

LOJAS RENNER S.A.

---

 RENNER CAMICADO youCOM realize repassa

# Code of Conduct for Lojas Renner S/A Partners

## SUMAMRY

<b>1</b>	<b>INTRODUCTION</b>	<b>4</b>
<b>2</b>	<b>TO WHOM IT APPLIES</b>	<b>4</b>
<b>3</b>	<b>LETTER FROM THE PRESIDENT</b>	<b>4</b>
<b>4</b>	<b>CORPORATE FUNDAMENTALS LOJAS RENNER S.A.</b>	<b>5</b>
<b>4.1</b>	<b>VALUE PROPOSITION</b>	<b>5</b>
<b>4.2</b>	<b>BUSINESS VALUES</b>	<b>5</b>
4.2.1	ENCHANT	5
4.2.2	OUR WAY	5
4.2.3	PEOPLE	5
4.2.4	BUSINESS OWNERS	5
4.2.5	OBSTINATION FOR EXCEPTIONAL RESULTS	6
4.2.6	QUALITY	6
4.2.7	SUSTAINABILITY	6
<b>5</b>	<b>CODE OF CONDUCT FOR THE PARTNERS OF LOJAS RENNER S.A.</b>	<b>6</b>
<b>5.1</b>	<b>GENERAL PRINCIPLES</b>	<b>7</b>
5.1.1	RESPECT FOR THE LEGISLATION	7
5.1.2	HUMAN RIGHTS	7
5.1.3	REQUIREMENTS LOJAS RENNER SA	8
<b>5.2</b>	<b>PROTECTION OF WORKERS AND THE ENVIRONMENT</b>	<b>8</b>
5.2.1	CHILD LABOR	8
5.2.2	WORK ANALOGOUS TO SLAVE	8
5.2.3	DISCRIMINATION AND DIVERSITY	8
5.2.4	FAIR REMUNERATION	8
5.2.5	WORK HOURS	9
5.2.6	FREEDOM OF ASSOCIATION	9
5.2.7	DISCIPLINARY PRACTICES	9
5.2.8	HEALTH AND SAFETY	9
5.2.9	ENVIRONMENT	9
5.2.10	RAW MATERIALS	10
5.2.11	RESPONSIBLE SOURCING	10
<b>5.3</b>	<b>BUSINESS ETHICS</b>	<b>10</b>
5.3.1	CORRUPTION AND BRIBERY	10
5.3.2	CONFLICT OF INTERESTS	10
5.3.3	COPYRIGHT	11
5.3.4	BRAND USE AND DISCLOSURE OF INFORMATION	12
5.3.5	SECRECY AND CONFIDENTIALITY	12

5.3.6	PROHIBITION OF THE USE OF ALCOHOL, DRUGS AND WEAPONS .....	13
5.3.7	COMBAT CHILD SEX EXPLOITATION .....	13
5.3.8	QUALITY OF PRODUCTS AND SERVICES .....	13
<b>5.4</b>	<b>CODE IMPLEMENTATION .....</b>	<b>13</b>
5.4.1	CODE COMMUNICATION .....	13
5.4.2	MONITORING AND COMPLIANCE .....	14
5.4.3	VIOLATIONS TO THE CODE OF CONDUCT .....	14
<b>6</b>	<b>COMPLAINT CHANNELS LOJAS RENNER SA .....</b>	<b>14</b>
<b>7</b>	<b>FINAL DISPOSITIONS .....</b>	<b>15</b>

## 1 INTRODUCTION

This policy presents the Code of Conduct for Suppliers - whom we will refer to throughout this document as Partners<sup>1</sup> - national and international of Lojas Renner S.A.

---

*1 For purposes of this Code, Partners are:*

*Resale Supplier: are those who produce the items we sell in our physical and/or digital stores.*

*Administrative Suppliers: companies that provide services and/or sell inputs for the company's internal operation. Which do not qualify as Resale Suppliers.*

*Seller: third-party companies that use the digital platform of Lojas Renner S.A. as a tool for marketing their products.*

## 2 TO WHOM IT APPLIES

To Partners of Lojas Renner S.A.

## 3 LETTER FROM THE PRESIDENT

It is with great satisfaction that I present the Code of Conduct for Partners of Lojas Renner S.A. Conducted in a participatory manner, with representatives from different areas of our Company, this code is a corporate guide whose purpose is to clarify and formalize a set of guidelines that point out the path we want to follow with our business partners.

We understand that our Partners are very important for our development and are vital for the sustainable growth of the business.

The relationship we build with our Partners is guided by ethics, transparency, respect and the continuous effort for the excellence of products and services with a focus on the 'Enchantment' of our customers.

The objective of this Code is to be a practical and applicable document in everyday situations, reflecting the organizational identity, encouraging and valuing actions in search of the best social and environmental management practices. Adherence to the aforementioned conduct is essential for the Company and its Partners to act in an integrated and coherent manner in conducting their relationships for the consequent strengthening of their businesses.

Thus, we hope that everyone reads and understands the importance of its content and applies it to their professional activities.

## **4 CORPORATE FUNDAMENTALS LOJAS RENNER S.A.**

### **4.1 VALUE PROPOSITION**

Deliver the best experience in fashion and lifestyle for the medium/high segment, enchanting our customers with quality products and services at competitive prices, through an innovative and sustainable ecosystem.

### **4.2 BUSINESS VALUES**

#### **4.2.1 ENCHANT**

It is what we do: we put ourselves in our customers' shoes, doing for them everything we would like them to do for us. We must understand their desires and needs, exceed their expectations and thus delight them. We are not mere employees, we are customer charmers. We don't have SAC, because each one of us is a SAC: a problem has arisen, solve it immediately.

#### **4.2.2 OUR WAY**

We are a cheerful, innovative, ethical, austere, open-door company where communication is easy and transparent. We do things in a simple and agile way, with a lot of energy and passion. Our business is driven by persistence, creativity, optimism and close proximity to the market.

#### **4.2.3 PEOPLE**

We hire, develop and retain the best people, who like people, who have a passion for what they do and a sparkle in their eyes. We work as a team and our people have the authority and responsibility to make decisions. We provide the same ladder so that all employees can climb at the speed of their talents, efforts and results.

#### **4.2.4 BUSINESS OWNERS**

We think and act like owners of our business units and are rewarded as such. We have a sense of urgency, attitude and aggressiveness in the search for best practices, exploring all opportunities that appear in the market. We make decisions, taking risks responsibly; we accept mistakes that result in learning, without looking for culprits, but causes that must be corrected.

We are responsible for the perpetuation of Renner, mainly through attitudes and examples: an example is worth a thousand words.

#### **4.2.5 OBSTINATION FOR EXCEPTIONAL RESULTS**

We are responsible for generating results and not just good ideas. They are the ones who guarantee our investments, give return to shareholders, provide our compensation and enable our long-term growth and continuity.

#### **4.2.6 QUALITY**

We develop and implement standards of excellence in everything we do, as everything we do can be improved. Our products and services have the highest levels of quality: this is in our “DNA”.

#### **4.2.7 SUSTAINABILITY**

Our businesses and attitudes are guided by the principles of sustainability. We seek, in addition to financial results, social development and the reduction of environmental impacts, always operating within the best corporate governance practices.

### **5 CODE OF CONDUCT FOR THE PARTNERS OF LOJAS RENNER S.A.**

Transparency is one of the attitudes we adopt to give credibility to our businesses and relationships. Our goal is to disseminate our purpose and actions that lead us to a responsible company for society.

For Lojas Renner S.A., Partners and their contractors are strategic in carrying out the business and constitute a fundamental link in sustaining the Company's value chain. The quality of the established relationship is based on the Partner's negotiating autonomy, respect, transparency of information, support for improving its processes and compliance with established contracts - resulting in quality products and services, exceeding customer expectations and bringing them brand equity.

The criteria for establishing a relationship with Partners go beyond aspects of price, product and delivery time, since, today, the conditions under which they are produced and the impacts generated in the economic, social, environmental and corporate governance dimensions also must be considered when choosing a Partner.

The behaviors that follow are mutual commitments, established between the Company and its Partners, and seek to guide professional practices or even clarify situations that may generate conflicts in the relationship with Lojas Renner S.A.. The selected topics, which certainly do not exhaust all situations, were considered a priority for composing this Code, in order to contribute to its ethical and sustainable management.

Partners will be selected according to the values entered in this instrument. In addition, they are responsible for disseminating the Code of Conduct to their contractors involved in supplying Lojas Renner S.A., and demanding that they adhere to its content. Believing that through transparent and collaborative partnerships it is possible to build a socially just world, Lojas Renner S.A. requires its Partners to assume, in an effective way, adherence to the principles related to the topics presented in the code.

## **5.1 GENERAL PRINCIPLES**

### **5.1.1 RESPECT FOR THE LEGISLATION**

Partners and their contractors must fully comply with all legal requirements in the countries in which they operate to conduct their business, complying with all their obligations, regardless of the sphere, financial and tax, pertinent to their field of activity, and must adopt and follow practices that safeguard human rights<sup>2</sup>, labor rights, health and safety and the environment.

In cases where the legislation and the Code of Conduct address the same topic, the Partner must consider what offers the greatest advantage to the worker.

### **5.1.2 HUMAN RIGHTS**

The protection of human rights<sup>2</sup> is a non-negotiable premise for Lojas Renner S.A. and we are committed to respecting them.

Our Partners and contractors must follow the same line adopted by Lojas Renner S.A. in accordance with the [Human Rights Policy](#), and in the event of any risk of possible violation of human rights, we must be notified immediately, being informed about the measures adopted by the Partner, regarding remediation to avoid any irregularity.

---

<sup>2</sup> *Human rights are a set of rights that recognize the inherent dignity, freedom and equality of all human beings, in accordance with the United Nations (UN) International Charter of Human Rights and the Declaration of the International Labor Organization (ILO) on the principles and fundamental rights at work.*

### **5.1.3 REQUIREMENTS LOJAS RENNER SA**

Partners must meet Lojas Renner S.A.'s own requirements, as well as know and apply all of Lojas Renner's internal procedures that apply.

## **5.2 PROTECTION OF WORKERS AND THE ENVIRONMENT**

### **5.2.1 CHILD LABOR**

Partners must not use the work of children under the age of 16 (sixteen), except as apprentices, from the age of 14. (fourteen years)

Workers under the age of 18 (eighteen years), including apprentices, cannot be exposed to night work or situations that are dangerous, unsafe or unhealthy.

### **5.2.2 WORK ANALOGOUS TO SLAVE**

Partners must not use forced, compulsory or compulsory labor. Workers may not have their documents withheld or required to make deposits as a condition of admission.

### **5.2.3 DISCRIMINATION AND DIVERSITY**

Partners must not discriminate in recruitment and employment practices, and decisions about hiring, salary, benefits, training opportunities, work assignments, promotion, discipline and termination must be based solely on ability to perform the job and not on based on gender, gender expression, marital status, sexual orientation, disabilities, race, ethnicity, age, cultural diversity, creed or religion, political or other opinion, nationality, social class, learning rhythms or any other condition.

Partners are expected to encourage diversity and inclusion.

### **5.2.4 FAIR REMUNERATION**

Partners must pay workers' wages that follow the legal standards defined for the sector and always be sufficient to meet their basic needs such as housing, food, education, health, leisure, clothing, hygiene, transportation and social security.

Hours worked must be paid in accordance with labor legislation and/or the collective bargaining agreement, whichever is more favorable to the worker, including what refers to overtime.



### **5.2.5 WORK HOURS**

Partners must not subject workers to exhausting working hours. Regular working hours and overtime hours must be recorded and must not exceed the total allowed, according to the legislation of each country where the employment relationship occurs and must be consensual, as well as the weekly rest period.

### **5.2.6 FREEDOM OF ASSOCIATION**

Partners must recognize and respect the worker's right to form or join unions, as well as to bargain collectively.

It is expected that mechanisms for reporting and resolving employee grievances will be developed, and that effective communication with employees will be ensured.

### **5.2.7 DISCIPLINARY PRACTICES**

Partners must not practice any physical punishment, psychological coercion, sexual, moral or verbal abuse towards workers and must not use fines as a disciplinary action.

The company must not allow sexually coercive, threatening, abusive or exploitative behavior.

### **5.2.8 HEALTH AND SAFETY**

Partners must promote a safe work environment with adequate hygienic conditions, and occupational health and safety practices that prevent accidents and injuries, including individual and collective protection equipment, protection against fire and toxic substances, must be promoted. Workers must have access to potable water, adequate and clean sanitary facilities. Training on health and safety issues should be promoted.

When residential facilities are provided to employees, the same standards apply.

There cannot be more than one contributor at the same address. The worker's proof of residence must be in his name. If the employer provides housing, it must be in accordance with the CLT. For Partners of Lojas Renner S.A., there cannot be any type of housing integrated into the workshop, even regularized and in good condition (except for the owner).

### **5.2.9 ENVIRONMENT**

Partners must maintain an environmental management system in all material matters - water, energy, effluents, greenhouse gas emissions, solid waste (office and textiles) and chemicals -

through indicators and targets, with the aim of mitigate environmental risks and improve the company's environmental performance.

They must eliminate from their production processes chemical substances considered harmful according to the guidelines of Lojas Renner S.A.

#### **5.2.10 RAW MATERIALS**

The product resale supplier must obligatorily meet the raw material attribute requirements for Cotton and Viscose available in the [Renner Attribute List](#). In addition to committing to seek to meet the other attributes related to other raw materials and processes, guaranteeing a fair socio-mental origin and compliance with the legal standards of each raw material and/or process used. We encourage this same practice to be adopted by the other Partners.

The use of chemicals in the manufacture of textile items for Lojas Renner S.A. The Positive List must be restricted in addition to the Attribute List observance.

#### **5.2.11 RESPONSIBLE SOURCING**

We encourage our Partners to have an area responsible for the acquisition of products and services inherent to their operation. Analysis through responsible sourcing determines not only cost-benefit optimization, but also knowledge of your supply base, contract management, and analysis and monitoring of your chain.

### **5.3 BUSINESS ETHICS**

#### **5.3.1 CORRUPTION AND BRIBERY**

Partners must repudiate practices of any act that characterize corruption, bribery, money laundering and other illegal acts, seeking to promote ethical and transparent relationships, not admitting relationships with any interested party that is related to organized crime, illegal activities such as money laundering or terrorism. Partners must comply with any and all Anti-Corruption, Anti-Bribery and Anti-Fraud Laws.

Lojas Renner S.A. prohibits any act of corruption carried out by the supplier in the exercise of its activities for the Company, even if it generates benefits for the Company.

#### **5.3.2 CONFLICT OF INTERESTS**

Partners undertake to establish an ethical, transparent relationship based on their guidelines and guidelines, in order to guarantee an environment free of any favoritism for themselves or others.

The Partner must not have a romantic relationship or intimate friendship<sup>3</sup> with employees of Lojas Renner S.A., who have professional interaction, are responsible for managing the contract or even participate in the negotiation of products/services.

Lojas Renner S.A. repudiates unfair competition and only allows its employees to collect information through legal means. The use of illegal or unethical means to obtain information about other companies is strictly prohibited.

---

<sup>3</sup> *A close friend is the one who lives with the person, in their family environment, who knows their life, sharing moments of joy and anguish.*

#### **5.3.2.1 GIFTS AND EVENTS**

Partners must not offer gifts, benefits, favors or even provide participation in private social events to employees of Lojas Renner S.A., in order to avoid any conflict of interest in the commercial relationship. They will only be accepted by employees of Lojas Renner S.A. promotional gifts, of negligible commercial value, to be used at work (diaries, pens, notepads).

#### **5.3.2.2 KIN RELATIONSHIP**

Commercial relationships with Partners who are related<sup>4</sup> to the Company's managers and/or employees, who are directly related to their respective area of competence and responsibility for conducting, executing and negotiating the signed contract, are not allowed.

---

<sup>4</sup> *For the purposes of this Code, the following are part of the kinship relationship: children, grandchildren and great-grandchildren; spouses/partners, in-laws, in-laws, sons-in-law and daughters-in-law; parents, siblings, nephews and great-nephews; grandparents, uncles, cousins, second nephews; great-grandparents, great-uncles.*

#### **5.3.3 COPYRIGHT**

Products (mainly those for resale) and/or services developed by Lojas Renner in collaboration with Partners, with originality and exclusivity, are the property of the Company, and their commercialization is prohibited without due formal authorization. The copyright on products developed exclusively by our Partners is your responsibility.

The copyright on the developed licensed products is the exclusive responsibility of the license that owns it. The Partner is responsible for developing the approved licensed products, only after release and request for issuance from the responsible product teams, according to the approval process for each license.

#### *5.3.3.1 PRODUCTS SALE*

The sale of Lojas Renner S.A branded products to third parties is prohibited, except in cases of production leftovers, second-quality items and leftover fabrics, provided that a period of three months after delivery of the first order is respected, with mandatory de-characterization of the products by removing the labels or any item that relates them to the brands of Lojas Renner S.A..

The commercialization of licensed products is prohibited, regardless of whether there are production leftovers or parts intended for de-characterization. The commercialization of licensed products will be the responsibility of Lojas Renner S.A. according to the sales channels approved and provided for in the contract with the licenses.

#### *5.3.3.2 PLAGIARISM*

When the Partner develops a product and/or service, it must guarantee the lawful use of any brand, trade name, design, symbol and/or any other intellectual property right used by it or by third parties.

### **5.3.4 BRAND USE AND DISCLOSURE OF INFORMATION**

The use of images, logos, disclosure of information, whether for internal use of your company or external without prior authorization, is prohibited. This restriction extends to press interviews or use of social media.

### **5.3.5 SECRECY AND CONFIDENTIALITY**

Confidential information must be treated responsibly by all Partners, based on the Confidentiality Agreement, guaranteeing its exclusive use in the fulfillment of the activities/obligations set forth in the commercial contract entered into with Lojas Renner S.A.

We point out that Lojas Renner S.A. respects and complies with all the guidelines of the General Law for the Protection of Personal Data, Law nº 13.709/2018, which aims to protect the fundamental rights of freedom and privacy and the free development of the personality of the

natural person, guaranteeing the confidentiality and secrecy of information. provided by companies in relation to holders of personal data.

### **5.3.6 PROHIBITION OF THE USE OF ALCOHOL, DRUGS AND WEAPONS**

Lojas Renner S.A. does not allow employees of its Partners and other parties with whom they maintain a business relationship to be under the influence of alcoholic beverages or narcotic substances, while at the Company's service, including on trips, events, training and business meals, except in the case of alcoholic beverages if, from the time of consumption until the end of the day, there is no more professional activity involving Lojas Renner S.A. Weapons of any kind are not allowed on the Company's premises, except for expressly authorized professionals.

### **5.3.7 COMBAT CHILD SEX EXPLOITATION**

Lojas Renner S.A. considers unacceptable any type of involvement of its Partners in child sexual exploitation, whether inside or outside its premises.

### **5.3.8 QUALITY OF PRODUCTS AND SERVICES**

Partners must ensure the delivery of products and services with the highest quality standards, complying with the legislation, including with regard to product safety requirements, based on a management model appropriate to their business.

## **5.4 CODE IMPLEMENTATION**

### **5.4.1 CODE COMMUNICATION**

Partners must ensure the communication and application of this Code of Conduct to their employees, as well as to all their contractors used in the production of our products.

The Partner is responsible for disclosing the whistleblowing channel for Lojas Renner S.A. for all its employees and contractors, through posters containing the means of communication for complaints, placed in areas where work is circulated, demanding the same from its contractors.

Lojas Renner S.A. encourages the reporting of facts known to them that interfere with the guidelines contained in this Code or that harm Lojas Renner S.A., in any sphere. Every complaint will be duly investigated by a specifically trained area, guaranteeing impartiality, secrecy and anonymity.

#### **5.4.2 MONITORING AND COMPLIANCE**

Partners undergo a homologation and routine audit for their entry and maintenance in the supply network, where they must authorize unannounced technical visits by Lojas Renner S.A., granting full access to its facilities, documentation related to health, safety and environment environment, employee records and conducting private interviews with its employees, acting with transparency. The Partner must guarantee the same conditions as before to its contractors.

#### **5.4.3 VIOLATIONS TO THE CODE OF CONDUCT**

Full compliance with this code is a fundamental condition for the company to remain in the Renner Partners base.

Failure to comply with any item in this Code may generate corrective measures, from blocking the supplier for new orders or contracting, to the termination of current contracts. It is the duty of any third party to communicate possible situations contrary to this Code of Conduct, through the Channels presented here.

This code does not exhaust all possibilities related to the Partner's conduct. Therefore, it does not exempt Lojas Renner S.A. the application of disciplinary measures, which will always be guided by common sense, by the Consequences Management of the Compliance Program and applicable legislation.

### **6 COMPLAINT CHANNELS LOJAS RENNER SA**

Lojas Renner S.A., following the best corporate governance practices, has procedures in place for confidentially and anonymously denouncements and manifestations to be made by employees or people external to the organization who are aware of any improper or questionable situation. The Company has mechanisms to protect whistleblowers in order to prevent retaliation in relation to occurrences that violate this Code, policies, laws and regulations applicable to the business.

The investigations regarding the reported facts will be conducted impartially and independently, through the Loss Prevention and/or Compliance area.

Contact can be made through the following reporting channels:

#### **Telephone**

Telephone: 0800 900 9091 (National)

## **Webiste**

[contatoseguro.com.br/lojasrennersa](https://contatoseguro.com.br/lojasrennersa) (National e International)

## **7 FINAL DISPOSITIONS**

This policy takes effect within 7 days from the date of its publication. If in doubt, contact the Supplier Compliance Management area - [conformidade@lojasrenner.com.br](mailto:conformidade@lojasrenner.com.br).