



# Costa Café

## **Costa Café Code of Conduct**

Costa Café Com. Exp. and Imp. Ltd. is committed to high ethical standards and social and environmental responsibilities. Through responsible and sustainable business practices, we help to improve products in our market, as well as allowing us to permeate a long-term sustainability chain and enhance partnerships with our suppliers and customers. As such, we expect our suppliers and customers to comply with the standards set out in our code to minimize any negative environmental or social impact in relation to goods and services purchased and/or supplied to and from Costa Café and to comply with recognized standards for the coffee market. .

**Working Conditions - Provide a safe and hygienic work environment appropriate to the industry, location and workforce.**

- Appropriate measures are taken to prevent accidents and damage to health resulting from, related to or occurring during work, minimizing the causes of dangers inherent in the work environment as much as possible.
- Workers receive adequate health and safety training.
- Workers receive free personal protective equipment (PPE) and training on the risks associated with these hazards.
- Respect workers' rights to refuse unsafe work and report unhealthy working conditions.

**Emergency Preparedness:** Potential emergency situations and events (such as fire, earthquake and chemical spills) are identified and assessed, and their impact minimized through the implementation of emergency plans and response procedures.

Workers have access to areas that are clean and suitable for their routine, food and needs.

Accommodation, if provided, is clean, safe, meets the basic needs of workers and complies with the laws of the country.



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We also expect our suppliers and customers not to conduct their business in a way that could violate competition laws, including with respect to pricing, supply management, product bundling and domain use.

Supplier warrants that neither it nor its beneficial owners, affiliates, directors or agents are subject to any investigation and will promptly notify you if any. Supplier will not use any funds received for the benefit of any restricted party or any person or entity from any sanctioned country.

Costa Café does not allow any subcontracting or assignment of any contract or service to Costa Café without Costa Café's prior written consent.

Costa Café's confidential information and intellectual property must be protected and not disclosed to third parties, unless expressly permitted by Costa Café. Suppliers may not disclose any information about Costa Café that is not publicly available.

Suppliers are able to disclose the origin of the products for all shipments made. Costa Café reserves the right to ask suppliers for more information to facilitate risk assessment and assess compliance in the supply chain.

Suppliers' and customers' business activities must comply with applicable laws and regulations in the countries and jurisdictions in which they operate.

Costa Café is aware of the importance of the environment and its preservation. We comply with environmental laws and regulations. We strive to conserve resources by minimizing waste of water, energy and raw materials.

Suppliers must identify and minimize the use of materials and chemicals as a way to generate a smaller impact on health and the environment. Suppliers must also take care of their handling, storage and disposal. Employees must be aware of and trained in proper safety procedures.

Costa Café does not tolerate human rights violations. We work to the highest professional standards to ensure that we are in full compliance with all laws and regulations applicable to the business. All of our employees and suppliers are expected to meet the same high standards.



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Costa Café is committed to respecting and protecting human rights. We expect the same from our suppliers and customers.

Costa Café is committed to maintaining ethical behavior, with and for our customers, suppliers and subcontractors who adhere to Costa Café's core values. Act lawfully, ethically and in the public interest. Human rights are non-negotiable in our work policy. We are committed to defending them for everyone who works for us and with us.

Our grievance mechanism policy helps protect while raising employee awareness of human rights. All forms of involuntary labor, including forced, enforced, compulsory (including bonded labor), involuntary or exploitative imprisonment, slavery, human trafficking or forced labor are prohibited. Employment contracts must comply with Brazilian law, inform workers of their legal rights, living wages and working conditions in a language that the worker understands, and be completed before work begins. Employees are not required to pay hiring fees or other expenses related to their employment.

Child labor is prohibited under all circumstances and without exception.

The legal rights of workers are and will always be respected. The work must be performed on the basis of a recognized employment relationship. Any labor or social security obligations towards employees arising from regular employment must not be circumvented, for example, through subcontracting. There will always be a guarantee that workers will receive wages and benefits that, at a minimum, meet national legal standards . Disciplinary salary deductions are prohibited.

Workers must receive a timely and understandable payslip for each pay period that includes sufficient information to verify accurate compensation for work performed. Regular hours and overtime must comply with the law and must not be excessive. The normal working day must not exceed the legal limit, observing the legally authorized hypotheses for working overtime, which will be duly remunerated or compensated. The granting of rest days will observe the applicable legislation. All workers must be treated with respect and dignity. There



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must be no harsh and inhuman treatment, including any form of sexual harassment, sexual abuse, corporal punishment, emotional or physical coercion or verbal abuse of workers; nor should such treatment be threatened. All employment decisions must be based solely on ability and ability to do the job. There must be no discrimination based on race, color, sex, national or social origin, religion, age, disability, sexual orientation, gender identity, marital status, political affiliation, pregnancy or current or former union membership.

Suppliers, as well as Costa Café itself, must comply with all applicable laws, rules and regulations in the conduct of business. They must behave with honesty, fairness, dignity and integrity, and must avoid any conflict between private and commercial interests.

The protection of customer-related data is treated with utmost importance. Confidential information and records are confidential whether private or corporate or relating to company or employee matters. They must be properly kept confidential. This also applies to third parties. If someone without clear authority consistently attempts to obtain confidential information, the persons involved must notify company management. Costa Café cooperates with all relevant public authorities and regulators.

Conflicts of interest may call integrity and professionalism into question. Therefore, potential conflicts of interest must be identified at the earliest opportunity.

A conflict of interest occurs whenever our personal interests interfere in any way with our ability to perform our duties objectively and in the best interests of the company. The company and its suppliers must therefore refrain from entering into relationships or transactions that could impair their judgment of what is best for the company.

In addition, conflicts of interest cannot be circumvented by acting through someone else, such as a friend or family member. Any member who is presented with a transaction or relationship that could create a conflict of interest must bring the transaction or relationship to the attention of his or her guardian.



# Costa Café

Suppliers, as done by Costa Café, must handle complaints from all customers or former customers promptly and fairly and in accordance with applicable laws and regulations.

Costa Café does not tolerate any form of bribery or corruption and requires the same from its suppliers.

Bribery is the offering, giving or receiving of anything of value with the intent to induce a person to act or to reward a person for having acted. Valuables may include, but are not limited to:

- Cash and cash equivalents
- Gifts, meals, entertainment and travel
- Political contributions
- Donations
- Job offers

Corruption includes the request for a bribe, whether or not associated with a threat of demand, if refused.

the fight against money laundering and applies a “know your customer” policy based on document analysis in accordance with Brazilian law.

Suppliers, as done by Costa Café, must not practice or tolerate any illegal activity in their workplace. This applies in particular to any violation of antitrust regulations and any support of tax evasion, including, but not limited to, any kind of complicity in tax fraud.

The objectives of this Code can only be achieved with everyone's contribution. It is the responsibility of each one, company and supplier, to adhere to this Code of Conduct and enforce its criteria and regulations.