

## Code of conduct

### 1. Purpose

Establish policies, procedures and ethical standards, based on the values of honesty, equity and integrity, embodied by the directors and employees of Companhia Cacique de Café Solúvel, which reflect the values shared both in the internal corporate environment and with partners worldwide, suppliers, customers, consumers, competitors, agencies government, community and environment.

### 2. Application

All employees, members of the Management Bodies, service providers of services, suppliers, among others, of all the Companhia Cacique de Café Solúvel.

### 3. References

Implementation of a Code of Ethics in Companies: reflections and suggestions – Ethos Institute of Business and Social Responsibility, 2000.

ETI – Ethical Trading Initiative – Basic Code

Lei No. 12,846/2013.

Decreto No. 8,420/2015.

### 4. Definitions

Code of Conduct: “The code of ethics or social commitment is a instrument for realizing the company's vision and mission, which guides its actions and makes its social stance explicit to everyone with whom it maintains relations.” (Ethos Institute for Business and Social Responsibility, 2000).

Employee: every employee who provides services to Companhia Cacique de Café Solúvel. Employees are considered, for the purposes of this Code of Conduct: interns, temporary workers, outsourced and self-employed.

### 5. Responsibilities

The management group is responsible for disclosing the values described in this code of conduct for all company employees.

### 6. Procedures

This code of conduct should be reviewed whenever ethical dilemmas occurred in any sphere and not provided for in this document, present in the internal or external corporate environment.

## **6.1 Presentation**

Companhia Cacique de Café Solúvel is a national company that operates in the domestic and foreign markets, in cultural, political and economic environments varied.

This Code of Conduct contains policies, procedures and ethical standards shared by our company, directors and employees and reflect the responsibilities and values practiced both in our corporate environment internally and with our national and global partners, suppliers, customers, consumers, competitors, government agencies, Community and environment, obeying the legal precepts in force in our country and in countries with which we interact.

We believe that the understanding and incorporation of the actions described in this Code of Conduct by our managers and employees will lead to the most high degree of integrity, earning the respect of our local partners and global markets, adding value to our business and reinforcing the confidence of our shareholders, preparing us for the full exercise of citizenship.

## **6.2 Shareholders**

We are a privately held corporation.

We adopt a posture of ethics and transparency in the disclosure of interest of shareholders, as well as we meet the requirements of the legislation and the Company's Bylaws.

## **6.3 Employees**

We adopt fair and ethical criteria in relations with employees. We strongly repudiate the use of child labour, forced, slave, analogous, or any type of irregular work;

We value the diversity of the workforce, respecting the characteristics of our business;

We guarantee equal opportunities;

We recognize the right of free association of our employees and we respect your participation in unions;

We respect the political party activities of our employees, in the However, everyone must always act on a personal basis and in such a way as not to interfere with your professional responsibilities;

We promote the exchange and dissemination of knowledge and training continuation of our employees;

We guarantee the health and safety of the employee offering all the conditions and equipment necessary for their protection;

We promote activities that allow the balance between professional life, personal and family.

### **6.3.1 Recruitment and Selection:**

The recruitment and selection processes are based exclusively on qualification criteria for the position, therefore, devoid of any prejudice or form of discrimination, whether of age, race, color, social class, religion, origin, disability, gender, sexual orientation, marital status, affiliation with unions and political parties, among others, respecting individual choices of each person.

### **6.3.2 Hierarchical Relationships:**

We seek patterns of coexistence between superiors and subordinates based on the ethics, mutual respect and valuing the role of each individual for the fulfillment of organizational objectives.

We repudiate any conduct of our officers, managers and leaders that cause embarrassment to subordinates or other people in the company, such as such as intimidation, harassment of any kind, psychological or physical aggression.

### **6.3.3 Privacy:**

6.3.3.1 Of the company in relation to the employee We consider private life a fundamental human right. Of that In this way, any personal information of employees is collected only for specific business reasons and in accordance with the applicable legislation.

Such information is kept confidential and is not passed on to third parties, strictly following all the legal impositions provided for in the General Law of Data Protection (Law No. 13.709/18), in particular data processing personal.

#### **6.3.3.2 The employee in relation to the company**

Regarding confidential and restricted information, considered secrets industries, we expect from employees:

Secrecy;

Confidentiality;

Preservation of the good name of the institution and co-workers.

### **6.3.4 Evaluation and Promotion:**

The evaluation and promotion criteria are based on performance and supported by actions of professional development.

### **6.3.5 Dismissal:**

We defend the humanization of the dismissal process. For this:

We practice personal and confidential feedback;

The dismissal process is guided by ethics and respect for human beings, taking place in a transparent manner and preserving the privacy of the person;

We offer guidelines for relocation to the job market, such as complement to the dismissal process.

## **7. Business Integrity:**

We do not give or receive, directly or indirectly, bribes or other advantages improperly to obtain commercial or financial gains, whether in the public sphere or toilet.

No employee shall offer, give or receive any gift or payment that is or could be considered to be a bribe;

Any request or offer of a bribe must be rejected immediately and informed to the responsible management group

## **8. Commercial Relations:**

### **8.1 Relationship with Customers:**

We respect and value our customers and treat them ethically and fairly.

We are committed to offering quality products that meet and exceed customer expectations. Our products are safe for human consumption. We respect the technical specifications and legislation relevant to the internal market and external.

We condemn any coercive and unfair practices in relations with our customers and with the final consumer.

Information about our customers is treated confidentially.

Customer expenses related to meals, transportation, accommodation or entertainment are acceptable as long as they are justified by reason of work, carried out within reasonable limits and that do not imply constraint no need for compensation.

### **8.2 Relationship with Suppliers and Service Providers:**

We deal ethically and fairly with our suppliers.

We comply with the requirements defined between the parties in purchase orders or contracts.

We demand that our suppliers act with honesty and transparency in negotiations.

We require our suppliers to adopt practices of ethical integrity and conduct and maintain adequate secrecy about confidential information that they may acquire as a result of activities carried out for or jointly with the Company.

We require our suppliers to commit to complying with legislation in force, with special attention to the following questions:

- Respect for the right of association and collective bargaining;
- Absence of discrimination or any type of harassment;
- Absence of child labor and forced labor;
- If the supplier is a rural producer, he must not cultivate in an area of environmental preservation;
- Solid waste, effluent and emissions management program atmospheric, if applicable to the activity performed by the supplier;

We condemn attitudes that privilege suppliers and service providers, under any pretext. Therefore, we advise our employees to refuse any gifts, favors and lavish entertainment activities or excessive, which could be seen as a bribe, payment or attempt to exert influence.

Expenses with suppliers related to meals, transportation, accommodation or entertainment are acceptable as long as they are justified by reason of work, carried out within reasonable limits, and that do not imply constraint no need for compensation.

Cash gifts, bribes or kickbacks are prohibited in any and all circumstance.

We have adopted a rigorous process of cadastral evaluation, social suitability, environmental and reputational, especially with regard to suppliers and service providers of service, in order to guarantee that under no circumstances is the employment and/or the use of forced, bonded or similar labor, or any Other type of irregular work in the provision of its services, including in relation to companies that provide services to you (partners, suppliers and/or subcontractors), as well as certifying that the contracted company does not use of practices of negative discrimination and limiting access in the relationship of employment or maintenance, such as, but not limited to: origin, gender, sexual orientation, race, color, physical condition, religion, marital status, age, family situation and/or pregnancy status.

### **8.3 Relationship with Competitors:**

We respect our competitors and believe in free, fair and open.

We prohibit any agreements and/or exchanges of confidential information commercially sensitive with competitors, as well as any understandings and/or agreements between competitors, explicit or tacit, that may give rise to or influence, directly or indirectly, the fixing of prices, readjustments, discounts, sales conditions, market division, among others measures that may limit or restrict in any way free competition in the market.

We do not use unfair business practices that could harm our competition, such as espionage and spreading rumours.

We respect intellectual property rights.

### **8.4 Relationship with the Public Sphere:**

We conduct our business with transparency and integrity, complying with obligations imposed by law before all public bodies, whether fiscal, labor, civil liability, including Law No. 12,846/2013, and Decree 8,420/2015, which deal with anti-corruption practices in the public sphere.

We record our reports and balance sheets correctly, consistently, accurately and complete. Books and records accurately reflect business operations of the Company.

We allow the presence of candidates in political campaigns in the company, to better clarify the decision of the employees' vote, promoting greater awareness about this event of exercising citizenship. the activity is carried out according to pre-established criteria in order not to privilege any candidate or party.

We do not provide funding to political parties and candidates for office electives.

In the same sense, it is expressly forbidden for any employee to offer, promise or authorize, directly or through a third party, any payment in cash or any object or service of value, to persons in the government, political parties and their members or to any

candidates for office politicians, as well as family members or similar of any such persons, with the intention of obtaining personal benefit or that could favor the company to obtain or retain benefits.

It is forbidden to practice any harmful acts that attack the property national or foreign public, against principles of Public Administration or against international commitments assumed by Brazil.

## **9. Environment**

We respect the environment and adopt sustainable behaviors to preservation of natural resources.

We are committed to using natural resources efficiently, in especially non-renewable ones, reduce greenhouse gas emissions, protect forests, defend human rights along the entire chain of supplies, adhere to the highest ethical standards of commerce, invest in clean energies and innovations that allow production with the least impact possible.

We observe the legislation in force, as well as the legal, normative and administrative related to the environmental area and related, emanating from the spheres Federal, State and Municipal, implementing efforts in this Direction with their respective suppliers of products and services, so that they are also committed to joining forces to protect and preserve the environment, as well as to prevent harmful practices to the environment environment, in their respective commercial relationships.

We certify that our suppliers and service providers have commitment to the protection and preservation of the environment, in order to prevent and eradicate practices harmful to the environment, executing their services in compliance with current legislation, as well as legal acts, normative and administrative related to the environmental area and related, emanating of the Federal, State and Municipal spheres.

We develop programs for the management of solid waste, effluents and atmospheric emissions, in accordance with local legislation.

We seek to reduce the use of non-renewable resources.

## **10. Community:**

We recognize our socio-environmental obligation to the communities that welcome.

We support projects that care for the customs, traditions and values of community and who are committed to the formation of future generations and preservation of the environment.

## **11. Violations:**

We hope that employees and other audiences covered by this code of conduct understand and comply with these guidelines in all circumstances.

An employee who violates a Company conduct, practice or policy will be subject to disciplinary action.

In the case of suppliers and service providers, conduct that is illegal or that violate this Code of Conduct constitute a breach of contract and are subject to the termination of the respective contract.

We provide a communication channel for employees, third parties, professionals visiting Cacique or other stakeholders (shareholders, customers, suppliers, competitors, public sphere, community, among others) can forward suggestions or complaints to the company, as described in item 14 of this Code of Conduct.

## **12. Doubts, suggestions, complaints:**

If the Company's employees or other stakeholders have questions about regarding the content of this code of conduct, or wish to forward suggestions and/or any comments that can contribute to promoting a more ethical, transparent organizational environment and healthy, we recommend contacting the Human Resources area.

The Company provides a confidential communication channel for receiving complaints and/or complaints, if any employee or any member of the relationship public has suspicion or knowledge of any infractions, misconduct, inappropriate activities or illegal.

All reports are received confidentially and confidentially, and may be reported anonymous, if the whistleblower so chooses.

To ensure a safe, independent and impartial environment for the receipt of complaints or complaint, the Company makes the following confidential communication channels available:

- Website: <https://cacique.com.br/fale-conosco/>
- E-mail: [conduta@cacique.com.br](mailto:conduta@cacique.com.br)
- Internal Extension : 6131
- Phones: (43) 4009-6131 ou (27) 3048-2031

## **13. General Provisions:**

This Code of Conduct will be in force as of that date, ratifying the versions previously in force, and the conduct guidelines contained in this code will be made known to all internal areas, employees, and third parties, such as suppliers, customers.

This code is subject to periodic reassessment and may be amended at any time to contemplate necessary updates in view of the contexto factual, social, suitability of practices, related legislative updates, or other relevant reasons justifying suitability.