



SUSTAINABILITY REPORT **2023**



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Summary



We present in this document the Group **3corações** Sustainability Report 2023, which covers the period from January 1st to December 31st, 2023. Published annually, this report shares our results, achievements, and challenges of the year, as well as future perspectives, with an increasingly focused look at our ESG agenda and its environmental, social, and governance pillars.

This report is based on the GRI (Global Reporting Initiative) Standards, which include a set of internationally established standards for communicating the impacts in the ESG sphere, consistently, and comparably. For contributions, information, suggestions, and criticism, email sustentabilidade@3coracoes.com.br.

The companies of the Group included in this report are: Três Corações Alimentos S.A., Três Corações Imóveis Armazéns Gerais e Serviços Ltda., Principal Comércio e Indústria Ltda., Café Três Corações S.A., Cafeteria Três Corações Ltda., 3Caffi Indústria e Comércio de Cápsulas S.A., Prumo Participações Ltda., Rituais Café S.A., Positive Company Indústria e Comércio Ltda., Café Brasileiro Alimentos Ltda.

About the Report

(GRI 2-2; 2-3)



The year 2023 was a challenging year for **3corações**. We implemented a new management system, the SAP S/4HANA ecosystem, due to massive efforts that impacted the entire company, from production to sales and distribution of our products. We have started the process of deploying our Shared Services System. We launched new products and were present at events all over the country, and this brings me great pride, knowing that, even with so many challenges, we fulfill our commitment to strengthen the relationship and delight our consumers.

Since 2014, our support and dissemination of the Global Compact principles have been a key focus. We are also committed to achieving the 17 Sustainable Development Goals (SDGs) that align with the organization's material themes.

Our essence is to build legitimate and lasting ties with those we relate to. That's why rekindling our culture every day is so important to us. We are a people company where people make a difference. Our employees strengthen the foundations for future challenges with a mindset of ownership and future thinking. And it is by knowing that challenges will come that we need to remain competitive and create value for our stakeholders.

Message from the President

(GRI 2-22)



In 2023, we began a remarkable journey of cultural and management evolution in our company by establishing the Consumer at the Center Program, which enhances our culture and positively affects our strategic planning. Through this initiative, we consolidated our Leadership Principles, reformulated our talent recruitment method, and implemented new mechanisms for metrics management and decision-making on investments in projects and new products, among other practices that make up an approach that places the consumer at the center of all actions.

In 2024, we will remain more restless, curious, and creative, turning needs into opportunities. I hope we will reap the rewards of this journey by serving Brazil's food consumers with excellence, increasing our productivity, creating prosperity for our company and people, and creating value for all our stakeholders. Our company is made up of individuals who can achieve unimaginable results. Our past and present indicate that we are headed in the right direction. We set out with faith for a bright future. I am confident that we will achieve great results thanks to the dedication of these capable individuals who support us in this venture.

PEDRO LIMA

President of the *3corações* Group

Message from the President

Francisco Jadson Silva
Production Assistant
Mossoró (RN)

Khalel Nogueira
Assistant of General Services
Mossoró (RN)

Our History
Where we are
Our essence
Our Brands
Financial Performance
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Value Generation

Who we are

Our History

(GRI 2-1)

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1959

João Alves de Lima begins to sell green coffee in São Miguel..



1973

João Alves de Lima becomes founding partner



1985

The company is renamed as Santa Clara and launches new packaging for its products.



1993

The Dona Clara brand is born to develop products related to the Northeast cuisine



1959



1961

In addition to marketing, the company begins to roast and grind beans

at that time called Nossa Senhora de Fátima.



1984

Pedro, Paulo and Vicente Lima take over

the command of the Company.



1990

The Eusébio factory is inaugurated and expansion in coffee begins Towards the North and Northeast.



1996

The acquisition of Kimimo coffee allows the Group to play a leadership role in the coffee industry.

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1997

Acquisition of facilities for a Processing Warehouse in Manhuaçu (MG).



1998

The coffee roasting and grinding industry and instant coffees are established in Natal (RN).



2002

Santa Clara becomes the #1 coffee brand in the North and Northeast of Brazil.



2005

Joint venture between São Miguel and Strauss and the incorporation of the coffee brand 3 Corações.



1998

Sales and Distribution Center built in Eusébio City (Ceará State), and a logistics platform created for the Group.



2000

Implementation of the Integrated Information Management System (SAP).



2003

Acquisition of the brand Pimpinela and business expansion to the Southeast.



2009

New brands are incorporated: Café Letícia, from the north of Minas Gerais State, and the Frisco powder juice along with the Tornado brand.

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2010

Change of corporate brand to **3corações**.



2012

The Group becomes leader in roasted and ground coffee in Brazil.



2011

Acquisition of the brand Café Fino Grão.



2012

Launch of the cappuccino PRONTO, the first RTD product.

2013

Development of the TRES® brand and entrance into the Brazilian market of domestic appliances and single-dose beverages.



2013

Development of the platform of Specialty Coffees.



2014

Acquisition of Café Itamaraty, a traditional brand from Paraná State, the market leader in Londrina City and region.



2014

Natal City factory expansion.

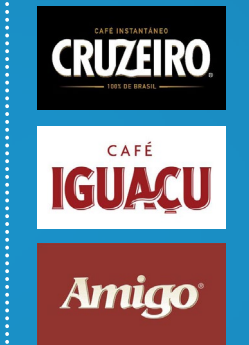
2015

Expansion of the Santa Luzia (MG) factory.



2016

Acquisition of the business related to the retail and derivative coffee brands of the company. Iguazu: Iguazu, Cruzeiro and Amigo.



2016

A joint venture between 3corações and Caffitaly System.

Our History

2017
The modernization of the factory in Mossoró (RN).



2018
Acquisition of Café Manaus and inauguration of the factory in Manaus.



2020
Joint venture between 3corações and the Carvalho Family in the Positive Brands company.



2021
Expansão da planta de Natal (RN).



2021
Inauguration of the Cafeteria Santa Clara in São Miguel (Rio Grande do Norte State) in the building

2022
Renewal of the shareholders' agreement, São Miguel and Strauss Coffee, in the 3corações Group.



2017
Inauguration of the capsules factory in Montes Claros (MG).

2017
Relaunch of Café Cirol.



2019
Creation of Prumo, which forms a joint venture with Café do Moço.



2020
Launch of Mercafé.



2020
Acquisition of the roasting and ground coffee operations of Mitsui Alimentos.



2022
Commercial and logistics platforms are evolving to accommodate multichannel needs.



2023
Implementation of SAP S/4HANA

Cultural evolution of 3corações with the Consumer in the Center Program.

10 years of the TRES® solution

Where we are

(GRI 2-1, 2-6)

The Group **3corações** generates value at all points of contact in the coffee industry, providing the best experience to the people with whom it relates. We are a living system, in which business units interact for Green Coffee Purchase and Processing, Factories, Sales and Distribution Centers, Transit Points, Coffee shops and Technical Assistance Centers, all connected to the market and interconnected by a Integrating business Unit.

The company's corporate headquarters is located in the city of Eusébio, in Ceará. The corporate building called João Alves de Lima is a tribute to the founder of the Group and the legitimate longstanding ties we built since 1959.

This entire integrated platform allows us to watch the coffee from the processing to the table of consumers in Brazil and the world. Currently, we are present in all Brazilian states, reaching more than 400 thousand points of sale. That way, we can always be where the people are, produce coffee the way they like and generate pleasant experiences and memories with our products and services.

Every year, **3corações** also expands its performance in the international market, with the export of green coffee and industrialized products to more than 20 countries. In 2023, the company fostered trade relationships with 8 new countries.

NEW UNITS AND EXPANSIONS IN 2023

- 2 new DCs: Juiz de Fora (MG) and Rondonia (RO)
- 4 new TPs: Varginha (MG), Ipatinga (MG), Caxias (MA) and Sinop (MT)
- 6 extended DCs: Brasília (DF), Maceió (AL), Recife (PE), São Luís (MA), Rio de Janeiro (RJ) and Salvador (BA)

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1 Integrating Unit

Divided into three locations:

- Eusébio/CE - Edifício João Alves de Lima Complexo Monte Sião
- São Paulo/SP
- Santa Luzia/MG

28 Sales and Distribution Centers (DC's)

- Manaus/AM
- Benevides/PA
- Rondônia (RO) **NEW!**
- Eusébio e Barbalha/CE
- Teresina/PI
- São Luís/MA
- Natal e Mossoró/RN
- João Pessoa/PB
- Juiz de Fora/MG **NEW!**
- Recife/PE
- Maceió/AL
- Simões Filho/BA
- Cuiabá/MT
- Campo Grande/MS
- Brasília/DF
- Guarulhos e Sumaré/SP
- Rio de Janeiro/RJ
- Viana/ES
- Santa Luzia, Vespasiano e Montes Claros/MG
- Londrina e Pinhais/PR
- Gravataí/RS
- Governador Celso Ramos/SC

1 Export - Sales Office

- Varginha/MG

9 Factories

- Manaus/AM
- Eusébio/CE
- Mossoró/RN
- Natal/RN
- Cuiabá/MT
- Montes Claros/MG
- Santa Luzia/MG
- Nova Iguaçu/RJ
- Araçariguama/SP

3 Sales Partners and/or Distribution

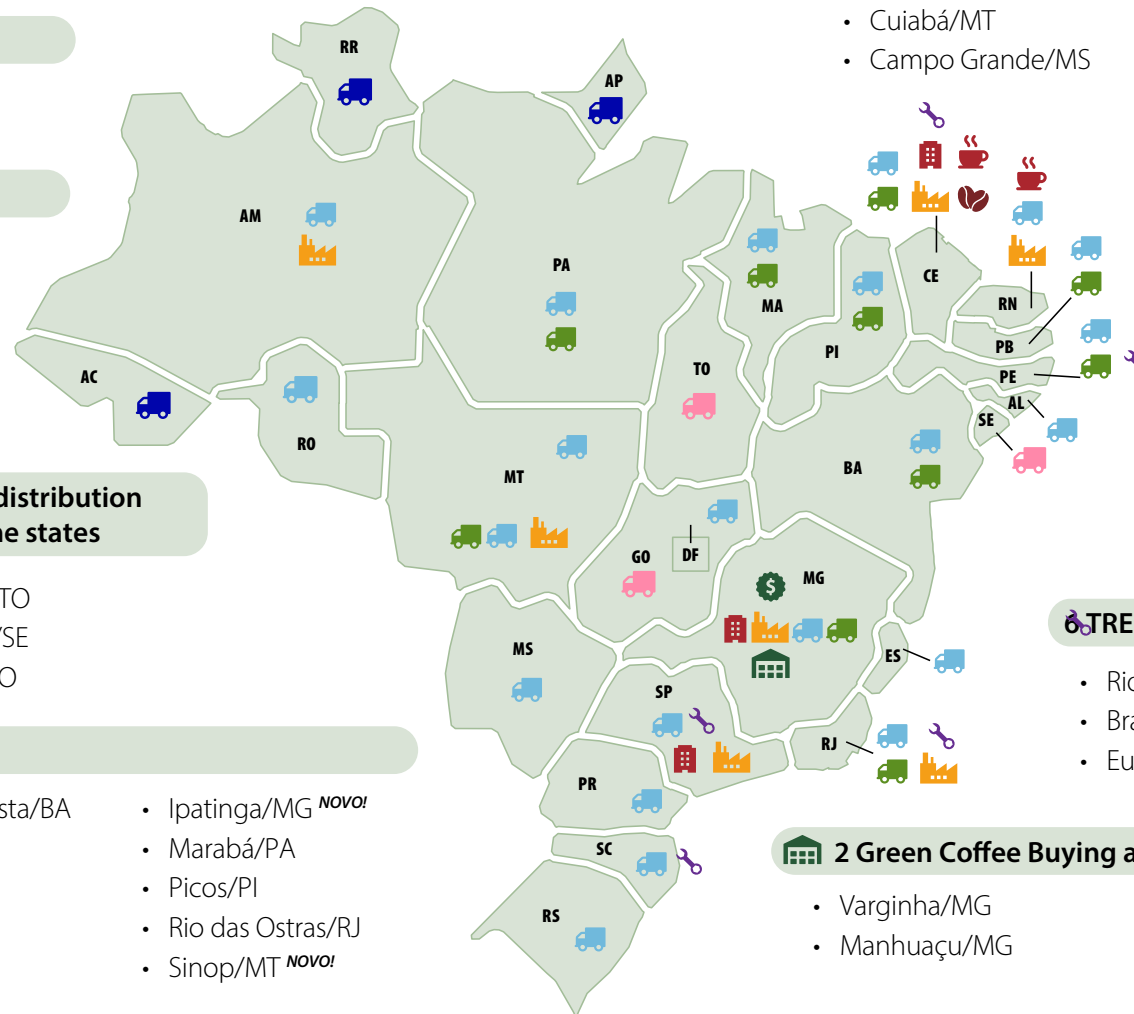
- Amapá/AP
- Rio Branco/AC
- Roraima/RR

Direct distribution from the states

- Palmas/TO
- Aracaju/SE
- Goiás/GO

15 Transit Points

- Imperatriz/MA
- Caxias/MA **NOVO!**
- Sousa/PB
- Sobral/CE
- Barreiras/BA
- Vitória da Conquista/BA
- Petrolina/PE
- Salgueiro/PE
- Uberlândia/MG
- Varginha/MG **NOVO!**
- Ipatinga/MG **NOVO!**
- Marabá/PA
- Picos/PI
- Rio das Ostras/RJ
- Sinop/MT **NOVO!**



4 Coffee shops

- Eusébio/CE – Edifício João Alves de Lima
- Fortaleza/CE – Dragão do Mar
- Fortaleza/CE – Cineteatro São Luiz
- Natal/RN – Midway Mall

1 School of Services and Flavors

- Eusébio/CE

TRES® Technical Assistance and Food Solutions

- Rio de Janeiro/RJ
- Brasília/DF
- Eusébio/CE
- Recife/PE
- Governador Celso Ramos/SC
- Guarulhos/SP

2 Green Coffee Buying and Processing Units (Warehouses)

- Varginha/MG
- Manhuaçu/MG



There are 22 countries to which we export Final product:

- Alemanha
- Angola **NEW!**
- Argentina **NEW!**
- Bolívia
- Cabo Verde
- Canadá
- Chile
- China **NEW!**
- Coréia do Sul
- El Salvador **NEW!**
- Equador
- Estados Unidos
- Hong Kong **NEW!**
- Japão
- Maldivas **NEW!**
- Panamá **NEW!**
- Paraguai
- Peru **NEW!**
- Portugal
- Reino Unido
- Taiwan
- Uruguai

Our Essence

(GRI 2-23)

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The **3corações** Group is a company that grows by the strength of its efforts. The company continues to push the limits while it remains faithful to its origins. Our people are passionate about what they do and believe in the simplicity and sincerity of relationships. We are committed to the community and country in which we live, taking care of the safety and quality of our products, the reputation of our brands, and the satisfaction of our clients and consumers. Building legitimate and lasting ties with those we interact with is part of our essence.

When we talk about organizational essence, we talk about culture, identity, and work. The essence of **3corações** is based on three essential pillars:



Corporate identity: who we are, what defines us as a company, our mission, vision and values;

[LEARN MORE](#)

Code of Ethics: is the company's ethics document, which expresses our way of being, how we relate to the various stakeholders;

[LEARN MORE](#)

**Leadership
Principles
3corações**

Leadership Principles translate how each employee should work and be guided during decision-making.

[LEARN MORE](#)

Management Policies

(GRI 2-23)

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Juliano Estevam
Industrial Manager at
the Eusébio and Manaus
factories

- We aim to satisfy consumers and clients with high-quality products and services by continuously improving, innovating, and strengthening ties with our customer audiences to achieve sustainable thought.
- Food quality and safety assurance;
- Compliance with legal and other requirements applicable to the business and stakeholders;
- Development of people according to our essence and culture;
- Implementation and application of processes that promote the health and safety of people, environmental protection, and pollution prevention;
- Innovation through processes, products and services;
- Continuous improvement of the Management Program to achieve the desired results;
- Assessing opportunities and risks to support the implementation of best practices in operations.

Our Brands

(GRI 2-6)

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At **3corações**, the consumer is at the core of all our actions. We work continuously to exceed their expectations, generating pleasant experiences and memories with our products and services. The result is a portfolio of products with more than 30 brands and 900 SKUs, which brings food with flavor and quality to the table of Brazilians.

Our company is the national leader in roasted and ground coffee, cappuccino, and vice-leader in instant coffee. In addition to these segments, we also offer the market multi-drink machines, capsules drinks, plant-based products, food supplements, ready-to-drink beverages, chocolate milk, coffee with milk, powdered juices, corn meal products, coffee filters, and filter holders.

The brands A Tal da Castanha, Possible, and Plant Power are the fruits of a 50/50 joint venture between the **3corações** and the Carvalho family in the Positive Company.

Know our leading brands by segment of activity.

National Territory



International Territory



Regional Territories



Local Territories



Our Products

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TRES® and Star Wars™

In an unprecedented project with Disney, Group 3Corações has launched three products inspired by one of the primary science fiction sagas of the cinema: a TRES® coffee machine and two new capsules options (Espresso Dark Side™ and Espresso Light Side™). The limited edition features the characters Darth Vader and Master Yoda.



Luna

Luna is the new automatic coffee machine from TRES®. The machine is modern and compact and is available in black and red. Another new feature is that the product packaging is made from 100% recycled paper, with FSC certification.



Compatible capsules

The 3Corações capsules collection, compatible with Nespresso® machines, has been re-launched in new packaging, with reduced cartridge size and the inclusion of a front display. The quantity and flavors remain the same: 10 aluminum capsules, with 5g each, in the flavors Intenso, Cerrado Mineiro, Mogiana Paulista and Organic.

2023 Launches



Quiet Nights Tea

TRES® has expanded its range of capsules teas with a blend for well-being and relaxation. The novelty product combines chamomile, mint, floral hints of lavender, and a light touch of sweet vanilla and honey.



Balance Coffee with Milk

The 3 Corações Coffee with Milk has gained the Balance version, a drink that provides an essential source of calcium for consumers and offers a combination of health, flavor, and energy to start your day well. The new version of the product has zero lactose and zero added sugars.



Specialty Coffee Rituals

The new Rituais line has coffee with over 85 points in 4 delicious sensory profiles: chocolate, dried fruits, red fruits, and exotic. These are the first coffees with the Verified Coffee label, which guarantees quality, monitoring the origin of the coffee, and the socio-environmental commitment in producing this bean.



New filters

Grupo **3corações** has launched new packaging for paper filters from the 3 Corações and Santa Clara brands. Modern and minimalist, the packaging features colors that stand out at the point of sale and information that reinforces the product differentials.



New Frisco

Frisco, the leading powdered juice brand of the **3corações** Group, was reformulated in 2023. All flavors now come in 18-g packaging, containing 100% of the daily Vitamin C recommendation. The product also has a new display layout: 15 to 18 units per display.



Cappuccino Lovers Line

For cappuccino lovers, **3corações** offers two new flavors: Cookies'n Cream (with pieces of cookies) and Salted Caramel. The products come in 200g packaging.



New espressos

The TRES® capsules coffee line grows. In 2023, the espresso World Regions Mexico, World Regions Congo, and Gourmet Dark Roast were launched.



Cappuccino Power Whey

3corações launched the line of Cappuccino Power Whey in the flavors Cookies'n Cream, Classic, Caramel, and Chocolate, all in long-life packaging. The products have 15g of protein, zero added sugar, zero lactose, and low fat.



New Instant Coffee Sizes

3corações has launched two new SKUs of the instant coffee line: Traditional Granules 40g and Extra Strong Instant 40g.

Positive Company

Positive Company, a joint venture of 3corações, launched several new products in 2023:



Jungle

A drink that provides complete and natural hydration because it has fruit juices, vitamin C, coconut water and mineral salts. Available in Low Carb flavors

- Strawberry and Lemon and Grape;
- Endurance - Lemonade and Tangerine.

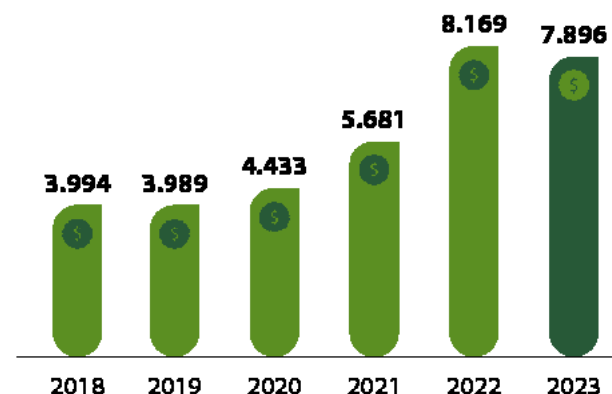


Vegan food supplements

Line with six new products: Protein, Nitro 400, The One, Creatine, Creapower and Defense. All of them, free from dyes, artificial preservatives, sucralose, aspartame and synthetic additives.

The Group **3corações** is committed to creating long-term value for its shareholders and reaffirms this commitment by clearly and precisely presenting the main financial performance indicators of 2023 and comparing them with previous years.

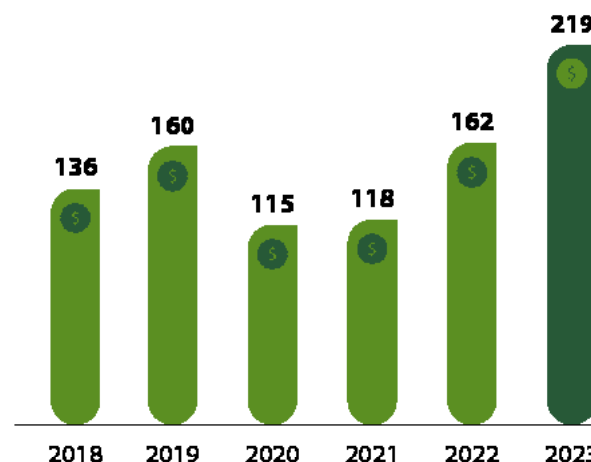
NET REVENUE (R\$ MILLION)



Net revenue of R\$ 7,896.71 million in 2023 (-3.34% vs 2022)

Despite the 3.34% decrease in net revenue compared to 2022, the market share of the Group's main products increased during the period.

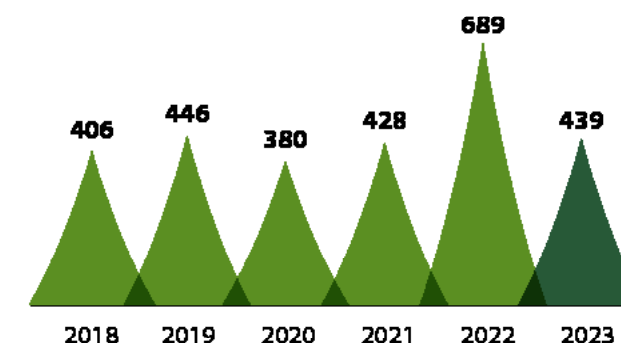
CAPEX (R\$ MILLION)



Capex investment in the order of 219M (+35% vs 2022)

In 2023, R\$219 million was invested in Capex, the largest annual Capex in **3corações**' history. Highlights include purchasing machines for Food Solutions customers, producing a mix of instant products capsules at the Natal Factory (RN), and implementing SAP S/4HANA.

EBITDA (R\$ MILLION)

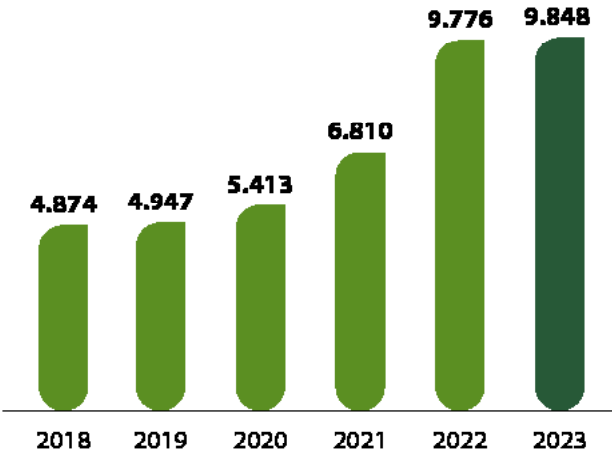


Final EBITDA of 439M (-36% vs 2022)

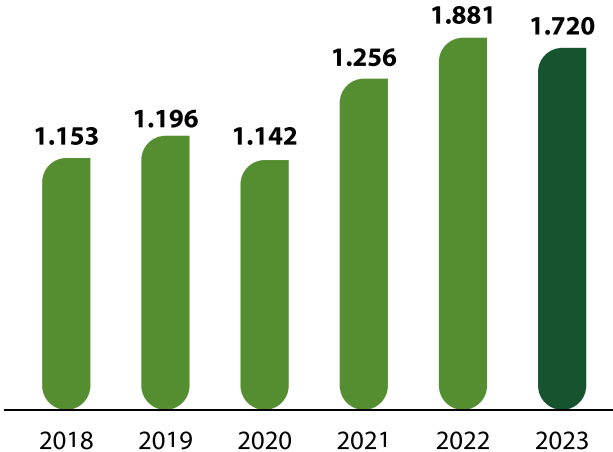
The decrease in EBITDA was mainly due to cost increases and market price dynamics, as well as investment in building a more robust sales and distribution platform, which paves the way for the Group's growth.

Footnote: Numbers disclosed in the Financial Statements , that is, the consolidated results of the *3corações* Group. The numbers of the 3Caffi Indústria e Comércio de Cápsulas S.A. and the Positive Company Industria and Comércio Ltda are presented only in the operating profit and net profit columns, the amounts refer to 50% of stake by the Group *3corações*.

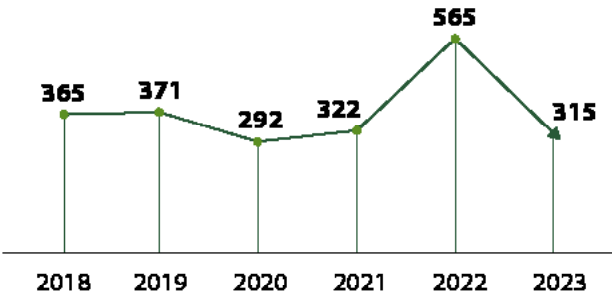
GROSS REVENUE (R\$ MILLION)



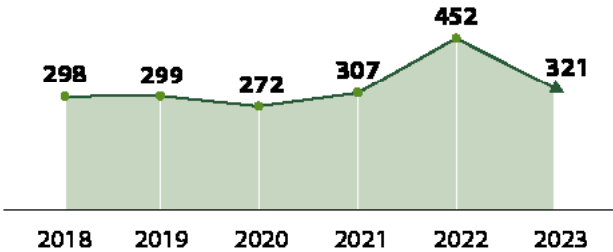
GROSS PROFIT (R\$ MILLION)



OPERATING PROFIT (R\$ MILLION)



NET PROFIT (R\$ MILLION)



2023 was a year of significant challenges and even more outstanding achievements, which resulted in substantial achievements for the **3corações** Group. Our people's commitment and work have brought us recognition and awards that reflect our commitment to the quality of our products and services and the ties we have built.

Institutional Awards

- GPTW Brazil, for the 13th consecutive year
- GPTW Agribusiness
- GPTW Ceará, for the 13th consecutive year
- GPTW Industry
- Seal of Ethics, for the 3rd time in a row
- Annual Report Época Negócios
- Best of Agribusiness 2023: best agribusiness company in the coffee industry
- Tribute from the Chain of Supermarkets Pinheiros for the conquest of GPTW
- Deloitte acknowledges **3corações** as one of the twelve most successful managed companies in Brazil
- Tribute from the Agricultural Cooperative of Coffee Farmers of São Gabriel (Cooabriel) as the largest client of the cooperative
- Industrial 2023 Highlight at the Night of Personalities Gala of Eusébio City
- Tribute from CASACOR Ceará to President Pedro Lima for his contribution to the growth and development of Ceará
- GPTW Brazil via Positive Company





Quality and Environment Awards

- POPAI Brazil Award: Eco-efficiency category champion and silver in four categories of Trade Marketing
- Cecafé: roasting highlight in Brazil

Brand and Product Awards

- ABRAS Sales Leaders Award: champion in sales of Cappuccino and Coffee with Milk, with the 3 Corações brand
- Folha Top of Mind Award: spotlight in capsules and coffee machine category
- Café Santa Clara is the top-of-mind coffee in Natal, according to the Top Natal survey
- Café Santa Clara is the top-of-mind coffee in Ceará, according to Datafolha Annual Top of Mind Ceará
- Café Santa Clara is the top-of-mind coffee in Piauí, with the Unforgettable Brands 2023
- Award Ney Lopes de Souza Júnior for Café Santa Clara



Consumer Awards

- Modern Consumer Award for Excellence in Customer Service: food category
- Reclame Aqui Award: Food category champion - Coffee and runner-up of the categories of Food Grocery and Niche E-commerce



Financial Capital

- Maintenance of assets.
- Acquisition of raw materials.
- Investments in sustainability.

Intellectual Capital

- Proprietary and acquired systems.
- Research and development of new products and packaging.
- Proximity to, logitechs and retailtechs.
- Participation in events for the exchange of information and knowledge.

Social and Relationship Capital

- Relationship with customers, consumers, suppliers, professional associations, government, press, among other stakeholders.

Manufacturing Capital

- 28 Sales and Distribution Units (DCs), 9 Manufacturing Plants (with 12 Industrial Units), 6 Regional Technical Assistance Centers of Café Verde (Warehouses), 1 Export Unit, 1 Integrator Unit, 1 School of Services and Flavors and 4 Cafeterias.
- Presence in more than 400,000 points of sale throughout Brazil.

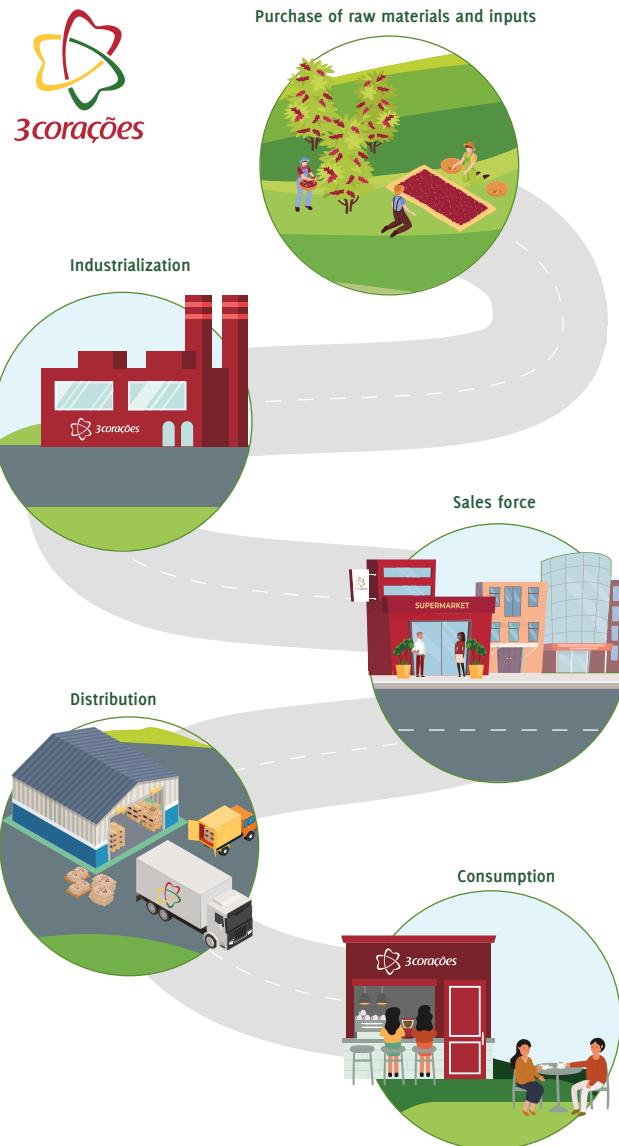
Human Capital

- Ours and third-party employees.
- 8,930 employees, 31.24% of whom are women
- 689 third party employees

Natural Capital

- Energy and fuel use
- Use of water
- Generation of waste from the consumption of our products

Distributed value end-to-end



Financial Capital

- R\$ 7.9 billion in net revenue.
 - R\$ 439.66 million of EBITDA.
 - EBITDA margin of 5.57%.
- R\$ 219.29 million in investments in improvements and expansions.

Intellectual Capital

- 153 new items, between innovation (83 products) and renovation (70 items).
- 111 projects with an emphasis on strategic objectives.
- Realization of the 1st edition of Caffeine Week.
- Portfolio with more than 30 product brands.

Social and Relationship Capital

- Expansion of distribution channels to serve more consumers.
- Presence at significant events such as The Town, Campus Party and Vogue Ball.
- Suppliers approved via sustainability criteria.
- 51 tons of food donated.
- 107 social institutions supported in 14 states.
- In the Florada Project, there were 1,168 entries in the 6th edition of the contest and more than 5,200 entries since the 1st edition. The Tribos Initiative benefitted over 150 families.
- Located in 28 villages of Cacoal and Alta Floresta D'Oeste (RO) municipalities.

Manufacturing Capital

- Export of green coffee and industrialized coffee to more than 20 countries.
- Approximately 180,000 customers.

Human Capital

- 105,935 hours of training.
- Acknowledgement of Zero Accident Status typical at the Montes Claros (MG) plant and DCs Teresina (PI), Sergipe (PE), Londrina (PR) and Cuiabá (MT).

Natural Capital

- proves the purchase of clean and renewable energy in the free energy market.
- 98.46% of the energy consumed in the Factories is from renewable sources.
- 1,940.34 tons of CO2 emissions avoided = 13,572
- Fleet of trucks with technology that guarantees fuel economy and lower emission of pollutants.
- The Zero Landfill Program sent 758.93 tons of waste to landfills in 2023 from Montes Claros, Manaus, and Cuiabá units.
- Compensation of 31.15% of marketed packaging (10,747 thousand tons).
- 6.11 million tons of organic waste destined for substrate production.



Hudson Ferreira Costa
Promotor de Vendas
Eusébio (CE)

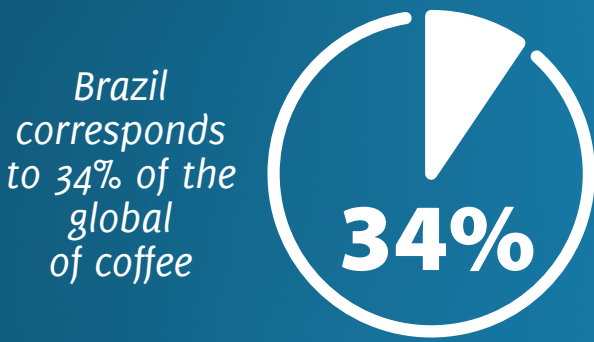
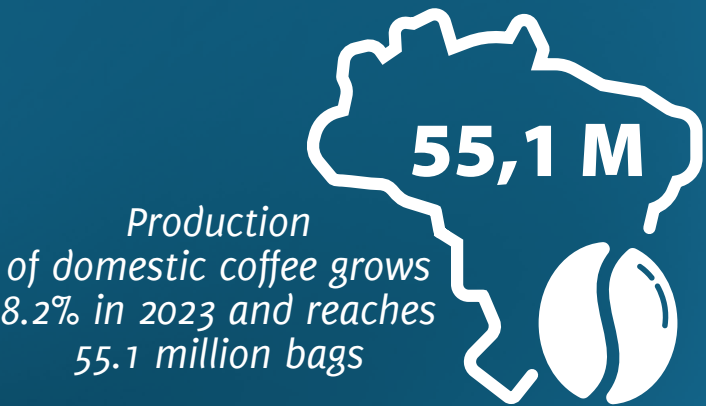
Market Context



The **3corações** Group is inserted in the Brazilian domestic food industry market, one of the country's main segments that boost the Brazilian economy and society through the generation of jobs, the export of products, and the appreciation of local producers.

In 2023, on the international scene, there was the declaration of the end of the COVID-19 pandemic and economic and social contexts influenced by wars, which interfered with the food industry. In Brazil, new governments, federal and state, begin their mandates. However, the sector's work continued its efforts towards growth and productivity optimistically. Worldwide, according to the USDA, coffee production was estimated at 171.4 million bags of 60 kilograms for the 2023-2024 coffee year.

The national coffee production reached a harvest of 55.1 million bags of green coffee, an increase of 8.2% compared to the 2022 cycle, according to a survey by the National Supply Company (CONAB). Between November 2022 and October 2023, coffee consumption in Brazil recorded an increase of 1.64% compared to the same period of the previous year. According to Conab, Brazil remained the largest consumer of national coffee and the second-largest coffee drinker in the world.



REPORT

MESSAGE

WHO WE ARE

MARKET

STRATEGY

ENVIRONMENTAL

SOCIAL

GOVERNANCE

GRI NOTEBOOK



Market Sustainability

Commitments Signed

Materiality

ESG Agenda

Commitments Made

(GRI 2-23, 2-24, 2-29)

Committed to building a better country and world , since 2003, the **3corações** Group commits to the Millennium Development Goals (MDGs) and, in 2015, with the achievement of the Sustainable Development Goals (SDG), a collection of 17 global goals, established by the General Assembly of the United Nations.



In 2014, we became signatories of the Global Pact – Brasil Network, developing and supporting actions that contribute to meeting society’s challenges. This UN initiative aims to engage the global business community in the adoption of internationally accepted Core values, through the 10 Human Rights Principles of the International Labor Organization (ILO) Declaration on Fundamental Labor Principles and Rights, from the Rio de Janeiro Declaration on Environment and Development and the UN Convention against Corruption, organized in segments: Human Rights, Labor, Environment and Anti-Corruption.

HUMAN RIGHTS

- 01 Companies must support and respect the protection of internationally recognized human rights.
- 02 Ensure their non-participation in violations of these rights.

WORK

- 03 Companies should support freedom of association and effectively recognize the right to collective bargaining.
- 04 The elimination of all 4 forms of forced or compulsory labor.
- 05 The effective abolition of child labor.
- 06 Eliminate discrimination in employment.

ENVIRONMENT

- 07 Companies should support a preventive approach to environmental challenges
- 08 Develop initiatives to promote greater environmental responsibility.
- 09 Encourage the development and dissemination of environmentally friendly technologies.

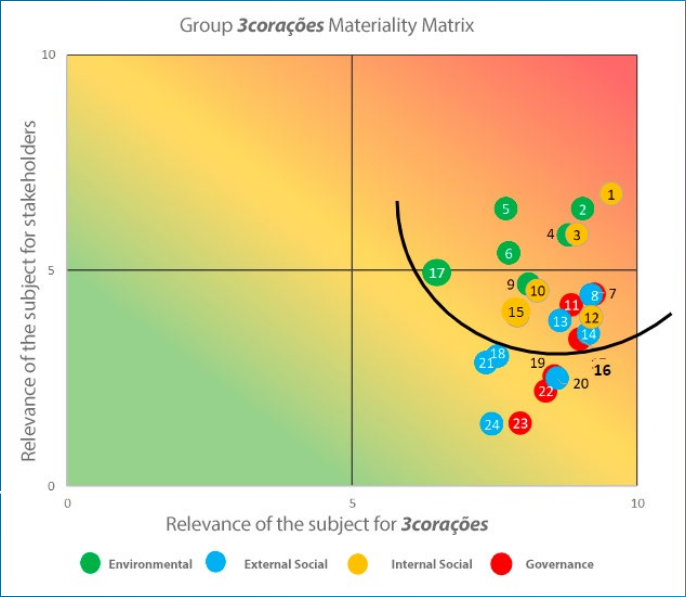
ANTI-CORRUPTION

- 10 Companies must combat corruption in all its forms, including extortion and bribe.




In 2023, we updated our Materiality Matrix, built in 2018. For this, we have methodological and specialized advisory support, which has ensured the depth of reviewing the material issues applied to our business, fulfilling stages of planning, development, validation, refinement, and definition of our ESG Agenda. The review followed the concept of double materiality, in which socio-environmental impacts and relevance to the company’s strategy are considered.

For the review and update of our Materiality Matrix, we followed the steps below:

1. Definition of the material topics: We conduct interviews with strategic leaders of the Group to assess the criticality of the topics, risk analysis, and business strategy. We also consider market trends and requirements of international initiatives and standards, which align with external frameworks.
2. Stakeholder Survey: We launched an online survey for our internal and external stakeholders, with 24 topics under the ESG (environmental, social, and governance) pillars. The survey had more than 2,300 responses online.
3. Validation and Compilation: We evaluate, with the Leadership and Senior Management, the relevance of the themes, considering stakeholders’ perceptions and their impact on *3corações*’ business strategy.



After this meticulous process, we have reached 17 material themes that make up our Materiality Matrix:

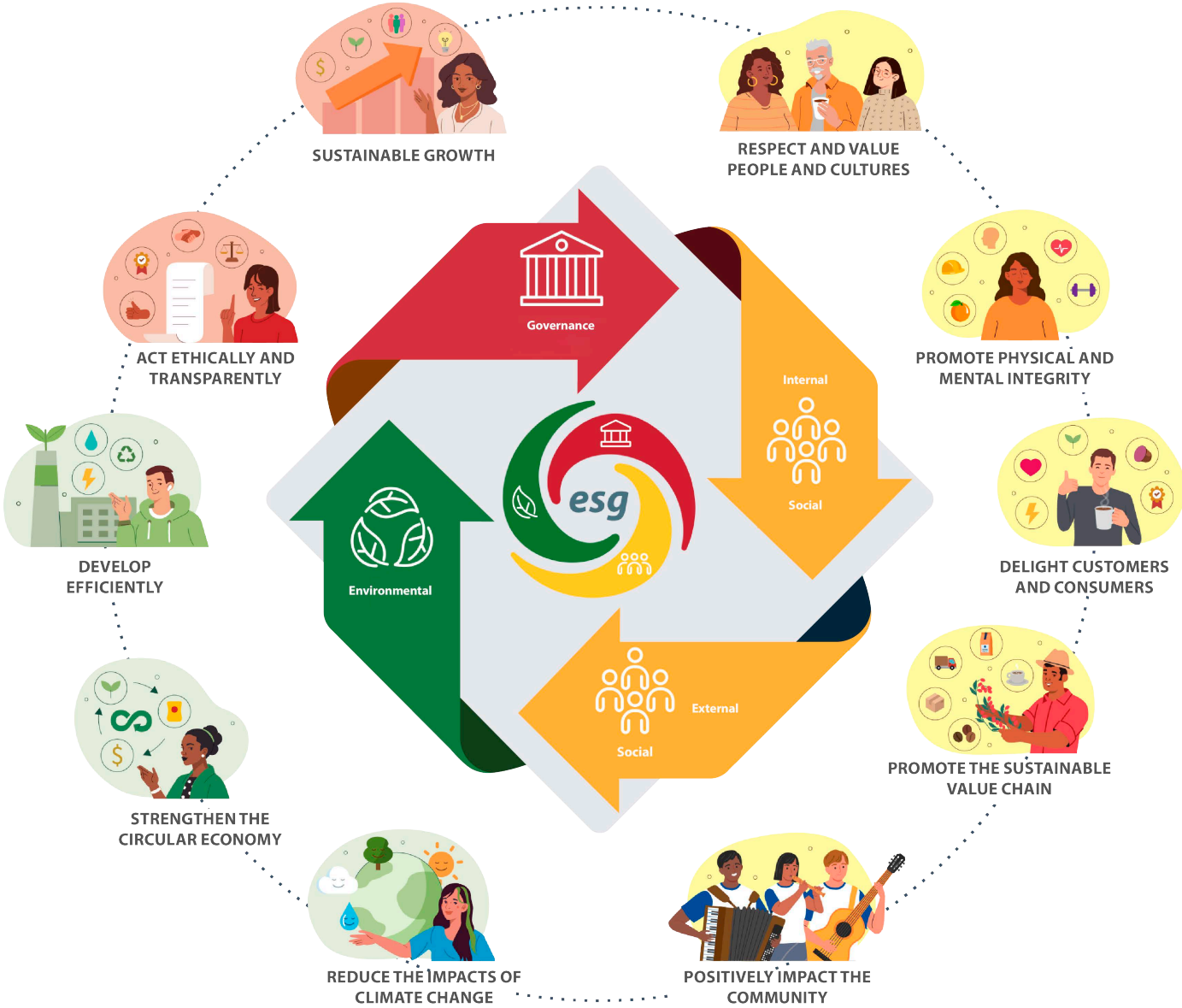
 <p>ENVIRONMENTAL PILLAR</p> <ul style="list-style-type: none">• Waste management• Life cycle of packaging• Water management• Energy management• Climate change• Biodiversity	 <p>SOCIAL PILLAR</p> <ul style="list-style-type: none">• Mental and physical health of collaborators• Development of collaborators• Food quality and safety• Occupational Health• Organizational culture• Relationship with the community• Management of suppliers and strengthening of the coffee chain• Diversity, equity and inclusion	 <p>GOVERNANCE PILLAR</p> <ul style="list-style-type: none">• Sustainable growth of business• Ethical conduct• Technology and innovation
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3corações believes that the future must be built now. Therefore, we are committed to building a sustainable company, focusing on best practices to minimize the effects of our operation on the environment, cause positive social impact, and improve our governance.

Therefore, it is essential to identify our principal risks and material issues. We can determine our focus by understanding which topics impact our stakeholders and business the most.

The results of our 2023 materiality assessment are supporting decisions about concentrating our resources and are the basis for building 10 Levers in our ESG Agenda.

The monitoring and managing of the ESG Agenda of **3corações** follows the company's governance structure. Throughout the report, projects and initiatives of the 3 corações ESG Agenda will be highlighted as they contribute to meeting the Sustainable Development Goals.





SDG related to this chapter



Levers

- Develop efficiently
- Strengthen the circular economy
- Reduce the impacts of climate change

Environmental

(GRI 3-3)



Develop efficiently

The year 2023 marked the 50th anniversary of World Environment Day, a global movement for a more sustainable world celebrated on 5 June. The **3corações** group celebrated the date during Environment Week between the 5th and 9th of June. The campaign's theme was Combating Plastic Pollution and the evolution of the theme in the company. An online lecture on plastic pollution and the Packaging Reverse Logistics Program was given to all of Brazil via the ViraSer partner. In the Units, a series of actions promoted the ecological awareness of our employees.

In addition to Environment Week, other important dates of the environmental calendar were also highlighted in the company, such as Water Day and Earth Day, occasions when communications were disclosed to raise awareness of our employees about the themes.

Education and environmental awareness





*Develop
efficiently*



Periodic Audits

3corações carries out internal and external audits of legal compliance periodically through a sampling approach, including the process of waste management, water resources, air emissions, and noise pollutants, among other topics, to ensure that applicable legal and regulatory requirements, such as ISO 14001, are verified and highlighted, always to foster continuous improvement.

In 2023, we obtained the ISO 14001 Certification of the Manaus Unit and we maintained the Certifications of other Units, Integradora Ceará Eusébio and Montes Claros Factories.

ISO 14001 certification

- Eusébio Integradora and Eusébio, Montes Claro and Manaus factories
- Objective: By 2028, 100% of the Industrial Units will have ISO 14001 certification

*Environmental
Certification*



*Develop
efficiently*



We constantly seek to reduce the consumption of water in our Industrial Units, taking into view our production and industrial growth. To do so we have a Water Consumption Indicator (m³/ ton produced), with the establishment of targets and daily monitoring to monitor and to apply corrective actions, if necessary.

In 2023, we had water consumption in our Units of 148.659,72 m³, and we produce 372,365.37 tons, performing an indicator of 0.39 m³/ton, meeting the target set for the year.

SDG
related
to this chapter



Management of Water Resources

(GRI 3-3, 303-1, 303-3, 303-5)



Develop
efficiently



SAVINGS WITH REUSE

With reuse practices, 31,025 m3 of water were saved in 2023. This volume would supply a household with four people for approximately 106 years.

Wastewater Management

Wastewater Man

All the company's industrial facilities have wastewater treatment and follow a pre-established monitoring routine based on internal procedures and current legislation.

Wastewater treatment plants

The company has Biological Wastewater Treatment Plants (ETE) in seven factories:

- Santa Luzia (MG)
- Montes Claros (MG)
- Eusébio (CE)
- Natal (RN)
- Mossoró (RN)
- Manaus (AM)

The Objective of Water Reuse

The company's goal is that 100% of its industrial units recycle water in their respective facilities. For this, we carry out the application of improvements and development projects in our units, such as:

- The treatment of wastewater from both domestic and industrial sources needs to be improved.
- Water reuse in flushing toilets and washing floors
- Expansion of the irrigation area with water reuse
- Reuse of rainwater
- Other applications in the industry facilities

These improvements and projects aim to increase water efficiency and reduce the company's environmental impact.

SDG
related
to this chapter





Develop
efficiently



MANAGEMENT OF **WASTE** SHARE TO CARE

The factories work on the continuous reduction of solid waste generation with Implemented processes that monitor from waste packaging to the losses related to the production process.

Waste Management

In the waste management process, *3corações* prioritizes reuse and recycling, encouraging the work carried out by cooperatives of waste pickers and seeking to increase the recycling rates. In addition, the company implements initiatives to prevent disposal in landfills.

The governance structure ensures proper waste management through the various stages of the process, such as generation, sorting, temporary storage, treatment, and environmentally appropriate disposal.

The waste generated in the Industrial Units decreased by 5.22% compared to 2022. The Group has managed to reduce about 44% of non-recyclable waste and increase the recyclability of its waste by 2.32%.

ZERO WASTE TO LANDFILL UNITS

- Manaus, Cuiabá and Montes Claros
- By 2025, the goal is to have 100% of Industrial Units with zero waste going to landfills

*Management
of Waste* (GRI 3-3, 306-1, 306-2)



Develop efficiently

Positive Packing

Positive Packing is related to the top performance of the Research and Development team in Packaging in their search for alternatives that bring, by means of innovation, the reduction of environmental impact caused by our operation.

In the year 2023, we worked on projects focused on the industry, as well as on our logistics operations:



- Reduction of 12.68 tons/year cardboard waste by means of the replacement of tubes cartons by tubes of returnable plastic.
- Reduction of 2.78ton/year of

plastic waste with the change of the technical design of vacuum coffee packaging.



- Reduction of 18.09/ton plastic

SDG related to this chapter



Management of Waste (GRI 3-3)



Develop efficiently



- The **3corações** Group is committed to ensuring clean and renewable energy. To make this a reality, since 2010, the company has been migrating to the energy free- market and currently has 12 units with a Renewable Energy Certificate.

When we look specifically at factories, 98.46% of the energy consumed comes from renewable sources. The initiative integrates environmental practices of the ESG Agenda and has significantly reduced Greenhouse Gas (GHG) emissions.

Our warehouses in Varginha (MG) and Manhuaçu (MG), as well as the João Alves de Lima Building in Eusébio (CE), also use renewable energy.

Twelve Units of the **3corações** Group use clean and renewable energy in their operations.



Management of Energy (GRI 3-3, 302-4)





Reduce the Impacts of Climate Change

SDG related to this chapter

13CLIMATE ACTION



Since 2010, the Group *3corações* has been working to ensure that its units use clean and renewable energy, opting to migrate to the energy free-market contracting environment. Through the use of renewable energy, the company obtained the following results:

In 2023

- Reduced the emission of 1,940.34 tons of CO2
- Emissions avoided voluntarily are equivalent to planting 13,572 trees in a 30-year reforestation project

Accumulated from 2014 to 2023

- Reduced emissions of 23,401.16 tons of CO2
- Emissions avoided voluntarily are equivalent to the planting of 163,802 trees in a 30-year reforestation project

Benefits of clean and renewable energy

- Reduction of greenhouse gas emissions (GHG)
- Reduction of electricity costs
- Improved productivity due to the quality of energy and no use of generators using natural gas or diesel oil in peak hours (from 18h to 21h)

Renewable Energy (GRI 3-3, 305-5)



Strengthen the Circular Economy

Federal Legislation

The National Waste Management Policy (PNRS) regulates solid waste management in Brazil, established by the Federal Law no 12.305/2010. This law defines the general guidelines and objectives on the subject, including mandatory implementation of packaging reverse logistics systems.

In February 2023, the Federal Decree no 11.413/2023 regulated the Recycling Credit Certificates in the context of reverse logistics. This decree establishes three types of certificates:

- 1.Certificate of Reverse Logistics Recycling Credit (CCRLR);
- 2.Certificate of Structuring and Recycling of General Packaging (CERE);
- 3.Future Mass Credit Certificate.

These certificates aim to broaden the forms of proof of compliance with reverse logistics by companies.

Actions of the 3corações Group

Year after year, Group **3corações** strengthens its commitment to reverse packaging logistics. In 2023, the company compensated 31.15% of the total packaging placed on the market for 2022, almost 10% above what the National Solid Waste Policy (PNRS) required what's required by the National Solid Waste Policy (PNRS), demonstrating its commitment to reducing the environmental impacts of its operations. This work resulted in an additional percentage of almost 10% over the minimum required by legislation (22%).

In this way, the Group demonstrates its proactive role in implementing reverse packaging logistics, exceeding legal requirements and contributing to reducing the environmental impact of its products.



TRES® Packaging Compensation - Eureciclo

Since 2020, TRES® has been offsetting its packaging with Eureciclo, which ensures that, in addition to the capsules recycled through its own Reverse Logistics program, 100% of the packaging used (primary, secondary and tertiary) is environmentally offset. This offset ensures that, for each package placed on the market, an equivalent package, made of the same material, will be disposed of correctly, exceeding legal requirements and contributing to reducing the environmental impact of its products.

100% of capsule packaging compensated

SDG
related
to this chapter





Strengthen the Circular economy



In 2023, the company collected more than 160 tons of post-consumer capsules through the Reverse Logistics capsules Program, present in 12 Brazilian states (CE, RN, PE, BA, RJ, SP, MG, MT, GO, DF, PR, RS and SC) and the Federal District. Over 60 cities were served, with almost 800 collection points and numerous customers serviced. Thirty new cooperatives were prospected and included, which could contribute positively to the increase in the collected volume and the expansion of the number of points available to consumers who wish to dispose of them properly because the cooperatives also operate as Voluntary Delivery Points (PEV).

In 2023, we collected 13,146,333 capsules units through the TRES Reverse Logistics Program®.



Sustainability Initiatives

Electric Vehicles

In April 2023, we implemented using two electric vehicles for capsules collection in São Paulo in partnership with the cooperative Coopercaps and Rede Sul. From April to December, we traveled more than 37,677 km and stopped emitting 4.67 tons of CO₂e. This initiative represents a significant step towards sustainability, reducing carbon footprint, and promoting more environmentally friendly practices.

SDG
related
to this chapter

12
RESPONSIBLE
CONSUMPTION
AND PRODUCTION





Strengthen the Circular Economy



Capsules Reverse logistics

Display of Recycled Capsules

We are honored to receive the Popai Award in the eco-efficiency category for our display made with sheets made of 100% recycled capsules, developed in partnership with Ultra Displays. This display is vital in retail chains, facilitating capsules collection and storage and promoting program communication to our end consumers.

Participation in events

We participated in the event Zero Waste promoted by the city of Guarulhos (SP), with an exhibition and presentation of the Reverse Logistics Program of capsules, realized in the town in partnership with cooperatives. In this event, we raise awareness among the region's residents about the importance of waste management and reducing environmental impact.

In September 2023, we were invited to participate in Impacta + in Nova Odessa (SP), an event our partner Ambipar Viraser promoted to train more than 110 leaders from 35 waste picker cooperatives and encourage integration with new reverse logistics programs. The initiative contributes to leadership development, increased productivity, and efficiency in the processes, which increases the cooperative members' income generation.

SDG
related
to this chapter

12
RESPONSIBLE
CONSUMPTION
AND PRODUCTION





Strengthen the Circular Economy



Capsules Reverse logistics

Cash Back

In 2022, a partnership was established between the Cognitive Market Intelligence (CIM) and the Brazilian Coffee Industry Association (ABIC) to install a capsules delivery machine in Casa Santa Luzia, in São Paulo. This machine counts the discarded capsules and offers customers bonuses in the CIM application based on the amount of discarded waste. In 2023, more than 60,000 capsules were received, with the participation of more than 250 customers. At the end of December, two new machines were installed in Belo Horizonte at the Supernosso stores, aiming to improve results in 2024.

SDG
related
to this chapter





Strengthen
the Circular
Economy



The reverse logistics of electronics in Brazil is a structured system that aims to dispose of, transport, and recycle electronic equipment at the end of its useful life. This process is regulated by the National Solid Waste Policy (PNRS), which establishes shared responsibility among manufacturers, importers, distributors, and consumers to ensure that these products are disposed of in an environmentally sound manner. In Brazil, the generation of electronic waste is alarming, with over 1.4 million tons per year, and less than 3% of this total is recycled. **3corações** participates actively in this process through its association with ABREE (Brazilian Association of electronics) since 2022. In 2023, the company reached the collection amount of more than 70 tons of waste. This collection is carried out per the guidelines of PNRS, which aims not only to recycle but also to reduce the environmental impacts caused by the inappropriate disposal of these products.



SDG
related
to this chapter



**Electronic Reverse
Logistics** (GRI 3-3, 301-3)



Strengthen the Circular Economy



Support to Recycling Cooperatives

In 2023, we established a strategic partnership with the Coopercaps Cooperative, one of Brazil's foremost recycling cooperatives, to operationalize our Capsules Reverse Logistics program in São Paulo. From the implementation to the final destination, the cooperative conducts all process phases with the active supervision of our internal environmental team. In addition to promoting sustainability, this initiative generates income and creates new jobs, demonstrating our commitment to a socially responsible approach.

We also work in other units through the services provided by cooperatives and associations. In Jericoacoara (CE), Coopjeri is the cooperative that manages all the reverse logistics programs in the village of Jericoacoara and on the beach of Preá. In Goiânia (GO), the Coprec Cooperative performs collection, measurement, sorting, storage, and final destination. In Rio de Janeiro (RJ), there is the ACAMJG, an association that carries out all collection, and Cootrabom, a cooperative that performs measurement, sorting, and storage.

Group **3corações** possesses a reverse logistics program for TRES® capsules, counting on more than 170 cooperatives and associations recyclers in various regions of Brazil that send the collected capsules and are compensated for their services. In 2023, the Group has moved more than R\$ 800 thousand to these entities, besides donating about 750 kilos of coffee. Over 20% of the collection points are cooperatives, responsible for more than 30% of the collected volume. For the other packages, 18% of the total compensation was paid directly to the cooperatives, promoting their protagonism and increasing their income.

SDG
related
to this chapter



Support to
Cooperatives (GRI 3-3, 203-1)



Reduce the Impacts of Climate Change



Gas Emissions Inventory

(GRI 3-3, 201-2, 305-1, 305-2, 305-3, 305-4, 305-5)

SDG related to this chapter

13 CLIMATE ACTION



The Greenhouse Gas Emissions (GHG) Inventory is a tool the **3corações** Group uses to increase transparency and control over its impacts on climate change, accounting for and disclosing its emissions. This inventory is a basis for the company's carbon management, guiding actions to reduce and improve processes. In 2022, the Group began work on risk assessment related to the ESG agenda, identifying how climate change affects crops and product quality. A plan has been established to prioritize climate change in the ESG agenda, defining actions to measure current emissions and set reduction targets.

3corações has opted for an operational control approach, in which the company is responsible for emissions from sources and activities over which it has control. This inventory includes all the companies in which the Group has operational control. Therefore, the following groups were included: Industries (Roasted and Ground Coffee, Powdered Juice, Corn meals products, Instant, Capsules, and Filters), Corporate Offices, Sales and Export Commercial Offices, Sales and Distribution Centers, Green Coffee Purchasing and Processing Units (Warehouses), TRES® Technical Assistance and Food Solutions, Coffee Shops, Transit Points and the School of Services and Flavors.



Reduce the
Impacts of
Climate Change



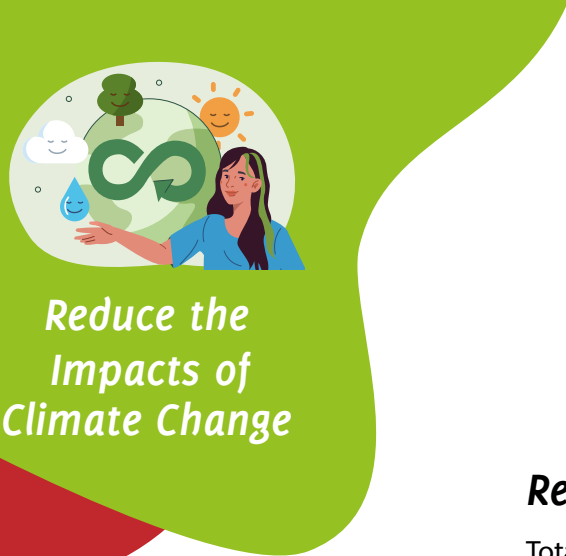
Major Changes to Inventory

In the year 2023, the following changes occurred in the inventory of Group **3corações** compared to the inventory carried out in the year 2022:

- For the Mobile Combustion Category, in the 2023 Inventory, compared to 2022, a new fuel consumption base was added. This base refers to the vehicles of the employees of the Commercial team who receive fuel allowance (the cars do not belong to the **3corações** Group). In 2023, this new base accounted for almost 32% of all fuel counted in Mobile Combustion Sources, representing a total emission of 4,863.99 t CO₂e;
- For the Mobile Combustion Category, a new base was added in 2023 air transport because we have our executive jet of the **3corações** Group, with aviation kerosene consumption in 2023, with emission of 222.62 t CO₂e;
- For the Stationary Combustion Category, two coffee shops that consume dry natural gas and LPG were added in 2023, which were not part of the scope 2022. These coffee shops represent total emissions of 2.36 t CO₂e;
- For the Stationary Combustion Category, in 2023, the consumption of LPG gas was increased due to two new sources: coffee roasters, which are located inside quality laboratories in factories, and gas forklifts, with a total emission of 150,08 t CO₂e.

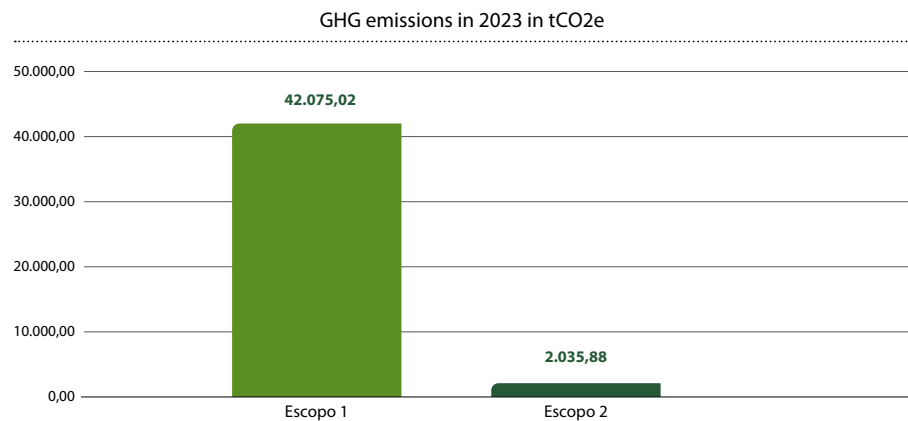


Reduce the
Impacts of
Climate Change

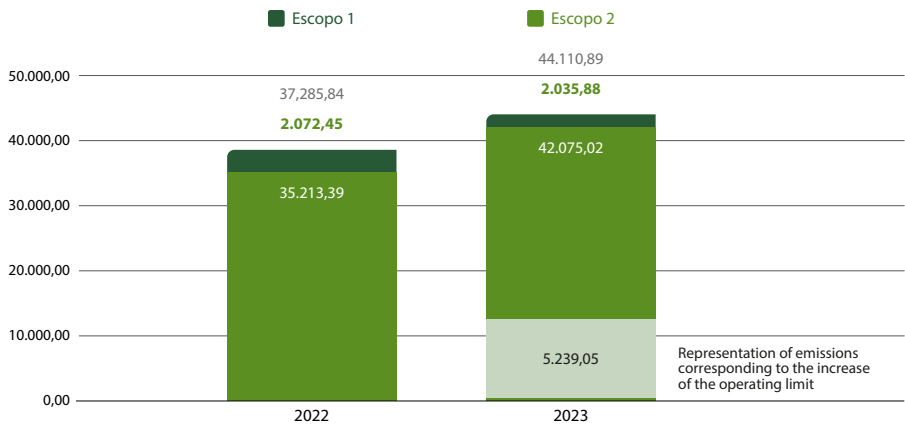


Results - Absolute Emissions in 2023

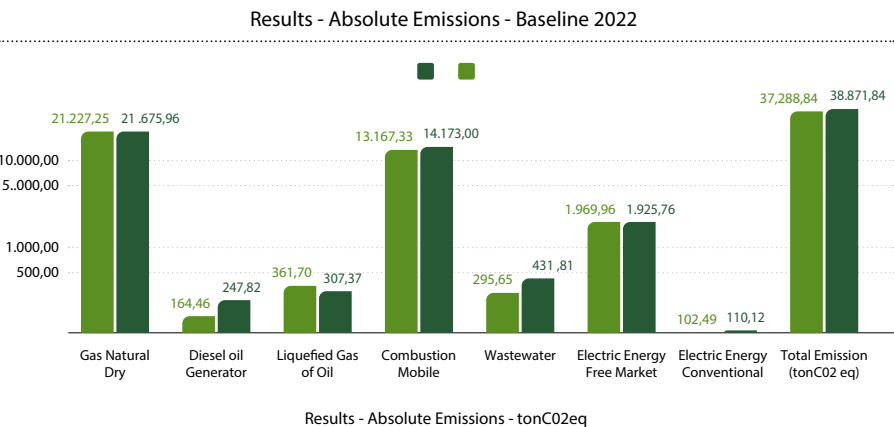
Total GHG emissions of **3corações** for the year 2023 was 44,110.89 tCO₂e. As shown below, 95.4% of emissions are related to direct sources and those controlled by the company (Scope 1). The other emissions are indirect, of which 4.6% refers to Scope 2.



Comparing 2023 with 2022, emissions in Scope 1 increased by 19.5%. For Scope 2, we see a reduction of 1.7%.



However, when the same scope is used to calculate the GHG inventory in 2022, we observe an increase in emissions of the order of 4.2%, or 1,583 tonCO₂e.



SDG related to this chapter

13 CLIMATE ACTION

Gas Emissions
Inventory



Reduce the
Impacts of
Climate Change

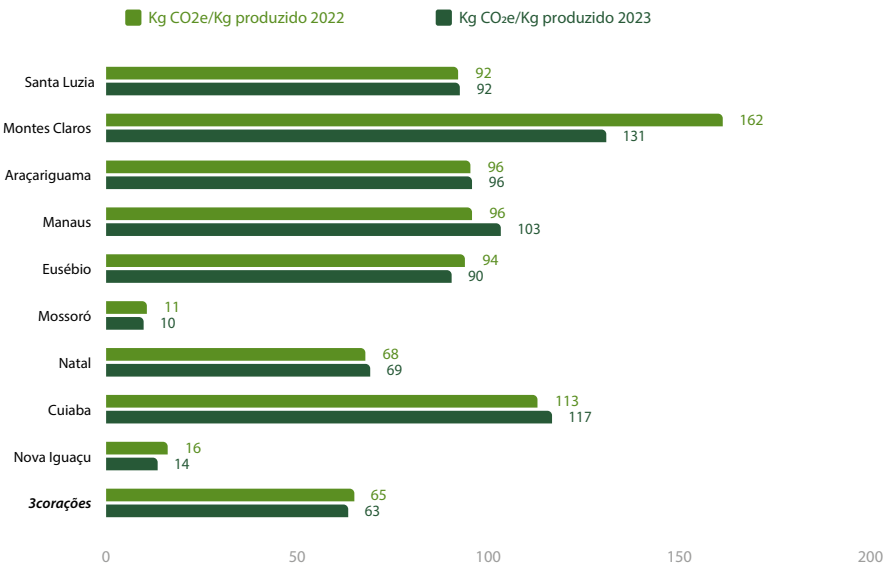
Gas Emissions
Inventory

SDG related to this chapter

13 CLIMATE ACTION

The graph on the right shows the carbon intensity, an indicator used to demonstrate net emissions in tons or kilograms of CO2 equivalent emitted by the same plant in terms of production. In this study, each plant's carbon intensity was calculated considering the emissions directly associated with its production.

In this study, it will be used to compare the productive efficiency of industrial units and its evolution from base year 2022.



The chart shows that in 2022, we emit 65 kg CO2e for every kg produced, whereas in 2023, we emit 63 kg CO2e for every kg produced, a reduction of 2.74%. We can observe an evolution in the indicator, showing that the increase in production is taking off from the increase in relative carbon emissions into the atmosphere.



Reduce the
Impacts of
Climate Change

SDG related to this chapter

13 CLIMATE ACTION

Perspective

We will continue to work hard to reduce the GHG emissions in our operations and chain of value. Our goal is to accelerate the reduction of emissions of Scope 1, focusing on efficiency actions energy and non-renewable fuel substitution by renewables, through the creation of working groups for the development and promotion of low carbon, which have the participation of leaders from different business areas: Industry, Logistics and Commercial.

In 2024, we will build our Decarbonization Roadmap, focusing on Change Management, Business Areas and the entire value chain, involving suppliers, copackers and coffee producers.



Inventory of
Gas Emissions

Yame Cavalcanti Bezerra
Management Specialist
of Quality
Eusébio (CE)

Evanildo Mesquita
Sales Supervisor
Eusébio (CE)

Roberta Kelly Amarante
Analyst of Time Management
CE Integrator

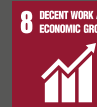
SOCIAL

(GRI 3-3)

Levers

- Respect and value people and culture
- Promote physical and mental integrity
- Delight customers and consumers
- Promote the sustainable value chain
- Positively impact the community

SDG related to this chapter





Respect and Value People and Cultures

8.930 *third party employees*

689 *employees*



2.790
women



6.140
men

At *3corações*, being an excellent place to work is more than a commitment to employees—it's part of the company's essence. Having a good working environment and cultivating relationships with simplicity and sincerity is a way to materialize our philosophy of creating legitimate and lasting ties with everyone, an ideal inspired by our founder, João Alves de Lima, who crossed the years since the beginning of our history in 1959.

We work daily to create this unique, diverse, welcoming, and inclusive environment built on trust, transparency, and genuine interest in people. We believe that a healthy, safe, and positive environment is essential for our employees' professional and personal development. In this sense, we have implemented various management practices and care for our people to promote opportunities for each one to develop their maximum potential.

SDG related to this chapter



Our People

(GRI 2-7, 2-8)



Respect and Value People and Cultures

Years of Passion

At **3corações**, we value the years of contribution as an important moment in the employee's life, reinforcing a symbolism that is very peculiar to the company: the celebration of the Years of Passion. The record of the professional's trajectory in the company is visually displayed through the color of the stripe on their identification badge, which is changed when time is reached.

By the color palette, the trajectory of a collaborator begins with the red stripes badge when hired. Exchanges are then registered with 1 year (green badge), 5 years (yellow), 10 years (black), 15 years (silver) and 20 years of company (gold). In 2023, two new badge bands were created, given the increased longevity of our employees in the company: the purple badge, for 25 years of passion, and the diamond badge, represented by the blue color, for those who complete 30 years of **3corações**.



SDG related to this chapter



Our People

(GRI 2-7)



Respect and Value People and Cultures

Celebration of Years of Passion

Number of employees who completed years of Passion in 2023, including admitted this year that received their first badge, red band.



SDG related to this chapter





Respect and Value People and Cultures



Leadership Principles

In 2023, we started a great journey of cultural and management evolution in our company, with the creation of the Consumer Program at the Center, a major project that ultimately enables us to fulfill our corporate mission, reinforcing the focus on the consumer, strengthening our culture and positively impacting Strategic Planning 2022/2026.

The program includes initiatives such as consolidating our Leadership Principles, transforming the company's talent selection method, and implementing a new metrics monitoring system, among other practices that make up a management methodology that places the consumer at the center of all actions.

The **3corações** Leadership Principles, launched in the company in December 2023, translate the learning of a lifetime: our experiences, reflections, ways to overcome challenges and help us thrive. As drivers of our way of working and making decisions, they are a cultural artifact connected to our company's strategy. They are an important tool for the leadership role that exists in each employee, allowing us to achieve prosperity and make **3corações** an organization increasingly competitive and sustainable.

SDG related to this chapter



3corações Culture
(GRI 3-3)



Respect and Value People and Cultures



Climate Management and Engagement

At **3corações**, we use three Climate Management and Engagement methodologies: Climate Research, GPTW Research and Pulses Research.

Pesquisa de Clima e Engajamento

The Climate Survey is applied biennially to all **3corações** Group employees. It assesses employee perceptions in various dimensions related to experience in the company: Culture of Integrity, Organizational Agility, Responsible Leadership, Healthy Work Environment, Fair Reward, Attractive Careers, Successful Individuals and Engagement. In 2023, we achieved a general favorability of 80, with 85% of employees' adherence.



Pesquisa GPTW

Since 2011, **3corações** has been certified and awarded as one of Brazil's Best Companies to Work. In 2023, we obtained a grade of 84 favorability in the GPTW Brazil edition, with 77% of the employees selected. The 3rd Ranking was also among the best companies to work in the rankings GPTW Ceará, GPTW Indústria and GPTW Agronegócio.

Pesquisa Pulses by Gupy

At **3corações**, this research is in a pilot phase, aiming to expand to the entire company. In this methodology, it is possible to analyze in real time the level of satisfaction of employees in the dimensions of engagement and structure of the company. The results are analyzed, presented to employees, and action plans built focused on continuously improving people's perceptions are built.

In 2023, 300 employees were part of the pilot methodology.

SDG related to this chapter





Respect and Value People and Cultures



Diversity, Equity and Inclusion (GRI 3-3, 405-1, 406-1)

Gender equity

The growing presence of women in our functional staff is essential to ensuring a balanced work environment and promoting gender equity. For **3corações**, this is a commitment expressed in our Charter of Conduct: "[...] men and women must have equal opportunities at all levels of the company."

In 2023, 32% of our people were women and 31% of management positions were held by them. In that year, the company adopted the practice of affirmative vacancies for women, valid for all businesses, in all units in Brazil. The initiative was created in a corporate context and HR professionals were prepared to seek, with the contracting leadership, opportunities to create exclusive vacancies for them in each location.

With the commitment to increasing women's participation in the functional framework, new goals will be set for 2024 and will continue to be monitored by indicators.

Women on the Council

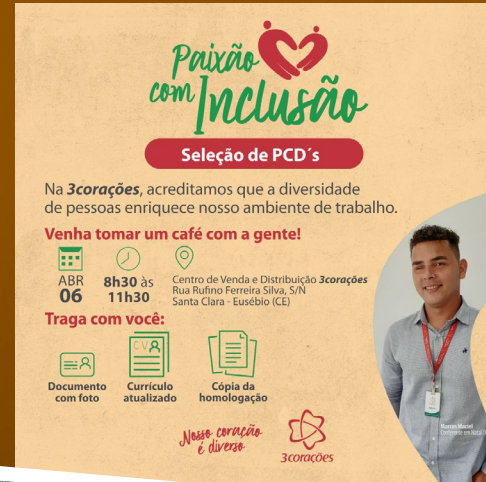
In 2023, we have one more woman on our Board of Directors, reaching three women in this position in the company. This reinforces our commitment to gender equity at all company levels, which had already earned **3corações** a WOB Seal in 2022. The initiative, supported by UN Women, recognizes, values and disseminates corporate environments with women on boards or advisory boards.

SDG related to this chapter





Respect and Value People and Cultures



People with disabilities (PCDs)

We have a social commitment to promote the inclusion of people with disabilities. For this, we maintain the programs Passion with Inclusion and Talent Attracts Talent, through which we value the work of professionals PCDs, We have drawn the attention of our leaders to hiring this public and encourage our employees to nominate people with disabilities to work at the company, always aiming to strengthen our culture of diversity and inclusion.

To show that inclusion is a purpose of the organization, in April 2023, we held a meeting with new talent PCDs to delight and prospect future employees, showing how **3corações** is a passionate company. The initiative was launched in Eusébio (CE) and deployed to other units.

Campaign to combat harassment

In 2023, the campaign cycle of awareness and prevention of harassment of the Group **3corações** recalled content that talks about racism, bullying, machismo, sexual harassment and LGBTFobia. The objective was to reinforce that the company values a welcoming, safe, diverse and inclusive work male chauvinism, as well as helping employees identify and prevent situations and attitudes that may generate embarrassment, social inequality or loss. And, if any of these situations happen, explain to leaders and HRs how to host the teams and who to trigger to solve the cases.



Diversity, Equity and Inclusion

SDG related to this chapter





Respect and Value People and Cultures

Accessibility to consumers

Putting yourself in the consumer's shoes to understand and meet their needs and practice ESG are **3corações** Group's premises. An innovative initiative that demonstrates the practical application of these concepts came from the area of Research and Development: the inclusion of texts in braille on the cardboard packaging of our products.

The implementation process began in 2009 through a joint effort of R&D, Marketing, and Social Responsibility. The aim was to make packaging more accessible and provide information about products for people with visual impairments. Today, braille texts can be found in cardboard-type packaging, such as capsule cartridges, cappuccino sachet displays, and coffee filter paper cartridges.

Diversity, Equity and Inclusion (GRI 406-1, FP 8)



2009

Production of the filters paper with text in braille



2010

Inclusion of braille in displays of sachets from cappuccinos



2020

Inclusion of braille in a espresso cartridges and multi-drinks in capsule

And how does it work?

The braille relief is applied in the graphic development stage of the packaging. A provider validates the text/print with an appropriate institution, such as associations for visually impaired people. Before the materials are printed on a large scale, a sample is taken so the partner institute can read the information in braille.



Respect and Value People and Cultures

In 2023, we had four major areas of action in the development of our employees: the Acelera Coração Program, the School Program, the Coaching Program, and Career Development.

Heart Accelerates Program - MBA In Company

The Acelera Coração Program is an MBA In Company built by **3corações** in partnership with the Getúlio Vargas Foundation (FGV). The first class started in 2019 and was completed in 2021, forming 36 leaders. In 2022, we started a new class with 39 leaders, plus 5 listeners per discipline. In 2023, 40 people were impacted as listeners in the program, in addition to 39 students.

The program aims to consolidate **3corações'** leadership development process, preparing it for the conduct of strategic challenges in a complex and competitive business environment. It considers the pillars: beliefs, results strategies, and competencies.



SDG related to this chapter



Employee Development

(GRI 3-3, 404-1, 404-2 e 404-3)



Respect and Value People and Cultures

SDG related to this chapter



Programa Escolar

At Grupo **3corações**, opportunities for professional growth are within everyone's reach. Therefore, as part of the learning actions promoted, we create bonds of knowledge through two initiatives:

- Scholarships of up to 50%, subsidized exclusively for employees, with the objective of developing skills necessary for **3corações'** strategic objectives.
- Partnerships and educational agreements with Universities and Language Schools throughout the country, which grant discounts of up to 70% for employees and their families, on in-person and online courses.

With this care made available to everyone, regardless of function, area of activity or position in the company, we offer a positive structure for people's development.

There are many opportunities and possibilities. We are always encouraging learning and considering personal and professional needs. In 2023, the investment in subsidies for undergraduate, graduate and technical courses was given to a total of 105 employees, with a focus on supporting academic development and technical preparation.

Employee Development

(GRI 404-1, 404-2 e 404-3)



Respect and Value People and Cultures



Trainings (GRI 404-1, 404-2)

Coaching Program

3corações has a Coaching program focused on Group Leadership. This process supports our executives in self-knowledge to establish and achieve goals related to their professional performance, helping them develop the skills necessary for their success. In 2023, we had 14 leaders accompanied and developed.

Career development

We have a solid incentive for the technical training of our technical-administrative professionals. In addition to internal actions, we subsidize external courses with specific topics focused on the applicant's performance segment, according to their development plan (PDI) or the needs of the area identified by the manager. In 2023, 106 employees participated in external courses focused on developing behavioral skills, techniques, and business knowledge.

Learning Platform

At **3corações**, employees are encouraged to be the protagonists of their development and never stop evolving. Our people share learning, seek knowledge, and absorb the best of others' experience. All this is done through a learning platform, Saber.

In 2023, Saber counted 105,935 hours of training

The topics in which our employees were trained were varied: professional, specific function, ethics, human rights, and anti-corruption, among others.

SDG related to this chapter





Respect and Value People and Cultures



Evaluation of Performance (GRI 404-3)

The Performance Assessment by Competences is a tool of Performance of the **3corações** and applied annually, to measure the employee performance from the competencies ideal for their role and for the fulfillment of organizational objectives, in the Success Factors platform.

In addition to the Performance Assessment by Competencies, we use the 9box methodology in the Calibration Meetings when the performance and potential of employees are discussed, aiming to make more assertive decisions about People in the company.

After the evaluations, feedback meetings are held, in which the employees' Individual Development Plans (PDIs) are built. The PDI is built by the employee and his immediate manager, with the support of the Human Resources area, with actions aimed at developing the company's skills or reinforcing its strengths, as well as aligning the expectations of the company and the employee about their career, so that short, medium and long term goals are set to achieve these objectives.

In 2023, we had 1,389 PDIs built by our employees.

At **3corações**, these evaluations are conducted with some audiences: Managers, Experts, Analysts and Assistants, all off them from the headquarter, all off them from the headquarter. In 2023, 1,228 performance assessments by competencies were carried out, in addition to 226 managers being calibrated using the 9box methodology. In total, our employees built 1,389 PDIs throughout the year.

SDG related to this chapter





Respect and Value People and Cultures

At **3corações**, professional growth opportunities are within reach of everyone. The Career Path Program allows employees to access and plan their career possibilities within the company and provides tips and skills to prepare for opportunities when they arise.

In 2023, we promoted 1,609 employees, representing 18.68% of our total QLP.

For 2024, we are reviewing all our pay assumptions, which will be stated in our Positions, Careers, and Salaries Program. In addition, we are updating the salary tables and revising the meritocracy indicator to reflect better the materialization of our Career Path .



SDG
related
to this chapter



Career Path



Respect and Value People and Cultures

Remuneration

3corações adopts a fair wage relationship between contracted work and paid remuneration to promote equity. Wage surveys are carried out periodically to ensure the wage policy is compatible with the market and parameterized with the company's annual budget.



Compensation and Benefits (GRI 405-2)

Benefits

The Group *3corações* stands by its employees. This is synonymous with responsibility and care. We offer services and partnerships for welfare and public utility in Health and Life, Food, Mobility, Finance, and Development to ensure that employees and family members live well. In 2023, we implemented new features in addition to maintaining employee benefits.

- Implement four new lines of care via Dr. AON (Teladoc), without costs for employees and dependents: monitoring pregnant women, second medical opinion, nutritional coaching, and sports coaching.
- Revitalizing the Executive Check-up Program and hiring a partner hospital in Ceará.
- Offer of financial consulting for employees in vulnerable situations.
- Do not pass on the percentage of annual and retroactive adjustments to the health plan employees. These percentages were fully assumed by *3corações*, ensuring for 24 months the freezing of its share of the health benefit.
- Expansion of the number of partnerships that offer special conditions for employees and dependents in acquiring products and services, according to their expectations.
- Implementation of multi-benefit card with access to food services, psychotherapy, club benefits, among others, for employees in telework regime.

SDG related to this chapter





Promote Physical and Mental Integrity

For a healthier and safer environment

In total, 40,896 hours were offered in Safety and Occupational Medicine training. 1.5M in investment in machines and structure that increase the safety of employees working in Factories

At **3corações** Group, quality, health, and safety are in everything we do. For example, the company has the Occupational Health Program, which brings together several initiatives aimed at employee safety: Safety Route, Pre-use of machines, CARE cards, Golden Rules of Security, Emergency Simulations, Safe Driving, and other campaigns that reinforce the importance of a safe and healthy work environment.

There is also an area dedicated to the teams' health: the team of Occupational Medicine, responsible for health promotion and prevention of occupational and non-occupational diseases through periodic examinations, vaccination campaigns, and actions in health such as Yellow September and Pink October. There is also the Health Cell, which closely monitors employees' health.

In addition to legal compliance, the effort of awareness about safety and health at work brings important results: reduction of accidents at work, improvement of the general health of employees, increase of productivity, reduction of costs with medical bills, improvement of the organizational climate and reputation of the company, deduction of absenteeism and promotion of prevention culture.

The following are the main campaigns carried out during the year. They are deployed in all units through announcements, lectures and live activations, such as games, educational blitz, relaxation classes and healthy product fairs. In February, condoms are distributed to the units. In March, agent visit of health of endemias. Between October and December, **3corações** guarantees exemption from co-payment for exams that help in the diagnosis of cancer.

In 2023, we recorded 128 work accidents, which represents a reduction of approximately 6%.

Health and safety at work

(GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10)

SDG related to this chapter

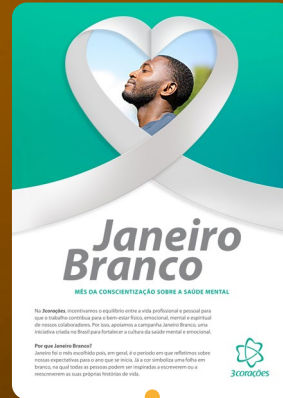




Promote Physical and Mental Integrity

Actions carried out throughout 2023

SDG related to this chapter



White January
Mental Health Month



March
Prevention of Arboviruses Monthly



Yellow May
Safe Traffic Month

2023

February
Prevention of sexually transmitted infections



Green April
Month of health and safety of work



June
Awareness of healthy habits



Health and safety at work (GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10)



Promote
Physical and
Mental Integrity

Actions carried out throughout 2023



Yellow July
Hepatitis Prevention



Pink October
Breast Cancer
Prevention Month



December
Realization of
Accident Prevention
Week

2023

Yellow September
Suicide prevention
month

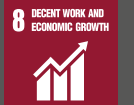


Blue November
Prostate Cancer Prevention
Month



**Health and safety
at work** (GRI 403-1, 403-2, 403-3,
403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10)

SDG
related
to this chapter





Delight Customers and Consumers



Consumer in the Center

Having the consumer at the center of all actions is the essence of the Group **3corações** in a strengthened commitment through the Consumer Program at the Center, launched by the company in 2023. This major initiative tangibilizes the fulfillment of our corporate mission, rekindles and strengthens our culture and positively impacts our Strategic Planning 2022/2026. Due to its relevance in the cultural and management evolution of the company, the program is led by **3corações'** President, Pedro Lima, and has international mentoring. Composed of five fronts, this major project includes the implementation of management mechanisms that place the consumer at the center of all actions.

Because it is a new methodology, the program brought to our people the need to learn. More than 1,500 books on the method were distributed by the company to leaders and administrative collaborators, for reading and discussion of the content in small groups of study and knowledge construction.

A major seminar, followed by two days of workshop, was also promoted by **3corações** in August, in Fortaleza (CE), for 400 company leaders from all over Brazil. The event, facilitated by the American mentor and consultant Bill Carr, was simultaneously translated and streamed online to 1,100 other managers of the company, all to prepare our people for this great movement.

Costumer commitment



Delight Customers and Consumers



Customer Success

A team in love with what it does. This is the Customer Success, responsible for serving customers and consumers of Grupo **3corações** de all over Brazil. There are several channels of service available, with the aim of clarifying doubts, receiving compliments and suggestions, solving demonstrations and, most importantly, strengthening ties and delight people who consume our products and services.

And the work was not little: in 2023, the team served 401,620 people! Such dedication and commitment to excellence in the experience and customer service has guaranteed us two important national achievements: 1st place in the Modern Consumer Award Excellence in Customer Service - food category; and 1st place in the Food - Coffee category and 2nd place in the Food, Grocery and Ecommerce Nichado categories of the Prêmio Reclame AQUI 2023.

Another important advancement in the area in 2023 was the implementation of Genesys, an omnichannel tool that, through cloud technology and artificial intelligence, integrates all service channels and allows the consumer to move in any media without disruptions. This innovation has brought greater satisfaction to our customers, making them the center of the service strategy, enabling greater productivity, agility of responses and better follow-up of the consumer's journey.

For 2024, the area will focus on employee development and training, with the creation of a training matrix and training schedule. Still in the first semester, the new model of Quality Monitoring of care will be given.

Customer commitment



Delight Customers and Consumers



Presence at events

In 2023, we also strengthen ties with society and delight our consumers through our partnerships such as sponsorships or support in cultural, educational, scientific, sports, religious events, among others. There were more than 1,100 events that we had the pleasure of contributing with our brands. Check out the main ones:

- Encafé
- International Coffee Week
- Superminas
- The Town
- CasaCor 2023
- XP Expert
- ECEJ
- Campus Party
- Fipan
- Asu Coffee
- São João of Campina Grande
- Table Pleasures - Best of the Year
- São Paulo Coffee Festival
- Natural Tech
- B2BXPerience
- Carnivals in Rio de Janeiro, Recife and Salvador
- VTEXDay
- Festival do Café SP
- APAS Show
- Vogue Ball
- Planet Atlantis
- Festival Costume Gourmet

Events



Delight Customers and Consumers

Certifications

Certifications play a role fundamental in the consolidation of the 3corações ESG Agenda. By obtaining these acknowledgements, we demonstrate our commitment to sustainable practices and Products Environmental System Eusébio, Manaus and Montes Claros System Seg. Feed with the delivery of products and services from high quality. These certifications are not only a seal of approval, but yes a reflection of our continuous investment in efficient processes, environmental management responsible, food safety and respect human rights and social welfare. By adopting these practices, we strengthen our position as a reliable company and transparent, capable of generating value for all our stakeholders.

Costumer commitment (GRI 3-3)

Infrastructure



CONAB - Companhia Nacional de Abastecimento
Varginha

Products



Quality
Coffee



Organic
Coffee



Vegan
Coffee with milk and cappuccinos



Security
TRES Machines and Food

Management



Quality System
All Industrial Units



Environmental System
Eusébio, Manaus and Montes Claros



System Seg. Feed
Eusébio, Araçariguama, Natal

Socio-environmental



Rainforest
Santa Luzia, Natal, Montes Claros and Varginha



4C - Common Code for the Coffee Community
Varginha



Promote the Sustainable Value Chain



Florada Initiative

Women are gaining space in the field, bringing diversity and sensitivity to coffee production. In recognition of the work of female coffee farmers, the 3corações Group created the Florada Initiative in 2018. This exclusive platform supports and promotes these women’s achievements in the field, implementing best practices in specialty coffees and generating value for the entire chain, from production to consumption.

The Florada Initiative provides access to best practices in specialty coffee production through the free Florada Educa training program; it recognizes and values the rare microlots cultivated by women by promoting the Florada Awards, the world’s largest competition for female coffee farmers; and, finally, connects the producer with the consumer through the “Join them” campaign, by putting on sale the microlots produced by them. The Florada Award Winning Microlots are coffees of the highest quality, with scores from 84 to 90+ points, and all profit from the sale of these coffees is reverted to the coffee farmers.

Socioeconomic Development of the Coffee Chain



Promote the Sustainable Value Chain

HIGHLIGHTS 2023

In 2023, we carried out the 6th edition of the Florada Initiative. Check out the highlights of the year.



Record of entries in the Florada Awards Competition. There were 1,168 entries from various regions of Brazil.



Realization of the Technical Mission of the Florada Awards Competition, a prize given to women coffee farmers who were contest winners. The 2020, 2021, and 2022 edition champions traveled to Colombia to experience a knowledge-filled and leisure-rich experience to raise the level of specialty coffees produced by them. It was an intense week, full of learning about coffee production, the country's culture, and sustainability. The technical mission was organized by 3corações in partnership with the Federación Nacional de los Cafeteros.



Record score in the Florada Awards Competition. Coffee farmer Nair de Jesus Barroso dos Santos, from Alto Jequitibá (MG), achieved a score of 92.42 and won 1st place in the category Wet processing.



Award of the Florada Awarded Contest. In November, at the International Coffee Week, the Group 3corações held the award ceremony of the Florada Contest Awards. The event was attended by President Pedro Lima, Marisa Contreras (Co-founder of the Florada Initiative), Romeu Zema (Governor of Minas Gerais), Vinicius Estrela (Executive Director of BSCA), Larissa Cocato (Rehagro Teaching Coordinator) and the Ambassadors of the Initiative: coffee specialist Silvio Leite, Priest Fábio de Melo and singer Simone Mendes. At the time, nine coffee farmers were recognized.

Socioeconomic Development of the Coffee Chain



Promote the
Sustainable
Value Chain



Tribes Initiative

Coffee was planted by the white man in the Indigenous lands of Sete de Setembro and Rio Branco, located in the cities of Cacoal and Alta Floresta D'Oeste (RO), about thirty five years ago. After demarcation, the lands were returned to Indigenous communities and, from then on, they began to engage in the cultivation of this crop.

In 2018, the Group **3corações** after learning more about the history of the region, started the Tribes Initiative, which values the work of Indigenous coffee farmers, brings diversity for the coffee chain, promotes new experiences with rare 100% Robusta Amazonian specialty coffee, thus generating value to all stakeholders involved, from production consumption, through an initiative in favor of harmonious coexistence between of coffee, the indigenous protagonism and the Amazon forest.

The Tribes Initiative is carried out in conjunction with important partners: National Foundation of Indigenous Peoples (Funai), Embrapa Rondônia, Emater Rondônia, Chamber of Coffee, State and Municipal Secretariats of Agriculture and Silvio Leite, world reference in quality coffees. Since its launch, Tribes has benefited more than 150 families in 28 villages of the municipalities of Cacoal and Alta Floresta D'Oeste (RO).

Socioeconomic
Development of the
Coffee Chain



Promote the Sustainable Value Chain



Tribes 2023 contest

The Tribes Contest is one of the initiatives to value and promote the discovery of the maximum potential of quality in indigenous crops. The result is limited editions of rare Amazon Robust microlots with 100% refunded profit - amazing, striking and full-bodied coffees with scores 80+ to 90+ sold on Mercafé e-commerce and in major points of sale throughout the country.

The 2023 award ceremony took place at Cacoal Selva Park, in Cacoal (RO), with the presence of Pedro Lima, President of **3corações** Group, Vicente Lima, Director of Supply Chain and Marketing, and more than 500 indigenous guests, along with their families. All 96 indigenous people who participated in the contest were recognized, and the ten best lots were recognized with cash prizes and by purchasing bags at prices above the market. The three top winners are part of the Garah Itxa cooperative.



Socioeconomic Development of the Coffee Chain



Promote the Sustainable Value Chain



Tribes Field Mission

In 2023, *3corações* promoted the Tribes Field Mission, with the goal of strengthening ties with indigenous peoples. For three days, a delegation formed by President Pedro Lima, by Director Vicente Lima and other company leaders visited the representative villages and leaders of the Sete de Setembro and Rio Branco Indigenous lands, including the villages neighboring the river, to talk about the work being done together with Indigenous peoples and essential partners.

Socioeconomic
Development of the
Coffee Chain



Promote the Sustainable Value Chain



Socioeconomic Development of the Coffee Chain

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[GRI NOTEBOOK](#)


Verified Coffee®

We are the largest coffee company in Brazil, and we are committed to constantly promoting initiatives to promote sustainable development throughout the coffee production chain. That's why, during International Coffee Week in November 2023, we launched Verified Coffee®, a verification program for coffee bean procurement with quality assurance, traceability, and compliance in social, environmental, and governance areas.

The Initiative to implement the verification seal occurred throughout 2023 and is the result of a deep understanding of the needs

Partnership

For the implementation of the seal, **3corações** counts on the partnership of AGROTOOLS, a pioneer in spatial monitoring and leader in advanced technology for agribusiness. AGROTOOLS has the largest agribusiness database in the world and ensures measurable, reportable, verifiable, scalable, and real-time tracking. Thus, the partnership promotes, in an accelerated and efficient way, sustainable progress with intelligence, transparency, security, and technology.

Supplier Management

Special Coffee Rituals 85+

The first coffees to receive the Verified Coffee® seal are part of the Rituals Special Coffees 85+ line. This line ensures the complete traceability of grains through direct negotiation with producers responsible for their cultivation and verifies that the supplying farms comply with the required social and environmental standards. The expectation is that, from the second half of 2024, the expansion of the Protocol will begin so that, in the medium term, all the lines of the **3corações** will have this seal.



Promote the Sustainable Value Chain

At *3corações*, we build long-term partnerships and demand that our suppliers adopt the best labor practices, obey the law, collect taxes, and promote a healthy environment. To ensure that they meet these standards, we use our supplier relationship management platform, the “Supplier Market”. Through it, we approve suppliers, classifying them based on strategic importance and on the impact on business, prioritizing those who have a critical role in the supply chain. We also perform, together with the Quality area, audits, and periodic inspections to ensure that suppliers are meeting the agreed standards and legal and regulatory requirements.



Socioeconomic Development of the Coffee Chain (GRI 3-3, 408-1, 409-1)



Promote the Sustainable Value Chain

3corações understands its social role as a driver of changes and societal improvements in society that can positively impact people's lives, especially the most vulnerable. We act in the present so that, shortly, we can have different results for everyone.

Establishing partnerships with third-sector institutions that work with expertise in specific topics and populations is one of the social action strategies of *3corações*. We support institutions so that they can strengthen themselves and increasingly contribute to improving the spheres of education, health, culture, sport, and welfare, allowing them to support the most vulnerable people with the tools they need to generate change in themselves and for those next to them.

Supported Initiatives

(GRI 3-3, 203-1, 203-2, 413-1)

107 
Social
institutions
supported

14 
Brazilian
states

51 
Tons
of food

 **R\$4MI**
of financial
investment
approximately

SDG related to this chapter





Positively
impact the
community



Youth Culture: Social Foundation Raimundo Fagner

The Raimundo Fagner Foundation is the institution that **3corações** has partnered with for the longest time: since 2000, we have supported this social work, which promotes full time education for the development of children and adolescents in the age group from 7 to 17 years old in a situation of social risk, enrolled in public education. With headquarters in Fortaleza and Orós, in Ceará, the Foundation is certified as a Point of Culture by the Government of the State of Ceará and the Federal Government. It serves 400 children and adolescents with the Learning Art Initiative, a proposal based on art education with music as the main focus of its educational actions.

In addition, the Foundation offers tools that contribute to human development by strengthening aspects related to formal education, such as encouraging reading, activities oriented to the development of creativity

and group relationships, integration of educational activities towards healthy choices; increase in civics awareness and strengthening family relations and psychological support. In 2023, the Foundation held more than 40 shows. These achievements earned the Reading Points Award.



SDG
related
to this chapter



Supported Initiatives

(GRI 3-3, 203-1, 203-2, 413-1)



Positively
impact the
community



Food Bank: SESC Mesa Brasil

3corações in partnership with Mesa Brasil, the largest private network of food banks in Latin America, which fights hunger and waste from partner donations and contributes to ensuring the food and nutritional security of children, youth, adults, and older people in a situation of vulnerability, throughout Brazil. In 2023, we donated 5 tons of food to the Mesa Brasil units in Belém/PA, São Paulo/SP, Belo Horizonte/MG, and Porto Alegre/RS.

Entrepreneurship Education: Junior Achievement Ceará

The Junior Achievement (JA) is one of the largest social organizations in the world. It has operated in Brazil for four decades, benefiting over 5 million young people in all regions. Its mission is to provide entrepreneurial education and economic development for the country. JA Brasil was ranked in the dotgood's Top 50 Brazil SGOs, one of the most respected international rankings that evaluates NGOs' local and global impacts worldwide.

In Ceará, the institution is supported by the **3corações** Group. In 2023, it served more than 189,450 young people in 210 schools in the pillars of entrepreneurial education, financial education, and preparation for the labor market. JA Ceará was ranked first among all units in Brazil.

SDG
related
to this chapter



Supported Initiatives

(GRI 3-3, 203-1, 203-2, 413-1)



Positively
impact the
community



Children's health: Friendly Company Seal from Baleia Hospital

The Group 3corações received, in 2023, the Friendly Company Seal from Baleia Hospital. This award recognizes, since 2010, the companies that support the Baleia Hospital in the mission of providing quality medical care in Belo Horizonte/ MG. 52 companies were honored with the physical seal, and the other partners were awarded the virtual seal. With the support of 3corações and other companies, the Baleia Hospital carried out more than 720 thousand medical procedures and more than 148 thousand healthcare consultations to 88% of the municipalities in Minas Gerais in 2023.

Solidarity with people without homes after natural disasters

Solidarity with people without housing due to natural disasters is the agenda of 3corações. In 2023, in partnership with the "Tamo Junto" campaign of the NGO Gerando Falcões, we offered support to displaced people from the flood on the north coast of the state of São Paulo, helping families to stay safe during the reconstruction period. We also donated 2.5 tons of coffee to the victims of the flood in Rio Grande do Sul through Mesa Brasil SESC, a food bank network that fights hunger and waste and is destined for the affected municipalities.



Supported Initiatives

(GRI 3-3, 203-1, 203-2, 413-1)

SDG
related
to this chapter





Positively
impact the
community



Best age

The **3corações** Group supports Lar Torres de Melo, an institution with more than 118 years of existence, which provides comprehensive assistance to 200 elderly people in vulnerable or socially at-risk situations in Fortaleza/ CE. In 2023, the institution celebrated 20 years after launching the Statute of the Elderly and held the Week of Well-being.



Sport for inclusion

The Institute of Early Childhood (IPREDE) has been promoting early childhood development for 38 years and strengthening women and social inclusion of families living in situations of extreme vulnerability. With the Conecta Unit, the institute can serve up to 600 children with Autism Spectrum Disorder (ASD). In 2023, **3corações** supported the “Run for Good,” a charity run promoted by the NGO.

SDG
related
to this chapter



Supported Initiatives

(GRI 3-3, 203-1, 203-2, 413-1)

GOVERNANCE

(GRI 3-3)

Levers

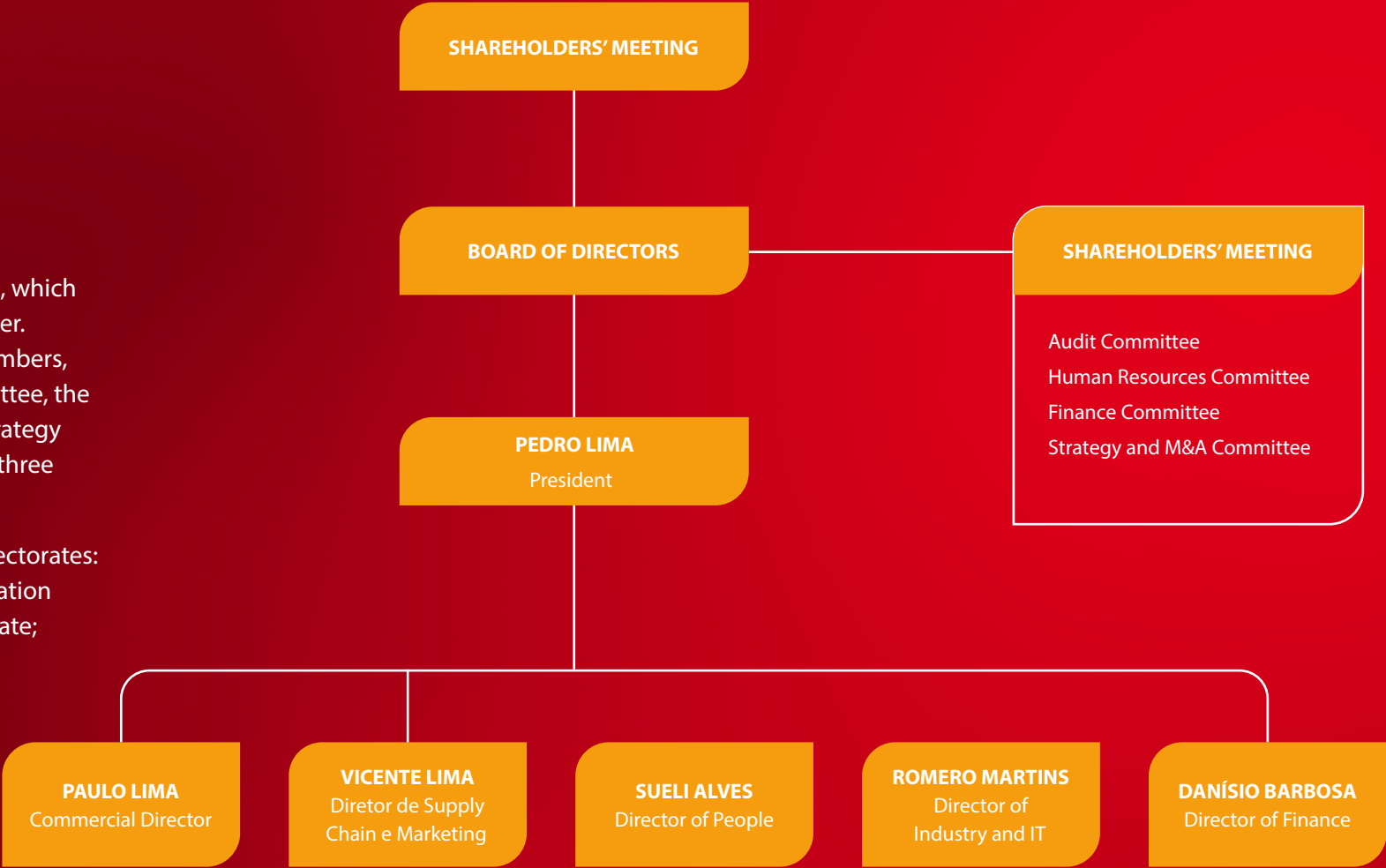
- Act ethically and transparently
- Sustainable growth



Act ethically and transparently

Our hierarchical structure is based on a Shareholders’ Meeting, which brings the shareholders São Miguel and Strauss Coffee together. Below it, we have a Board of Directors, composed of eight members, which is supported by advisory committees: the Audit Committee, the Human Resources Committee, the Finance Committee, the Strategy Committee, and the M&A Committee. The Board meets every three months.

The company is organized around the presidency and five directorates: People Directorate; Finance Directorate; Industrial and Information Technology Directorate; Supply Chain and Marketing Directorate; Commercial Directorate.



Organizational Structure (GRI 2-9, 2-10, 2-12, 2-14, 2-24)



Act ethically and transparently

The Group **3corações** is a joint venture established in 2005 between the Brazilian São Miguel and the Dutch Strauss Coffee, belonging to the Israeli Strauss Group, a partnership that, in 2022, was extended for another 20 years. Três Corações Alimentos S.A has direct control over the following companies: Cafeteria Três Corações Ltda., Café Três Corações S.A. and Prumo Participações Ltda. In addition, through Café Três Corações S.A., the company also has indirect control over Principal Comércio e Indústria Ltda. and Café Brasileiro Alimentos Ltda. Similarly, through Prumo Participações Ltda., the company exercises indirect control over Rituais Café S.A. Três Corações Alimentos S.A. as a part of two joint ventures, sharing with third parties the control of the companies 3Caffi Indústria e Comércio de Cápsulas S.A. (3Caffi) and Positive Company Indústria e Comércio Ltda., with 50% of the shares of each company.



Shareholder Structure

(GRI 2-1, 2-9)



Act ethically and transparently

To reinforce the strategic guidelines and detail the results achieved by the Group, a quarterly business update meeting called Coffee with Results is held, in which all managers of the Group participate. In this meeting, the Board presents the data of the period to the whole team management, with an in-depth analysis of the internal and external factors that impacted the performance monitored

by the company's global indicators, and discusses ongoing Initiatives, relevant events and new product launches. The directors also highlight the challenges of the coming period and how leaders can support and disseminate the strategy to their teams, ensuring a continuous, clear, transparent, and effective alignment with the company's objectives.

Coffee and RESULTS



Strategic Alignment



Act ethically and transparently



Structure and Approach

The Corporate Risk Management area is responsible for assessing internal and external risks to the company, through mapping or organizational context meetings with the Units. The methodology adopted also includes recommendations and development of internal controls that assist in risk mitigation, following the best practices of ISO 31,000:2009, which establishes principles and guidelines on risk management, and the COSO (The Committee of Sponsoring Organizations), which establishes guidelines for risk assessment and internal control environment.

Activities in 2023

In 2023, we developed the “Trends and Risks 2023” report, which identified and analyzed the main emerging risk trends that could impact the 3corações Group. We conducted a detailed study on the capacity of the Group’s production lines, aiming to identify potential operational risks and production bottlenecks and updates of the risk categories of Outsourcing and Partnership and Information Security. Finally, we evaluate the risks related to the company’s asset insurance and incorporate in our matrix the data collected by independent consultants regarding the ESG aspects of the company.

SDG related to this chapter





Act ethically and transparently

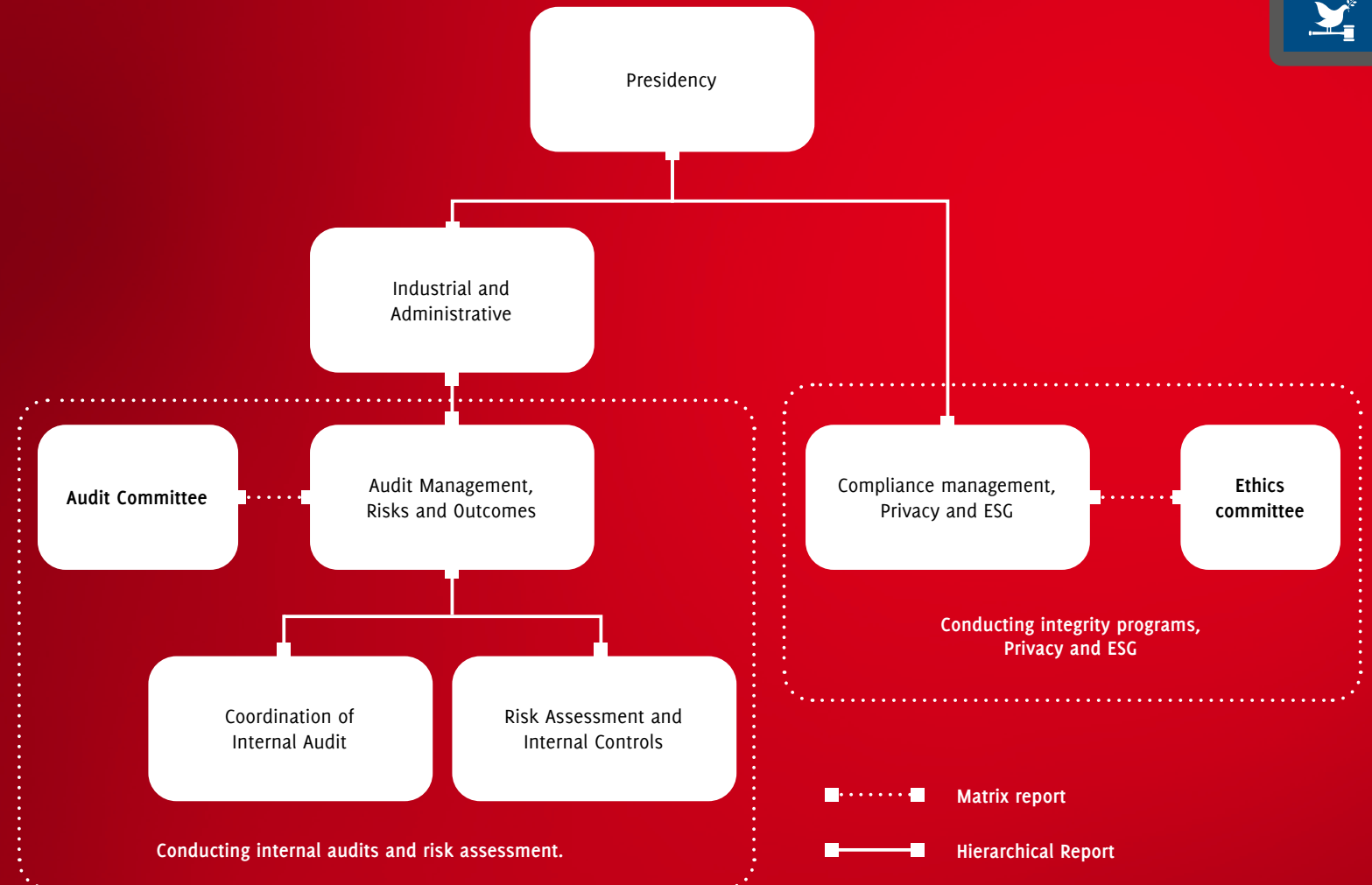
Compliance Structure

Compliance Management was created to develop continuous improvement practices and measures that ensure and enforce the Group’s bylaws, regulations and internal standards, permanently enabling the culture of ethics at all levels.

The area works with Risk Management, Internal Audit, Ombudsman and Integrity Commission teams in monitoring the company’s processes most exposed to corruption risks. Also performs reputational checks of business partners, including suppliers, customers, grant recipients and sponsors, based on public data sources. We continuously perform an inter-area risk assessment and internal and external audits with ISOX (Israeli Sarbanes-Oxley) controls. Everything is done to maintain high standards of Risk Management, Internal Audit, and Compliance, aiming at the prevention, detection, and remediation of possible deviations.

Ethics Program (GRI 205-1, 205-2)

See our governance organizational structure:



SDG related to this chapter





Act ethically and transparently

SDG related to this chapter

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Integrity Program

Being nice is our guide

At **3corações**, ethics is part of our way of being. It is present in all our actions, since the foundation of the company. Acting with ethics, transparency, responsibility and honesty is a behavior that we encourage in everyone all with whom we relate. By practicing this, we are not just doing what is common sense, but also reinforcing the solid foundation on which we built our history. To strengthen our culture of commitment to transparency and ethics, **3corações** implemented the Ethics Program for its employees and business partners. This program consists of a series of actions and procedures and embraces essential documents like the Code of Ethics and the Anti-Corruption Policy.

In 2023, the **3corações** Ethics Program completed 5 years of existence and, during this journey we positively impact on the construction and strengthening of our culture of integrity.





Act ethically and transparently



Just as we respect our own intellectual property, we also protect the intellectual property of others. We require our suppliers to adopt the best labor practices, obey the law, collect taxes and promote a healthy environment.

We do not tolerate any type of misappropriation, whether financial, of a product unit, gift or sample, for our own benefit or that of third parties. These cases are handled in accordance with the law. With regard to third parties, we approved 2,147 business partner registrations, approximately 6% of the company's total registrations.



Please see our guidelines for business partners below.

For our business partners, we have formalized anti-corruption clauses in contracts and created the RGC, a document that contains a series of General Contracting Rules to establish our partnership. In the RGC, we have established clauses that we consider essential to ensure a transparent, honest and respectful partnership between 3corções and its partners. We honor contracts and agreements, and we are sincere and transparent in our relationships, whether with employees, customers or suppliers.



Check out our General Hiring Rules - GRC in full

SDG related to this chapter



Supplier Management
(GRI 3-3, 407-1, 408-1, 409-1)



Act ethically and transparently

Letter of Ethics

Our way of being

Companies usually formalize their values and principles in the Code of Ethics. At **3corações**, we prefer to call it the Charter of Conduct, because we believe that ethics is at our core, in the hearts of people and the company.

Our Charter of Conduct was formalized in 2009 to declare our daily conduct. It consolidates our guidelines and standards of ethics, aiming to guide the decision-making and practices of all business partners, whether employees, service providers, or suppliers.

The Charter of Conduct manifests our essence. It shows us how we should act with all those we have relationships with, ensuring that our decisions will always be made with the growth of our business, social justice, and environmental protection in mind.

Our Charter of Conduct is our foundation for sustaining our status as a socially responsible company. By signing it, the upper management of the **3corações** Group commits to its adoption, dissemination, and compliance.

Anti-corruption Policy

In 2017, 3corações consolidated its Anti-Corruption Policy, with validation by the Board of Directors. The Policy is explained in employment contracts, contracts with suppliers, and our Charter of Conduct. Among the premises of the policy, we emphasize that we do not accept corruption or bribery, we do not tolerate deviations of any kind, and we do not accept that anyone use their position in the company to obtain personal favors and services.

Our relationship with the government is based on the declaration of the Charter of Conduct: sales and profit of the company are the result of honest work and completely within the law. The documentation of all transactions with duly paid taxes so tha

SDG related to this chapter





Act ethically and transparently



Ombudsman

To report violations of the Charter of Conduct and the internal policies of the Group, we provide **3corações** employees and other relationship audiences with an Ombudsman, managed by an independent specialized company, accessible through its own website (www.3coracoes.com.br/ouvidoria), e-mail (ouvidoria@3coracoes.com.br) and telephone (0800 0312161), guaranteeing anonymity, confidentiality and protection to the good-faith complainant.

The claims are investigated, and their accountability is carried out via the Ethics Committee, an internal body responsible for directing and monitoring the **3corações** Ethics Program. Each claim is analyzed individually, and whenever necessary, actions are established to improve our internal controls or compatible disciplinary measures are applied. At the end of each assessment, we provide feedback to the complainant communicant through the Ombudsman.

In 2023, we received a total of 496 complaints, of which 298 were considered appropriate. Below, the detail:

Origin	Quantity	% of the total
Site	197	66,11%
Phone	67	22,48%
E-mail	34	11,41%
TOTAL	298	100%

- We received 99 identified complaints (33% of the total), and 199 anonymous (67% of the total).
- In 2023, there was no corruption claim involving the Group and its employees, business partners, public officials, and government authorities registered with the ombudsman, nor any confirmed corruption case.

Ethics Program (GRI 2-25, 2-26, 205-2)



Act ethically and transparently



3corações is concerned to play an important role in the promotion of a more wholesome and ethical market. We always adopt the best market practices in terms of integrity and ethical conduct. Our company is submitted periodically to the evaluation of entities and referential bodies of the market, winning recognitions as Seal Clean Company (Ethos Institute) and Agro More Integrity (MAPA).

In addition, we are signatories of the Corporate Pact for Ethics and against Corruption, promoted by the Ethos Institute. Movement to unite companies to promote Integrity and ethics and eradicate bribery and corruption.



SDG related to this chapter

17 PARTNERSHIPS FOR THE GOALS



Integrity Recognitions



Act ethically and transparently



In 2023, **3corações** implemented the Data Security and Privacy Program to strengthen respectful behavior and care with the information and personal data of everyone we interact with.

The Security and Privacy Committee, an internal body responsible for monitoring and improving Data Security and Privacy Program, monitors it monthly. The Committee comprises Manufacturing and Administrative, Compliance and DPO Management, Legal, IT, and Internal Audit.

Among the actions carried out by the Security and Privacy Program, we highlight holding the Data Security and Privacy Week, which occurred between November 6 and 13, 2023. During this period, we impacted more than 1,000 employees with:

- Online lectures with guidelines on data protection, face-to-face interactions and an awareness event at the João Alves de Lima Building in Eusébio (CE)
- Podcast online and live for the whole group by YouTube
- Face-to-face events in 6 units (Natal, Mossoró, Santa Luzia, Itaim and Ipiranga), where we held moments of interactivity and awareness raising.

Data Security and Privacy



Act ethically and transparently

Headquarter Podcast



Training

We have implemented new Data Privacy training on the Saber learning platform, aimed at Information Technology teams. The training covers concepts and principles of personal data privacy. In all, 95% of the target audience was trained in 2023.

Cybersecurity

In 2023, 3corações further strengthened the security of its technological infrastructure to minimize risks related to cyber-attacks. We replaced the antivirus Kaspersky with a more modern one, the Cortex XDR. We replaced Fortigate's VPN (Virtual Private Network) technology with Paloalto's Global Protection.



To understand our full privacy policy, click here.



We also provide a contact direct to the Data Controller appointed by the 3corações Group, through our Privacy Portal.

Data Security and Privacy

SDG related to this chapter

17 PARTNERSHIPS FOR THE GOALS



Act ethically and transparently



3corações at the celebration of 50 years of ABIC

Relationship with Professional Associations (GRI 2-28)

The 3corações Group, through its members, actively participates in the most relevant discussions in professional associations representative entities of business categories and groups of companies. They are:

- ABIC: Brazilian Association of the Coffee Industry - Member of the Board
- ABIA: Brazilian Association of the Food Industry - Member of the Board
- ABIR: Brazilian Association of Soft Drinks and Non-Alcoholic Beverages Industries
- ABNC: Brazilian Association of Nuts, Nuts and Dried Fruits
- BSCA: Brazilian Association of Specialty Coffees
- CONAR: National Council of Advertising Self-Regulation
- GS1 Brazil: Brazilian Automation Association
- LIDE: Business Leaders in the State of Ceará
- ABAA: Brazilian Association of Alternative Foods - Board Member

In addition, we actively participate in the following federations:

- FIEC: Federation of Industries of the State of Ceará - Member of the Board
- FIERN: Federation of Industries of the State of Rio Grande do Norte - Member of the Board
- FIEMG: Federation of Industries of the State of Minas Gerais

In addition, we participate in the Board of Coffee Unions of the states of Ceará, Minas Gerais, São Paulo, and Rio Grande do Norte.

SDG related to this chapter





Act ethically and transparently

SDG related to this chapter

17PARTNERSHIPS FOR THE GOALS

Tax Transparency

For 2023, we built our first Annual Tax Transparency Report of the **3corações** Group, prepared by the internal team, to allow stakeholders to understand better the relevance and extent of tax-related aspects in the business, briefly explaining our tax governance, the taxes paid in each jurisdiction, incentives obtained, operational and legal news and their contribution to society.

We also decided to consolidate and share our tax information because we understand that taxes are fundamental for implementing public policies and assume we have a vital role in collecting these resources.

[Total Tax 2023 Report.](#)



Government Relations (GRI 201-4, 207-1, 207-2, 207-3)



Act ethically and transparently

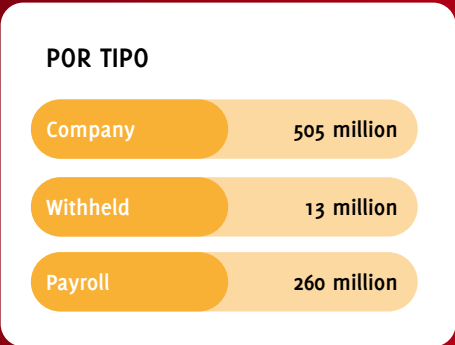
SDG related to this chapter

17 PARTNERSHIPS FOR THE GOALS

Tax Contribution

Total Tax Contribution (CTT) of R\$ 778 million

3corações is among the leading companies in the food sector with significant tax collection. In 2023, we collected R\$778 million in taxes for federative entities. We recognize that the collections made bring social benefits and economic responsibilities in all the places where we work directly and indirectly, effectively impacting Brazilians throughout the country..



Tax Incentives

3corações benefits from tax incentives in some states where it acts, in return, directly and indirectly contributes to job creation and local development. These incentives are available to other taxpayers and, as a rule, aim to stimulate local investments, development, and sustainability in these regions.

These incentives are based on local and national regulations and comply with Complementary Law no 160/2017. They are available to other taxpayers and, as a rule, aim to stimulate local investments, development, and sustainability in the country's regions.

The state incentives reduce the collection of State VAT using presumptive credit, reducing the calculation basis or rate. At the federal level, *3corações* has incentives related to profit from exploration, reinvestment, social programs and the Lei do Bem.

State VAT incentives represented 2.6% of the revenues from products sold, net of taxes, in 2023 (2.8% on December 31, 2022).

The total federal incentives in 2023 represented 0.28% of these revenues (0.61% as of 31 December 2022).

Government Relations



Act ethically and transparently



Our Charter of Conduct states that our sales and profit result from honest work and are, therefore, entirely within the law. We properly document all transactions so that taxes are duly paid. Thus, we ensure that the company's activities generate the best results for society. We base our relations with any level of government or authority on seriousness and smoothness. We support the fight against corruption and apply all the mechanisms the legislation provides.

Bids

- We regularly participate in tenders with different public institutions, and ethical values and compliance with the legislation always guide our participation. Our business process is annually audited internally by the **3corações** Compliance team. Our information on the involvement in tenders is in the public domain and can be consulted on the Transparency Portal (<https://portaldatransparencia.gov.br/>) by entering the CNPJs below:
- Três Corações Alimentos S.A. - CNPJ 63.310.411/0001-01
- Café Três Corações S.A. - CNPJ 17.467.515/0023-04
- Café Brasileiro Alimentos Ltda. - CNPJ 58.128.190/0001-07

SDG
related
to this chapter



*Government
Relations (GRI 3-3)*



Sustainable growth

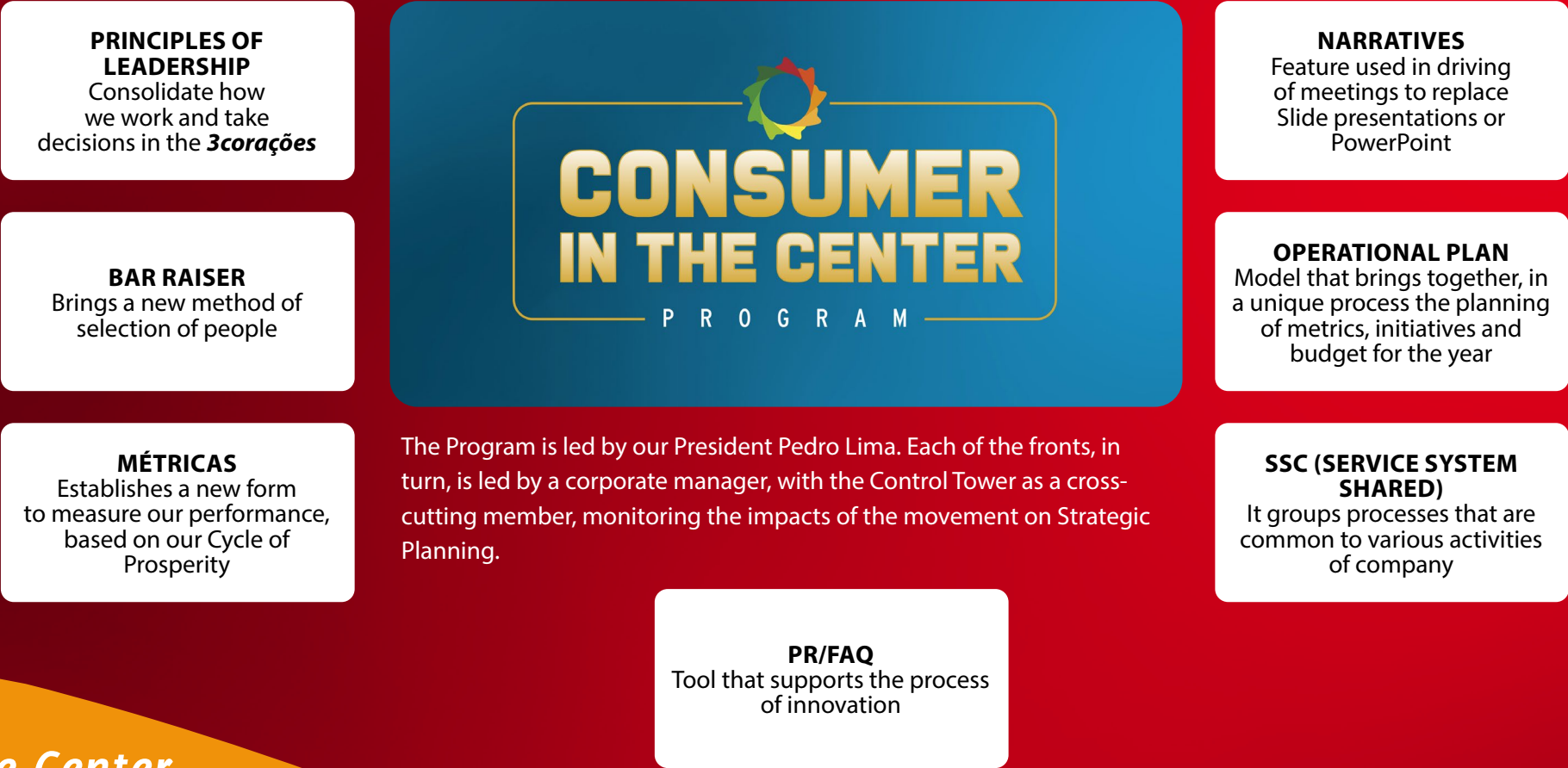
Consumer in the Center Program

In 2023, Group **3corações** took another step towards the future with the creation of the Consumer in the Center Program, which is implementing initiatives such as the consolidation of our Leadership Principles, the reformulation of the company's talent selection method, among other practices that make up a management methodology that puts the consumer at the center of all actions.

The ultimate goal is to enable the fulfillment of our corporate mission, reinforcing our focus on the consumer, strengthening our culture and positively impacting the 2022/2026 Strategic Plan.

SDG related to this chapter

8 DECENT WORK AND ECONOMIC GROWTH



Consumer in the Center Program (GRI 3-3)



Sustainable growth

Cycle of Prosperity 3corações

Grupo **3corações** is the largest coffee company in Brazil. Under the dedicated direction of Pedro Lima, Paulo Lima and Vicente Lima and the committed work of our employees, the company has grown, expanding its presence to the Northeast and, subsequently, for the entire Brazilian territory. The increase in market share and efficiency improvement operational allowed us to gain scale and ensure health financial business.

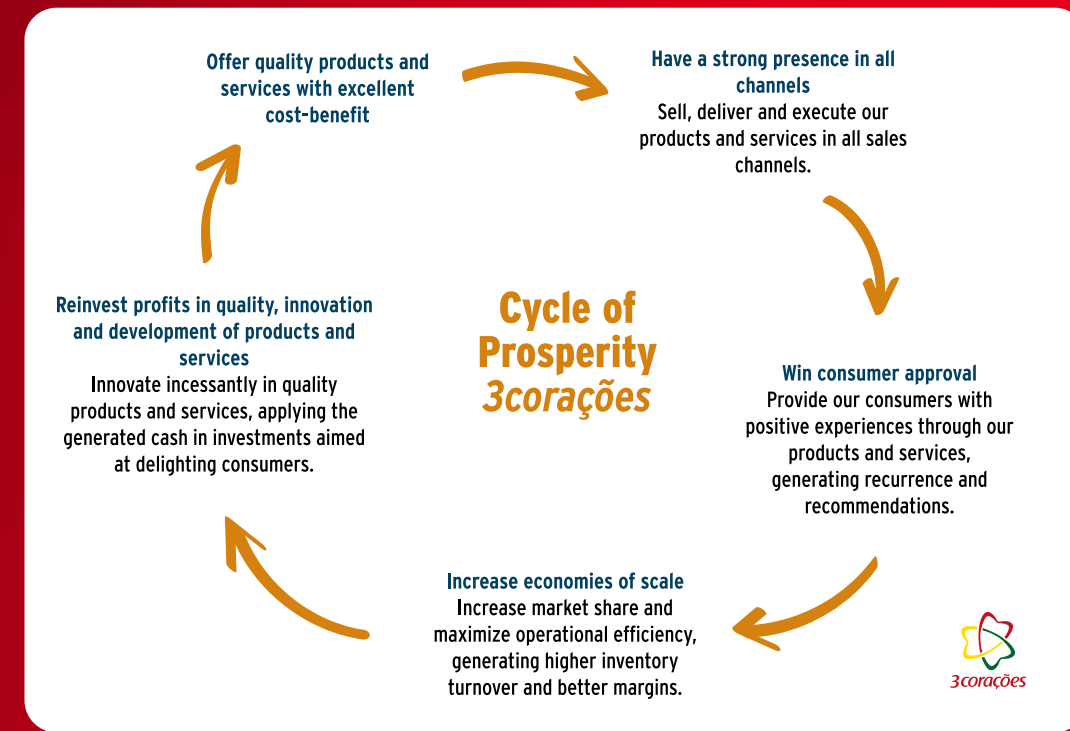
Over the years, we have invested heavily in technology, implemented a robust sales and distribution structure, built and improved our factories, and made ourselves increasingly present in all sales channels with our products and services.

The profits generated were reinvested in quality, innovation, and the development of new products and services, always aiming to delight our consumers. We entered the corn derivatives segment, created our solution of espresso and multidrink machines and capsules, became leaders in the segments of roasted and ground coffee, cappuccino, and specialty coffees, and are growing rapidly with ready-to-drink and health-focused products.

Cycle of Prosperity

In 2023, we map all the actions focused on the consumer that drove our growth, and from them we elaborate our Prosperity Cycle: a summary of what we have done so far and what we must continue to do to be successful as an organization. The more we focus and work continuously on each of its five pillars, the better we are as a company and the more likely we are to become excellent and references in what we do. Each pillar makes the cycle rotate and impacts on the other pillars, characterizing itself as a virtuous cycle of prosperity for the company.

The elaboration of the Cycle of Prosperity was one of the deliveries of the Consumer in the Center Program in 2023.



SDG related to this chapter





Sustainable growth



CONSUMER • COURAGE • CULTURE
PROSPERITY
 STRATEGIC PLANNING 3CORAÇÕES

Strategic Planning - Control Tower

To ensure the full implementation of the Strategic Planning 2022 - 2026, the Group **3corações** implemented in 2023, the Control Tower, an executive committee whose mission is to ensure the direction, monitoring and synchronism of all initiatives and Initiatives and projects arising from the plan. The Tower acts to maintain the cadence and the pace of implementation of the planned, giving visibility to the interdependence between the and unblocking possible barriers to implementation.

The creation of the Control Tower and **3corações'** care in ensuring compliance with the Strategic Planning are measures that contribute to achieving the objectives set for 2026 as well as for the realization of the Simple Dream, established to 2031: "To be Brazil's best and largest coffee company, generating prosperity for all".

Our strategy is based on 3Cs: focus on the Consumer, directed by the Prosperity; Strong culture, stated in our Leadership Principles and Charter of Conduct; and Courage in the face of challenging initiatives inherent to the business.

High level expectations High level expectations (HLE) are linked to each pillar of the Prosperity Cycle and represent the Group's corporate goals. The monitoring of results and Synchronism analysis of all initiatives and strategic actions are carried out by a executive committee, composed of a multidisciplinary team from the areas of Finance, Results, Initiatives and Processes.

The Group's strategy, reflected in the EANs, is also broken down into metrics and initiatives assigned to each managerial unit of the company (Business units/ Regional/ Branches/ Channels/ Sectors). The elaboration of the metrics tree of the company, that part of high-level expectations, aims to give clarity to employees about their role in achieving strategic objectives. The group's management model, with its periodic meetings, provides the correct follow-up of the results, as well as the agility and assertiveness of route adjustments when necessary.

SDG
related
to this chapter





Sustainable growth



Innovation is one of the values of the **3corações** Group and drives development and creativity throughout the company. We are restless, curious, and creative and undertake to generate value for the business. So, innovation is more than an idea. For us, it only makes sense when it generates results and transformation. Some of the following initiatives were implemented in 2023 and are practical examples of how innovation is critical for us to grow sustainably.

Caffeine Hub

In 2023, the **3corações** launched two innovation programs: Caffeine Ideas and Caffeine Open. Through them, we seek to improve our business, empower our employees, and foster initiatives that drive innovation and delight the consumer. During the year, we connected with startups from all over Brazil, and our employees gave new ideas to solve the organization's challenges, participating in creativity and innovation workshops. We also created a group of innovation ambassadors, the Cafeiners, who embraced their role in disseminating innovative practices and encouraging their colleagues to participate. The highlight was Caffeine Week, a week dedicated to innovation-related topics, which included several in-person activations and online lectures.

SDG
related
to this chapter



Innovation (GRI 3-3)



Sustainable growth

Estruturante 5.0

The Estruturante 5.0 program was born to promote digital transformation in **3corações** through the implementation of a transactional system, integrated and dynamic, that provides time optimization, productivity expansion, and relationship with all sales channels, directly influencing the performance of people and the company innovatively and sustainably. In 2023, the Initiative was completed with the implementation of a new management system: SAP S/4HANA. For this, a multifunctional team worked for two years and six months on mapping our business, reviewing processes, and designing, developing, and testing the new system. During and after the go-live, **3corações** built a complex structure of support to the Units so that the implementation of the system was done carefully and minimally impacted the operation and the routine of our employees, customers, and consumers.

ESTRUTURANTE 5.0 IN NUMBERS

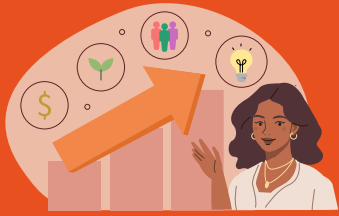
- Initiative of 2.5 years
- 247 people involved
- 17.887 training sessions
- 268 mapped processes
- 31,930 tests performed

In 2023, **3corações** initiated an Initiative to better organize the company's data layer that feeds the reporting systems. With the initiative, we structured a data environment capable of generating information relevant to the company, allowing the cross-referencing of information and generating more in-depth analyses. This is all so that the management of **3corações** can make decisions about the business based on assertive and reliable data.



SDG related to this chapter





Sustainable growth



Agile Initiative Management

The Initiatives Office at **3corações** aims to generate value for the business through the return of Initiatives. We direct our annual planning aiming at harmony between the departments, which led us to prioritize actions and Initiatives that will drive us towards our strategic objectives. To this end, we have invested in 111 Initiatives from various areas, emphasizing all strategic objectives. Of these, 53 were completed in 2023 and 58 are scheduled for completion in 2024.

Expanded Logistics

In 2023, two new Distribution Centers were opened in Juiz de Fora (MG) and Rondônia (RO), and four new Transit Points in Varginha (MG), Ipatinga (MG), Caxias (MA) and Sinop (MT). In addition to the new CDs and TPs, six units were expanded: Brasília (DF), Maceió (AL), Recife (PE), São Luís (MA), Rio de Janeiro (RJ) and Salvador (BA).

Production of capsules

In 2023, the Montes Claros (MG) factory installed a new machine for capsule manufacturing of the TRES® line and completed implementing the compatible capsule line.

Implementation of the MES system in the Cuiabá Unit

In 2023, Group **3corações** completed implementing the MES system at the Cuiabá Plant (MT) and took another step towards operational excellence at the Industrial Unit.

SDG
related
to this chapter





Sustainable growth



TPM Program

The Total Performance Management (TPM) program was created to minimize losses and waste. In addition to the focus on equipment maintenance, there is a strand focused on training and developing our employees' skills. The objective is to ensure everyone's involvement to increase the quality of manufactured products and guarantee "zero breakage," "zero waste," and "zero accidents."

Main actions in 2023

- TPM Leader Week, a moment of leadership training in the TPM methodology at the Mossoró Factory (RN).
- TPM Facilitator Training, training aimed at the industry leaders so that they can multiply knowledge with their teams.
- Inauguration of the center of excellence and development focused on the TPM Program in the Mossoró Unit (RN), a space for training and development of employees.
- The TPM Workshop, an event to align TPM's strategies and accelerate the implementation of the methodology in the Eusébio (CE) and Mossoró (RN) factories.

SDG related to this chapter





Sustainable growth

HR Initiatives

In 2023, we advanced in:

- **Digital Admission Initiative.** The entire admission process is done online, eliminating the need for physical documentation and reducing the use of paper in the admission process to zero.
- Revision of the Structure of Positions and Salaries. We have updated our position and salary structure with Mercer Consulting to maintain fair and competitive market benchmarks.
- Initiative of Centralization of Third Party Invoices. Centralization of the entire hiring and payment process to outsourced labor suppliers, reducing the operational burden of HR that will have more time for Human Resources activities, such as Talent Attraction, Training etc.
- Initiative BPC. Automation and review of the HR expense planning tool calculation engines, making our analyses more assertive.



SDG related to this chapter



HR Initiatives



Sustainable growth

SDG related to this chapter



The consumer at the heart of our actions

2023 was a landmark year in the history of the 3corações Group. We invested to seed the company’s transformation, impact the near future and bring great results. Harmonia, our topic of the year, guided the work with all teams in projects, initiatives, gatherings, always with the aim of promoting synergy between teams, bringing prosperity to our business and generating value for the consumer. And for the commitment to him, the consumer, reason of existence of our company, we started the Consumer in the Center Program, which will be the great movement of 3corações in 2024.

This important cultural evolution and management process of 3corações is based on our essence. It reignites our culture and establishes guidelines that guide our way of working and deciding with more alignment, agility, and autonomy. All this is anchored in the digital transformation already designed as a milestone in the company’s history and has been reflected in better performance and more productivity for our business.

Due to its relevance and meaning, Consumer in the Center will also be the theme of the year in 2024. Our purpose is for this message to be conveyed to all employees in all Units, reinforcing this important legacy of our founder, João Alves de Lima, and reaffirming our corporate mission to create lasting ties and generate value for everyone.

We are a company that grows by the strength of labor, and it is with much work that we launch ourselves into the future. We strive, every day, to be strongly present in all sales channels, win consumer approval, increase our economies of scale, reinvest profits in quality, innovation and development of products and services, so that we can offer quality products and services, with excellent cost benefit. Because this is the cycle that brought us here and it is what will bring us more and more prosperity, driving exponential growth. Our past and present show that we are on the right path. Today, we embark with faith on a bright future - a greater future than our dreams can achieve.

Future Perspectives

REPORT

MESSAGE

WHO WE ARE

MARKET

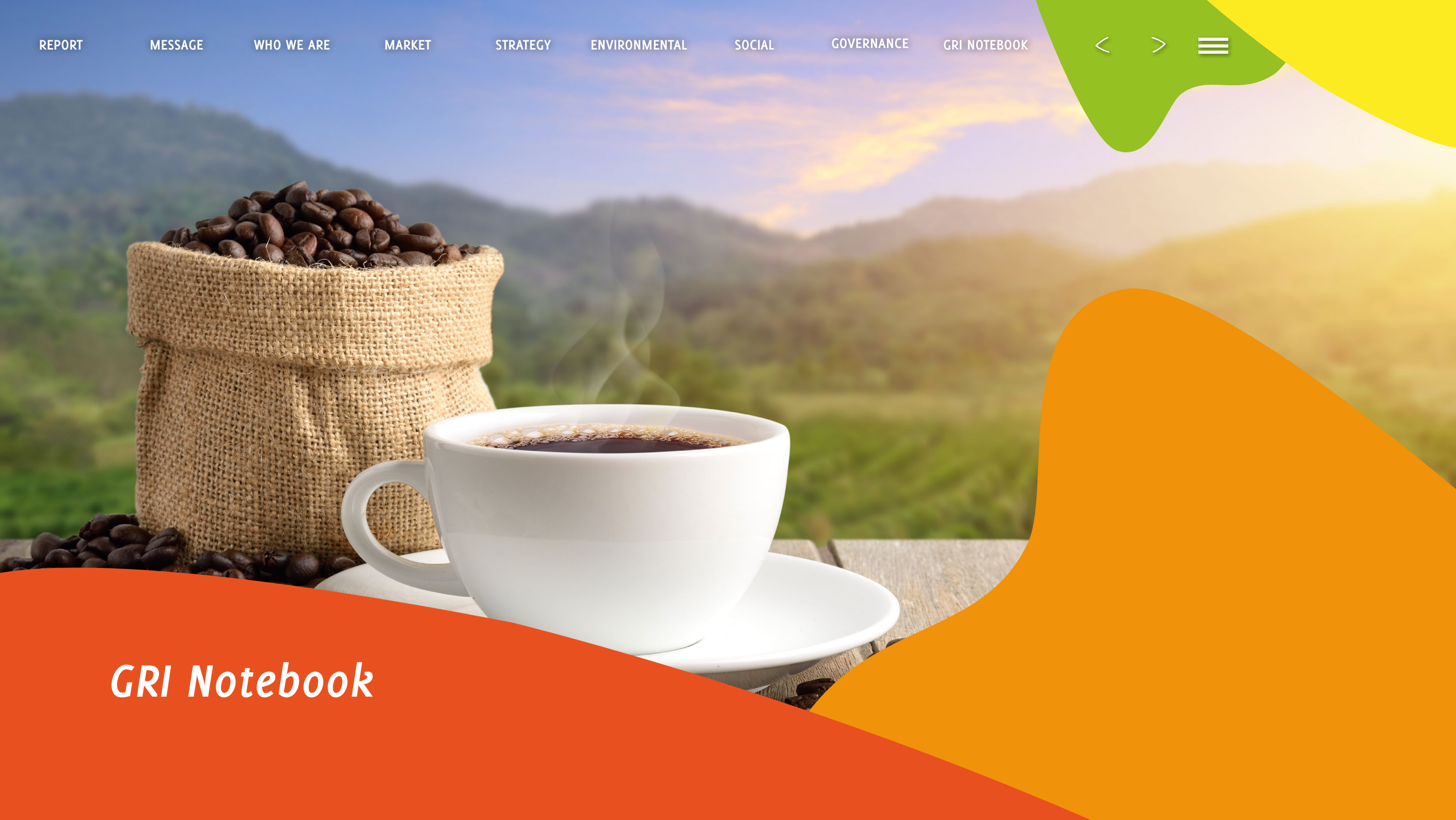
STRATEGY

ENVIRONMENTAL

SOCIAL

GOVERNANCE

GRI NOTEBOOK



GRI Notebook

Statement of use

The Group *3corações* reported according to GRI 2021 Standards from 1 January to 31 December 2023.

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relationship with the principle of the Global Compact
NORMA GRI				
GRI 2: General Contents 2021	2-1 Details of the organization	Our History p. 7 Where we are p. 11 Governance p. 88	-	-
	2-2 Entities included in the sustainability report of the organization	About the report p. 3;	12	-
	2-3 Reporting period, frequency and point of contact	About the report p. 3;	12	-
	2-4 Reformulations of information	There is no information to report	-	-
	2-5 External verification	The 2023 Sustainability Report of the 3corações Group did not pass through an external verification process	-	-

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relationship with the principle of the Global Compact
NORMA GRI				
GRI 2: Contents General 2021	2-9 Governance structure and its composition	Organizational Structure p. 88	-	-
	2-10 Appointment and selection to the highest organ of governance	Organizational Structure p. 88	-	-
	2-11 Chairman of the highest governing body	The chairman of the board is different from the executive chairman of Grupo 3corações.	-	-
	2-12 Role played by the highest organ of governance in the supervision of impact management	Agenda ESG p. 32 Organizational Structure p. 88	-	-
	2-13 Delegation of responsibility for impact management	The Board of Directors is responsible for the strategic decisions of the Company. The Directors shall have full powers to administer and manage the business of the Company, of according to their attributions and subject to compliance with the requirements established in the law and the Company's Articles of Association, thus the Directors are responsible for decisions and the implementation of routine actions in the normal course of business.	-	-
	2-14 Role played by the highest organ of governance in sustainability reporting	Organizational Structure p. 88		
	2-15 Conflicts of interest	Verify the conflict of interest of the Board on any decision to be taken, may invite any Directors, company executives, advisors and experts to contribute additional information (without voting rights).		
	2-16 Communication of crucial concerns	In more strategic matters, the Board of Directors shares topics regarding Meeting of the Board of Directors for consideration and deliberation.		
	2-17 Collective knowledge of the highest organ of governance	The company defines its strategic objectives, including sustainability goals, through a committee composed of executives, Board and Advisory Board members. A report detailing the actions and results in sustainability is presented to the Board and then publicly disclosed on the Group's website.		
	2-18 Performance evaluation of the highest governing body	Each nomination for a member of the Board of Directors includes an evaluation by the Shareholder responsible for the nomination.		
	2-19 Remuneration policies	The members of the Board of Directors do not receive any honorarium or other compensation.		
	2-20 Process for determination of remuneration	The compensation of the Directors is fixed annually by the Board of Directors.		

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relationship with the principle of the Global Compact
STRATEGIES, POLICIES AND PRACTICES				
GRI 2: General Contents 2021	2-22 Declaration on development strategy sustainable	Message from the President p. 4	-	-
	2-23 Policy commitments	Our Essence p. 13 Management Policy p. 14 Commitments Signed p. 30		1 and 2
	2-24 Incorporation of policy commitments	Commitments Signed p. 30 Organizational Structure p. 88		1 and 2
	2-25 Processes to repair negative impacts	Ethics Program p. 96		10
	2-26 Mechanisms for counselling and presentation of concerns	Ethics Program p. 95 Ethics Program p. 96		10
	2-27 Compliance with laws and regulations	The fines applied to the regular operation of the Group in 2023 totaled the amount of R\$ 271 thousand, which is not considered material. Additionally, there was the payment of R\$ 3,014 million in fines due to the the fact that the Group has joined the Zero Litigation Program from the Federal Government.		-
	2-28 Participation in associations	Relationship with Professional Associations p. 100	17	-

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STAKEHOLDER ENGAGEMENT				
GRI 2: General Contents 2021	2-29 Approach to stakeholder engagement	Commitments Signed p. 30 Materiality p. 31		-
	2-30 Acordos de negociação coletiva	There is no single national collective agreement applicable to the entire organization; agreements are submitted to the unions regional. There are 49 collective agreements or conventions in Brazil, covering 100% of our employees	8	3
MATERIAL TOPICS				
GRI 3: Materials 2021	3-1 Process of definition of material issues	Materiality p. 31		
	3-2 Lista de temas materiais	Materiality p. 31		1 to 10
	3-3 Management of material topics	Agenda ESG p. 32 Ambiental p. 33 Social p. 53 Governance p. 87 Waste management p. 38 Life cycle of packaging p. 42 Water management p. 36 Energy management page: 40 Climate change p. 41; 48 Biodiversity p. 48 Mental and physical health of employees p. 68 Development of employees p. 62 Food quality and safety p. 74 Health and safety at work p. 68 Organizational culture p. 57 Relationship with the community p. 82 Management of suppliers and strengthening the coffee chain p. 81 and 94 Diversity, equity and inclusion p. 59 Sustainable business growth p. 104 and 109 Ethical conduct pp. 93 and 103 Technology and innovation p. 107		-

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relationship with the principle of the Global
ECONOMIC PERFORMANCE				
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Value Added Distribution (VDA) 2023 Personnel and Expenses: R\$ 600,006,633.32 Government: R\$ 501,855,775.76 Third parties: R\$ 216,196,848.09 Shareholders: R\$ 321,344,485.10 Financial Performance p. 21	9	-
	201-2 Financial implications and other risks and opportunities arising from climate change	Climate change pp: 48 Risk Management p: 91		-
	201-4 Financial support received from the government	Relationship with the Government p. 101	-	1 and 2

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relationship with the principle of the Global
PRESENCE IN THE MARKET				
GRI 202: Market presence 2016	202-1 Ratio between the lowest salary and salary local minimum, with gender discrimination	Considering all the operations units of 3corações Group (Integrator, CDS, Factories, Warehouses and Cafeterias), the guidelines wages are based on four principles: wage research external, salary equity of positions according to grades, salary base of the place of operation and observance of rules agreed in trade union conventions and agreements. Not practical in company the wage differentiation by gender, but yes according to the position and its requirements, responsibilities and performance. At Grupo 3corações, no employee receives less than the minimum wage, in compliance with current legislation in the country.	8	-
	202-2 Proportion of board members hired in the local community	The Group 3Council100% of the Board members hired locally	8	-
INDIRECT ECONOMIC IMPACTS				
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and support to services	Supported initiatives p. 82 Support to Cooperatives p. 47	10	1 and 2
	203-2 Significant indirect economic impacts	Supported initiatives p. 82 Value Generation p. 25	10	1 and 2

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relationship with the principle of the Global
PURCHASING PRACTICES				
asing practices 2016	204-1 Proportion of expenditures with local suppliers	Approximately 95% of purchases are from national suppliers.	-	-
FIGHT AGAINST CORRUPTION				
GRI 205: Fight against Corruption 2016	205-1 Operations assessed for risk related to corruption	Integrity Program p. 95	16	10
	205-2 Communication and policy training and procedures to combat corruption	Integrity Program p. 96	16	10
	205-3 Confirmed cases of corruption and measures taken	There were no cases of corruption in the period	16	10
UNFAIR COMPETITION				
GRI 206: Unfair Competition 2016	206-1 Lawsuits for unfair competition trust practices and monopoly	There was no legal action involving unfair competition in the period	-	10

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relationship with the principle of the Global
TRIBUTOS				
GRI 207: Tributes 2019	207-1 Tax approach	Relationship with the Government p. 101		-
	207-2 Govern ance, control Relationship with and tax risk management	Relationship with the Government p. 101		-
	207-3 Engagement of stakeholders and management your concerns as to taxes	Relationship with the Government p. 101		-
PUBLIC POLICIES				
GRI 415: Public Policies 2016	415-1 Contributions policies	The 3corações Group did not make financial contributions to political parties in 2023		10

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relation to the principles of Global Compact
MATERIAIS				
GRI 301: Materials 2016	301-1 301-1 Materials used, broken down by weight or volume	Total 35.057 Ton 100% Non-renewable 18.427 Ton 52,56% Renewable 16.630 Ton 47,44%	12	7, 8 and 9
	301-3 Reused products and their packaging	Reverse Logistics of Packaging p. 42 Reverse Logistics of Capsules p. 43 Reverse Logistics of Electronics p. 46	12	7, 8 and 9
ENERGIA				
GRI 302: Energia 2016	302-1 Energy consumption within the organization	The total consumption of electricity by all units of the Group 3choirs in 2023, considering the operational control was 50,839 MWh.	7	7, 8 and 9.
	302-3 Energy intensity	We use 124 kWh per ton of product produced.	7	7, 8 and 9.
	302-4 Reduction of energy consumption	Energy Management p. 40 Reduction of 0.15KWH of energy per ton produced in About 2022.	7	7, 8 and 9.

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WATER				
GRI 303: water and wastewater 2018	303-1 Interactions with water as a resource shared	Water Resources Management p. 36	6	7, 8 and 9
	303-2 Management of impacts related to disposal of water	Water Resources Management p. 37	6	7, 8 and 9
	303-3 Water collection	Water Resources Management p. 36	6	7, 8 and 9
	303-4 Water Disposal	Water Resources Management p. 37	6	7, 8 and 9
	303-5 Consumption of water	Water Resources Management p. 36	6	7, 8 and 9

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relation to the principles of Global Compact
EMISSIONS				
GRI 305: Emissions 2016	305-1 Direct emissions (Scope 1) of greenhouse gases (GHG)	Gas Emissions Inventory p. 48	13	7, 8 e 9
	305-2 Indirect (Scope 2) emissions of greenhouse gases (GHG)	Gas Emissions Inventory p. 48	13	7, 8 e 9
	305-3 Other indirect (Scope 3) greenhouse gas (GHG) emissions	Gas Emissions Inventory p. 48	13	7, 8 and 9
	305-4 Intensidade de emissões de gases de efeito estufa (GEE)	Gas Emissions Inventory p. 48	13	7, 8 and 9
	305-4 Greenhouse gas (GHG) emission intensity	Renewable energy p: 41 Gas Emissions Inventory p. 48	13	7, 8 and 9
WASTE				
GRI 306: Waste 2021	306-1 Waste generation and significant waste-related impacts	Waste Management p. 38	11 and 12	7, 8 and 9
	306-2 Management of significant waste impacts	Waste Management p. 38	11 and 12	7, 8 and 9
	306-3 Waste generated	The waste generated had the following destinations Recycling 2.100 Ton Composting 4.550 Ton Incineration 54 Ton Coproprocessing 2,25 Ton Landfill 141,6 Ton	11 and 12	7, 8 and 9

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AVALIAÇÃO AMBIENTAL DE FORNECEDORES				
GRI 308: Environmental Assessment of suppliers 2016	308-1 New suppliers selected based on on environmental criteria	The 3corações Group establishes criteria and mechanisms for selection of suppliers based on socio-environmental criteria of coffee producers, who provide coffee beans to our production based on the criteria of Organic, Rainforest, and Coffee Verified certifications. To attend these certification requirements, the origin and production of our materials meet the the respective socio-environmental criteria of these certifications. Some Certification criteria, among others: - Respect for human and social rights; - Compliance with labor and social security legislation; - Compliance with the legislation of Occupational Safety collaborators and outsourcers.	12	7, 8 and 9
	308-2 Negative environmental impacts in the chain of suppliers and measures taken	In 2023, 13.1% of the total suppliers were approved with based on ecological criteria, primarily.	12	7, 8 and 9

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ATIVIDADES E TRABALHADORES				
GRI 2: General Contents 2021	2-6 Activities, value chain and others business relations	Where we are p. 11 Our Brands p. 15 Our products p. 16		
	2-7 Employees	Our People p. 54		
	2-8 Workers who are not employees	Our People p. 54		
EMPREGO				
GRI 401: Employment 2016	401-1 New hires and turnover of employees	2,442 new hires, of which 922 were women and 1,520 men.		
	401-2 Benefits offered to full-time employees who Not offered to employees temporary or part-time	Medical and Dental Assistance; Life Insurance and Funeral Assistance; Card feeding/ meal; Basic Basket; Chartered transport for employees; Valley Transportation; Pack of 3C Products; Educational partnerships; General Partnerships in several segments; Loan on consignment; Free telemedicine for 100% of employees and dependents, with or without health insurance, holders and dependents; Implementation of 04 new care lines via Dr. AON (Teladoc): Monitoring of Pregnant Second Medical Opinion, Nutritional Coaching and Sports Coaching - free of charge for employees and dependents (2023); Revitalization of the Checkup Program and Hiring a partner hospital in Ceará (2023); Financial Consulting Offer for employees in critical situations (2023); Expansion of the number of partnerships that offer special conditions for employees and dependents in the acquisition of products and services, according to your expectations; Implementation of multi-benefit card with access to food services, psychotherapy, club of advantages, among others, for employees working from home.		
	401-3 Maternity/paternity leave	he Group 3corações registered 88 maternity leave and 152 paternity leave in 2023		

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relation to the principles of Global Compact
DIVERSIDADE E IGUALDADE DE OPORTUNIDADES				
GRI 405: Diversity and equality of opportunities 2016	405-1 Diversity in governance bodies and employees	Diversity, Equity and Inclusion p. 59	5	6
	405-2 Ratio between basic salary and remuneration received by women and those received by men	Compensation and benefits p. 67	5	6
NON-DISCRIMINATION				
GRI 406: Non-discrimination 2016	406-1 Cases of discrimination and corrective measures taken	The Group 3awards did not record cases of discrimination in 2022		
FREEDOM OF TRADE UNION AND COLLECTIVE BARGAINING				
GRI 407: Trade union freedom and collective bargaining 2016	407-1 Operations and suppliers where the right to freedom trade union and collective bargaining may be at risk	Supplier Management p. 94		
CHILD LABOUR				
GRI 408: Child Labor 2016	408-1 Operations and suppliers with significant risk of cases child labor	Socioeconomic Development of the Coffee Chain p. 81 Supplier Management p. 94		5

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relation to the principles of Global Compact
TRABALHO FORÇADO OU ANÁLOGO AO ESCRAVO				
GRI 409: Forced labor or analogous to the slave 2016	409-1 Operations and suppliers with significant risk of forced or slave labor cases	Socioeconomic Development of the Coffee Chain p. 81 Management of Suppliers p. 94		4
INDIGENOUS PEOPLES' RIGHT				
GRI 411: Rights of Peoples Indigenous 2016	411-1 Cases of violation of the rights of indigenous peoples	The Group of 3corações did not register incidents of violation involving indigenous peoples' rights in 2023		
LOCAL COMMUNITIES				
GRI 413: Local communities 2016	413-1 Operations with engagement, impact assessments and community-driven development programs	Supported initiatives p. 82	1, 4 and 10	1
SOCIAL EVALUATION OF SUPPLIERS				
GRI 416: Health and safety of consumer 2016	416-1 Evaluation of the health and safety impacts caused by categories of products and services	100% of our products are evaluated for their impacts on consumer health and safety, through hazard analysis and critical control points program - HACCP.	3	1
	416-2 Cases of non-compliance with the impacts on health and safety caused by products and services	3corações group has registered an incident of non-compliance about consumer health and safety caused by products and services in 2023.	3	1

Norma GRI	Content	Location of the topic in the report/ Response to indicator	Relationship with the objectives Sustainable Development - SDGs	Relation to the principles of Global Compact
MARKETING E ROTULAGEM				
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product information and labeling; and services	The products of the 3corações Group follow the current labeling legislation in the country. Their specialty coffees highlight the region of origin, producer, and other information, which can be found at Cafés Rituais, Santa Clara Reserva da Família, and Tribos. On all of our products, we highlight recommendations for safe use of the product through usage instructions. On our packaging, we highlight the type of packaging used and recycling. In fact, on the capsule boxes, we have the Eu Reciclo seal. On our website https://www.3coracoes.com.br/iniciativas-ambientais/ , you can learn about the recyclability of our products.		
	417-2 Cases of non-compliance with information and labelling of products and services	We had an acceptable payment situation, being both the reason as the value classified as low impact.		
GRI Sector notebooks: Food processing	FP8: Consumer communication policies and practices on ingredients and nutritional information beyond requirements legal.	Diversidade, Equidade e Inclusão pág. 61		
CUSTOMER PRIVACY				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints regarding privacy violation and Loss of customer data	The Group 3coraçõesdid not record incidents of compliance with privacy issues and loss of data in 2023.		



Corporate Identity (GRI 2-29)

Damião Mendonça
Production Coordinator of
the Manaus Factory

Vision

Pleasure is in the simple things

Mission

Provide delightful experiences that promote joy and well-being, creating lasting bonds and generating value for all.

Values

- Simplicity and Sincerity
- Perseverance with Agility
- Innovation
- Passion
- Be careful
- Social and environmental responsibility
- Entrepreneurship

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Since it was formalized in 2009, the Charter of CONduct has helped us guide and orient our way of acting and relating to ourselves in the most diverse work situations, for those already in the Company and those who join our journey. It is a statement of commitment to all our stakeholders.

See our Charter of Conduct:

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3corações