



# CODE OF CONDUCT FOR COCAM SUPPLIERS

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# MESSAGE FROM COCAM

Through this Code of Ethics and Conduct (“Code”), COCAM presents its commitment to the society regarding the expected conduct of its suppliers and service providers, including their sub-suppliers (“Supplier”), and defines the minimum, non-negotiable rules, so that they are respected and complied with in the exercise of the commercial connection with COCAM.

It is a document that reflects our Basic Values and Policies, a set of guidelines and a reference for moral and ethical conduct to guide our actions and decisions.

We believe that our relationships must be based on the respect of differences and to be worked on through responsible and transparent processes, in order to align interests and make sustainability viable.

Read, understand, answer your questions and effectively use this guide as a valuable reference for your daily life.

Marcos M. Murari  
**Administrative Board**

# 1. PURPOSE



This Code establishes the behavioral rules and guidelines to be observed by our suppliers in the exercise of their activities, as well as COCAM's expectations in relation to compliance, when applicable, with the various legal norms (federal, state and municipal), rules and regulations, and other internationally recognized requirements and standards, which include the United Nations (UN) Universal Declaration of Human Rights, the American Convention on Human Rights (Pact of San José de Costa Rica) of the Organization of the American States (OAS), the Declaration of the International Labor Organization (ILO) on Fundamental Rights and Principles at Work and the United Nations Global Agreement.

COCAM is strongly committed to ethically negotiating and ensuring acceptable working conditions and best practices in terms of quality, safety and socio-environmental requirements in its supply chain.

Acceptance of this Code is one of the conditions for negotiating with COCAM.

With it, the Suppliers affirm their commitment to the conduct established herein.

# 2. COCAM AND ITS COFFEE



COCAM industrializes and sells SOLUBLE COFFEE AND DERIVATIVES. There are currently two factories in Catanduva (SOLUBLE and DECAFEINATION) and a Commercial/Financial office in São Paulo - Capital.

SOLUBLE COFFEE or instant coffee is the result of drying the coffee extract, being produced in the form of powder or granules. In preparation for consumption, SOLUBLE COFFEE is rehydrated using hot water.

The speed of preparation, its long shelf life and differentiated flavor are the great advantages of SOLUBLE COFFEE.

COCAM produces: SOLUBLE COFFEE Freeze Dried, Spray Dried and Agglomerated, in addition to DERIVATIVES such as Coffee Extract, Decaffeinated Green Coffee Beans and Anhydrous Caffeine.

### 3. MISSÃO

We at COCAM Cia de Café Solúvel e Derivados have as our mission “To provide and develop products that are safe for the health and that meet customer expectations, using resources and internal synergy, with social responsibility and respect for the environment.”



### 4. COCAM'S INTEGRATED POLICY

COCAM Cia de Café Soluble and Derivatives, a soluble coffee and derivatives industry operating in the domestic and export markets, has as its main focus the following policy:

***“To be recognized in the market in which it operates, for the quality, safety and excellence of its products and services, carrying out its activities in an ethical and sustainable way”.***

For the management of this Policy, COCAM has the following commitments:

1. Developing and supplying products that meet our customers' expectations, ensuring that they are safe for the health;
2. Acting in a socially and environmentally responsible manner, protecting the environment for future generations, preventing pollution, using natural resources adequately and managing waste correctly;
3. Providing safe and healthy working conditions, working to eliminate hazards and reducing risks, focusing on awareness, participation and consultation, prevention and protection of the Employees and partners;
4. Providing the continuous development of our professionals, cultivating principles of participatory action and promoting an ethical, safe and healthy organizational environment;
5. Providing economic and financial profitability, increasing productivity and reducing costs;
6. Promoting effective communication with our Employees, customers, suppliers, the community and other interested parties;
7. Continuously improving the performance of our processes, products and services;
8. Fully complying with legal requirements and other applicable requirements.

# 5. BASIC PRINCIPLES UNDERLYING THIS CODE



This Code has been developed to provide a guideline for the application by all COCAM suppliers. The Suppliers should always be guided by the following basic ethical principles:

- Acting with ethics, good faith, obedience to the law, respecting people, loyalty, transparency, honesty, common sense and responsibility in decision-making and in the performance of all professional activities;
- Acting in accordance to the guidelines and rules of work safety, quality and safety of food and preservation of the environment;
- Promoting transparency and commitment to the truth in the disclosed information;
- Avoiding any conduct that may jeopardize COCAM's reputation;
- Satisfying customer needs with integrity, commitment, transparency, quality and excellent relationships;
- Keeping the company's interests above private interests.

# 6. RULES OF CONDUCT



## 6.1 Business Ethics

COCAM expects its suppliers to comply with current legislation, as well as regulations for ethical trade.

- **Compliance with the law and competition:** Suppliers must comply with all legal regulations (federal, state and local), applicable rules and regulations in all their business activities, and conduct their business without violating competition laws.
- **Bribery/Corruption:** All business carried out by COCAM, or by any person representing them, must be done legally and ethically, in all aspects. All forms of bribery, kickbacks, corruption, extortion, embezzlement and unethical practices are prohibited, and suppliers must not accept any such behavior.
- **Gifts/Gifts:** Offering and receiving gifts is a customary and legal practice between COCAM members and their customers, suppliers or other interested parties. COCAM allows its employees to give and receive lawful and appropriate gifts, provided that all such gifts are reasonable in value and not given or received with the intention or prospect of influencing business decision-making.
- **Conflicts of interest:** Suppliers must avoid and declare any conflict of interest in any commercial negotiation with COCAM.
- **Intellectual Property:** COCAM's confidential information and intellectual property must be protected, and must not be shared with third parties, unless expressly permitted by COCAM.

*If you observe any behavior that may represent a violation of this code, report the event through our reporting channels ([www.aloetica.com.br/cocam](http://www.aloetica.com.br/cocam) or [cocam@aloetica.com.br](mailto:cocam@aloetica.com.br)). You will be guaranteed anonymity!*

## 6.2 Work and Human Rights

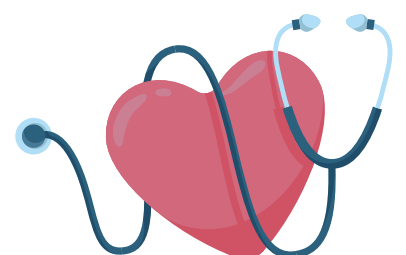
Our products are developed, industrialized and marketed by People. We value respect for diversity and have as an aim to include all people, making no distinction and offering opportunities to all. We expect our Suppliers to have the same behavior.

Further, we expect our suppliers in relation to:

- **Free choice of work:** There must not be any form of forced or slave-like labor.
- **Child and youth labor:** Child labor must not be used, except as an apprentice, in compliance with current legislation on the subject. The use of apprentice labor when providing services at COCAM is prohibited.
- **Freedom of association and collective bargaining:** They must guarantee their workers the right to Freedom of Association with the representative Union entity and Collective Bargaining in accordance with applicable legislation and regulations.
- **Salaries and benefits:** Workers must be remunerated in a dignified manner, including legal additional in the form of current legislation (e.g. overtime, additional for night work, among others). Deductions must not be made from salary or remuneration in violation of the legal rule and/or collective bargaining and that have not been expressly authorized by the worker.
- **Working hours and rest days:** Work must be carried out in accordance with the legislation in force regarding working hours and overtime, including legal breaks, rest periods and vacations.
- **Fair and equitable treatment:** All workers must be treated with respect and dignity. There must be no cruel and inhumane treatment, including any kind of harassment, abuse and physical or mental punishment; nor should there be threats of any kind and discriminatory practices.
- **Diversity and inclusion:** They must promote diversity and inclusion, guaranteeing respect for differences and equal opportunities in access, remuneration and advancement in employment.

## 6.3 Health and Safety

COCAM expects its suppliers to provide safe and healthy working conditions.





- **Working conditions:** there must be a safe and healthy working environment that contains, at a minimum, potable water, clean sanitary facilities, adequate lighting, temperature and ventilation, and sanitation. When necessary, workers should be provided with appropriate and well-maintained personal protective equipment (PPE) free of charge and should be trained in the risks and hazards associated with their jobs.
- **Response to emergency situations:** They must be prepared for emergency situations, including procedures for the evacuation of workers, training and emergency drills, first aid material, detection and firefighting equipment, among others.

## 6.4 Environmental Sustainability

We believe that the comprehensive concept of sustainable development is capable of meeting the needs of the present generation without compromising the ability to meet the needs of future generations. This is possible, with social and economic development being applied simultaneously to the reasonable use of the earth's resources and the preservation of species and natural habitats.

Aware of the Company's role in this process, we are committed to incorporating corporate sustainability principles and practices into the day-to-day management of the company's business.



We expect our suppliers to adhere to similar standards of environmental excellence.

- **Environmental Licenses:** Suppliers must keep all necessary and required environmental licenses up to date, and must observe their conditions.
- **Consumption of resources, prevention of pollution and minimization of waste:** Suppliers must optimize their consumption of natural resources, including energy and water, and contribute to the reuse and recycling of materials and products. They must implement a solid waste, effluent and atmospheric emissions management program, if applicable.

- **Biodiversity:** Suppliers must protect and conserve biodiversity, maintaining the benefits of ecosystem services, not using areas of high biodiversity value and areas of high carbon stock (APP permanent preservation areas, legal reserve, mangroves, etc.).
- **Waste and emissions:** Suppliers must minimize their emissions and correctly dispose of their waste.
- **Respect for Community Land Rights:** Suppliers must respect the land rights and titles of social minorities such as indigenous peoples and local communities. Negotiations regarding property and land must comply with the principles of prior, free, express and informed consent, as well as the principles of transparency and disclosure of contracts.

## 6.5 Quality and Safety of the Product

COCAM is committed to manufacturing high quality products that meet our customers' expectations, ensuring that they are safe for health and that they comply with applicable requirements. Therefore, all products supplied and services provided by our Suppliers must comply with the quality and food safety standards specified or required by legal, regulatory or requirement issued by COCAM.

## 6.6 Data protection

It is the duty of our suppliers to ensure their compliance to the principles established in the current legislation regarding the treatment of personal data, including in digital media, in order to guarantee the best practices and strictest standards of physical or digital information security, privacy and protection of personal data, valuing thus our employees and other interested parties, in all activities and businesses, **always observing the principle of GOOD FAITH.**

## 6.7 Information Protection

The products developed, industrialized and marketed by COCAM are the result of research and investments by the company, therefore they must be protected, including their information.

Remember, all data, documents and information belonging to COCAM and related to the business established with the Suppliers are the property of COCAM. Suppliers are responsible both for preserving COCAM's intellectual property and respecting the intellectual property of their customers and business partners, and must maintain CONFIDENTIALITY on the data and information to which they have access, during and after the end of the business relationship.



# 7. CONTINUOUS IMPROVEMENT AND REPORTING OF PROBLEMS OR VIOLATIONS

We expect our Suppliers to continually improve their performance in accordance with this code of conduct.

We invite you to learn more about our Code of Ethics and Conduct, our policy and guidelines through our website **[www.cocam.com.br](http://www.cocam.com.br)**.

If you observe any behavior that could be a violation of this code, please report the event through our reporting channels (**[www.aloetica.com.br/cocam](http://www.aloetica.com.br/cocam)** and **[cocam@aloetica.com.br](mailto:cocam@aloetica.com.br)**). You will be guaranteed anonymity!

Any questions or clarifications about the Code of Ethics and Conduct can be done by e-mail: **[gqualidade@cocam.com.br](mailto:gqualidade@cocam.com.br)**.

