



LETTER  
OF CONDUCT

*our way of being*



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## the president's message

Since it was formalized in 2009, the Letter of Conduct has helped guide us and standardize the way we act in the most diverse work-related situations, both for those already in the Company and for others who join us on our journey.

Six years on, we felt the need to revise and update it to ensure a better fit with the reality of our businesses.

The updating of the Letter of Conduct aims to strengthen our ties with a declaration of commitment that underscores that we are the same, upholding the same values and principles which have made us what we are today. But the world is changing, the company is growing and new relationships and situations arise all the time.

We expect the Letter of Conduct to continue to be useful, shaping our way of being, clarifying doubts and keeping us strong and cohesive, so that we may continue to grow as a Company and as individuals.

**Pedro Lima**  
*President, **3**corações Group*

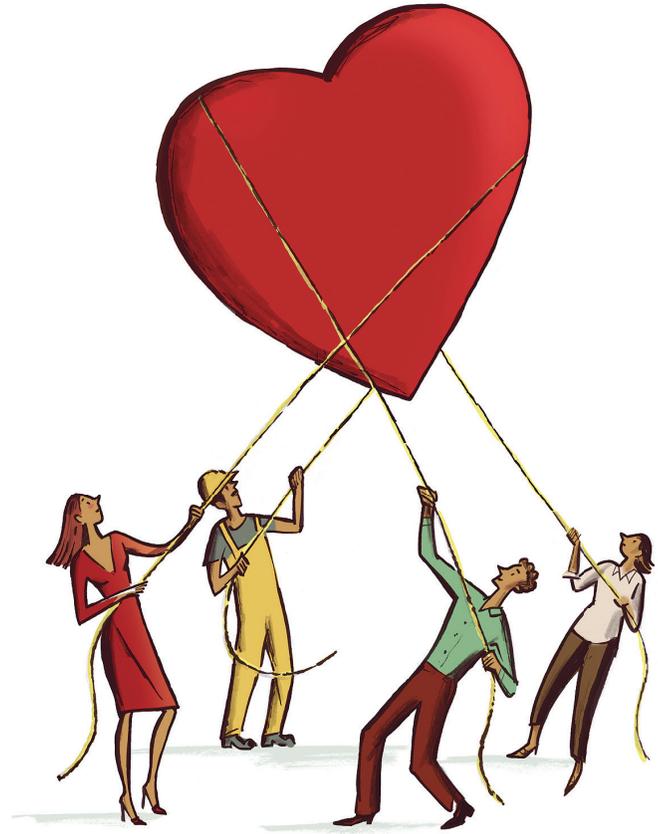
**Sion Balas**  
*Chairman of the Board of Directors  
of the **3**corações Group*





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## our way of being



### **Above all, we are passionate about what we do.**

And we are very proud of how we got here. We are part of a company that grows by virtue of working, receives new partners with open arms, goes ever farther, but remains faithful to its origins. We appreciate simple, well-done things.

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### **Here, we respect and value all people and cultures.**

We are straightforward in what has to be said, because we ensure affection in our relations. Similarly, we value respect, tolerance and empathy. We treat others exactly how we want to be treated.

We coexist in a productive and collaborative environment where all roll up their sleeves and work shoulder to shoulder and can freely give their opinion. We support the creativity and wisdom of those who make it.



**We are relentless in solving problems and do not leave issues unresolved.**

We listen, debate and make timely decisions.

**Our commitments are firm.** We endeavor to achieve agreed goals and deadlines with focus and common sense, never disregarding the cost.

**The information under our responsibility is correct and is handled with transparency, whether good or bad.**

It is our understanding that the sustainability of our businesses depends on the responsible use of all resources: material, natural, as well as people and relationships. And we prevent any kind of waste, using ever more efficient production processes, because we are aware that it might harm the company, the environment and society.

As a food industry, it is our duty to offer products that help promote a healthy lifestyle.





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# the way we relate in the workplace

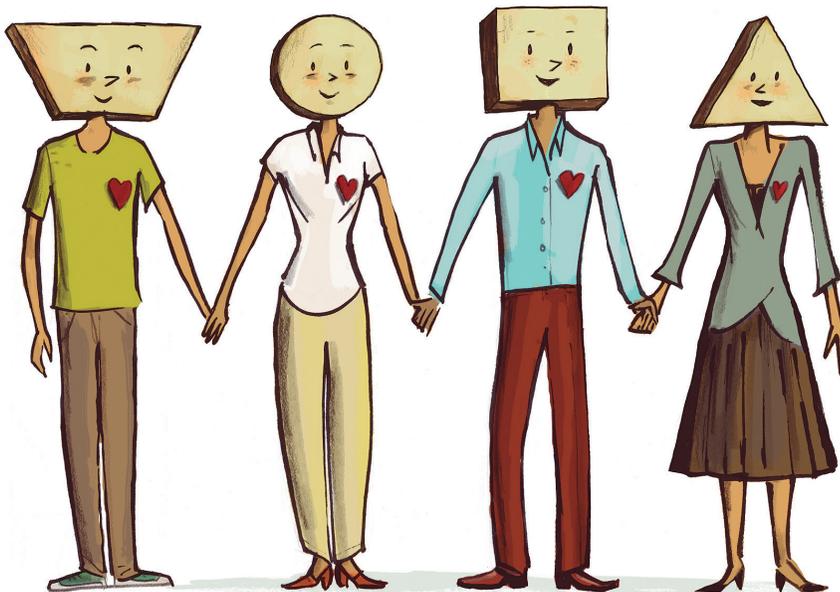
*We seek to maintain dialogue in an atmosphere in which the overall harmony is the result of the conscious attitude of each individual.*

As such, we support freedom of association and unionization and believe in relations that promote fair solutions benefiting everyone.

We encourage a balance between professional and personal life so that work may contribute to people's physical, emotional, mental and spiritual well-being.

Opportunities for professional growth are available to all.

We encourage each individual to develop to the best of their abilities in the learning spaces provided by the company.





We believe that the mix of people and their differences enhance the work environment. Likewise, men and women shall have equal opportunities at all levels in the company.

We value celebration events and always celebrate our accomplishments, since they invigorate us and create proximity.

Quality, health and safety are included in whatever we do, in all our units. As is the responsible use of all communication tools, both private and company run, in order not to expose the image of individuals, colleagues, third-parties or the company itself to risk.

Any external use of professional information, such as in academic work, must be communicated and receive prior authorization from the company.

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## our relationship with customers and consumers

*We care for the safety and quality of our products, the reputation of our brands and the satisfaction of our customers and consumers.*

The ways in which we relate with consumers evolve constantly and, in all, respect for the privacy of information and service quality should always prevail.

We always deliver as promised. Our sales are made with responsibility and fair price. We build long-term partnerships. We respond to all requests, even if only to justify those that can not be met.





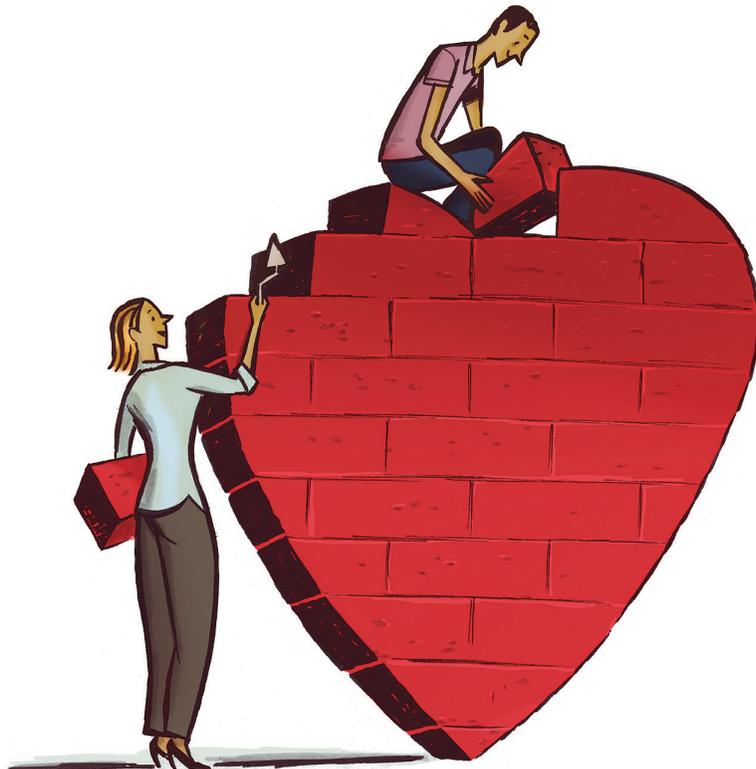
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# our relationship with suppliers

*We protect the rights of our company without hurting or abusing those of our business partners.*

The same way we respect our intellectual property, we care for the intellectual property of others. We make sure that our suppliers adopt best labor practices, comply with the law, pay their taxes and promote a healthy environment.

Our company is expanding its relations with international suppliers, which requires special care with business culture and the legislation in the countries in which we operate.





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## our relationship with the community

*We endeavor to build a better  
country and a better world.*

We cultivate civic awareness in our daily activities. We participate in and support initiatives to improve life quality of the communities that we relate to. We pay special attention to our families, which constitute our company's closest circle.

Contributions to political parties must be approved by the Board of Directors, and are only made according to the existing law.

Our communication materials respect people, reject prejudice and propagate messages that reflect our values and our way of being.

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## our relationship with the government

*Our sales and profit are the result  
of honest work and are therefore  
in full compliance with the law.*

We properly document all transactions so that taxes are duly paid. Therefore, we make sure that the company's activities also generate the best results for society.

Our relations with all levels of government and public authorities are underpinned by seriousness and honesty. We support the combat against corruption and the application of all the provisions in legislation.





## what we do not accept

**Não** somos tolerantes com atitudes e ações que causem danos aos meios, social generation strategies inside and outside the company, such as, tanto dentro quanto fora da empresa, tais quais:

- **Corruption and bribery will never be tolerated** at any level of the company.
- **A corrupção e o pagamento de propina nunca serão aceitos** em qualquer nível da empresa.
- **We do not admit any kind of misappropriation, be it financial, a product, gift or sample, for personal gain or in benefit of third-party.**
- **Não admitimos desvios de qualquer natureza, financeiro, de uma unidade de produto, brinde ou amostra, para benefício próprio ou de terceiros.** Esses casos serão tratados conforme estabelece a lei; suppliers.
- **We do not accept that any person use their position at the company to obtain personal favors and services.** Our personal interests should never conflict with those of the company.
- **Não aceitamos que qualquer pessoa se utilize da posição na Empresa para obter favores e serviços pessoais.** Nossos interesses pessoais jamais podem entrar em conflito com os interesses da Empresa;
- **We do not accept behavior that demeans the dignity** of any employee, customer, member of the community, government official, partner or anyone else.
- **Não aceitamos o assédio sexual, moral ou qualquer abuso de poder;**
- **We do not accept any form of prejudice and discrimination.** de qualquer colaborador, cliente, integrante da comunidade ou do governo, parceiros ou quem quer que seja,
- **We never disclose confidential information** concerning our company, customers, partners or consumers.
- **Não aceitamos preconceitos e discriminações** de qualquer natureza;
- **Jamais divulgamos externamente informações sigilosas** de nossa Empresa, clientes, parceiros ou consumidores.



