



Code of Conduct

Message from Director

Dear collaborator,

Introducing the Citrus Juice's Code of Conduct serving as acting guide within our production plant and relationships between everyone involved in the production process, suppliers, partners and stakeholders and reaffirms its commitment to social responsibility, an integrated, ethical and transparent management . On it are the procedures and guidelines that guide our internal and external relationships and all responsibilities within this corporate vision. Always keep this information up to date and any questions, clarify it with their direct manager. That all information contained in this Code of Conduct is part of their daily lives, preserving the relations of ethics and respect between people, processes, diversity and the environment.

Citrus Juice

Citrus Juice is a Brazilian company specialized in the production and commercialization of citrus based products and derivatives, such as concentrated orange, lemon and Tahiti, clarified juices, essential oils and dry peel. The company has a team of managers and employees with over 20 years of knowledge in the production of concentrated juice. The company has its own plantation of lemon, the largest Brazilian producer of this raw material. The company generates around 300 direct jobs and indirect accounts of approximately 1,200 jobs, considering the manpower in lemon and orange crops, labor generated in the transport sector, as well as other support services.



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Citrus Juice Principles

- ❖ Development guided by an integrated design, including the economic, social and environmental dimensions;
- ❖ Contemplation of topics such as education, training and commitment of its workforce;
- ❖ Repudiation and combat of all forms of degrading and / or abusive work such as forced labor, child labor, slave labor, human trafficking and any other form of work that contravenes labor laws and regulations;
- ❖ The company respects employees' right to join a labor union without fear of reprisal, intimidation or hostility.
- ❖ The company clearly prohibits any form of verbal, physical or psychological threats, abuse or harassment;
- ❖ All workers are free to leave their jobs upon notice;
- ❖ Compliance with applicable laws and standards;
- ❖ Physical or disciplinary abuse, threat of physical, sexual or other harassment and verbal abuse or other forms of intimidation, are prohibited
- ❖ Respect for human rights, combat and repudiation of any practice of acts that impinge on any type of discrimination or violation of human rights, especially, but not limited to, the combat and repudiation of all racial, religious, political and option discrimination sexual;
- ❖ Appreciation of human resources with equal opportunities to repudiate discrimination and harassment based on race, color, nationality or social origin, religion, politics and sexual choice.
- ❖ Competitive and fair remuneration in accordance with current laws and collective bargaining agreements relating to salary, hours of work, overtime and benefits.



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- ❖ Citrus Juice does not retain original documents from its employees. Workers keep track of their identity cards / passports or others.
- ❖ Ethics and transparency as pillars in the relationship with its employees, third parties, suppliers, customers and society, but not limited to, including business ethics;
- ❖ Involve suppliers, customers, communities, competent bodies, workers' representative entities, among others, in the policies adopted by Citrus Juice;
- ❖ To permanently improve knowledge and disseminate a culture of sustainability and social and environmental responsibility

Objectives of the Code

- ❖ Ensure the ethical behavior of Citrus Juice and its employees in all its business phases, according to the principles of the company according to the laws regardless of the position or function they carry out;
- ❖ Ensure that everyone understands that by acting on behalf of Citrus Juice, any conduct that violates this Code compromises the integrity of the company.
- ❖ Strengthen, through the permanent practice of the guidelines described in this document, the values and principles of the company.



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Ethical Committee

The Citrus Juice Ethics Committee is formed by a multidisciplinary team that works to comply with what is established in this document. This committee is responsible for taking action in case of serious breach of this code, receive suggestions from the areas, clarify doubts, update the document. The committee is made up of representatives from the areas of Human Resources, Health and Safety, Quality Assurance and Legal.

Values

- ❖ High quality;
- ❖ Commitment to trade relations;
- ❖ Customer satisfaction;
- ❖ Environmental ethics and responsibility;

Principles of Conduct

Citrus Juice advocates compliance with laws and regulations along with respect for everyone who participates in some form of their process, the community and the environment. No employee of the company has the authority to request any action that violates this policy. It is not subject to any waiver or exceptions due to commercial or competitive demands, industry practices or other requirements. Any employee who deliberately violates this policy or who authorizes or permits his or her violation by a subordinate shall be subject to disciplinary action, including termination.



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Citrus Juice team, about our relationships.

In the work environment

- ❖ Respect your colleagues! Collaborate for team spirit with loyalty and dignity.
- ❖ Create an excellent work environment, avoiding any kind of embarrassment for you and others.
- ❖ Watch over our image, avoiding undue behavior in public when wearing a garment or vehicle with the Company's trademark or one of our brand.

It is strictly prohibited:

- ❖ Use your position to request personal favors or services from subordinates.
- ❖ Any and all forms of racial, sexual or religious discrimination or related to disabilities.
- ❖ Offending your co-workers or provoking a situation that could lead to physical confrontation.

Remember: Responsibility, reliability, cooperation, and commitment to colleagues and work help maintain a high standard of productivity and quality.



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This is for you, our Leader!

You need to be an example of ethical behavior for the entire Citrus Juice Team! Recognize the merits of each person and provide equal professional development according to the value and contribution of each employee. We do not accept that decisions concerning the professional career of employees are based solely on personal relationships. Make sure your team receives continuous, appropriate training and up-to-date policy information. It is the duty and responsibility of all leadership to communicate, guide and develop their team in compliance with this code of conduct and all other internal procedures, policies and policies. Be receptive to employees who want to ask questions and talk about their concerns. Always be the example for your employee.

Responsibility of All

- ❖ Read the code carefully and clarify doubts with the immediate manager or the Channel of Conduct on our website;
- ❖ Comply fully with the Code of Conduct and Internal Policies;
- ❖ Report immediately to the Channel of Conduct any breach of Conduct regarding compliance with the Code;

Without the authorization of your superior, it is forbidden to:

- ❖ Remove internal material from Citrus Juice, including information regarding the Company's operations, even if you participated in its development.



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- ❖ Make copies - on paper, magnetic media or any other medium - of documents that may contain confidential company information, including information about customers, suppliers or any subject that pertains to the activities performed in your area.
- ❖ Senior officials who are interested in competing for elected municipal, state, or federal office must notify Citrus Juice Management of their intentions;

Criteria for recruitment, selection and promotions

The criteria of recruitment and internal and external selection, promotion and movement of people in Citrus Juice only consider the conditions of the candidate to meet the requirements of each function, being prohibited any type of discrimination and / or favoring. There is no restriction on the admission and promotion of ascendant relatives (parents and grandparents), siblings, spouses, and related relatives (uncles, cousins, nephews, sister-in-law and concuntees), provided that the intended functions are performed on different teams if group of employees responding to leader in charge of in charge or above). Conduta com Fornecedores, parceiros, comunidade e partes interessadas

Gifts and payments

As contained in the Citrus Juice Anti-Corruption Policy:

Conduct:



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- ❖ Do not accept gifts, favors, loans, special services, payments or special treatment of any kind of persons or organizations that do or try to do business with the Company. Exceptions: Corporate gifts that are compatible with good business practices and have a symbolic value of up to US \$ 10 (ten US dollars).
- ❖ Expenses with customers, suppliers, resellers and shareholders, such as meals, transportation, accommodation or entertainment, can only be accepted in the case of events related to the Company, for which costs have already been foreseen or approved.
- ❖ Only donations of solidarity will be accepted in events involving the community, through charitable actions with participation of our partners, suppliers and collaborators.

Quality and Safety of your products

The products supplied by Citrus Juice comply with current legislation and are safe for consumption according to the standards established within the implemented Food Safety Management System.





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Ethics in Business

Citrus Juice aims to meet the interests of customers, consumers, employees, community, partners and stakeholders in an integrated way. We cherish a lot for customer appreciation, meeting any of your requirements within the quality required for the products, quantities required and fully meeting established contracts.

As a set of principles that guide human conduct in society, ethics is an indispensable value also in the business environment.

Citrus Juice believes that integrity in its relationships with others is a prerequisite for the success and sustainable growth of business and the maintenance of long-term relationships. It is committed to conducting in a fair, honest and legal manner all relations with its employees, customers, suppliers, commercial partners and the communities in which it operates. It values ethical behavior based on values and culture, positioning itself against any deviations from conduct.

The guarantee for you to move in that direction is to develop and strengthen your Compliance Program. The Compliance Program is a Citrus Juice management tool built to ensure integrity and business ethics, expressing its commitment to promoting Regulatory Compliance, competition advocacy, fraud prevention and corruption prevention. Being in compliance means that the company and its employees comply with laws, policies and procedures and act accordingly.

Citrus Juice maintains the commercial confidentiality and personal information of its employees, customers, suppliers and business partners. Employees and managers are prohibited from giving or receiving money or gifts that may be



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construed as a bribe. The company conducts its business in an environmentally safe and sustainable manner. Places a high priority on the health and safety of its employees and others affected by its business activities; It is vigorously engaged in the market, but honestly and fairly, in accordance with this Code of Business Ethics and applicable competition laws in the appropriate jurisdictions.

It is prohibited to make improper payments to any person in order to facilitate the sale of the products, even if you lose business opportunities.

Citrus Juice does not accept, under any circumstances, the use of illegal means (theft, bribery, spying by electronic means and others) or unethical to obtain information about the competition. It does not enter into agreements with competitors that aim at or cause impediments or restrictions to free competition, such as price agreements, supply agreements, distribution of customers and conditions of sale. The employee is prohibited from adopting any attitude that could harm the image of competitors or commercial partners of the Company. All Citrus Juice employees, including third parties, must strictly abide by the Code of Business Ethics and all applicable laws in the jurisdictions in which they operate.

It is inadmissible to divide customers to prevent competition between undertakings. It is considered an unfair action, which prevents customers from choosing prices and companies.

The cartel practice is not acceptable and is punishable by law. It is against making deals with competitors regarding any issue related to the sale of products.



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Only certain contributors are authorized to speak on behalf of the company and to comment on it to the press or outside audiences. Contact with press professionals should not be treated as a business relationship. In this way, they do not involve favors or payment of any kind.

Citrus Juice will take any violation of this Code extremely seriously and any violations will lead to appropriate disciplinary action that will be monitored and investigated by the Ethics Committee and will take appropriate action. The deadline for this process is 15 days guaranteeing the response to those involved.

If those involved in the fact are part of the Ethics Committee, they will not be able to participate in the monitoring and investigation process.

Failure to comply with the Code of Business Ethics may be communicated through the means provided as the Suggestion Box, direct communication to the Human Resources Department, email ouvidoria@citrusjuice.com.br or the Channel of Conduct and Ethics link on the company's website.

Protection of assets and use of company assets

Citrus Juice invests in an adequate infrastructure, either in furniture or in equipment. The use of this equity must be exclusively for professional purposes in the name of the company and must be preserved so that there is no



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depreciation or misuse. Citrus Juice reserves the right to use all the efforts and resources necessary to monitor and ensure the proper use of its assets.

Industrial property, trade and industrial secrets

Trade and industry secrets, exclusive information from Citrus Juice and much of the inside information is precious. Protecting these assets, keeping them safe, is crucial if we are to continue to grow and compete. Industrial and commercial secrets are information used by Citrus Juice that are not usually known or easily discovered. Therefore, we strive to keep them confidential. In addition, other unique information, such as know-how, needs to be protected. Citrus Juice's industrial and commercial secrets and other proprietary information may consist of formulas, designs, devices, and information used in our activities that give Citrus Juice the opportunity to gain advantages over competitors. Citrus Juice's industrial and commercial secrets and other proprietary information are not always technical in nature. These may include business research, new product plans, strategic objectives, price information and undisclosed financial information, lists of employees, customers and suppliers, as well as information on requests, preferences, business habits and customer plans. Although incomplete, this relationship represents a wide range of information that needs to be safeguarded. Industrial and commercial secrets and other proprietary information need not be patented and may not be publicly available.

Your obligations with respect to the industrial and commercial secrets of Citrus Juice and other proprietary information are:



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- ❖ Do not disclose this information to others in Citrus Juice unless there is a "need for knowledge" or "need to use".
- ❖ Do not disclose this information to anyone who is not a member of Citrus Juice.
- ❖ Do not use this information for your own benefit or for the benefit of persons who are not members of Citrus Juice.

If you leave Citrus Juice, your obligation to protect the trade and industrial secrets and other proprietary information of Citrus Juice shall survive until such time as such information becomes public, or until Citrus Juice no longer considers such information as business secrets and industrial or exclusive information. Please be aware that all correspondence, printed material, electronic information, documents or records of any kind, knowledge of specific processes, procedures and the particular manner in which Citrus Juice operates - whether proprietary or otherwise - are also proprietary to the company and must stay at Citrus Juice. If you have questions about whether information represents proprietary information or a trade or industry secret, contact the Legal Department.

Health, Safety at Work and the Environment

Citrus Juice adopts a constantly evolving attitude in its methods and ways of developing its activities adopting diverse strategies, being that it considers Health and Safety in its labor activities more than priority, considers it a VALUE. We consider it fundamental to have a safe and healthy work environment for the performance of your employees' activities.



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It establishes goals for the industrial activities for its development in harmony with the Environment, as well as being executed in a way always seeking the sustainability and energy efficiency, being guided by the following guidelines:

- ❖ Develop activities in accordance with the current Legislation in the areas of Safety, Environment and Health;
- ❖ To ensure the sustainability of projects, projects and products throughout their life cycle, considering the impacts and benefits in the economic, environmental and social dimensions;
- ❖ Manage waste generation, handling and disposal;
- ❖ Control and Optimize Water Use;
- ❖ Monitor the risks inherent to the activities developed, identifying, evaluating and managing in order to avoid the occurrence of accidents and / or ensure the minimization of their effects;
- ❖ Constantly seek, for its processes, fuels that generate less environmental impact;
- ❖ Implement, in the short, medium and long term, Projects that aim to increase the energy efficiency of its activities;
- ❖ Encourage, involve and train your employees to develop practices of preservation of the environment, and sustainability measures, not only within the company, but also at home.

Information Security

Internet, website and e-mails.



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Our Internet systems, website and e-mails belong exclusively to the company. Under no circumstances may the systems be used to send or receive discriminatory or harassing messages, chains, obscene or distasteful material, commercial solicitations, or otherwise violate this Code of Business Conduct. All messages sent or received by these means are the property of Citrus Juice, and therefore the right to use and disclose them in case of litigation or judicial investigation.

External relations- Politics and public power

Citrus Juice respects the law and government authorities. Any relationship with representatives of the public authority must always be made with the guidance of the administrative officials. Employees are prohibited from offering, promising, receiving gifts, economic benefits or advantages of any kind to representatives, authorities, agents and civil servants in general or on behalf of Citrus Juice without formal approval by the Executive Board.

Conflict of Interest and Anti-Corruption

According to the guidelines of our Anti-Corruption Policy, situations that characterize or may characterize a conflict of interest should be avoided, as it is contrary to the values of Citrus Juice. All employees must perform their duties in a manner that protects the interest and reputation of Citrus Juice, leaving the company safe from any conflicting situation. In this sense everyone should be aware of circumstances that represent conflicts of interest. Any situation



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that implies that it is classified as such should be formally taken to the Ethics Committee through existing communication channels.

What is the procedure to follow when observing a code violation?

The existence of standards, policies, procedures and processes is an essential condition for a company to thrive and grow and all its leaders have the responsibility and obligation to ensure that they are followed for the integrated and efficient functioning of the company.

Any violation of the Code of Conduct must be reported immediately to the Ethics Committee.

Breaches of internal policies, standards and code of conduct are not tolerated and are punishable by disciplinary measures.

As a channel of communication for deviations or infractions of the code of conduct, the company provides an e-mail for records related to the code of conduct, being ouvidoria@citrusjuice.com.br , also available in the ethical Conduct Channel on our website www.citrusjuice.com.br ;

Any goodwill received by Citrus Juice will be treated confidentially. No retaliation to the employee will be accepted. If in case, even so, retaliation of any magnitude occurs, it should be informed in the email available as well.

Periodic review