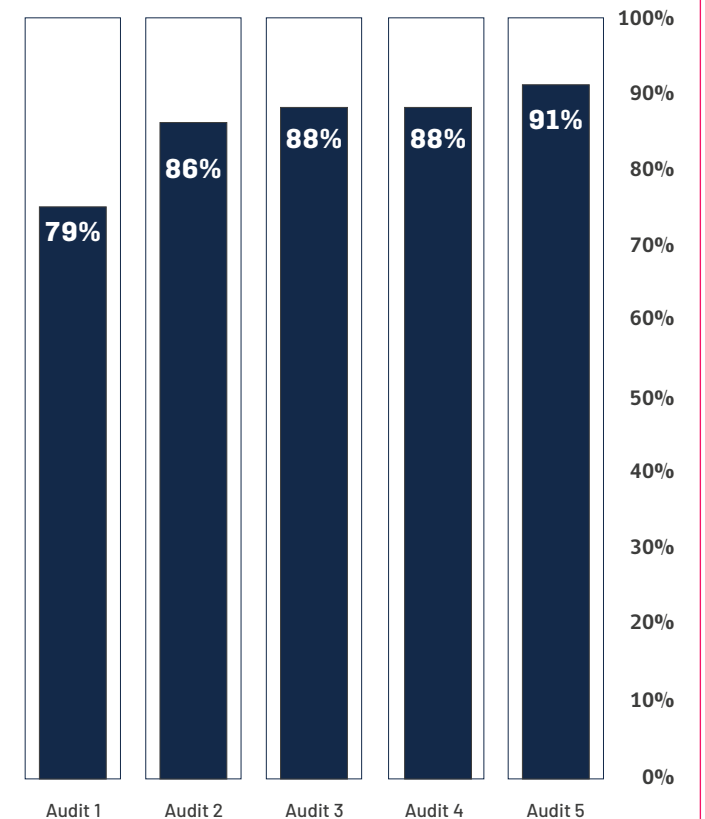
An assessment guideline that includes compliance standards, improvement mechanisms, timelines for improvement, and an assessment at least every four months.

TRAINING

Training on its contents for the managers of each site and their teams.

Evolution of good environmental practices audit outcomes

Since its implementation, the results of the internal evaluations have demonstrated a consistent improvement in the environmental enhancement of each of the centers. The results represent the average for each of the company's dairies and calf rearing areas.





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Initiatives to mitigate environmental impacts

➤ Our weekly household waste removal program has a positive impact on hundreds of families in the areas surrounding Hacienda Coihueco. We are proud to have a record of more than 1,000 tons of household waste removed annually. All waste is disposed of in authorized sanitary landfills in accordance with all relevant regulations.

➤ We have also installed recycling stations, educational spaces, and training on reuse and recycling for members of our community.

➤ Ongoing training is provided at each management center on a range of environmental issues, including waste management, environmental care, and good environmental practices. Training is also provided on biodiversity, energy, water courses, native forests, and other topics relevant to people working in dairies.

➤ We have entered into a contract with Nestlé to implement regenerative agriculture practices in 10 of our dairies.

➤ We have invested in facilities to improve the irrigation of manure in grasslands on around 200 hectares, thereby reducing the amount of synthetic fertilizers used.

➤ We have also inaugurated an eco-center for waste management at Hacienda Coihueco. This facility has the corresponding sanitary resolution and is fully regularized.

➤ Implementation of collection points for empty containers of oil from our engines, which we store and then remove to give it a second life.



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CARBON FOOTPRINT

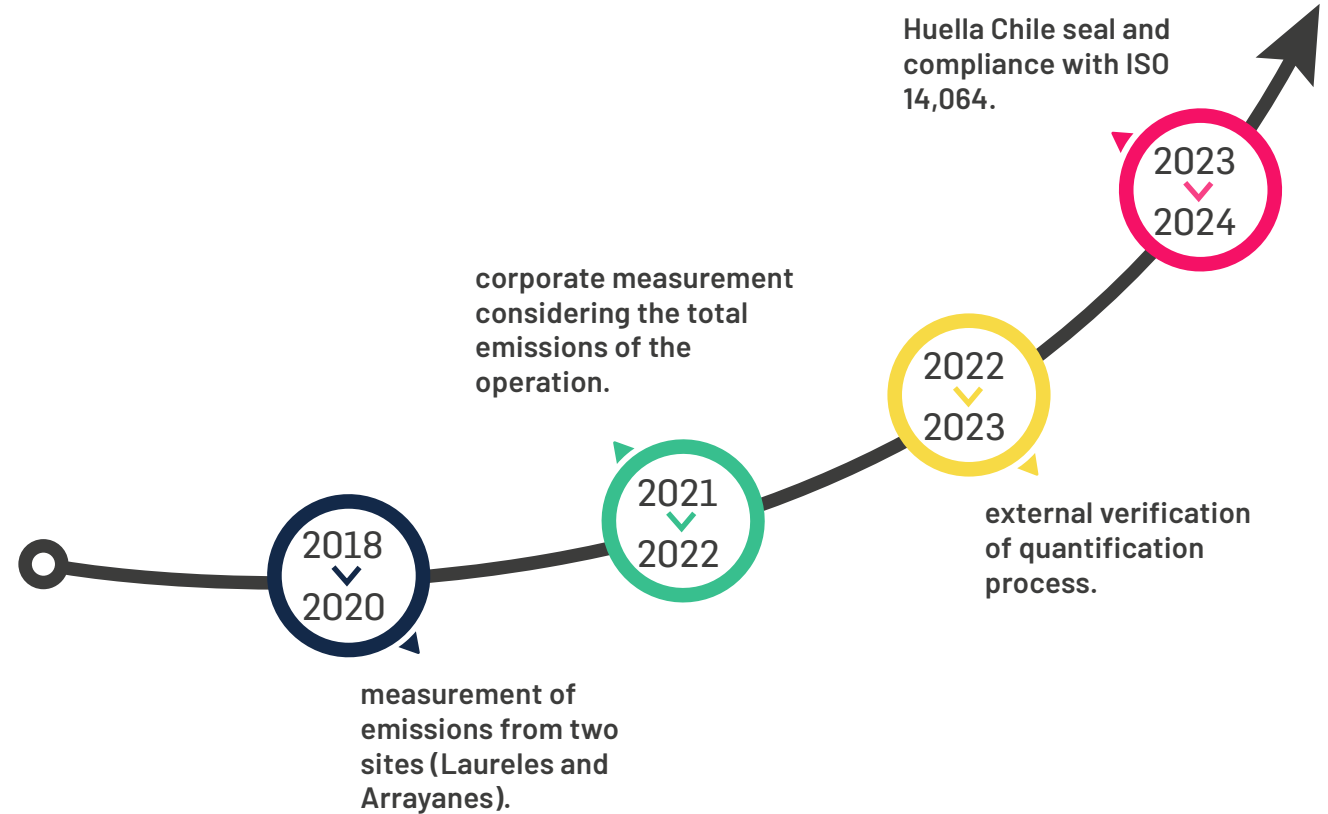
Greenhouse gas emissions represent a significant environmental impact of industrial operations on a global scale. This is why Manuka began measuring our carbon footprint five years ago. Initially limited to two pilot sites, our footprint measurement has since expanded to encompass 100% of our operations. This encompasses the total output of all our production facilities, along with all associated support areas. It also includes an estimation of the carbon capture potential of the forest biomass on our farms.

We are pleased to report that our annual measurements have consistently remained below the global industry average. This achievement reflects our success in leveraging the full benefits of our grasslands-based production model.

Furthermore, we participated in a comprehensive external verification audit to validate our internal carbon emissions calculations and obtain the Ministry of the Environment's "Huella Chile" certification. This initiative recognizes companies for their efforts to manage greenhouse gases, including quantification, reduction, and neutralization of emissions.

During the audit, we carefully reviewed our emissions reports, verified the accuracy of the emission factors, ensured the reliability of our databases, and evaluated the consistency between our measurement methodologies and the outcomes obtained.

Our carbon footprint evolution



We have evolved in the measurement of our carbon footprint. Currently, our entire operation is certified with the "Huella Chile" certification.



Carbon footprint

2021-2022
SEASON

1,2 KfCO₂e/Kg FPMC



2023-2024
SEASON

1,1 KgCO₂e / Kg FPMC

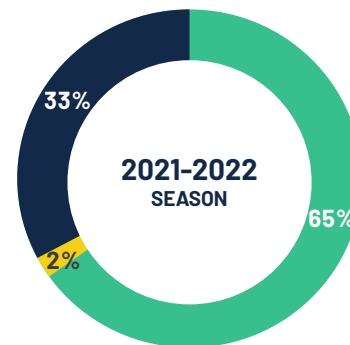
2022-2023
SEASON

1,1 KfCO₂e/Kg FPMC

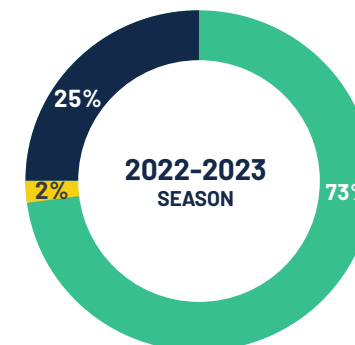
1,1 KgCO₂e / Kg FPMC* is the greenhouse gas emissions intensity of Manuka, almost 8% less than the last measurement and well below the global average of 2.5 KgCO₂e/Kg FPMC, according to FAO.

*Milk corrected for fat and protein.

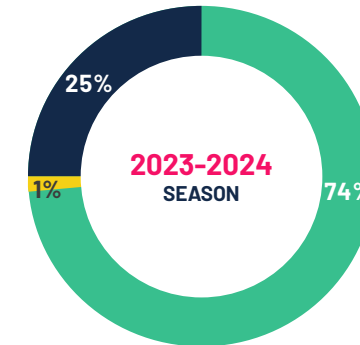
Emissions by scope



Scope 1: Direct emissions from sources owned or controlled by the company.

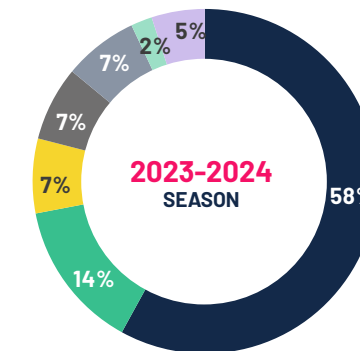
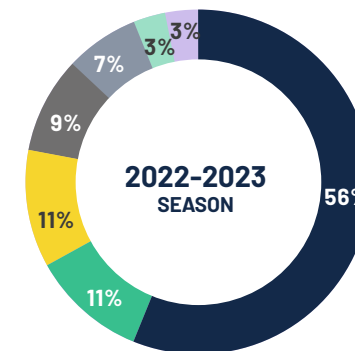
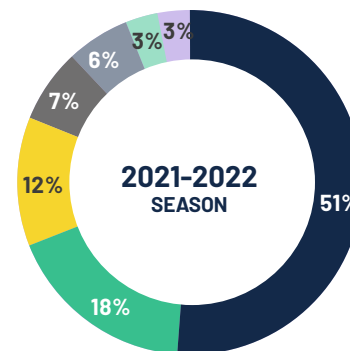


Scope 2: Indirect emissions from energy consumption and distribution, associated with the consumption of electricity and/or steam generated by third parties.



Scope 3: Other indirect emissions from sources not owned or controlled by the company.

Emissions by source



Enteric fermentation Food manufacturing Fertilizer manufacturing
Fertilizer application Manure management Fuels and electricity Other emissions



RECYCLING AND WASTE MANAGEMENT

In line with our commitment to environmental responsibility, we actively seek new opportunities to reduce, reuse, and recycle, supporting projects that contribute to the sustainable development of our business.

We have established a comprehensive recycling and waste management model that not only minimizes the amount of waste sent to landfills but also helps conserve natural resources and reduce pollution.

Waste Management

Activities focused on the proper management of solid waste, including its collection, transportation, treatment and disposal, as well as the monitoring of each stage, with the goal of minimizing negative impacts on human health and the environment and maximizing efficiency in the use of resources.



Recycling Model

Recycling is a key component of waste management that focuses on the recovery and reuse of discarded materials. This model seeks to transform waste into new products, thereby reducing the need for virgin raw materials and the energy required for processing.



These activities engage local communities, facilitate partnerships with diverse stakeholders, and cultivate a recycling culture within our immediate vicinity..



During the season, we produced 1,152 tons of non-hazardous waste, of which 663 tons were sent to authorized landfills and 339 tons were recovered. Additionally, 150 tons were disposed of through composting.

In terms of hazardous waste, we registered 11 tons, primarily comprising agrochemical containers, oils and lubricants, and sharps.



Circular Economy

One of the most significant achievements of the season in terms of environmental sustainability is the strategic partnership between Virutex and Manuka to promote the circular economy project focused on the transformation of agricultural plastics. This agreement focuses on the reuse of plastics from our bolus, which are now used by Virutex in the manufacture of garbage bags.

The materials used to generate this initiative are the result of the active contribution to the recycling program by the dairy, dry area, and calf rearing production management centers of the producer.



Project figures:



Project impact:

- Reduce the amount of single-use plastic in circulation.
- Prevent soil contamination.
- Reduce the demand for virgin plastic for household supplies such as garbage bags.

For further information click here



ENERGY EFFICIENCY

With a focus on reducing our energy consumption and thereby contributing to the reduction of greenhouse gas emissions, we are implementing various energy efficiency measures and reducing the use of fossil fuels.

Good practices to promote energy efficiency

- Training workers in energy conservation.
- Cooling plates and LED lights in water-based plate pre-coolers for use in the milk cooling process.
- LED lighting in new dairy farms and replacement of less efficient lighting fixtures.
- Implementation of translucent surfaces on dairy roofs to reduce electrical energy consumption for lighting.
- Controlling winter energy use and adjusting milking schedules.



19 DAIRY FARM

35%
OF THE TOTAL NUMBER

The use of solar heater in dairies significantly reduces the use of electric boilers that heat water for washing milking equipment.

30 BOARDING HOUSES

42%
OF THE TOTAL NUMBER

The use of heaters in the homes of people significantly reduces the use of gas to heat water in bathrooms and kitchens.



Energy indicators

	2022-2023 season		2023-2024 season		Variation in energy consumption kWh/m³ of milk
	Kwh	kWh/m³ of milk	Kwh	kWh/m³ of milk	
Fossil Fuels	17.720.000	100	12.174.000	71	-29%
Electricity	12.240.000	70	13.090.000	76	8%
Total Non-Renewable Energy Consumption	29.960.000	160	25.260.000	146	-8%
Total Renewable Energy Consumption	95.800	0,5	95.800	0,6	11%
Total Energy Consumption	30.055.800	160	25.355.800	147	-8%





WATER MANAGEMENT

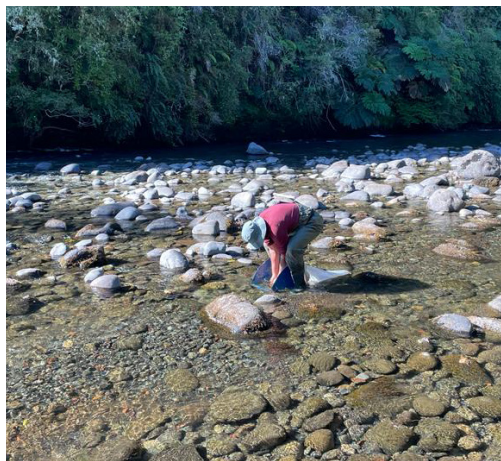
Our production model is not dependent on surface or groundwater sources. It is primarily based on the use of rainwater for the growth and maintenance of our grasslands. Additionally, we utilize the manure generated in the dairy farms with high water and nutrient content for the development of these grasslands.

Furthermore, we implement measures to reduce the water demand for cattle drinking, dairy farms cleaning, and workers' domestic use. We also conduct preventive monitoring to assess the status of the main surface water courses adjacent to our operational areas.

Water quality monitoring

In line with our commitment to monitoring and caring for the aquatic environment, we have conducted a series of physicochemical and biological analyses in the main surface water courses that border our area of operation for the past three seasons. These studies were conducted on a completely voluntary basis and focused on the Rahue, Coihueco, and Laguna Bonita rivers.

The objective of these studies is to monitor the environmental status of these systems by analyzing a range of physicochemical



parameters, including nutrients (nitrogen and phosphorus), pH, dissolved oxygen, chlorophyll A, organic matter, and fecal coliforms. Furthermore, we assessed compliance with the national standard NCh 1333. For biological monitoring, we considered the diversity of benthic macroinvertebrates (macrozoobenthos), whose samples were analyzed using quantitative and qualitative methods, including the biotic indexes ChIBF and ChSignal.

The winter and summer analyses revealed no exceedances of the parameters set out in NCh 1333, which regulates a range of substances including aluminum, arsenic, cyanide, chromium, mercury, lead, and fecal coliforms. In addition, the biological analysis revealed that the majority of sampling points exhibited quality classes ranging from I (Very Good) to III (Fair), indicating the presence of species that are typically found in uncontaminated environments.

Trophic status of physico-chemical variables in Laguna Bonita

Parameter	Summer 2023	Summer 2024
Chlorophyll a	Mesotrophic	Oligotrophic
Total phosphorus	Oligotrophic	Oligotrophic
Transparency	Ultra oligotrophic	Ultra oligotrophic
Total nitrogen	Oligotrophic	Oligotrophic

(Trophic status according to 1982 OECD limits)

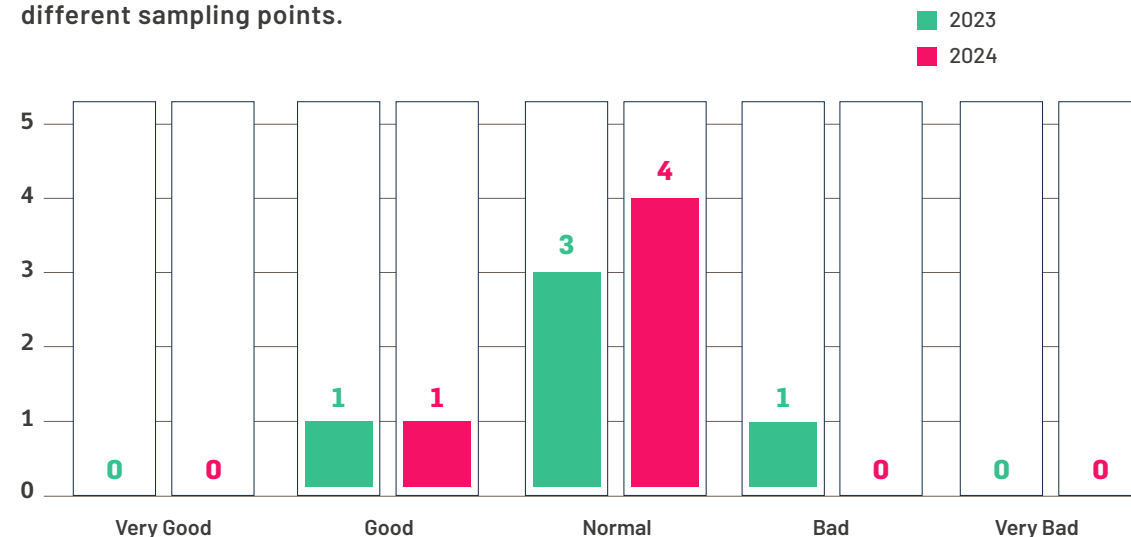
“Following a three-year analysis, no evidence of deterioration has been found. In fact, conditions have improved in terms of environmental quality”.



DIEGO TRONCOSO
Head of the Environment
Department

Findings according to ChSIGNAL index

Evolution of the results of the quality types found at the different sampling points.



06

TAKING CARE OF OUR NEIGHBORS

- 6.1. Positive impact on our neighbors
- 6.2. Permanent communication
- 6.3. Relationship with stakeholders

We strive to create value for our neighbors by supporting projects that focus on our areas of interest



POSITIVE IMPACT ON OUR NEIGHBORS

Given the size of our company, our actions have a great impact on the areas in which we operate, contributing directly to areas such as the promotion of rural life, education, sports and environmental protection.

Similarly, we proactively manage our community engagement and stakeholder relationships to maximize our positive impact through the creation of jobs, training and value in our sphere of influence.

Open-door policy

We are committed to fostering connections with our neighboring community and supporting initiatives that enhance their wellbeing and quality of life. In line with this approach, we have adopted an open-door policy, which means that the organization is receptive and accessible to people outside the company. This is done with the objective of building solid and positive relationships with interested parties, promoting transparency, social responsibility, and collaboration.

We endeavor to disseminate our expertise in dairy production. Consequently, we host a steady stream of national and international visitors each season. These individuals tour our facilities, undergo training, and receive guidance from Manuka tutors as they observe and learn from our operational model. During the season, we welcome visits from groups of farmers from other countries, employees from other companies, and students from various educational institutions.





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Main initiatives of the season

MY FAMILY VISITS MANUKA +

During the season we launched a new program developed by the Wellbeing Department: "My Family Visits Manuka". A day to celebrate what we do with our families, share the place where we work and share the knowledge associated with our work.

NEW ZEALAND AND LATIN AMERICA DELEGATION VISIT +

Members of the agricultural sector visited Manuka's facilities to learn more about our work and the progress we have made in recent years. The day began at the Lechero del Sur Dairy Training Center where our Chief Executive Officer shared information about the sector and our business model, and ended with a site visit to Laureles and the Manuka Emporium.

VISIT BY FRANK MITLOEHNER +

Through a joint partnership with Cooprinsem, we had the opportunity to host Frank Mitloehner, Ph.D., a specialist in sustainability and agribusiness, a world-renowned lecturer for his environmental research in the sector. During his visit, Frank toured the facilities of El Inca Hall and then participated in an enriching conversation with our area managers and specialists at the Training Center.

COMMUNITY BREAKFAST +

With great success, we held the first Community Day with the neighborhood councils and institutions of Rupanco, where we celebrated the Day of the Carabinero (Police Force Day). The space for dialogue was an invaluable opportunity to share and talk in a constructive way.



SOPROLE TRAINING AND ON-SITE VISIT +

In April, we received a visit from some members of Soprole's finance and agriculture team. The day began with a training session led by Fundación Tres Hojas, followed by a tour of our facilities to see first-hand what we do

CLEANUP DAY "RUPANCO LIMPIO". +

We conducted the sixth edition of Rupanco Limpio, where a team of nine Manuka volunteers cleaned the main road from Los Puentes to Chacay. They were joined by more than 100 people from the community and other businesses.





Local employment and development

We are a prominent local employer, offering not only job opportunities but also pathways for career advancement and professional growth. Our people comprises individuals who are not only employable but also have access to new possibilities within our organization.

With respect to our direct people, we foster a sense of belonging and closeness, an objective that we have consistently reached in recent years. We are proud to say that 90% of our people live in the regions where we operate (Los Lagos and Los Ríos), which benefits their wellbeing, facilitates the management of their tasks, and contributes positively to the outcomes we obtain as a company.

Internships

We facilitate connections with high school students from the Los Ríos Region to the island of Chiloé, with the objective of enrolling them in our internship programs. Our goal is to cultivate future people for Manuka. To this end, we conduct visits where we showcase our facilities, our production model, and the attributes of our employer brand in terms of career development and benefits.

During the season:

145

students received
at Manuka.



59

students visited our
facilities.



91

students on
internship

8 years of the male calf donation program

During the season, we celebrated the success of our male calf donation program, which has been in existence for over eight years and has reached a significant milestone of over 16,000 animals donated.

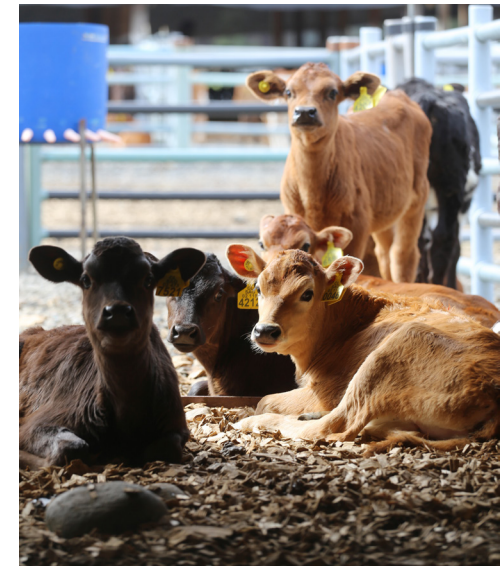
This program addresses several challenges, including the management of male calves from dairies, the reduction of the country's livestock mass, and the provision of support to small farmers. It enables us to contribute to the development of small farmers and local indigenous communities, who are dedicated to raising and fattening cattle. The program provides them with the opportunity to establish an enterprise and ostensibly improve their quality of life.

Manuka assumes full responsibility for the transportation costs of calves under this program, underscoring the vital collaboration with public entities such as municipalities, INDAP, PRODESAL, and PDTI.

During the season, we donated a total of 1,800 calves.

The program encompasses the Araucanía and Los Lagos regions, benefiting municipalities such as Lautaro and Collipulli, where low cattle mass has become a significant challenge.

This is just one of the programs for the destination of male calves. Others include sales, hybridization programs, calf rearing programs, programs for the production of animal protein for pet food, fattening programs in collaboration with other farmers and institutions, pilot programs for the use of sexed semen, and more. All of these programs comply with current environmental and Agricultural and Livestock Service regulations related to animal health and welfare.





Emporio Manuka

Emporio Manuka is a local community hub offering a meeting place for those interested in country life and nature. It also serves as a retail outlet for Manuka people, providing them with the opportunity to purchase dairy products made with milk from our dairies, as well as products from the countryside.

Our store is renowned for offering Laguna Bonita Rupanco dairy products, crafted with milk from Manuka, which have been certified as humane by an independent third party. Furthermore, the store offers a variety of other products, including Santa Daniela free-range eggs (cage-free), FT Foods vacuum-packed meats, and Berries de Sur natural packaged juices.

Emporio Manuka's monthly sales reached an average of 1,078 kilos of cheese in the period between July 23 and June 24. Of this, 75% was consumed by employees and their families, while 25% was purchased by external customers.

Emporio Manuka plays an important social role in the community by providing the infrastructure for the operation of a BancoEstado CajaVecina, which enables neighbors to access various financial services and pay multiple bills in one place.



PERMANENT COMMUNICATION

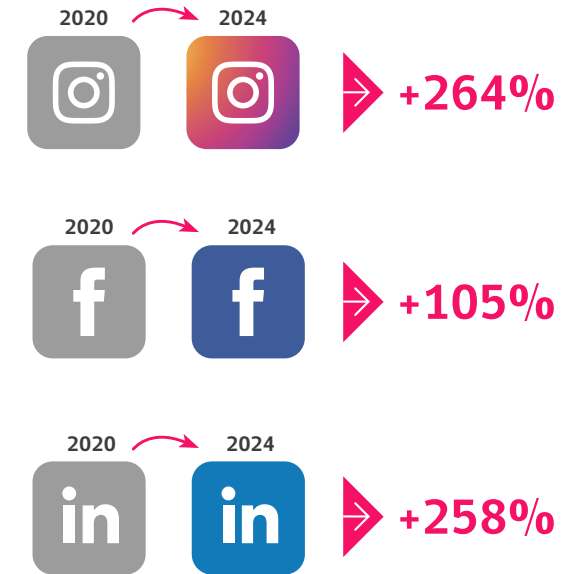
In recent years, we have focused on developing an effective communications structure. This structure is designed to facilitate meaningful connections with our people and stakeholders, ensure clear and timely communication, and foster understanding and collaboration.

This has led to a gradual improvement in our internal and external platforms.

From an internal perspective, we have fostered the formation of a more cohesive team that is engaged and aligned with the company's goals. Each member has a full understanding of the positive impact our organization is having as a result of their contributions and efforts.

In terms of external communications, our plan has focused on demonstrating the positive impact of our organization through the dissemination of our actions and initiatives at the local level. This strategic approach has not only strengthened our position in the community, but has also facilitated a deeper understanding of our contribution to the business landscape.

Social Media



Areas of focus

- Create and execute a strategic plan for internal communications.
- Maintain external communications policies
- Establish communication protocols



RELATIONSHIP WITH STAKEHOLDERS

Our community involvement activities are based on the concept of corporate citizenship, which we have been working on for years and through which we have been able to strengthen our ties with communities. Our goal is to establish a relationship of trust and, based on that, to work to maintain good communication and to build real and lasting relationships over time.

We want to know their needs, be with them, listen to them, and be seen as a close neighbor.

During the season, we worked with neighborhood councils, senior citizens' groups, municipalities, institutions close to Manuka, and local authorities.





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Stakeholders

Our definition of stakeholders is based on an evaluation that combines the variables of territoriality and the work pillars established in our community engagement strategy.

Stakeholder	Forms of participation	Frequency of participation	Key issues	How do you respond to these key issues?
PEOPLE	<ul style="list-style-type: none">▶ Training.▶ Corporate volunteering.▶ Special activities.▶ Events.▶ Internal communication.	<ul style="list-style-type: none">▶ According to schedule or need.	<ul style="list-style-type: none">▶ Professional Development.▶ Organizational culture.▶ Security.	<ul style="list-style-type: none">▶ Soft and technical skills training.▶ Internal promotions.▶ Organizational culture survey and action plan.▶ Risk prevention visits and workshops.
SHAREHOLDERS	<ul style="list-style-type: none">▶ Annual meeting, annual visits, annual reports, participation in committees in some cases, board of directors meetings.	<ul style="list-style-type: none">▶ According to schedule or need.	<ul style="list-style-type: none">▶ Business profitability.▶ Management.	<ul style="list-style-type: none">▶ Monthly board meetings.▶ Generation of monthly management reports.▶ Meetings of key area committees to evaluate progress.▶ Sustainability report.
COMMUNITY	<ul style="list-style-type: none">▶ Neighborhood meetings.▶ Activities.▶ Projects.▶ Canal de Active listening channel	<ul style="list-style-type: none">▶ According to need.	<ul style="list-style-type: none">▶ Education▶ Environmental protection.▶ Promoting rural life.	<ul style="list-style-type: none">▶ Training▶ Joint activities.▶ Projects▶ Complaints and suggestions channel.▶ Corporate citizenship program.▶ Donations
GUILDS	<ul style="list-style-type: none">▶ Partnership and participation.	<ul style="list-style-type: none">▶ According to need	<ul style="list-style-type: none">▶ Dairy industry development.	<ul style="list-style-type: none">▶ Joint activities and projects.
LOCAL AUTHORITIES	<ul style="list-style-type: none">▶ Meetings▶ Work plans.	<ul style="list-style-type: none">▶ According to need	<ul style="list-style-type: none">▶ Dairy industry development.▶ Promoting rural life.▶ Environmental protection.▶ Education.	<ul style="list-style-type: none">▶ Joint activities and projects.
REGULATORY AUTHORITIES	<ul style="list-style-type: none">▶ Meetings▶ Work plans.	<ul style="list-style-type: none">▶ Yearly	<ul style="list-style-type: none">▶ Complying with high animal welfare standards.▶ Product safety.▶ Sustainable production.	<ul style="list-style-type: none">▶ Inspections, meetings with work plans
MEDIA	<ul style="list-style-type: none">▶ Commercial participation.▶ Expert notes.▶ Monthly columns.	<ul style="list-style-type: none">▶ Monthly	<ul style="list-style-type: none">▶ Showing the company's management.▶ Generating interest in the dairy industry.	<ul style="list-style-type: none">▶ Monthly columns.▶ Expert notes.▶ Participation in special editions.▶ Radio articles.
CUSTOMERS	<ul style="list-style-type: none">▶ Meetings	<ul style="list-style-type: none">▶ Monthly or according to need.	<ul style="list-style-type: none">▶ Product safety.▶ Price of milk.	<ul style="list-style-type: none">▶ Meetings to review issues of mutual interest.▶ Suggestions and complaints platform.
SUPPLIERS	<ul style="list-style-type: none">▶ Meetings▶ Training	<ul style="list-style-type: none">▶ Monthly or according to need.	<ul style="list-style-type: none">▶ Processes in accordance with▶ Affordable prices.	<ul style="list-style-type: none">▶ Meetings to review issues of mutual interest.▶ Suggestions and complaints platform.
FINANCIAL ENTITIES	<ul style="list-style-type: none">▶ Monthly meetings.▶ Annual face-to-face meetings.▶ Ongoing dialogues	<ul style="list-style-type: none">▶ Monthly or according to need.	<ul style="list-style-type: none">▶ Financing our growth plan.▶ Business profitability.	<ul style="list-style-type: none">▶ Meetings



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Union Association

We believe that collaboration between all stakeholders in the dairy industry is essential to promote best practices and ensure our collective ability to meet future challenges.

Consequently, we have reinforced our collaboration with organizations such as Aproleche, Aproval and SAGO. As members of the aforementioned organization, we were appointed to the board of directors of the Dairy Consortium during the season. The Consortium is a body that brings together all industry players with the objective of articulating the efforts made in terms of competitiveness and sustainability of the dairy business.

Furthermore, since 2016, we have been instrumental in the development and consolidation of the Campos Australes Agricultural and Dairy Cooperative, of which we are founding partners. This initiative unites small and large producers from the Los Ríos and Los Lagos regions, dedicated to collaboration and enhancing their production methods to ensure the long-term sustainability of the national dairy industry and produce healthier food for consumers and the planet.

Campos Australes is currently the second largest pool in Chile and the primary supplier to processing plants.



Campos Australes in figures

75

cooperative members in the Los Ríos and Los Lagos regions.

+420

million liters of milk milk produced in total by members, of which ~250 million liters will be marketed by 2024 (60% of the total).

11
Clientes

clients buy our milk (Nestlé, Prolesur, Surlat, Valle Verde, Lactalis, Lácteos Artesanos del Sur, Lácteos Quilacoya, Lácteos Runca, Lácteos Arrayanes de Loncoche, Lácteos Río Cruces and La Quesería).

96
thousand liters is the annual production of our smallest cooperative member and ~190 million liters the largest.

150

dairy farms among all producers (~120 parlors currently being marketed by the cooperative).

A close-up photograph of a brown cow's head, facing left. The cow has a yellow ear tag on its right ear with the text "CL", "TAG", "02 118", and "8219". The background is dark and out of focus.

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Toromiro SpA. Ruta Osorno, Puerto Octay km#31. OSORNO. CHILE.

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