

# CODE OF CONDUCT

FOR SUPPLIERS OF LOJAS RENNER S.A.

LOJAS RENNER S.A.

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# CONTENTS

LETTER FROM THE CHIEF EXECUTIVE OFFICER **3**

VALUES OF LOJAS RENNER **4**

CODE OF CONDUCT **5**

- 1. RESPECT FOR THE LEGISLATION** 6
- 2. COMBATING EXPLOITATION OF CHILD LABOR AND LABOR ANALAGOUS TO SLAVERY** 6
- 3. COMBATING CHILD SEXUAL EXPLOITATION** 6
- 4. DISCIPLINARY PRACTICES** 7
- 5. WORKING HOURS** 7
- 6. COMPENSATION** 7
- 7. NON-DISCRIMINATION AND VALORIZATION OF DIVERSITY** 7
- 8. OCCUPATIONAL HEALTH AND SAFETY** 8
- 9. SSALUD Y SEGURIDAD EN EL TRABAJO** 8
- 10. RESPECT FOR THE ENVIRONMENT** 8
- 11. COMMUNICATION** 8
- 12. MONITORING AND CONFORMITY** 9
- 13. POSTURE WITH THE MEDIA** 9
- 14. COMBATING CORRUPTION** 9
- 15. PRIVACY AND CONFIDENTIALITY OF INFORMATION** 10
- 16. QUALITY OF PRODUCTS AND SERVICES** 10
- 17. BRAND COPYRIGHT** 10
- 18. WHISTLEBLOWING CHANNEL** 10
- 19. CONFLICT OF INTERESTS** 11
- 20. RECEIVING OF GIFTS AND PARTICIPATION IN EVENTS** 11
- 21. FAMILY RELATIONS** 11
- 22. PROHIBITION OF THE USE OF ALCOHOL, NARCOTICS AND FIREARMS** 12
- 23. INTRODUCTION OF SANCTIONS AND ESTABLISHED PENALTIES** 12
- 24. CONDUCT IN THE LIGHT OF DOUBTS AND VIOLATIONS OF THE CODE OF ETHICS AND CONDUCT** 13

# LETTER FROM THE CHIEF EXECUTIVE OFFICER

It gives me great satisfaction to bring you the Code of Conduct for Suppliers of Lojas Renner S.A. This Code is a corporate guide and the fruit of participative work on the part of representatives from various areas of our Company. Its aim is to clarify and formalize a series of guidelines which point in the direction we want to take with our suppliers of products and/or services.

We view our suppliers as both very important for our development as well as partners vital for the sustainable growth of the business.

The relationship we have built with our suppliers is based on ethics, transparency, respect and on continuous efforts to achieve excellence in products and services, the focus being on "Enchantment of our customers".

The Code's objective is to be a practical document and applicable to all situations in the daily routine, reflecting organizational identity and encouraging and valorizing actions in the quest for sustainable development. Adherence to the conduct enshrined in the Code is essential so that the Company and its suppliers of products and/or services can work on an integrated and coherent basis in conducting their relations for strengthening their businesses.

Thus, we hope that all will read and understand the importance of the Code's content and apply it in their professional activities.

Good reading!



*José Galló*  
Chief Executive Officer

# VALUES OF LOJAS RENNER S.A.

## TO ENCHANT

This is our fulfillment: we put ourselves in our customers' shoes, treating them as we would like to be treated. We must understand their desires and needs and exceed their expectations so that we can enchant them. We do not act as mere employees, we enchant our customers. We do not have a Customer Services Center because each of us is a Customer Service Desk. In case of any problem, we solve it with immediacy.

## OUR WAY

We are a cheerful, innovative, ethical, austere, open-doors company where communication is easy and transparent. We do things in a simple and responsive way with much enthusiasm and passion. Our business is driven by persistence, creativity and optimism and always very close to the market: we adopt a get-up-and-go attitude.

## PEOPLE

We hire, develop and retain the best staff that like people, who have a passion for what they do and a shine in their eyes. We work as a team and our staff have the authority and responsibility to take decisions. We provide the same ladder to all our employees so that they can rise in the Company at a pace equal to their talents, efforts and results.

## OWNERS OF THE BUSINESS

We think and act like owners of our business units, being rewarded as such. We have a sense of urgency, attitude and aggressiveness in the pursuit of best practices, grasping all market opportunities. We take decisions, running risks with responsibility: we accept errors that become lessons learned, not seeking to blame anyone but to identify causes that must be corrected. We are responsible for the long-term future of Renner, mainly through attitudes and examples: an example being worth more than a thousand words.

## OBSTINACY FOR OUTSTANDING RESULTS

We are responsible for achieving results, not just good ideas. Results are what guarantee our investments, provide a return to our shareholders, pay our salaries and are instrumental in our growth and longevity.

## QUALITY

We develop and implement standards of excellence in all that we do, since there is room for improvement in all that we do. Our products and services enjoy the highest level of quality that is embodied in our DNA.

## SUSTAINABILITY

Our businesses and attitudes are based on sustainable principles. Besides financial results, we aim to achieve social development and reduced environmental impacts, always in accordance with best practices of corporate governance.

*Please note: the terms "Lojas Renner S.A.", "Company" or "Lojas Renner" refer to Lojas Renner and all its controlled companies.*

# CODE OF CONDUCT FOR SUPPLIERS OF LOJAS RENNER S.A.

For Lojas Renner S.A., the suppliers of products and/or services and their sub-contractors are strategic partners in the execution of the business and a fundamental link in the sustainability of the Company's value chain. The quality of the relationship established with this particular stakeholder group is based on negotiating autonomy, on respect, on the transparency of the information, on support for the improvement in their processes and on the fulfillment of established agreements – resulting in quality products and services exceeding customer expectations and transmitting the value of the brand to suppliers.

The criteria for initiating a relationship with suppliers of products and/or services go beyond aspects of price, product and delivery times. Today, the conditions under which products are produced and the impacts generated on the combined economic, social, environmental and corporate governance dimensions must also be considered in the supplier selection process.

The conduct itemized below is an expression of the mutual commitments between the Company and suppliers of products and/or services, the underlying motivation in this document being to provide guidance on professional practices or, in some cases, elucidate situations which create conflicts of interest with Lojas Renner. While certainly not exhausting all situations, the selected themes were considered priority for inclusion in the Company's Code of Conduct for Suppliers, thereby contributing to their ethical and sustainable management.

The suppliers of products and/or services will be selected in accordance with the values encapsulated in this publication. In addition, suppliers are responsible for disseminating the Code of Conduct to their sub-contractors involved in supplying Lojas Renner and ensuring that they also adhere to the Code. Lojas Renner S.A. believes that a socially just world can be built through transparent and collaborative partnerships. It is in this context, that the Company requires that its suppliers effectively assume and sign up to the principles listed under the following themes:

1

## RESPECT FOR THE LEGISLATION

The supplier of products and/or services should comply with the prevailing legislation in the countries in which they operate, fulfilling their financial, fiscal, social and environmental obligations applicable to their particular business activity. It should also know and apply all the internal procedures of Lojas Renner where pertinent. In cases in which the legislation and the Code of Conduct cover the same theme, suppliers should consider what is most advantageous to their employees.

2

## COMBATING EXPLOITATION OF CHILD LABOR AND LABOR ANALAGOUS TO SLAVERY

The suppliers of domestic or international products and/or services should not employ minors of less than 16 years of age except as apprentices from the age of 14. Workers of less than 18, including apprentices, may not be subjected to night work or dangerous, unsafe or unhealthy situations.

Forced labor or labor analogous to slavery is not acceptable. Workers may not have their personal documents retained or be obliged to make deposits as a condition for their hiring. Lojas Renner repudiates the use of prison or bonded labor.

3

## COMBATING CHILD SEXUAL EXPLOITATION

Lojas Renner S.A. repudiates any type of involvement on the part of its suppliers with child sexual exploitation, whether on or off the suppliers' premises.

4

## DISCIPLINARY PRACTICES

Any physical punishment, psychological coercion and sexual, moral or verbal harassment in relation to the employees of our suppliers of products and/or services will not be tolerated. The use of fines for disciplinary ends by our suppliers of products and/or services is also not acceptable.

5

## WORKING HOURS

Workers shall not be subjected to exhausting hours of work with a duration of more than is permitted by law. The total regular hours of work plus overtime shall not surpass the total permitted according to the legislation of each country where there are labor relations to this end. A weekly rest period is also mandatory.

6

## COMPENSATION

Salaries paid must be in line with the legal standards defined for the sector and must always be sufficient to meet employees' basic needs. Hours worked must be paid according to the labor legislation and/or collective bargaining agreement, whichever is more favorable to the employee, the same applying to overtime working.

7

## NON-DISCRIMINATION AND VALORIZATION OF DIVERSITY

Lojas Renner S.A. values diversity and repudiates any form of discrimination, irrespective of the hierarchical position held by any person in the company of its suppliers of products and/or services, by race/ethnicity, social class, nationality, gender, sexual orientation, age, religion, labor or political association, disabilities or any other form of discrimination. The company will not tolerate sexually coercive, threatening, abusive or exploitive behavior.

8

## LABOR UNION MEMBERSHIP

Every worker has the right to establish or associate with labor unions as well as to negotiate on a collective basis.

9

## OCCUPATIONAL HEALTH AND SAFETY

Lojas Renner S.A. requires that its suppliers adopt responsible attitudes in compliance with laws and internal rules with respect to occupational medicine and safety in order to promote a healthy workplace environment and one of quality. The supplier must guarantee access to drinking water, clean bathrooms, the necessary individual and collective safety equipment, providing training in its use and taking adequate steps to avoid accidents and harm to employee health. In addition, the supplier must hold training sessions in fire-fighting, as well as in the handling of chemical products and other hazardous materials.

10

## RESPECT FOR THE ENVIRONMENT

The supplier of products and/or services must comply with the local environmental legislation applicable to its operations. Lojas Renner S.A. requires the supplier to run an environmental management system with indicators and targets for mitigating environmental risks and improving the company's environmental performance.

In line with the Responsible Fashion program, in turn incorporated in Lojas Renner's long-term sustainability program, the supplier of products and/or services must assume the commitment of eliminating the industrial use of all noxious chemical products on the Restricted Substances List published by the AFIRM group (Apparel and Footwear International RSL Management).

11

## COMMUNICATION

The supplier of products and/or services must guarantee the communication and application of this Code of Conduct for its employees as well as all sub-contractors used in the production of our products.

12

## MONITORING AND CONFORMITY

The supplier of products and/or services must authorize technical visits by Lojas Renner S.A. for verifying compliance with this Code of Conduct. The supplier of products and/or services should grant total access to their installations, to documentation relating to occupational health, safety and the environment, employee registers and permit private interviews with their employees, acting with transparency. The supplier of products and/or services must guarantee the same conditions as above in the case of its sub-contractors.

13

## POSTURE WITH THE MEDIA

The supplier of products and/or services may not use images, logos, disclose information, whether for internal or external use of its company, without prior authorization. This restriction shall extend to interviews with the press or use of social media.

14

## COMBATING CORRUPTION

The supplier of products and/or services must repudiate any act which characterizes corruption, bribery, money laundering and other illegal acts, while striving to promote ethical and transparent relations. Lojas Renner S.A. repudiates any stakeholder related to organized crime, and involved in illegal activities such as money laundering or terrorism.

The supplier must comply with all and any Anti-Corruption Law, and legislation against bribery and fraud.

Lojas Renner S.A. forbids any act of corruption by the supplier in the exercising of their activities for the Company even when this is beneficial to the same.

15

## PRIVACY AND CONFIDENTIALITY OF INFORMATION

The Company's confidential information must be handled by all suppliers of products and/or services in a responsible manner pursuant to the Confidentiality Agreement, guaranteeing its exclusive use in compliance with the activities/obligations set forth in the commercial agreement signed with Lojas Renner S.A.

16

## QUALITY OF PRODUCTS AND SERVICES

Suppliers must ensure the delivery of products and services of the highest quality, pursuant to the legislation, including the requirements of product safety in alignment with the Company's Manual of Quality and based on a management model which is adjusted to its business.

17

## BRAND COPYRIGHT

Original and exclusive products (principally those for resale) and/or services developed by Lojas Renner in partnership with the suppliers are the property of the Company, commercialization being restricted without due formal authorization. Copyright on products developed exclusively by our suppliers are their responsibility.

18

## WHISTLEBLOWING CHANNEL

The supplier is responsible for disclosing the existence of Lojas Renner's whistleblowing channel to all its employees and sub-contractors through notices posted in the workplace explaining how to notify complaints. Suppliers must ensure that sub-contractors in turn provide information on the channel to their own employees.

Lojas Renner S.A. encourages its suppliers of products and/or services, principally the latter's employees, to denounce facts of which they are aware and not in accordance with guidelines in this Code or which might harm Lojas Renner S.A. either financially or in terms of image. All complaints shall be duly investigated by an area specifically trained for the purpose, guaranteeing impartiality, privacy and anonymity.

19

## CONFLICT OF INTERESTS

The suppliers of products and/or services of Lojas Renner S.A. undertake to establish an ethical, transparent relationship based on guidelines and orientations to ensure an environment free of any favoritism for themselves or for others. The supplier should not have a romantic relationship or intimate friendship\* with employees of Lojas Renner S.A. where there is professional interaction involving those responsible for the management of the agreement or participants in the negotiation of products and/or services.

Lojas Renner S.A. repudiates unlawful competition and only allows its employees to collect information by legal means. It is categorically forbidden to use illegal or unethical means to obtain data on other companies.

*\*An intimate friend is one who coexists with the person within the family circle, who knows the person's life story, sharing moments of joy -and anguish.*

20

## RECEIVING OF GIFTS AND PARTICIPATION IN EVENTS

The suppliers of products and/or services of the Company shall not offer gifts, benefits, favors or invite employees of Lojas Renner S.A. to participate in private social events in order to avoid any conflict of interest in commercial relations. Employees of Lojas Renner S.A. shall only accept gifts of a promotional nature with a negligible commercial value to be used in the work environment (diaries, pens, pads).

21

## FAMILY RELATIONS

Commercial relations are not permitted with suppliers of products and/or services where there is a degree of kinship\* with members of the Company's management and/or staff, the area of which is directly responsible for conducting, executing and negotiating the commercial agreement.

*\*For the purposes of this Code, parties to a family relationship are: children, grandchildren, great grandchildren; spouses/partners, parents-in-law, brothers/sisters-in-law; sons/sisters-in-law; parents, brothers/sisters, nephews/nieces and grandnephews/nieces; grandparents, uncles/aunts, cousins, second nephews/nieces; great grandparents; great uncles/aunts.*

22

## PROHIBITION OF THE USE OF ALCOHOL, NARCOTICS AND FIREARMS

It is not acceptable to Lojas Renner S.A. that employees of its suppliers of goods and/or services and other parties with which it enjoys a commercial relationship, be under the influence of alcoholic beverages or narcotic substances while on Company business including travel, events, training programs and business meals. The exception is the case of alcoholic beverages where from the time of consumption to the end of the day, no further activity of a professional nature involving Lojas Renner S.A. is to take place. No type of weapon is permitted on the Company's premises except for those professionals expressly authorized to bear arms.

23

## INTRODUCTION OF SANCTIONS AND ESTABLISHED PENALTIES

Non-compliance with any item in this Code may result in corrective measures ranging from the blocking of the supplier for new orders or contracts to rescission of current agreements. It is the duty of any third party to notify possible situations contrary to this Code of Conduct through the channels cited herein.

This Code does not exhaust all the possibilities with respect to supplier conduct. Consequently, this does not exempt Lojas Renner from the imposition of disciplinary measures which will always be based on good judgment and the applicable legislation.

The full compliance with this Code is a fundamental condition for continued permanence in Renner's supplier portfolio.

24

## CONDUCT IN THE LIGHT OF DOUBTS AND VIOLATIONS OF THE CODE OF ETHICS AND CONDUCT

In line with the best practices of corporate governance, Lojas Renner adopts the procedures below for communicating complaints and manifestations confidentially and anonymously by employees and persons external to the organization with knowledge of any improper or questionable practice.

The Company has mechanisms for protecting the whistleblower in order to avoid retaliation in relation to violations of this Code, policies, legislation and regulations applicable to the business.

Investigations in the light of events which have prompted complaints shall be conducted impartially and independently through the Loss Prevention and/or Compliance area.

Contact can be made through the following whistleblowing channels:

### *Telephone*

0800 7020 130 – Lojas Renner S.A. and Realize CFI

0800 0770 077 – Camicado

### *E-mail*

denuncia@lojasrenner.com.br – Lojas Renner S.A. and Realize CFI

denuncia@lojyoucom.com.br – Youcom

denuncia@camicado.com.br – Camicado

denuncia@renner.com – Lojas Renner S.A. Uruguay

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