

Code of Conduct

LOJAS RENNER S.A.



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Text updated and approved by
the Board of Administration in
April 2023.

LETTER FROM THE CHIEF EXECUTIVE OFFICER 04

1. OUR FUNDAMENTAL COMMITMENTS 06

A. CORPORATE FUNDAMENTALS 08

B. FOSTERING OF ETHICS 12

C. RESPECT FOR HUMAN RIGHTS 18

D. ENVIRONMENTAL PRESERVATION 20

E. DATA SECURITY 21

2. HOW WE RELATE 22

23 A. IN OUR WORK ENVIRONMENT

28 B. WITH SUPPLIERS OF PRODUCTS AND/OR SERVICES

30 C. WITH CUSTOMERS

32 D. WITH SOCIETY

34 E. WITH GOVERNMENT AND REGULATORY AGENCIES

35 F. WITH SHAREHOLDERS

36 DOUBTS OR INFRINGEMENTS

37 VOLUNTARY COMMITMENTS

letter from the chief executive officer

It is with much pride that I present Lojas Renner S.A.'s updated Code of Conduct.

Prepared on a collaborative and multidisciplinary basis by representatives from various areas of the Company, our Code of Conduct has gone through updates that reflect new social contexts, providing premises and guidelines aligned with contemporary challenges, always reinforcing our culture of enchantment.

The purpose of the Code of Conduct is to be a document accessible to all staff, with practical guidelines applicable on a daily basis, that is, a guide to all decision making and a clear orientation on how we establish our relations, whether internally or outside the company. Through this code we formalize our ethical and transparent conduct, based on our values and our purpose to enchant.

I rely on all of you to always use the Code of Conduct, in every moment, from the most commonplace to the most strategic. This is an essential document for us to act in an integrated and coherent manner when conducting our relations and business and, for this reason it must be read by all staff and members of management of Lojas Renner S.A. for everyone to understand its value and apply the set of conducts in their professional activities.

Together we keep on building our ecosystem, working responsibly in everything we do.

Fabio Faccio

Chief Executive Officer



our fundamental commitments

Lojas Renner, in its Code of Conduct, makes the public commitment to have its businesses ethically driven and sustainably managed, so that the impact of its actions result in an integrated balance between the social, economic, environmental, and corporate governance aspects that include all of its stakeholders.

The Code of Conduct of Lojas Renner S.A. establishes the set of guidelines that standardize the ethical conduct to be practiced by all of its members of management and staff, independently of their job position, strengthening the identity and culture of our Company.

This document is applicable to Lojas Renner S.A. and all its subsidiaries.

Please note!

The terms “Lojas Renner” and “Company” refer to Lojas Renner S.A. and all its subsidiaries. All references to “members of management” relate to the Board of Administration and Statutory Officers of the Company.

Into practice

This Code has been approved by the Board of Executive Officers and by the Board of Administration of the Company.

The members of management and staff of Lojas Renner S.A. must formally adhere to the Code when first hired and whenever it is updated. In addition, training will be given from time to time to reinforce the guidelines and ethical culture of the Company, in order to raise the awareness of the staff on the importance of acting according to the law and Lojas Renner's Code of Conduct. Members of management and staff will also be responsible for holding all other Company trainings from time to time, especially those which are considered mandatory.

Infringements

Infringement of the guidelines in this Code, by any management member of staff, is subject to disciplinary measures according to the severity of the conduct by the involved party, according to current law, and based on the judgment of specific, multidisciplinary committees, responsible for enforcing the application of this Code, which can involve areas such as Corporate Compliance, Legal, and People & Sustainability, without limiting the involvement, depending on the circumstances, of other areas and/or the Executive Board.

We also reserve the right not to hire any services, establish a commercial relationship and to discontinue the agreement with suppliers of products and/or services that infringe the principles established in this Code, in addition to the commercial contract clauses, without any limitation to the Company.

purposes

Ecosystem

Our main achievement is to enchant everyone.

Renner

Our main achievement is to enchant everyone.

Camicado

To bring enchantment to every home.

Youcom

To enchant and connect people with a young lifestyle.

Ashua

To enchant, celebrating the beauty of being who you are.

Realize

To enchant customers and partners with financial solutions and experiences, which have an impact on their lives and businesses, and to leverage Lojas Renner S.A.'s Ecosystem.

Repassa

To enchant everyone through aware/circular fashion, doing good and generating a positive impact in the world.

value proposals

LOJAS RENNER S.A.

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



To deliver the best omni experience in fashion and lifestyle to the medium/high segment, enchanting our customers and partners with quality products and services at competitive prices, always innovating in a sustainable way.



To be the reference brand in home and decoration in different styles, through a platform of quality products and services, at competitive prices, to the medium and high segments, offering an enchanting and sustainable omni experience.



To deliver the best omni experience in youth fashion, connecting and enchanting with quality products and services, at amazing prices, in an innovative and sustainable way.



To deliver the best omni experience in curve and plus size fashion for the medium and high segments, connecting and enchanting with quality products and services, in an innovative and sustainable way.



To deliver innovative, enchanting and sustainable financial solutions that leverage and are leveraged by our Ecosystem.



To deliver the best aware/circular fashion experience, inspiring and promoting sustainability and solidarity in our customers and partners, working with quality products, at competitive prices, safety and convenience.

our values

To enchant

It is our fulfillment: we put ourselves in our customers' shoes, treating them the way we would like to be treated. We must understand their needs and desires and exceed their expectations, so that we can enchant them. We are not just employees, we enchant our customers. We do not have a Customer Assistance Center (CAC), since each one of us is a CAC: whenever there is a problem, we solve it immediately.

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 agile way with great enthusiasm and passion. Our business is driven by persistence, creativity and optimism, always being very close to the market: we must be proactive.

People

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

Obstinacy in the pursuit of outstanding results

We are responsible for achieving results and not just good ideas. Results are what guarantee our investments, provide return to our shareholders, pay our salaries and ensure our growth and long-term continuity.

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 have the highest levels of quality: this is embodied in our “DNA”.

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 determination in the pursuit of the best practices, exploring all the opportunities that appear in the market. We make 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.

Sustainability

Our businesses and attitudes are based on sustainable principles. In addition to financial results, we seek social development and a reduction of environmental impacts, always acting in accordance with the best corporate governance practices.

fostering of **ethics**

Respect for the Legislation

Lojas Renner S.A. complies with all applicable laws in the countries in which it operates, including its agreements with governments or its business partners, respecting moral principles in a way which ensures transparent, fair and ethical relations.

All members of management and staff are committed to learning and respecting the laws which apply to their activities and the Company's internal procedures, and can be held responsible in the event of non-compliance. In addition, in their relationship with suppliers of products and/or services, employees must verify the compliance of third parties with the current legislation and the clauses established in the commercial agreements signed with the Company.

Fighting corruption

Lojas Renner S.A will not countenance the practice of any act indicative of corruption, bribery, money laundering and other illicit acts such as:

- to offer or promise undue advantage to any public servant¹, to force him to practice, omit or delay an official act;
- to finance, defray or sponsor the practice of illegal acts provided by the law;
- to hinder the investigation or inspection of public agencies, entities or agents.

Any member of staff or third party with knowledge of potential infringements of guidelines related to compliance, bribery or corruption must immediately notify the Company through the Whistle Blowing Channel indicated in this Code.

¹ Any person acting on behalf of a Government, Government Agency, Body or State Department.

To practice Ethics, we must:

- comply with all laws and demand the same from our business partners.
- perform work activities according to the guidelines in this Code of Conduct, in addition to all other Company's internal regulations.
- combat all forms of corruption: frauds, bribery, and illegal benefits.
- not be involved in conflicts of interest. Whenever the professional decision is influenced by any personal or third party's interest, we must abstain from making the decision and seek guidance from Management or the Executive Board.
- respect our competitors and promote a free and ethical competition environment for the selection of suppliers.

Situations of conflict of interest

Conflict of interests is the situation created by the confrontation of someone's private interest (a member of management, staff or third party) and the interest of the Company. The conflict occurs when the decision-making process is influenced by an interest which is not an interest of the Company. Should a possible conflict of interest scenario be detected, the member of management and/or staff involved should refrain from participating in the decision-making process in order not to interfere and must report the situation to Management or the Executive Board. Next are some examples of conflict of interests that may happen in the Company, which are not limited to the scenarios below:

> Receipt of gifts, giveaways and favors

Members of management and Company staff should refrain from giving or receiving gifts,

giveaways, benefits and favors from third parties (business partners, customers, public servants, etc.), the value or relevance of which may affect the decision on what is best for Lojas Renner in relation to the third party. Some exceptions are: gifts of promotional nature, of insignificant commercial value, to be used in the work place (agendas, pens, calendars, mugs, backpacks, notepads, etc.) or that do not exceed an estimated cost of R\$ 100.00 (one hundred Brazilian Reais), which can be converted into different local currencies. The receipt of sums of cash is not allowed.

Any staff member who receives any gift other than the abovementioned exceptions must immediately refuse its receipt, expressing gratitude and communicating the existence of the Code of Conduct's guidelines of Lojas Renner S.A. For specific cases in which it is not possible to return the gift that is out of the norm, it shall be sent to Lojas Renner Institute for the promotion of social actions.

In case of doubt, the employee shall seek guidance from the Corporate Compliance area.

> Invitations and participation in events

Lojas Renner will only permit members of management and staff to accept invitations/tickets to participate in events when previously authorized by the Executive Board. It will be up to the Executive Board to evaluate whether the invitation might influence the decision-making process in any subject related to the party who made the invitation. In the event of any indication of conflict of interest, participation will not be permitted.

> Interest of staff in other businesses, own businesses and organizations

Members of management and staff shall not have any kind of personal interest of commercial or financial nature in a competitor², business partner or any other third party that may generate any conflict of interest or interfere in the work to be undertaken in the Company.

It is unacceptable for a staff member to perform external activities which, in any way, create conflicts with his work for the Company or which involve the sales of products that compete with those of Lojas Renner S.A., even when doing so as an autonomous professional.

Members of administration and staff are allowed to commercialize their clothes, accessories and personal belongings in flea markets and social media. However, it is strictly forbidden to do so during work hours and/or in the work environment.

> **Family relations³ in the Company**

Member of administration and staff of Lojas Renner S.A., in the exercise of their professional function, may not have a relationship of subordination and/or routine activities involving interaction with an employee with whom they have a family relationship.

> **Family relations in commercial relationships**

With customers: no employee of Lojas Renner may perform, for himself or for a person with whom he has a family relationship, any operation of sale, assistance, receipt, exchange or cancellation in a POS, and neither credit operations to his own account. Such operations shall be made by another employee of the Company.

With other companies:

1. The member of management and/or staff who has a family relationship with employees of a competitor company should notify this fact to the Company, which will assess the situation;
2. The hiring of professionals for positions in the Executive Board and Management of candidates who are family related to individuals employed by any competitor of Lojas Renner, must be approved by the Executive Board;

3. Commercial relations with business partners where there is a family relationship with a member of management and/or staff of the Company, who are directly related to their respective area of competence and responsibility, are not permitted.

² Competitors are companies with products and/or services similar to those commercialized by Lojas Renner.

³ For the purpose of this Code, parties to a family relationship are: sons/daughters, grandchildren and great grandchildren; spouses/partners, parents-in-law, brothers/sisters-in-law; parents, siblings, nephews/nieces and grandnephews/nieces; grandparents, uncles/aunts, cousins, second nephews/nieces; great grandparents, great-uncles/aunts.

> Personal relationships

Lojas Renner S.A. respects the private lives of its staff. Thus, romantic relationships and friendships of intimate nature* between staff members are allowed, as long as they are notified to the appropriate Management area, there is no relationship of subordination between the involved parties and the activities do not depend on each other, such as: an employee who performs an activity and the other one approves/controls its result. In the event of subordination or activities that depend on each other, the relationship must be notified to the immediate superior in the corporate hierarchy or to the People & Sustainability area for evaluation and appropriate action.

The employee shall not have any commercial ties outside his function; neither shall he have a romantic relationship or friendship of an intimate nature with business partners who are under the responsibility of his area of activity in the Company.

> Trading of securities

Members of management and staff of the Company undertake not to benefit themselves or third parties from insider information (not disclosed to the public), received in the course of their professional activity at Lojas Renner, involving the sale or purchase of securities issued by the Company, directly or through third parties.

Members of management and staff with privileged access to relevant information and still undisclosed financial results of the Company undertake to remain silent and comply with restricted share trading periods, established and disclosed by the Director of Investors Relations, and are subject to other procedures and penalties according to applicable policies.

*An intimate friend is one who lives with a person, in his family circle, who knows the person's life story, sharing moments of joy and anguish.

> Complementary professional activities

Complementary professional activities involving the disclosure of technical information, such as classes, exhibits, courses, lectures, seminars and congresses, cannot present information related to Lojas Renner. The complementary activity must be notified to the Executive Board, which will evaluate whether there is a potential conflict of interest.

> Donations and social actions

The development of Company social actions, whether through donations and investments of their own or from third parties and business partners, must only be performed with the intervention of Lojas Renner Institute whenever they are classified as having the purposes described in the Statute, and after the Executive Board of the Institute carries out a careful analysis of the partnership clauses.

Donations to social actions involving the public administration must be submitted to the Corporate Compliance area of Lojas Renner to be evaluated. Partnerships in the social field which may influence or compromise professional and commercial relations with the Company shall not be permitted, neither shall be permitted any infringement of current legislation regarding donations and social actions.

Ethics of fair competition

The use of illegal or unethical means to obtain information on competitors is not permitted. Lojas Renner S.A. does not allow its members of management and staff to inquire or solicit confidential information on their former employers from other people or new hires.

Lojas Renner prides itself on its good competitive practices and any initiatives against it may adversely affect the results of the Company and cause damage to its reputation and to the market. Thus, all members of management and staff, particularly in the commercial and business partner management areas must not engage in anti-competitive conduct.

respect for human rights

Non-discrimination and appreciation of diversity

Lojas Renner S.A. does not tolerate discrimination and prejudice of any nature and promotes the appreciation of diversity together with all staff members, customers, business partners and all remaining stakeholders with whom the Company interacts. All members of management and staff must perform their functions based on ethical behavior, without prejudice or discrimination in relation to origin, gender, sexual orientation, color, age, religion, beliefs, disabilities or any other form of personal characteristics. Thus, the Company ensures an atmosphere in which all can express their individuality in a natural way and without reprisals or negative consequences.

Combating exploitation of child labor and/or slave-like working conditions

No form of exploitation of child labor and/or slave-like working conditions is permitted on the premises and in the operations of Lojas Renner S.A. and its suppliers of products and/or services, as well as outsourced parties from our suppliers and partners in the Marketplace platform of Loja Renner S.A. The Company is committed to combatting the violation of Human and Labor Rights through the voluntary adherence to the principles of the United Nations Global Compact and to the guidelines of the Pact for the Eradication of Slave Labor, as well as the current legislation.

Combating sexual exploitation of children

Lojas Renner S.A. repudiates the sexual exploitation of children. It raises the awareness and mobilizes its employees and business partners with respect to the issue, having signed up to In the Right Direction Program, an initiative from Childhood Brazil, an entity which represents a united front to end sexual exploitation of children and adolescents on Brazilian highways.

Moral and sexual duress

Lojas Renner does not permit the practice of any moral and sexual duress and thus, members of management and staff, irrespective of their hierarchical level, are committed to performing their activities in an ethical manner, not causing any kind of harassment or duress from moral, sexual or any other nature in their relations with all Company's stakeholders, ensuring mutual respect prevails at all times.

We respect human rights when:

- we combat discrimination and promote diversity, respecting and celebrating differences through the Plural Inclusion and Diversity Program.
- we do not accept and do not contribute to , in our activities or through those of our business partners, any form of illegal or degrading work exploitation.
- we repudiate and combat any form of exploitation and sexual or moral harassment.
- we promote participation in the training sessions offered by the Company on discrimination and harassment.

environmental preservation

Members of management and staff of Lojas Renner S.A. should promote the sustainable use of natural resources, seeking to avoid or minimize the environmental impacts of the business.

In this sense, Lojas Renner encourages the reduction in the consumption of water, energy and business inputs (fabrics, office supplies, etc.) and the appropriate management of waste - through recycling or reuse - in all of the Company's operations.

In addition, members of management and staff should encourage and support the Company's suppliers of products and/or services, and also its partners in the Marketplace platforms of Lojas Renner S.A. to the management and continuous improvement of its businesses eco-efficiency, in accordance with our public sustainability commitments.

We can help protect the environment with simple attitudes such as:

- reducing the consumption of natural resources from business related activities.
- mobilizing our suppliers of products and/or services to reduce production leftovers, as well as to properly dispose of their waste.

data security

All members of management and staff are responsible for the registration and correct use of the data made available in Lojas Renner S.A.'s systems and documents, and must use them in accordance with the procedures established by the Company. Sharing passwords and access to the Company's systems is expressly prohibited.

> Data from members of management and staff

Confidential information from members of management and staff shall be handled in an ethical and responsible manner, ensuring its exclusive use in the activities of Lojas Renner S.A.

> Customer information

The Company's employees are obliged to guarantee the confidentiality of the personal information provided by the customers, which are included in their registration and Company records.

> Protection of personal data

We are committed to acting in accordance with the law and regulations which regulate personal data protection; respecting the privacy of all stakeholders we interact with, such as: staff members, customers, suppliers, business partners, among others.

All staff members are responsible for ensuring these data are handled transparently and carefully, observing the purpose for which they are intended and what is needed for its handling, respecting the rights of data holders, under the risk of jeopardizing the acquired trust.

The information we receive on our stakeholders:

- is confidential and classified.
- must be used responsibly and only in our work activities.
- must not be shared.



PRIVACY IS A UNIVERSAL RIGHT!

Confidential information known by members of management and staff must be kept classified even after termination of employment.

how we relate

Our relations with different stakeholders that interact with the business must reflect our values and fundamental commitments.

Below, we introduce our main stakeholders and how we can encourage ethical and responsible conduct in our relations.

in our **work environment**

Staff members are the direct representatives of the Company with its several different stakeholders, continuously making decisions, solving problems, creating, innovating and improving the business. These are the people who make a difference and, therefore, must be ready to carry out their duties the best possible way.

Leaderships play a prominent role, as reference and example of behavior, working with a management style based on encouragement, motivation and acknowledgement of the staff, promoting not only their professional development but also their human development.

Lojas Renner S.A. promotes a work environment sustained by its values and guided by conducts that encourage responsibility and engagement among staff members, creating conditions to ensure all commitments made with all stakeholders of the Company are ethically honored.

We guarantee our employees the right to:

- promote career development initiatives which meet the needs of people's diversity, such as: gender, color, disability, or any other personal characteristic, aligned with our Plural Program.
- promote the inclusion of people with disabilities.
- occupational safety and health, in addition to promoting well-being and quality of life.
- have access to the necessary information on the Company for their professional development and dialogue channels to contribute to management.
- freedom of labor union association.

Our employees commit to:

- preserving the Company's reputation, not disclosing confidential information and acting responsibly in social media.
- not working under the influence of alcoholic beverages or narcotics.
- not conducting personal activities in the workplace, such as party political actions, sales of products and services and other activities involving the use of the Company's assets and resources.

Professional development

> Career and professional opportunity

Lojas Renner S.A. commits to offer opportunities that meet the needs of each diverse group of the Company, based on competence and values. It is mandatory to provide opportunities that meet

the needs of each group without discrimination on the grounds of origin, race, gender, sexual identity, color, age, religion, belief, disabilities or any other forms of discrimination, from the moment of hiring, going through having access to trainings and promotions, to the decision making process in cases of employment termination. The Company fosters the hiring of apprentices and people with disabilities and encourages the professional development of these stakeholders through opportunities for training and promotion.

> Right to information

The managers of Lojas Renner S.A. commit to spread the rules of the Company to all employees, as well as information of institutional character and other information of interest to employees, thus ensuring that their respective activities are performed coherently and with quality.

Safety and Well-Being

> Occupational health and safety

Lojas Renner S.A. encourages and raises the awareness of its employees to adopt responsible attitudes to comply with the laws and internal rules with respect to occupational medicine and safety. It does so preventively, promoting a safe, healthy and quality work environment, seeking to continuously improve.

> Quality of life and Well-being

Management undertakes a responsible management style, offering a structure and work environment of excellence, to promote good quality of life to its staff and a safe professional environment.

The Company encourages the participation of its staff in internal programs that foster well-being.

Company representation

> Relation with the press and other external stakeholders

The members of management and staff authorized to represent the Company with the press and other outside audiences must subscribe to the principles of honesty and responsibility, not disclosing confidential information and/or without prior consent of the Company, promoting Lojas Renner's image, reputation and interests in a positive light. Other members of staff are not permitted to speak on behalf of the Company without express authorization.

> Social media behavior and responsibilities

Lojas Renner S.A. uses social media to connect with its customers, posting relevant content and fostering the relationship with the Company's brands. To protect its reputation and image, Lojas Renner S.A. relies on specialized consultants and professionals to manage its official profiles, feeding information to them

according to the corporate objectives set forth for the social media. Respectful and significant social media publications positively reinforce Lojas Renner S.A.'s image, however, when done inappropriately, can cause irreversible damage to the Company.

Being a regulated Company, we must disclose information in an organized and standardized way. Any improper disclosure may trigger regulatory agencies to impose a penalty on Lojas Renner S.A. and even on the employee involved.

Thus, members of management and staff are not authorized to disclose, in their social media: strategic data undisclosed to the market, of internal communication and information on the Company's daily processes – mainly those linked to process of development and procurement of products, or of products which have not reached our stores yet. All the above mentioned may contain confidential content from Lojas Renner S.A.

In addition, no member of management or staff is authorized to create social media pages and profiles on behalf of Lojas Renner S.A. or its units, departments and areas. Employees can only share, in their social media profiles, content which has been previously published by the Company's official external channels or moments of celebration within the Company.

Staff members who develop paid activities related to the advertising of products, such as digital influencers, must not advertise products that compete with products from Lojas Renner S.A.'s brands.

Conduct in the work environment

> Collaboration

Lojas Renner supports the management and development of projects on a collaborative basis, encouraging employees from different areas and backgrounds to apply their professional knowledge and individual talents in the pursuit of a common objective: the achievement of positive results for the business.

> Political activity

Personal party political activities from members of management or staff must not take place in the workplace, while they are performing their duties or while representing the Company.

> Use of alcohol, narcotics and weapons

Lojas Renner S.A. does not allow its employees to be under the influence of alcohol or narcotic substances during working hours and/or in the workplace. It is important to point out that the same rule applies in the case of travel, events, training programs and business meals. Weapons

of any type are not permitted on the Company's premises except for professionals expressly permitted to bear arms.

> Sale of products or services on the premises of Lojas Renner S.A.

The sale of products and services of any kind (including food) among employees on the premises of the Company's stores, distribution centers, corporate headquarters and annex buildings is not permitted. Food products may only be sold by food service suppliers duly authorized by the Company to operate on the premises of its cafeterias.

No employee or supplier of products and/or services may benefit from their situation in the workplace to solicit, request or obtain physical or financial resources to further their own private interests, such as the sale of products, raffle tickets, lists or chains of any nature.

> Preservation, austerity and proper use of resources and assets

Lojas Renner S.A.'s assets, whether tangible or

intangible (such as ideas, concepts, brands and information), must be handled responsibly and with due care by all the members of management and staff, and used exclusively to the Company's benefit.

All must ensure the proper use of the Company's available resources, rigorously controlling expenditures including any type of action, operation or use of material/equipment that generates expenditure. No employee may appropriate the Company's assets or resources, or use them outside working hours and outside the confines of the workplace without prior formal authorization.

The removal or unauthorized use of information, processes, methodologies, software and other intangible assets for personal use is also not permitted, under penalty of having this crime classified as intellectual property theft.

> Irregular actions to achieve goals

Lojas Renner S.A. will not countenance the use of any irregular action by employees as a means

of achieving results or goals, even if they could benefit the Company, such as, inserting false information in documents and/or obtaining illegal benefit inducing another party to error. Such acts may be deemed as fraud and may produce deviations from the Company's actual results.

Any member of staff or third party with cognizance of a possible irregular action, such as described above, must notify the fact immediately to the Company through the whistle blowing channels shown in this Code.

Labor union participation

The company recognizes the right of free labor union association of its employees and appreciates the collective negotiation with the respective labor unions within the limits established by the Brazilian law.

Conduct outside the work environment

> Social gatherings of coworkers in external environments

Social gatherings held in external environments must be conducted in a prudent manner, observing all limits previously established to ensure that strategic and/or confidential content of Lojas Renner is not improperly disclosed.

> Purchases in the Company

Staff members are expected to have due care with their financial commitments from purchases of products from Lojas Renner S.A.

Relations with former employees

> Rehiring

Lojas Renner's guideline is not to rehire former employees, irrespective of the reason for termination. Exceptions to this rule must be authorized by the Executive Board.

> Supply of products and/or services

The hiring of companies owned or managed by former employees must be treated with the necessary due care not to expose Lojas Renner S.A. to risks of prosecution under labor laws. It will be countenanced only after two years after the termination date of the former employee or with the approval from the Executive Board of the area involved.

No employee who has left the Company, irrespective of motive, shall be accepted to represent a supplier which has the intention of selling products and/or services to Lojas Renner S.A., unless approved in writing by an Officer of the Company and/or a period of six months has elapsed since the former employee's termination.

with suppliers of **products and/or services**

Lojas Renner S.A.'s suppliers of products and/or services and their subcontractors are strategic partners in the execution of the business and constitute a key link in the sustainability of the Company's ecosystem. The quality of the relationship established with this particular stakeholder is based on the negotiating autonomy of the supplier, on respect, on transparency of information, on support for the improvement of its processes and on the fulfillment of established agreements – resulting in a product of quality, which in addition to the tangible value of meeting a customer need, transfers by association the Company's brand value and identity to suppliers.

The criteria to establish a relationship with suppliers of products and/or services go beyond aspects of price, product and delivery time, given that, the conditions under which such products and/or services are produced and the resulting impacts on the economic, social, environmental and corporate governance levels must also be taken into consideration when choosing the supplier of products and/or services.

Such conducts express the Company's commitment with this group of stakeholders, the Code of Conduct for Suppliers being the official document informing the standard of conduct that Lojas Renner expects its commercial partners to adopt in the business environment.

We guarantee our business partners the right to:

- equal opportunity in the selection of commercial activities.
- confidentiality of their information.
- guidance and qualification of the products and services rendered.
- support to the development of more efficient and sustainable management practices.

Members of the staff have the role of guiding business partners:

- not to commercialize products developed exclusively for Lojas Renner S.A.
- to deliver products with the quality criteria established by the Company.
- not to work under the influence of alcohol or narcotics.
- to act in conformity with the Code of Conduct for Partners.

Ethical conduct

> Equality of opportunity

Lojas Renner S.A. maintains the strictest ethical practices in the selection, negotiation and management of its commercial activities. Thus, members of management and staff should treat the suppliers of products and/or services with respect, without favoring one over the other or discriminating them in any way such that those in an equivalent or similar situation receive the same treatment and opportunities. In the event of any restriction, a technical, legal and/or commercial justification should be prepared for in-house disclosure.

> Confidentiality

Members of management and staff of Lojas Renner S.A. are not authorized to share confidential matters from customers or suppliers of products and/or services with any outside audience without proper prior authorization. Whenever confidentiality agreements are signed, it is mandatory for all members of management and staff that have access to the information of such agreements to comply with the specific conditions in these legal instruments.

Development incentives

Lojas Renner S.A. supports the capacity building of suppliers of products and/or services, encouraging their continuous work improvement and encouraging them to adopt management practices that respect human rights, the legislation, ethics and the preservation of the environment as a means of promoting and guaranteeing their competitiveness and long-term partnership.

Equality of treatment

The Company operates with its business partners seeking to provide treatment and working conditions similar to its own employees', also ensuring the involvement of representative labor unions in the discussion of labor rights with the contracted companies when necessary.

Quality of products and services

Lojas Renner S.A. undertakes to offer, in a comprehensive, clear and precise manner, the necessary information to guide suppliers of products and/or services and contribute to the qualification of the products and services rendered according to the quality standard established by the Company.

Copyright

Employees should notify suppliers that original and exclusive products (mainly those for resale) and/or services developed by Lojas Renner are the property of the Company, and their use without proper formal authorization is forbidden.

Prohibition on the use of alcohol, narcotics and weapons

Lojas Renner S.A. does not permit employees of its suppliers of products and/or services and other parties, with whom it has a commercial relationship, to be under the influence of alcohol or narcotic substances, including when representing Lojas Renner S.A. in travels, events, trainings and business meals.

Weapons of any kind are not permitted on the Company's premises except for those professionals expressly authorized to bear arms.

with customers

The perception of Lojas Renner S.A. about its customers is based on a globalized view of respect for diversity, lifestyles and distinct cultures. In this context, the Company has established "customer enchantment" as the main driver of its relationship, seeking to excel in meeting their needs and expectations, anticipating their wishes, operating in a proactive, creative, innovative and sustainable manner in the solution of problems.

Through its products, store environment, assistance and services offered, Lojas Renner S.A. promotes a relationship and experience that transparently express the values on which its businesses and management are based, respecting the trust endowed on the Company by the customers.

We always interact with our customers with:

- an open and attentive dialogue.
- excellence in our assistance and delivery of products and services.
- equal treatment.

Dialogue

> Communication channels

Lojas Renner S.A. provides communication channels for its customers to express their opinions on the Company, and it is the employees' task to reply within pre-established deadlines with due transparency.

> Right to information

Members of management and staff of Lojas Renner S.A. are committed to the veracity and clarity of the information available on the sale of products and services.

Excellence

> Of the shopping environment and assistance

In line with Lojas Renner S.A.'s corporate vision of enchantment, members of management and staff are committed to promoting the continuous improvement of its stores, targeting comfort, functionality and excellence in the assistance, given its customers' diversity of specific needs, which includes the optimization of the time spent in the stores.

> Of products and services

Lojas Renner S.A. is committed to the permanent quality improvement of its products and services. Should a product present any defect or any different problem, other than aspects already covered by the Consumer Protection Code, such item will be exchanged according to procedures previously established and informed to consumers.

Equal treatment

Granting preferential treatment or benefits to any customer based on personal criteria or any other reason which is not in accordance with this Code of Conduct is not permitted, except for cases provided by law.

with **society**

Lojas Renner S.A. has the potential to mobilize and articulate, the responsibility and opportunity to generate development and well-being to society, accruing benefits for the stakeholders involved with the Company, and promoting an atmosphere of cooperation and mutual support among employees.

With this vision, Lojas Renner is committed to social investments in the communities where it operates, and raises awareness among its employees to do volunteer work.

We endeavor to contribute to society through:

- institutional projects for the development of communities and volunteer work actions.
- ethical and responsible communication in our marketing actions.

Contribution to the community

Through private social investment initiatives supported by Lojas Renner Institute, the Company is committed to the development and improvement of communities and the society in general through the promotion of human rights, with the improvement of employment and income conditions and the reduction of social inequalities along the textile chain.

In addition, Lojas Renner S.A. values its employees' dedication, either personally or representing the Company, in volunteer work to the benefit of the community.

Public relations

Lojas Renner S.A. is transparent when responding to inquiries from its stakeholders, the press, the financial community or authorities, always safeguarding commercial interests and/or care with the Company's data security.

Ethical marketing

Communication and engagement with customers must be based on ethics, current law, the appreciation and respect for diversity, human rights,

citizenship and the environment as well as the promotion of and awareness towards sustainability.

Lojas Renner S.A. is committed to Ethical Marketing in all of its businesses, presenting accurate, precise, fair and balanced information about the company and its products and services, avoiding any type of misleading information and ensuring an ethical and transparent offer, identifying the consumers' needs and presenting clear and objective sales conditions.

The Company watches over transparency, and must properly inform the social and environmental impacts of its products and/or services, not allowing exaggerated or unsubstantiated disclosures about such impacts.

The execution or authorization of deceptive, abusive, discriminatory communication which incites violence, exploits fear, takes advantage of the fragility of vulnerable groups, disrespects environmental values or induces the public to behave in a harmful or dangerous way to their health or safety is expressly forbidden. It is also forbidden to promote disinformation or misleading information on the competition.

With the government and **Regulatory Agencies**

The Company's commitment in its relationship with the government is to ensure compliance with the law and the promotion of ethics as well as to act as a catalyst in proposals of public interest and of a social nature, respecting the labor, social security and fiscal legislation, contributing to the reduction of social inequality where it operates.

The legitimacy of its ethical operations is strengthened through the commitment and respect for the conduct described below.

Political activity

In the event of having to provide representation or establish a relationship with government institutions, members of management and staff must perform their activities in accordance with and in the conditions provided by the law, observing the internal guidelines of Lojas Renner, provided they are formally authorized by the Executive Board and the Company's Administration Board.

with shareholders

Lojas Renner S.A.'s responsibility to its shareholders is to defend their interests, based on the Company's values and ethical principles. Aiming at making this commitment effective, Lojas Renner assumes a transparent and equal stance to ensure its shareholders an effective monitoring of corporate activities. It is also the Company's commitment to assume a management style that minimizes investment risks, in order to foster the valuation of Lojas Renner S.A.

The following conducts are guidelines to the Company's members of management and staff relations with shareholders, investors and the market in general.

We guarantee to our shareholders:

- proper management of Company risks, protecting its assets and image.
- transparent and equal access to the information needed to make any decision.

Risk management

Lojas Renner S.A. is committed to protecting the assets and image of the Company through continuous assessment and risk management of its business.

Right to information

Lojas Renner S.A. is committed to accountability and to have a transparent relationship with shareholders, investors and the market in general, providing at the appropriate time, clear and accurate information on an equitable basis to all.

Unpublished information on results, strategies and forecasts is confidential. Only the Investor Relations team and the Company's spokespersons may speak publicly on these matters – and on already disclosed information – in order to avoid unauthorized disclosure of information.

whistleblowing channel

In accordance with the best corporate governance practices, Lojas Renner relies on an independent and outsourced Whistleblowing Channel, which ensures the safety, confidentiality and anonymity of employees or people external to the organization who might be aware of, or suspect, any illicit and/or unethical behavior. Investigations of facts denounced will be conducted impartially and independently, by specific committees to develop a proportional action plan.

The Company has mechanisms to protect the whistle blower to avoid retaliations regarding occurrences that infringe this Code, policies, legislation and regulations which are applicable to the business.

Contact can be made through the following channels:

**SITE**

contatoseguro.com.br/lojasrennera*

**TELEPHONE**

(Brasil) 0800 900 9091*

**LETTER**

Lojas Renner S.A. - Av. Joaquim Porto Villanova, 401 - Bairro Jardim do Salso
CEP 91410-400 - Porto Alegre/RS - Brasil - A/C Gerente de Compliance Corporativo

conduct committee

The Conduct Committee, linked to the Board of Administration, is independent and autonomous, to ensure the implementation, dissemination, training sessions and updates for this document and the Whistle Blowing Channel. The Committee currently consists of the Chief Executive Officer and other Company directors.

In case of doubt with respect to the policies and practices of this Code, the employee must contact his Management, the People & Sustainability area, Corporate Compliance, immediate Supervisor or the Conduct Committee.

**E-MAIL**

compliance@lojasrenner.com.br

**LETTER**

Lojas Renner S.A. - Av. Joaquim Porto Villanova, 401 - Bairro Jardim do Salso
CEP 91410-400 - Porto Alegre/RS - Brasil - A/C Gerente de Compliance Corporativo

*available 24 hours a day, seven days a week.

voluntary commitments

Based on its corporate fundamentals and the principles established and presented in this Code, Lojas Renner S.A. voluntarily commits to foster initiatives of recognized organizations to promote the sustainable development of the business, carrying out, in its operations, the guidelines of these organizations to promote human rights and the empowerment of women, respect for labor relations, the preservation of the environment and the fight against corruption.

United Nations global compact

The Company is signatory to the United Nations' initiative, which mobilizes the corporate community to adopt good business practices related to Human Rights, Labor Rights, the Protection of the Environment and the Fight Against Corruption in all of its forms. Learn more at: <http://www.pactoglobal.org.br>.

Through Global Compact, Lojas Renner S.A. is engaged to contribute to the achievement of the 17 Sustainable Development Goals, which unfold to 169 targets the UN state members agreed to. Learn more at: <https://nacoesunidas.org/pos2015/agenda2030>.

In addition, the Company participates in the following movements led by the Brazilian Global Compact Network:

Women Lead Movement, which targets gender equality in partner organizations until 2030. To achieve that, the company defined and does an annual follow-up of its gender equality goals.

Living Wage Movement, which seeks to boost honest work through the implementation and promotion of worthy wages to Company employees and engagement on the subject in the value chain until 2030.

Race is a Priority Movement, which aims at increasing the number of black and indigenous people in leadership positions until 2030.

Net Zero Ambition Movement, which seeks to collectively reach, among Brazilian companies, the reduction of 2 Giga Tons of CO2 in cumulative emissions until 2030 and the Company is committed and already disclosing its goals based on science, approved by the Science Based Targets initiative.

fashion industry charter for climate action

Lojas Renner S.A. has joined the fashion industry's commitment created by the United Nations Framework Convention on Climate Change (UNFCCC) in line with the Paris Agreement to limit the global temperature warming to 1.5 degrees Celsius above pre-industrial levels. To do so, it has approved science based goals for scopes 1, 2 and 3 with the Science Based Targets initiative (SBTi) and commits to reaching net zero emissions until 2050.

women's empowerment principles

The Company supports the Women's Empowerment Principles, an initiative of UN Women, in order to endorse business initiatives and practices aimed at gender equality and women's empowerment. Learn more at:

www.onumulheres.org.br.

women on board

The Company is certified by the initiative and seeks to recognize, appreciate and promote corporate environments where women are part of the top leadership positions, with at least two women in the board of administration.

pact for the eradication of slave labor

Lojas Renner S.A. is signatory to the Pact for the Eradication of Slave Labor, an initiative of InPacto Institute, through which it commits to contribute to the fight against and eradication of any kind of forced or slave-like labor and the exploitation of vulnerable workers, including child labor, throughout its entire operation and value chain.

business ambition for 1.5° c

The Company is signatory to UN's Business Ambition for 1.5° C, which invites companies to establish goals based on science to reduce a large enough amount of emissions to contribute to limit the global temperature warming to 1.5°C above pre-industrial levels.

new strategy and public sustainability commitments for 2030

After delivering the 2018 to 2021 public commitment cycle, in 2022 the Company took on new Sustainability commitments for 2030. Learn more in our page at: <https://www.lojasrennersa.com.br/sustentabilidade>.



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