



Policy

Lojas Renner S.A. Partner
Code of Conduct

Sustainability - 2026

Objective

To establish clear guidelines for ethical, social, and environmental conduct expected from suppliers and partners, aligned with the organization's values and principles.



1. Definitions / Glossary

TERM / ACRONYMS	DESCRIPTION
Retail Supplier	Supplier of products sold at Lojas Renner S.A.
Administrative Supplier	Supplier of products, services, or inputs for the Company's internal operations.
Partner	Companies that have partnerships with Lojas Renner S.A. to make their products available on the Lojas Renner S.A. Marketplace (Sellers), or to gain brand visibility and generate sales in different segments (B2B partnerships), or for the sale and purchase of ICMS.
Lifestyle	Way of life.
Omni	Multiple ways, channels, or places.
Curve	Refers to women with natural curves, usually with more pronounced hips, bust, or thighs.
Plus Size	Refers to sizes above the conventional fashion standard.
SAC	Customer service.
DNA	A molecule present in almost all living cells that contains genetic information.
Sourcing	Supply source.

2. President's Message

It is with great satisfaction that I present the **Lojas Renner S.A. Partner Code of Conduct**. Prepared in a participatory manner, with representatives from various areas of our Company, this Code is a corporate guide designed to clarify and formalize a set of guidelines that indicate the path we wish to follow with our business partners.

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

The relationship we build with our partners is guided by ethics, transparency, respect, and a continuous effort toward excellence in products and services, with a focus on enchanting our customers.

The purpose of this Code is to be a **practical and applicable document for everyday situations**, reflecting the organization's identity and encouraging and valuing actions in pursuit of the best socio-environmental management practices. Compliance with the conduct described herein is essential for the Company and its partners to act in an integrated and consistent manner in the management of their relationships, thereby strengthening their businesses.

Therefore, we expect everyone to read and understand the importance of its content and to apply it in their professional activities.

3. Lojas Renner S.A. Value Proposition

LOJAS RENNER S.A.

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

RENNER

To be a reference in fashion through female connection, enchanting customers with content, welcoming experiences, and the best perception of value, in a sustainable way.

CAMICADO

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

YOUCOM

To be a brand for young people, translating their desires through collections that offer quality and sustainability at amazing prices, and delivering enchanting experiences.

ASHUA

To free women from stereotypes through specialist curves and plus-size fashion. A brand that helps them affirm their self-esteem, feeling that they belong and are valued.

realize

To be the woman's partner through a simple, enchanting financial services experience integrated into the shopping journey.

repassa

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

4. Our Values

CUSTOMER – *At the center of everything we do*

We listen to, understand, and offer what matters to our customers to build relevant brands;
We know our customers are diverse and prioritize their experience as a guide for our decisions;
We deliver enchanting and integrated products and journeys, based on local and global trends, using data and technology.

PEOPLE – *Our driving force*

We live our purpose and fashion retail with pride, energy, and passion;
We promote an inclusive environment built on trust;
We are curious, we learn, and we innovate to improve ourselves and everything we do.

HIGH PERFORMANCE – *What motivates us to go further*

We plan, prioritize, and make things happen;
We collaborate with a focus on consistent and exceptional results;
We have the courage to simplify, transform, and always grow.

SUSTAINABILITY – *Building our future today*

We run more sustainable businesses, processes, and products;
We generate lasting results with responsibility, transparency, efficiency, and ethics;
We build a positive economic, social, and environmental legacy for our sector, employees, customers, communities, and investors.

LEADERSHIP – *The example of our culture*

We inspire our teams toward growth and transformation;
We make the necessary decisions and challenge people to do the same, taking responsibility for results;
We choose and develop high-performance leaders and teams.

5. Lojas Renner S.A. Partner Code Of Conduct

Transparency is one of the attitudes we adopt to give credibility to our business and relationships. Our objective is to disseminate our purpose and the actions that guide us in becoming a socially responsible company.

For Lojas Renner S.A., Partners and their contractors are strategic to the conduct of the business and are fundamental to upholding the Company's values. The quality of the relationship established is based on the Partner's business autonomy, respect, transparency of information, and compliance with the contracts entered into, resulting in quality products and services, exceeding customer expectations, and delivering brand value to them.

The criteria for establishing relationships with Partners go beyond price, product, and delivery time, also taking into account the impacts generated across the economic, social, environmental, climate, and corporate governance dimensions.

The conduct set forth below represents mutual commitments established between the Company and its Partners, and seeks to guide professional practices and clarify situations that may give rise to conflicts in the relationship with Lojas Renner S.A. The selected topics, which certainly do not cover all possible situations, were considered priorities for inclusion in this Code in order to contribute to ethical and sustainable management.

Partners will be selected in accordance with the values outlined 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 for requiring that they comply with its content. Believing that transparent and collaborative partnerships make it possible to build a socially just world, Lojas Renner S.A. requires its Partners to effectively commit to and adhere to the fundamental principles related to the topics presented in this Code.

GENERAL PRINCIPLES

Compliance with Laws

Partners and their contractors must fully comply with all laws of the countries in which they operate in the conduct of their business, fulfilling all their obligations, regardless of scope, including financial and tax obligations, relevant to their field of activity, and must adopt and follow practices that safeguard human rights², labor rights, health and safety, and the environment.

Human Rights

The protection of human rights² is a non-negotiable principle for Lojas Renner S.A., and we are committed to respecting them.

Our Partners must also ensure and guarantee the protection of human rights, in accordance with the Human Rights Policy. Should there be any risk of a possible violation of human rights, we must be notified immediately and informed of the measures adopted by the Partner, including remediation actions, in order to avoid any irregularities.

WORKER AND ENVIRONMENTAL PROTECTION

Child Labor

Partners must not use the labor of people under 16 (sixteen) years of age, except in the condition of apprentices, as from 14 (fourteen) years of age.

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

Forced or Slave-Like Labor

Partners must not use forced, compulsory, or slave-like labor.

Discrimination and Diversity

Partners must not engage in discriminatory practices in recruitment and employment. Gender, gender expression, marital status, sexual orientation, disabilities, race, ethnicity, age, cultural diversity, belief or religion, political opinion or any other opinion, nationality, social class, learning pace, or any other condition must not be used as a condition for hiring. Partners are expected to encourage diversity and inclusion.

² 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 International Bill of Human Rights and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

Prevention and Remediation of Violence and Harassment

Partners and suppliers must adopt preventive and corrective measures to prevent any form of violence or harassment, especially those motivated by origin, gender, sexual identity, color, age, religion, faith, physical limitations, or any other personal characteristics. They must also promote awareness-raising and training actions among their teams in order to foster safe, inclusive, and respectful work environments. In addition, full compliance with applicable legislation and international principles related to human dignity and equality is essential.

Fair Wage

Partners must pay workers wages that comply with the legal standards defined for the sector and with a living wage, sufficient to meet their basic needs, such as housing, food, education, health, leisure, clothing, hygiene, transportation, and social security.

Working hours must be paid in accordance with labor legislation and/or the applicable collective bargaining agreement, whichever is more favorable to the worker, including overtime.

Working Hours

Partners must not subject workers to excessive working hours. Regular working hours and overtime must be recorded and must not exceed the limits permitted under the laws of each country where the employment relationship takes place. They must be agreed upon, and weekly rest periods must also be observed.

Freedom of Association

Partners must recognize and respect workers' right to form or join trade unions, as well as to engage in collective bargaining.

Mechanisms for reporting and resolving employee grievances are expected to be developed, and effective communication with employees must be ensured.

Disciplinary Practices

Partners must not engage in any form of physical punishment, psychological coercion, sexual, moral, or verbal abuse toward workers, nor use fines as a disciplinary measure.

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

Remote Work

Partners must inform the Company if an order involves remote work performed by their employees. Remote work is only accepted in cases that may be considered handicraft and therefore require artisanal processes. All other processes that do not require special and artisanal skills must be carried out in factories.



Health and Safety

Partners must promote a safe working environment under adequate hygienic conditions, in compliance with applicable local legislation. Occupational health and safety practices must be promoted to prevent accidents and injuries, including personal and collective protective equipment, fire protection, and protection against toxic substances. Workers must have access to drinking water and adequate and clean sanitary facilities. Training on health and safety topics must be provided.

If the employer provides housing, it must comply with local legislation, and the same standards shall apply. There must not be more than one employee at the same address, and the proof of residence must be in the employee's name. We do not accept Partners that keep employees in housing located within factory premises.

Environment

Partners must:

- Maintain an environmental management system, through indicators and targets, aimed at mitigating environmental risks and improving the Company's environmental performance across all impact areas. The system must aim at compliance and improved resource efficiency with respect to water, energy, effluents, greenhouse gas emissions, pollution, solid waste (office and textile), and chemicals.

- Commit to reducing greenhouse gas emissions and mitigating climate change impacts.

- Reduce waste and the use of resources in their operations.

- Eliminate from their production processes chemical substances considered harmful, in accordance with Lojas Renner S.A. guidelines.

- Consider circular economy principles in the development of products and services, seeking to reduce waste and pollution, keep products and materials in use, and regenerate natural systems.

- Promote the protection, preservation, and development of biodiversity in their operations and across the value chain.

Raw Materials

Retail product suppliers must mandatorily comply with the raw material attribute requirements for Cotton and Viscose available on the Renner Attribute List. In addition, they must commit to seeking compliance with the other attributes related to other raw materials and processes, ensuring fair socio-environmental origin and compliance with the legal standards applicable to each raw material and/or process used. We encourage this same practice to be adopted by all other Partners.

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

Responsible Sourcing

We encourage our Partners to have an area responsible for the procurement of products and services related to their operations. Responsible sourcing analysis determines not only the optimization of cost-benefit, but also knowledge of the supply base, management of contractors, and the analysis and monitoring of the supply chain.

BUSINESS ETHICS

Corruption and Bribery

Partners must repudiate any practices that constitute corruption, bribery, money laundering, or any other unlawful acts, and seek to promote ethical and transparent relationships, not allowing any relationship with any interested party that is linked to organized crime, illicit activities such as money laundering, or terrorism. Partners must comply with all Anti-Corruption, Anti-Bribery, and Anti-Fraud laws.

Lojas Renner S.A. prohibits any act of corruption carried out by a supplier in the performance of its activities for the Company, even if such an act generates a benefit to the Company.

Conflict of Interest

Partners commit to establishing an ethical and transparent relationship based on these guidelines and directives, in order to ensure an environment free from any favoritism toward themselves or others. Partners must not have romantic relationships or close friendships³ with Lojas Renner S.A. employees who have a professional relationship with them, are responsible for contract management, or participate in the negotiation of products and/or services.

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

■ Gifts and Events

Partners must not offer gifts, benefits, favors, or provide participation in private social events to Lojas Renner S.A. employees, to avoid any conflict of interest in the business relationship.

Only promotional gifts of negligible commercial value, intended for work use (such as planners, pens, and notepads) or that do not exceed an estimated cost of BRL 100.00 (one hundred Brazilian reais), which may be converted into another local currency, may be accepted by Lojas Renner S.A. employees. The receipt of cash is not permitted.

³ A close friend is a person who lives closely with someone in their family or personal environment, knows their life, and shares moments of joy and distress.

■ Family Relationships

Business relationships with Partners who have a degree of kinship⁴ with directors and/or employees of the Company, who are directly related to their respective area of competence and responsibility for the management, execution, and negotiation of the contract entered into, are not permitted.

Copyright

Products (especially resale products) and/or services developed by Lojas Renner S.A. in collaboration with Partners, with originality and exclusivity, are the property of the Company, and their commercialization without due formal authorization is prohibited. Copyright over products developed exclusively by our Partners remains their responsibility.

Copyright over licensed products developed is the exclusive responsibility of the license holder. Partners are responsible for developing approved licensed products only after release and request for issuance by the responsible product teams, in accordance with each license's approval process.

■ Sale of Products

The sale of Lojas Renner S.A. brand 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 has elapsed. In such cases, the products must be mandatorily de-branded by removing labels or any items that associate them with the Lojas Renner S.A. brands.

The commercialization of licensed products is prohibited, regardless of whether there are production leftovers or items intended for de-branding. The commercialization of licensed products shall be the responsibility of Lojas Renner S.A., in accordance with the sales channels approved and provided for in the contracts with the license holders.

■ Plagiarism

When a Partner develops a product and/or service, it must ensure the lawful use of any trademark, trade name, design, symbol, and/or any other intellectual property rights used, whether owned by the Partner or by third parties.

Use of the Brand and Disclosure of Information

The use of images, logos, or the disclosure of information, whether for internal use within the Partner's company or externally, is prohibited without prior authorization. This restriction also applies to press interviews and the use of social media.

⁴ For the purposes of this Code, kinship includes children, grandchildren, and great-grandchildren; spouses/partners, parents-in-law, siblings-in-law, sons-in-law, and daughters-in-law; parents, siblings, nephews and nieces, and grandnephews and grandnieces; grandparents, uncles and aunts, cousins, and second-degree nephews and nieces; great-grandparents and great-uncles and great-aunts.

Secrecy and Confidentiality

Confidential information must be handled responsibly by all Partners, in accordance with the Confidentiality Agreement, ensuring its exclusive use for the performance of the activities and obligations outlined in the commercial contract entered into with Lojas Renner S.A.

We emphasize that Lojas Renner S.A. complies with all the guidelines of the Brazilian General Data Protection Law (Law No. 13709/2018), which aims to protect fundamental rights of freedom and privacy and the free development of the natural person's personality, ensuring the confidentiality and secrecy of the information provided by companies in relation to personal data subjects.

Prohibition of Alcohol, Drugs, and Weapons

Lojas Renner S.A. does not allow the employees of its Partners and other parties with whom it maintains business relationships to be under the influence of alcoholic beverages or drugs and other intoxicating substances while performing services for the Company, including during travel, events, training sessions, and business meals, except in the case of alcoholic beverages when, from the time of consumption until the end of the day, there are no further professional activities involving Lojas Renner S.A. No weapons of any kind are permitted on the Company's premises, except for professionals who are expressly authorized.

Combating Child Exploitation

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

Quality of Products and Services

Partners must ensure the delivery of products and services in accordance with applicable technical specifications, legal and regulatory requirements, as well as the internal standards defined by Lojas Renner S.A.

It is the supplier's responsibility to implement effective quality controls at all stages of the production process, from the procurement of raw materials to final delivery.

Ethical Marketing

At Lojas Renner S.A., our marketing actions follow a commitment to ethics, transparency, and social responsibility, in line with the Company's values and applicable laws. Our objective is to engage and communicate in a clear, respectful, and inclusive manner, contributing to the building of relationships of trust with our customers and society.

■ Application to Suppliers and Partners

Lojas Renner S.A.'s ethical marketing guidelines apply to suppliers and partners especially involved in communication, advertising, marketing, or data processing activities on behalf of the Company. They must observe and comply with the principles set forth below, as well as strictly follow the applicable legislation on personal data protection and consumer communications, adopting best practices, ethics, and responsibility in all their institutional interactions related to Lojas Renner S.A.

■ Ethical Marketing Principles

As established in our Code of Conduct, Lojas Renner S.A.'s marketing must be guided by the following principles:

- **Accurate and transparent information:** Present accurate, fair, and balanced information about the Company and its products and services, avoiding misleading data and ensuring clarity in sales conditions.
- **Respect for diversity and human rights:** Value and respect diversity, citizenship, human rights, and the environment in all communications.
- **Promotion of sustainability:** Properly inform about the environmental and social impacts of products and services, avoiding exaggerated or unfounded claims.
- **Protection of vulnerable audiences:** Avoid any type of communication that is misleading, abusive, discriminatory, or that exploits the vulnerability of vulnerable groups.
- **Fair competition:** It is strictly prohibited to promote misinformation or to make misleading comparisons about competitors.

IMPLEMENTATION OF THE CODE

Communication of the Code

Lojas Renner S.A. must ensure that this Code is available in all local languages of the countries in which the Company operates.

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

Partners are responsible for publicizing Lojas Renner S.A.'s whistleblowing channel to all their employees and contractors, through posters containing the reporting channels, displayed in work circulation areas, and must require the same from their contractors.

Lojas Renner S.A. encourages the reporting of any facts known that interfere with the guidelines outlined in this Code or that harm Lojas Renner S.A. in any way. All reports will be duly investigated by a specifically trained area, ensuring impartiality, confidentiality, and anonymity.

Monitoring and Compliance

Partners are subject to qualification and routine audits for their entry and continued participation in the supply network. They must authorize the performance of unannounced technical visits by Lojas Renner S.A., granting full access to their facilities, documentation related to health, safety, and the environment, employee records, and allowing private interviews with their employees, acting with transparency. Partners must ensure the same conditions described above.

Violation of the Code of Conduct

Full compliance with this Code is a fundamental condition for a company to remain in Renner's Partner network.

Failure to comply with any item of this Code may result in corrective measures, ranging from blocking the supplier from new orders or engagements to termination of existing contracts. It is the duty of any third party to report possible situations contrary to this Code of Conduct through the channel provided herein.

This Code does not exhaust all possible situations related to Partner conduct. Therefore, it does not exempt Lojas Renner S.A. from applying disciplinary measures, which will always be guided by common sense, the Compliance Program's Consequence Management, and applicable legislation.



6. Whistleblowing Channel

In line with best corporate governance practices, Lojas Renner S.A. has procedures for submitting reports and complaints, on a confidential and anonymous basis, by employees or external parties who are aware of any improper or questionable situations.

The Company has mechanisms in place to protect whistleblowers in order to prevent retaliation in connection with reports involving violations of this Code, policies, and applicable laws and regulations.

Investigations into reported matters will be conducted impartially and independently.

Reports may be submitted through the following channels:

Phone: 0800 900 9091 (Brazil)

Website: contatoseguro.com.br/lojasrennersa (Brazil and International)



7. Final Provisions

This document enters into force on the date of its publication. In case of any questions, please contact the Supplier Compliance Management area – conformidade@lojasrenner.com.br.



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Valid until 2027