

# Commitment to **Value and Behavior**





# Message from the Administration

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## Dear employees, partners and interested parties,

In our more than 95 years of history, integrity and transparency have been the essence in conducting relationships with our public authorities.

These principles, which guide the sustainability of our growth, make up the Duas Rodas Commitment to Value and Behavior, inspired by our values.

You, employee and partner, play a fundamental role in this process, which is based on the quality of the services we provide and the satisfaction of our customers.

Aligned with constant evolution, which is part of the day-to-day for each of us, we present you this reviewed and updated version of our Commitment to Value and Behavior, which deals objectively with themes directly linked to our daily lives. It also follows laws and regulations and has as its purpose to contribute to consolidating good practices and attitudes and still avoid or resolve Conflicts.

It is a guide to help us make the right decisions. Through the practice of the

principles established by this initiative, we strengthen the commitment with our audiences to be a high-performance company, that is efficient and sustainable, and excels in relationships oriented on respect and ethics.

We invite you to read and practice this Commitment to Value and Behavior. It applies to all of us, anywhere, every day. We hope you will use this guide as a valuable tool for your day-to-day life.

We count on you.

**Board of Directors and Executive Board**

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**Review 02 – April, 2021**



# Introduction

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**This  
commitment  
reflects the  
practice of our  
values**

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People and everything they do evolve continuously. We who work at Duas Rodas, coming together to form this great team, we also participate in this evolution that happens every day at the company, gradually and constantly.

We believe that it is the people who define the quality of the company. Thus, the company will constantly get better, with the improvement of each employee, both on the personal level and professionally

This **Commitment of Value and Conduct Duas Rodas** is another instrument that comes to offer conditions for the elevation of these qualities. It was reviewed and updated, expanding the scope for topics not dealt with in the previous version. The Commission translates the practice of the values at Duas Rodas and established the behavior expected from all Employees, Executive Directors, and the Board of Directors in the exercise of their functions in all companies of the Duas Rodas Group, whether national or international.

The guidelines for this Commitment are also extended to the other inter-related parties, such as related companies, commercial representatives, distributors, suppliers, service providers, customers, the community, and Public Authorities.

This commitment is a guide to orient us and help us make correct decisions, but it may not address all possible problems or provide all the answers to the questions we may have.



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***If we have doubts regarding this Commitment, the policies, and procedures of Duas Rodas, we should contact our immediate superior or a trusted manager, or still through our Contact channels described in the Chapter "Commitment Management".***



## PURPOSE

Provide the best experiences to people, with care and respect.

# Mission, vision, and values

## MISSION



**Promote the success of our customers, through ingredients with known quality, with differentiated technical and commercial attention, creating value for shareholders, employees, and partners, building lasting relations.**

## VISION



**Be recognized globally as a company with high-performance, efficiency, and sustainable, to achieve the highest growth rates in our history.**

## VALUES



**Values are not just words, they are attitudes!**  
**Our values guide us and support the operation of the company, as well as its growth and development, which is the way we work.**



**DUAS RODAS FAMILY** - Means acting with simplicity and cooperation, valuing joint actions for the well-being of all. Communicate clearly, being an example for colleagues. Make the company's environment pleasant and where the common good prevails according to the company's objectives.



**FOCUS ON THE CLIENT** - Means vision with priority for customer service, with quality, speed, and assertiveness, within the commercial practices established by the Company, creating value for our customers in all our attitudes, satisfying their concerns with skill and competence.



**COMMITMENT** - Have pride of the work accomplished and of our company. Orient yourself towards competent execution of tasks, exceeding expectations, objectives, and results.



**INNOVATION** - The company's growth is based on the search for opportunities and the creative solution of challenges. Initiative, agility, and perfecting should be stimulated.



**CONSTANT GROWTH** - Means constantly promoting evolution. Do not settle for pre-established parameters. Seek leadership in all the markets in which it operates. Visualize and plan for the future, reinvesting resources.



**IMAGE IN THE MARKET AND IN THE COMMUNITY** - Means being ethical. Committing yourself to the community. Act punctually and in accordance with the current standards for the food industry.



## Practice of Values

What should we do to better comply  
our Value Commitment to Duas Rodas:



# Here is the Duas Rodas Family

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# Practice of values

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**1.** *Be clear and direct in communication.*

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**2.** Be secure. Pass on the correct information for the job to newer individuals.

**3.** Put yourself in other people's shoes to better understand their views.

**4.** Speak freely and learn to listen.

**5.** Pass on your knowledge to others.

**6.** Interact with your colleagues, bosses, and subordinates.

**7.** Criticize when necessary but be fair and recognize when the person has merit.

**8.** **Understand and recognize the contribution of colleagues in team successes.** Notice and assume your contribution to errors. The company accepts mistakes, as long as we learn from them.

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**9.** **Everything that needs to be done, deserves to be done well.** Do not be embarrassed to ask again if you did not understand how to do a job. Ask until you understand.

**10. Learn to Teach.** Have Patience. Put yourself in the shoes of Those Who have less experience than you. Help people.

**11.** Don't encourage conversations that harm the team and the company.



**12. Develop your communication skills.** Take advantage of your spare time to discuss informative topics.

**13. Communicate better.** Give feedback to those who have expectations for your work.

**14. Learn to leave and write down messages.** Put yourself in the shoes of those who need the information. When you leave your post, let someone know where you went.

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**15.** Transform the work environment into a second home.

**16.** Know how to forgive and apologize.

**17.** Disarm your spirit.

**18.** Smile more.

**19.** Be happy and polite. Say hello to people.

**20.** Know how to act with simplicity.



**21.** Celebrate the achievements and results obtained.



Here we have  
**Focus on the Customer**

**22.** Know that it costs more and takes more work trying to win back a customer than to keep them. Create a loyal customer.

**23.** What the market perceives as quality or defects in what we do, influences the purchasing decisions: technical service, agility, punctuality, respect, quality, price, packaging, date and batch, well readable, until post-sales.

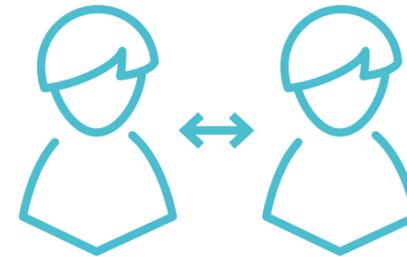
**24.** The market also understands as the responsibility of Duas Rodas the services provided by third parties: carrier, Post Office...



**25.** **Serve the customer as you would like to be served.** Get to know the products you are selling. Never sell, nor promise what you cannot do. Certify beforehand. Deliver the products within the timeframe negotiated.

**26. Don't make the customer insecure.** Put yourself in their place to better understand their needs. If you cannot service them, explain why. Always keep the relationship at a high level.

**27.** Do not freak out with absurd customer requests. Stay calm!



**28.** **Have your argument on the tip of your tongue, but let the customer speak.** Avoid talking about matters unrelated to the business. Be clear and objective. If so, please indicate the company's website ([www.duasrodas.com](http://www.duasrodas.com)) so that the customer has more information about us. You should also know the site.

**29.** Before speaking with an explosive customer, concentrate. Be patient. The calmer you are, the calmer and more receptive they will be.

**30.** If, for some reason, the company cannot fulfill what was promised, apologize, even if the reason was not provoked by Duas Rodas. But without humiliating yourself. Keep the level.

**31.** If you owe any information or customer satisfaction, give full priority to this. Don't trust your memory. Write down your notes.

**32.** Learn to negotiate and be patient.

**33.** Use the Center for Coexistence, the internet, and the company library, to expand knowledge and keep up with market trends.

**34.** See opportunities and imagine solutions for the customer.

**35.** Know the strengths and weaknesses of the competition.



Here we have  
**Commitment**

- 36.** Commitment is not only when a person completes their duties and obligations, but when your sight sees beyond, in other words, to have the desire to contribute, many times more than your duties and obligations.

## Legislation

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**37.** Serving the legal requirements of the Food Industry is fundamental, Duas Rodas is a reference, Committed to hygiene, GMP (Good Manufacturing Practices), HACCP (Hazard Analysis and Critical Control Points), ISO's, FSSC 22000 and pest control.

This Is a Point of Honor of our commitment and is directly reflected in the concept that the market has of the Company. Also assume your responsibility so that Duas Rodas will continue to comply with current Standards and Laws. Partners should also be equally Committed.

**38.** Store products in well-defined places so that there is no contamination between them.

## Commitment to you

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**39.** *Even if you are on the first steps, notice that you are climbing a ladder.*

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**40.** Find your role within the production system. Comply with good manufacturing practices. Strengthen your responsibility.

**41.** No one knows you as well as you do. Be the biggest (and the best) critic of yourself.



**42.** React positively to criticism and challenges and see them as opportunities for personal and professional development.

**43.** Do things happily, with dedication, love, and affection.

**44.** Get out of the routine. Look for opportunities in your day-to-day.

**45.** Find out what your needs are and be aware of the needs of the Company. Stay informed.

**46.** Set goals for yourself. Expand your horizons. Have goals.

**47.** Never stop improving yourself and preparing. Opportunities will arise.

**48.** Commit to the Company and the outcome of the work.

**49.** Fight for what you believe in. That's how you get there.

**50.** Be proud of what you do.

**51.** When you get your promotions, never forget your beginnings. Be humble and continue to treat your colleagues well.

## Phone use / messages



**51.** *Use the telephone for objective conversations related to work.*

**53.** Answer the telephone without saying "Hello". If a call is internal, say your name in the beginning, followed by good morning or good afternoon. If External, say, "Duas Rodas", followed by your name, good morning, good afternoon, or good night.

**54.** If an absent colleague's phone is ringing near you, answer it and write down the message in full (who called, phone number for callback, subject, urgency), followed by the date and time and your name, signing the message.

## Economy

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55. At work or at home, avoid waste in the products that you consume: water, energy, cleaning products, food. Everything that is wasted will be lacking.

56. Comply and make others rigorously comply with the norms for hygiene established in the manufacturing processes. Be aware of deadlines.

57. Focus on your work. Do not risk the quality of the product or services, nor your safety and that of your colleagues.

## You and the community

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**58.** *Participate in the life of the community. Expand your relations.*

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59. Participate in community campaigns. Volunteer.

60. Extend the education you have in the company to your home and community.



**61. Increase your environmental awareness:** recycling, water consumption, energy consumption, treatment of solid waste.

**62. Respect the environment.** Extend this commitment to suppliers.



Here we have  
**Innovation**



**63.**

*Help create and participate in an environment conducive to innovation.*

**64.** Constantly promote innovative thinking in your area and / or working group.

**65.** Participate and encourage the participation of colleagues in improvement courses and a culture that is more and more innovative.

**66.** Participate in TLTs (Workplace Training), which provide opportunities for continuous improvement.

**67.** Even if what you are doing is working, be even more creative and imagine how to improve, doing it differently. Review the order of activities.

**68.** View other ways to facilitate and bring more quality to work, look for new methods and break the routine.

**69.** Encourage criticism and suggestions. Say what you think. Give others the opportunity to do the same. Two or more heads think better than one.



**70.**

*Identify opportunities. Search for innovation.*

**73.** Write down everything that is said. Then, with your colleagues, review one by one. Notice that every idea has at least one quality.

**74.**



**Group the qualities and formulate new ideas.** Ideas need to be matured. Gradually, the proposals will be perfected. Step by step, in new meetings, you will see the evolution.

**71.** Prepare and choose the best time to expose your ideas and listen to your colleagues.

**72.** Let people tell you everything they have to say, without interrupting, mocking, nor destroy arguments to the contrary.

**75.** A seemingly naïve idea, added to the others, can lead to a genius solution.

**76.** When there is a possibility of an innovation, work for its properly planned implementation.

**77.** Every innovation presents some discomfort. If the change will create a new task, be proactive. Encourage yourself and change yourself as well, keeping your competence and quality.

**78.** Recognize the authors of the ideas and the merits of those who participated in the innovation.

**79.** Study and acquire new knowledge, work on your ideas, creativity is not a process with a determined standard.



Here we have  
**Continuous Growth**

Duas Rodas

Duas Rodas



**80.** *Growing requires will power, creativity, patience, and dedication.* The company does not grow spontaneously, but through the development of each one. Join the process. Make the company grow together with you.

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**81.** Renew your thoughts, habits, and attitudes. Plan your growth. Invest in yourself. Always learn. Always stay up to date.

**82.** Surpass your goals. Positively surprise.

**83.** Difficulties offer the best opportunities to evolve and grow. Analyze problems from various angles.

**84.** Have a sense of urgency and importance. Reorganize your time and set priorities. Plan your workday.

**85.** Always dedicate yourself, without being discouraged in the middle of the process.

**86.** Be proud of your development.

**87.** Knowledge is your greatest asset. Learn more.

**88.** Share the knowledge you've acquired at work with colleagues who need it. Motivate them. Talk to them about how to better develop their work.

**89.** Prepare to take new challenges. Participate in internal recruiting for other positions and functions. Trust your talent.



**90.** *Have clear knowledge of the goals and objectives of the Company.*

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**91.** Extend your gaze beyond your sector. Everything can be improved: management, products, processes, systems and methods.

**92.** Help the company surprise the market with products and services that are always improving.

**93.** There is a high price to pay for being the leader. The ones who come later want to overcome the first. Whoever is a leader cannot fail to advance. Take care that the Company keep ahead.



Here we have the  
**Image in the Market  
and in the Community**

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**94. Act with rectitude and fidelity of character, respect legislation and social norms.**



**95.** Notice the Image that Duas Rodas has in the Market and in the Community. It is a core value for success in business, and so there is respect for the values, ideas, and proposals. The quality of the image is key for the future of the Company.

**96.** The image in the community is formed by the company's positive presence and support for social causes and volunteer work by its employees. Learn about the work that Duas Rodas develops in the community. Support the causes and initiatives sponsored by the Company.

**97.** Duas Rodas gathers food and clothing for the needy, helps hospitals, and the community in general with Educational Programs, events, and Donations. Participate in these actions or identify other opportunities for yourself to participate in the Community.

**98.** Extend to the community the learning and social responsibility acquired in the Company. The community also needs continuous improvement.

**99.** Help the community to learn how to preserve the environment, treat water, collect waste, recycle waste. Show the value of these actions. As an example, comment on the social responsibility programs of Duas Rodas.

**100.** Learn how to talk about the Company and its projects when questioned by the community. Be prepared to talk to your friends, relatives, neighbors, and others, including your school.

***Make sure you have the correct and up-to-date information about the company in the case of school and university work. Learn more about Duas Rodas. Show that you are proud of the work you do outside the Company.***



## Our conduct **at work**

We spend most of our time in the business environment, performing activities assigned to us, relating to other employees, suppliers, and service providers.



**For such relationships, maintaining a safe, healthy, respectful and dignified working environment is indispensable!**

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# Respect for Policies, Internal Norms and Applicable Legislation



*The knowledge and application of corporate policies, procedures and norms that regulate the activities and processes at Duas Rodas are the responsibility of everyone.*

Many activities for Duas Rodas are subject to complex and constantly changing legislation. Ignorance of the legislation is not considered a valid defense if an infraction is committed, regardless of the countries where Duas Rodas is acting. Everyone must comply with national and international laws and regulations applicable to the business of Duas Rodas. We must comply with internal standards and procedures. If we are not sure about the applicability of a particular legal or over-the-top provision and how to intervene, we should consult our immediate superior or legal counsel, where appropriate.

Within the set of norms and laws that we must comply with related to Health and Safety at work, quality, food safety, and the environment, our Golden Rules are benchmarks and are used in all work environments. It is essential that they are understood and incorporated into your day-to-day.

## Social Media



This orientation aims to assist employees for the correct and ethical use of social media (Facebook, Instagram, Twitter, WhatsApp, Telegram and others related or that may appear), considering the generation of content, interaction, and activity on social media in relation to Duas Rodas.



**1.** *All the Principles, Guidelines, and Conduct established in this Commitment to Value and Conduct are applicable to the use of Social Media.*

2. Never present yourself or present Duas Rodas in a false or misleading manner, statements should be true.

3. Obey laws, respect copyright and privacy. Every employee or former employee is responsible for their posts. So, make sure that the messages are not defamatory, offensive, or in violation of any other applicable law. Your conduct may be construed as a crime and you may face legal consequences. This also applies to the dissemination of confidential information or infringe on copyrights (music, text, video, etc.)

4. If necessary, and this attitude has a positive impact, when identifying Duas Rodas as a Collaborator, clearly establish your role in the organization, including a warning that the views are yours and not necessarily the Company's.

5. Protect yourself, your privilege, confidential information, and the legitimate interests of Duas Rodas.

6. When posting original content or commenting on content that is respectful and is kept pertinent to the subject.

7. Be discerning, making sure that your effort to being transparent does not violate the conditions set out in this Commitment to Value and Conduct about the confidentiality of information.

8. Make sure you have the necessary permission to disseminate the information, keep the treatment respectful and cordial, and stick to the absolute truth of the facts.

9. If you are insecure or have any specific doubt please contact your manager for guidance.



**10.** Do not use, in any situation, the logos or trademarks of Duas Rodas in your private social media, except in the case of those where the program itself uses the logo when defining the company in which it is done.

11. Be aware that the violation of these guidelines may result in disciplinary sanctions.



# Home Office

Even with the flexibility of remote work, we must continue to fulfill our functions while maintaining the same focus we have in the Company. How to stay focused, connected, Professional, collaborative, and energized without the usual Environment and facilities?

**We are all different, but below we present some tips to help with your day to day:**



• The Official Channels for communication with the company are E-mail and the Conversation Application approved by the Information Technology (IT) department, that work perfectly at a distance. However, you can establish the best form of interaction with your team.



• Keep lines of communication open with your manager and stay connected.



• Before starting work, dress as if you were going to come to the company for a normal workday. This will help you to face your tasks in a professional and productive way.

To start, before anything else, prepare your workspace so that it is comfortable, and follows ergonomic guidelines, prioritizing a certain level of "isolation" in relation to the environment, and avoiding interruptions and distractions. List what should be done for the day and check your progress.

- Follow the routine for entry, exit, and breaks for meals, and moments for rest between your activities.***
- Give preference to ventilated environments by opening windows and doors even on cold days.***
- Have your meals at your usual time and with peace of mind.***



- Eating contributes directly to immunity. Prioritize a balanced diet, which includes varied fruits and vegetables.



- **Hydrate frequently.**



- Don't work lying down. Over time it may harm your body.
- Program and realize pauses, taking the opportunity to stretch.

**PREVENTION IS THE BEST WAY TO COMBAT OCCUPATIONAL ILLNESSES.**



Block distractions, take the opportunity to turn off social notifications. Inform people in your community about your work period, to be able to focus on your tasks. Avoid distractions, as you would if you were in the Company.



One five-minute conversation by video can save hours of communication by text. Meetings online should work the same way as normal meetings. Communication plays a vital role in work, and when team members are separated, it is important to communicate updates and doubts about projects more frequently.



Don't only talk about work. Send a message asking your colleagues how they are doing. Establish contact.



Remember that you are not required to answer everything in that instant. Don't pressure yourself.

**DO THINGS YOU LIKE**

Before or after hours, or even during breaks, take the opportunity to do something you like. Privilege those you can do alone or with those who live with you. How about playing a guitar? And take care of the plants? Read, do crochet, test new recipes... Enjoy.



**AT THE END OF THE DAY, RECOGNIZE YOUR OWN PROGRESS.**



# Health and Safety at Work

At Duas Rodas, the Health and Safety of the personnel is treated as a priority. That is, no activity can be considered so urgent or important that it cannot be done safely.

Our Internal Audience (collaborators, employees, trainees, apprentices), as well as visitors, have the obligation to comply with the standards and procedures of Duas Rodas. Concerned about this, the Company is dedicated to providing a healthy and secure work environment, developing programs aimed at the safety and well-being of everyone.



## **ATTENTION!**

***The security procedures and the protection of equipment were established to avoid serious or fatal injuries. If the procedure is not followed, we run the risk of a serious injury!***

We should know and adhere to the Policies, Internal Norms, and procedures for health and safety at work. If we are not sure about the safety of a given action, we should stop and ask for guidance from our immediate superior.

It is not permitted to work or visit spaces within the Company without individual protective equipment or uniforms and garments when the use of these items is mandatory. It is not allowed to work in a state of drunkenness or under the effect of any narcotic substance, because these conditions may affect the safety of the employee, as well as that of their colleagues and third parties. Service providers and visitors must also comply with all Health and Safety procedures defined by the Company.

We should immediately inform our immediate superior about any risky situation, disrespecting rules for safety and accidents, even if there are no injuries. We should even continue prudently and attentively, being with our own or the company car, respecting traffic laws, either on public roads or within the confines of Duas Rodas, respecting internal norms.

## Alcohol and Drugs



The misuse of drugs and alcoholic beverages threatens our safety, health, and performance at work. The ingestion of alcoholic beverages is not permitted during working hours, as well as in the exercise of the professional function in a state of drunkenness.

Also Prohibited is the use and possession of drugs and remaining in the working environment in an altered state using illicit substances.

Still, the tasting of products composed of alcoholic beverages and / or controlled substances, provided that tasting is part of the professional exercise of the employee, or if the collaborator is invited by the competent sector to carry out the tasting, does not constitute a violation of this Commitment.



**Smoking is not allowed on Company premises, and not smoke using the clothing of Duas Rodas.**

## Carrying weapons

No weapons of any kind are permitted on Company premises, unless for previously authorized, identified, and qualified professionals.

## Behavior in the Work Environment – Moral and Sexual Harassment



Duas Rodas does not allow any kind of manifestation of prejudice or discrimination by age, race, color, sex, religion, political position, physical, intellectual, and social conditions, as well as physical, sexual, or verbal violence.

If you notice or witness this type of behavior in the Company, immediately notify your immediate superior, trusted manager, or Complain Channel, so that action is taken to the the person who commits any kind of discriminatory act or aggression.

**Harassment is considered when someone humiliates and/or disrespects someone else. Moral harassment occurs when one exposes someone to a humiliating situation during the workday. Sexual harassment aims to obtain advantages or sexual favors.**



***The company defends the conduct that respecting others is essential and should be practiced at all levels.*** Who has a leadership position, must use it wisely, not taking advantage of it to expose people to embarrassing situations. If you need to get someone's attention, worry about doing it discreetly and objectively, and try to avoid taking actions and making judgments when you are emotionally unstable.

In your professional conversations, do not mock and do not be sarcastic, be discreet, fair, and impartial. Try to stimulate frankness and honesty in co-workers, always being an example in your attitudes. Respect must be the basis of the relationship with co-workers, suppliers, representatives, salespeople, and partners.

## Child / Slave Labor



Duas Rodas does not accept, either within its companies or with suppliers and business partners, the use of child labor, degrading work, or in a condition analogous to that of enslavement, respecting national legislation, Declarations and International Conventions for Human Rights and Labor Rights.

In the development of our activities, we respect the precepts of the Federal Constitution and labor legislation, in the permissions and limitations of time and age, conditions of development of work activities, and the specific conditions for apprentices.

## Hiring former employees



***Hiring former employees is allowed, provided that some rules are observed:***

Ex-collaborators, as well as employees: may be hired, provided that the minimum period of six months from the date of dismissal, and who was not terminated for just cause.

Former employees as well as suppliers: can be hired as long as the legal deadline established in Subcontracting Law is respected.

Suppliers will be submitted to the evaluation process according to internal policies of Duas Rodas, without any kind of privilege.



# Environment



*In the case of the environment, it is The Commitment of Duas Rodas to comply with legal requirements and promote sustainable development, through our Environmental Management System.*

We are expected to contribute to the reduction of the consumption of any type of natural resource in the processes of the company, such as water and electricity, using them in a conscientious and sustainable way.

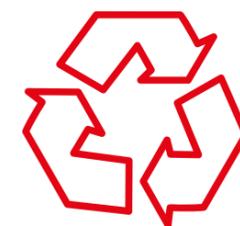
We must cooperate in the reduction, reuse and recycling of waste, unusable goods and equipment, following the Company's guidance regarding the correct form of disposal and final disposal, in compliance with current legislation and internal policies.

We should also encourage the development of initiatives that minimize the company's impact on the environment.

In case of any environmental deviation, we must report the occurrence immediately to our immediate superior and follow the guidelines prescribed in the Emergency Service Plan in order to minimize and/or eliminate any impact on the environment.



***Environmental Deviations are abnormal or emergency occurrences that Generate an unscheduled environmental impact, as in the case of product spillage or leakage of gases and liquids.***



Duas Rodas requires its suppliers and service providers to apply environmental legislation in all their activities. They must, still, have a preventive posture, responsible and pro-active, not using or stimulating practices considered harmful to the environment.



## In Conflicts of Interest

*Conflicts can damage our ability to make decisions*



Conflicts of interest occur when our personal interests may cause damage to our ability to make decisions on behalf of Duas Rodas. This type of conflict can cause people and companies to be harmed by family and personal relationships, which may harm the best interests of Duas Rodas.

There are many situations where conflicts of interest can occur, and it is not always clear whether or not an activity is creating a conflict. In case of doubts about potential conflicts, discuss it with your immediate superior.



*The following items reflect the most common situations that can occur.*

## Gifts



If you relate to outside companies and receive gifts, accept and only offer Institutional gifts such as pens, keychain, calendars, notepads or other utilities that have the name of the company engraved with which you keep in touch.

We must not accept or offer advantages or benefits of any kind that may influence a business decision, compromise the independent trial or violate any provision of this Provision of Value and Conduct.

***The company does not offer free samples of its products to employees and the community; however, we should not promise samples to people of our personal or professional relationship. Samples must be restricted to the Company's business process.***

## Parentage



Hiring employees with a family relationship is allowed. However, direct hierarchical subordination of relatives (father / mother, stepfather / stepmother, siblings, spouse / partner, children, and stepchildren) is not allowed. The relatives hired will be submitted to all stages of the selection process, not admitting any privileges in relation to other candidates.

## Parallel Activities

Duas Rodas employees are free to perform parallel activities, provided that they do not negatively impact their performance and conditions, hours required, and provided that they do not conflict with the business, interests and the sector of operation of Duas Rodas.

***Parallel activities are those that employees do outside their workday, being paid or not.***



# Relationship with Suppliers and Service Providers



Our relationship with suppliers and service providers inside and outside the Company is strictly Professional where we should not privilege our contacts, failing to comply with the rules, so that Business is implemented or scheduled for the future.

***A Contracting of companies where the collaborator is a partner, or from companies belonging to or Directed by people that maintain a familial relation with some collaborator is allowed as long as the following parameters are observed:***

- The employee who is a partner of the company or who has a relative as a partner or manager of the company cannot be involved in the negotiations;
- The hiring of these companies may be done only by employees who have no relationship with them;
- These contracts may be made only if such deals are compatible with the interests of Duas Rodas and competitive when compared to similar proposals from third parties;
- These companies participate in the selection process defined by Duas Rodas, having no kind of privilege.

In any case, we cannot provide other services to Duas Rodas personally, even outside of working hours and/or indirectly through other companies.

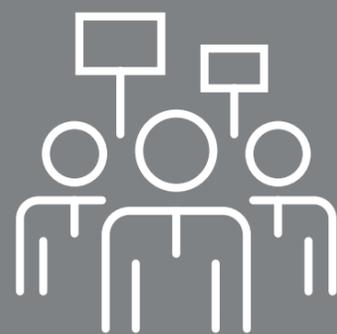
It is up to the people or companies interested in developing commercial business with Duas Rodas to inform the existence of familial ties that may generate conflicts of interest.

When requesting some type of service, we must pay attention to the amounts charged, so that Duas Rodas is not harmed by overpriced charges and doing favors due to some kind of closer relationship. Duas Rodas expects its suppliers and service providers to comply with applicable legislation and internal norms and policies.

Duas Rodas may terminate a business relationship any time there is disregard for legal, tax, environmental and health and safety issues at work.



# Political-Party Activities



*Duas Rodas respects the individual right of the employee to engage in civic matters and to participate in the Political Process.*

*However, such participation should take place on your free time, at your expense and outside the premises of the Company. In this situation, the employee must make clear what the manifestations are theirs, and not of Duas Rodas.*

Everyone that wishes to donate to Political Parties or to their Members and to Candidates to Political Positions should do so as private citizens and never as Representatives and/or in name of Duas Rodas.

It is explicitly prohibited for anyone to offer or promise, directly or through third parties, payments, gifts, or benefits, to political parties or their members and candidates for political positions, as well as to family members or equivalent of any of the above, in order to obtain a benefit for Duas Rodas.

***Duas Rodas is not linked to any political party.***



## **ATTENTION!**

Resources, spaces, and images of Duas Rodas cannot be used to meet personal or partisan political interests.



# Use of Assets and **Treatment of Information**

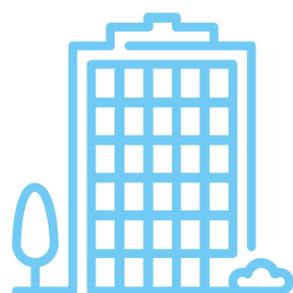
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Duas Rodas has the Information Security Policy (PSI), which is a NORM that regulates the behavior of users and their access, generation, manipulation, and disposal of information assets, aiming to preserve the integrity, confidentiality, and availability of these assets. PSI regulates important items such as logical and physical security as well as internet access, e-mail usage and instant messaging. The PSI standard is available in SESuite with the number NOR0089.

## Property

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It is everyone's responsibility to ensure the proper use and conservation of the property of Duas Rodas placed under their custody. The assets, equipment, and facilities of Duas Rodas are intended for use in its operations and may not be used for private purposes without authorization, in accordance with the Company's internal policies.

The General Data Protection Act - LGPD (Law No. 13,709/2018) establishes rules for collection, storage, processing, and sharing of personal data, imposing more protection on the data holder and penalties for those who do not comply with the law. Duas Rodas has as an objective the transparency that personal data will be treated appropriately and in compliance with legal standards.

We reinforce our commitment and unrestricted and unconditional support for the right, privilege and protection of data of holders, customers, suppliers, and partners, having prepared a standard that is available in SESuite with the number NOR0094.



All processes, substantial products, technical, mechanical, or scientific combinations, conditions of product marketing, development of systems, computerized solutions, formulas, methodologies, presentations, and graphic materials, product strategies created or invented during the employment contract, constitute full ownership by Duas Rodas, prohibiting the disclosure, publication borrow of any type of information without prior authorization, according to internal Company policies.

PSI and PPD have been prepared and maintained by the Data Privacy and Information Security Committee, which is responsible for conducting training and investigating information security and data privacy incidents.

## WHAT IS PROPERTY OF DUAS RODAS?



### **MATERIAL:**

parts, computers, buildings, furniture, automobiles, software, installations, tools, equipment, machinery, uniforms, etc.



### **INTELLECTUAL:**

formulas, methods, information, ideas, discoveries, improvements, products, systems, programs, prices, Commercial patents, trademarks, copyrights, etc.

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***Duas Rodas does not allow the use of Publications from third parties without the express consent of the holder of the rights, as well as using any software without a license agreement.***

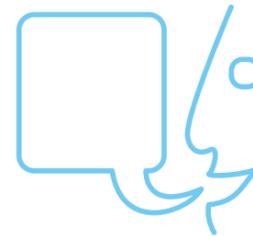


**Software developed or purchased by Duas Rodas may not be reproduced, altered, or used for any purpose other than that intended.**

Questions relating to donation, sale, disposal, loan, and assignment of use of goods, or information should follow the Property Policy for Duas Rodas and other internal standards. In case of doubts, consult the Accounting department.

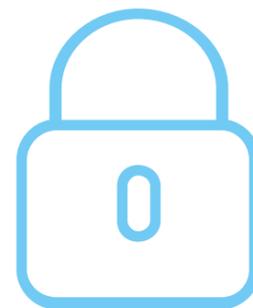
We should use all the goods and information from Duas Rodas that are entrusted to us, in an appropriate manner, making sure that they are safe, seeking to avoid the occurrence of damage or premature wear of the same, as well as preventing the occurrence of theft, denouncing it.

## Secrecy of Confidential Information



**Information is one of the most precious assets. It is natural that, by integrating a work team, you are aware of facts and data that are the result of enormous effort and constitute confidential company information.**

The technical and technological development, research, strategies, plans, goals, and objectives of all areas should be known only to those who deal with them.



### WHAT IS CONFIDENTIAL INFORMATION?

This is information that is not known by the market and whose disclosure may have an impact on the company's operations, such as: intellectual property; product formulation; financial, accounting, and commercial information; mergers, incorporations, ruptures, sales, and acquisitions; trade and industrial secrecy; manufacturing methods and processes; investments; business plans; strategies.



We must keep secret all confidential or restricted information, protecting the information from undue access, or irregular disclosure. Having a doubt as to whether information may be revealed or not, and to whom it may be sent, consult your immediate superior.

***We must be careful to not expose information and / or confidential information, in workstations or desks, printers or meeting room tables, being it research, Business methodologies, or any reports related to the company's strategy or commercial relevance.***



The protection of confidential information must persist, including after the end of the employment contract with the Company. In no event can access to confidential information be used to obtain advantages for yourself or third parties.

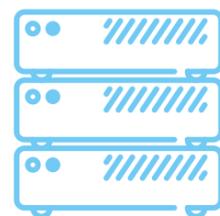
We cannot erase or destroy information produced in the exercise of our functions. The works produced by the employees in the conduct of the business are the assets of Duas Rodas. In case of termination, we must forward our corporate information to our immediate superior. It is not allowed to capture images of locations, equipment, processes, or people of Duas Rodas, as well as the recording of any type of audio, without the authorization of our management.

Duas Rodas requires the privacy of personal and professional data of employees and protects the confidentiality of these registers through the restriction of access to only those who have functional or legal need to know the information. If we have access to this type of information, we must maintain confidentiality and professional ethics, and not disclose it to unauthorized personnel.

# Use of Electronic Information Systems



**Electronic systems and computer courses are available to employees for the proper performance of their functions. They may also be used for the improvement of professional activities and for the search for improvements and solutions, provided it does not contravene internal standards and guidelines, or impair the confidentiality and security of information, as well as the performance of work activities.**



Access to Internet and e-mail is prohibited for any improper or illegal purpose, including access to or transmission of erotic, pornographic, gaming, terrorism, and discriminatory content.

Duas Rodas will be able to monitor the use of the e-mail and Internet systems used in the work environment whenever deemed necessary. They may also monitor any information stored in an electronic system or any other associated means.

- When we leave our workstations, we should lock the computer or turn off the monitor, avoiding use by other people in our absence place.

- Identification and passwords to access corporate network are personal and untransferable. We are responsible for maintenance and security of the same. We should not use the password of another employee to perform any activity, even with authorization from the holder to do so.

- Before installing any software, we should always consult the Information Technology department. It is necessary to ensure that the software sources are legal and safe, respecting copyright and avoiding the installation of programs that can execute harmful actions to the computer, with a virus, spyware and trojan programs.



# In Relations **with External Public**

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# Relating with Public Administration / Anti-Corruption Practices



***It is everyone's commitment to conduct business with integrity.***

Duas Rodas prohibits payments, for gratuities or providing any advantage, to public agents or government authorities, to facilitate routine services or administrative actions. It is everyone's commitment to conduct business with integrity, complying with anti-corruption laws wherever we do business.

***It is not permissible to use the name of Duas Rodas in dealing with personal matters of any nature in relation to the administration / public agents.***



## **PUBLIC AGENT:**

the one who carries out activities through mandate, position, employment, or function in any of the Powers of the Union, the States, the Federal District, or the Municipalities, as well as the one who carries out activities in a company that has a partnership with the public administration.

Employees of Duas Rodas or third parties are not allowed to receive, offer, promise, make, authorize, or provide any type of undue advantage, payments, gifts, or the transfer of anything of value, to a public agent, so that it influences or compensates for any official action or decision of such person for the benefit of Duas Rodas.

If you are aware of any violation of the Commitment to Value and Conduct such as fraud/corruption, bribery or other unlawful activities related to Duas Rodas, do not be complicit: report it immediately through one of the reporting channels. The reports will be kept confidential and anonymous, except in situations where Duas Rodas has a legal obligation to inform government agencies and authorities.

***Duas Rodas does not tolerate any retaliations, or reprisals against the person, that in good faith, reports violations or suspected violations of this Commitment to Value and Conduct.***

# Media Relations



***The disclosure of information involving Duas Rodas to the press is of exclusive responsibility of the Directors or spokesperson designated by the Board of Directors, which has the support of the area of Marketing / Institutional Communication to conduct the matter in a professional and technical manner.***

The Company also does not authorize the use of its name and Brand for any type of sponsorship that is not linked to the Business strategy of the same, in relation to customers, products, and the community, and that will favor personal relationships. Sponsorships must be evaluated and authorized by marketing management.

***Unauthorized Persons are Prohibited from contacting the press on behalf of Duas Rodas, including employees and third parties.***

In relation to the use of social media, only professionals designated by the board of directors may speak on behalf of the Company on the networks.

- Never disclose information and/or interviews without being properly authorized;
- Orient suppliers and service providers that they are not authorized to disclose any information, including the use of company logos, without the authorization of Duas Rodas;
- When identifying any incorrect delivery of data or news that affects the image of Duas Rodas, immediately inform the board and the area for Marketing / Institutional Communication.

## Relations with the Community



Duas Rodas is committed to the economic and social development of Communities where it acts. The Company contributes with investments in socio-educational and Cultural projects Oriented by community demand and that are committed to promoting social transformation.

***The Company encourages employees to devote themselves in their free time to volunteer community actions.***



# Commitment Management

*To resolve any question related to the Commitment to Value and Conduct, Duas Rodas maintains a Conduct Committee, a channel that can be contacted by both internal and external publics.*

The Conduct Committee guarantees the confidentiality of the information, preserving the identity of the persons involved. Through reporting channels it is possible to report noncompliance with the Commitment to Value and Conduct. It is possible to make a report without identifying yourself (anonymous report). In this case, present the largest amount of information possible that allows the analysis of the reported situation.



## **REPORTINGCHANNELS:**

### **Intranet Website:**

<https://duasrodas.ond.com.br/duasrodas/externo/cadastro.do>

### **Phones:**

**Brazil** +55 47 3372-6880

**Argentina** +54 11 3988 5635

**Chile** +56 2 2389 3509

**Colombia** +57 604 605 2058

**Mexico** +52 442 629 2043

The evaluation and resolution of each case is the duty of the Conduct Committee, based on the analysis and investigation received by the reporting channels, which also guarantees confidentiality and anonymity of the reporter, not admitting retaliation of any kind. The constitution of the Conduct Committee and its function are defined by the Board of Directors and the Executive Board.



[www.duasrodas.com](http://www.duasrodas.com)