

## **INTRODUCTION**

The objective of the BERNECK Code of Conduct is to guide and discipline the employees in the various situations that occur in the relations of the Company and its different publics. Fully read, understand and use this document as reference.

## **SCOPE**

All employees of the Companies belonging to Grupo BERNECK.

## **BERNECK VISION AND MISSION**

To act in the wood sector (planting, growing, harvesting and industrialization), providing quality products and services, respecting the environment and to be recognized by customers, community, partners and employees as a reliable, ethical and innovative Company.

## **BERNECK'S VALUES**

The BERNECK Code of Conduct is directly related to the values of the company that are widely disseminated in its day-to-day relations. They are:

1. To be attentive to the requests and needs of customers and consumers.
2. To seek excellence in the products it manufactures.
3. To promote social responsibility through actions and attitudes.
4. To promote the integration and development of teamwork.
5. To seek the continuous development of its business and the appreciation of its brand.
6. To respect the health and safety of employees, being transparent in relations and encouraging the personal and professional development, the creativity and participation of all.
7. To lead by example.

## **RELATIONSHIP WITH EMPLOYEES**

The relationship between the Company and Employees should be based on the principles described below:

To promote proper working conditions, fulfilling and enforcing compatible security standards aimed at the protection and integrity of employees and the Company.

The Company will offer growth opportunities for its employees and will always use technical and behavioral assessment criteria to guide its decisions in its selection processes.

The Company rejects any type of discrimination or prejudice of any kind.

The hiring of employee relatives will be considered, provided that they are assessed and apply for job opportunities in conditions similar to those of the other candidates. The boss-subordinate relationship between people with family ties should be submitted for the approval of the Board.

The Company does not accept, both internally and related to its suppliers, slave labor or in analogous condition, as well as the use of child labor, except in the condition of young apprentice between 16 and 18 years old, complying with the legal conditions.

The Company does not admit any form of moral or sexual harassment against its employees. Any form of harassment will be promptly analyzed and the appropriate measures will be taken to maintain the respect and the order in the Company.

All equipment, machinery and materials belonging to the Company should be used by employees only for the purpose of work, according to the standards of the Company. The employees of the Company cannot accept gifts or economic advantages of any nature offered by third parties that may be correlated with any type of negotiation of the Company, except for low value objects classified as promotional gifts.

During working hours, the sale of products by employees aimed at their private benefit will not be allowed, as well as the participation in gambling within the premises of the Company.

The Human Resources Department will use the communication channels to keep employees informed and oriented about the relevant facts of the Company, and will also solve doubts or listen to any complaint of employees with respect to labor relations.

#### **WHAT WE EXPECT FROM YOU**

To meet and comply promptly with the orders received from your superiors, the instructions issued by the departments of the Company, as well as to respect your colleagues and the hierarchy established.

To conduct the tasks with the utmost care and attention, avoiding the waste of time and material, requesting instructions as needed for the perfect execution of the services.

To go to work wearing appropriate clothes, with good appearance and personal hygiene, complying with the standards of hygiene and safety at work.

To observe the organization and discipline in the workplace, not wasting time with parallel conversations unrelated to work. To ensure the order and cleanliness in the workplace and the good conservation of the premises, equipment and machinery, communicating the abnormalities noticed.

To inform the Human Resources Department of any changes in your personal data such as: marital/military status, increase or reduction of family members, any change of residence, etc.

To attend courses, lectures or meetings when requested.

To comply with the internal rules and procedures, to meet the call for the examinations requested by the Medical Department of the Company and to provide information when requested.

To communicate, by completing the justification form, to the immediate Management on anticipated leaves, as well as occasional delays and absences.

To not remain on the premises of the Company after working hours without prior permission of the Management.

To not remove from the premises, without prior authorization, any equipment, object or document.

To maintain confidentiality on the information accessed during the conduction of your activities. To not photograph or film the premises and productive processes of the Company, except if previously and expressly consented.

Whenever a representative of a government agency requests information about the

Company, the employee should submit such request to the Legal Department that will address the issue with due legal knowledge and following the instructions of the Board.

### **RELATIONSHIP WITH THE COMMUNITY**

The Company will act with responsibility before the community and will always be open to dialogue.

The “good neighbor” policy should be practiced by the employees of the Company in the relations with their neighbors and the community. The Company, whenever possible, will encourage programs to develop the communities in the regions where it operates.

### **RELATIONSHIP WITH THE ENVIRONMENT**

The Company will always conduct its business and activities with the sense of sustainability, respect for nature and environmental protection.

The Company will contribute to environmental preservation through control programs that aim, at least, to comply with the environmental legislation.

The Company is willing to provide to stakeholders transparent information about its performance in aspects relating to the environment.

In the manufacture of products and varied production processes, BERNECK will use economic, technical and scientific resources to avoid proven environmental damages.

### **COMMERCIAL RELATIONS**

It is expressly forbidden to all BERNECK employees to conduct any improper, doubtful or illegal payments, or favor, by granting undue benefits or other benefits that are unusual to trade practices, Customers and Suppliers, to the detriment of others, either directly or through third parties.

#### **A. WITH THE SUPPLIERS**

The selection and hiring of Suppliers should be always based on technical, economic, professional and ethical criteria, in line with BERNECK’s general guidelines, conducted through bidding processes or price quotes and negotiated to ensure the best cost-benefit ratio for the Company without favoritism of any kind.

The relationship with the suppliers should be built aiming trustful relations, mutual respect and long-term partnerships.

Suppliers should comply with the labor, health and safety occupational legislation, not generating losses for the Company related to those aspects.

Suppliers should have their rights respected and preserved, as well as comply with their obligations, as defined by mutual agreements.

#### **B. WITH THE CUSTOMERS**

The Company honors the commercial commitments and is always open to dialogue in order to resolve any disagreements of this nature.

Customers should be served with courtesy and efficiency, being provided with clear, accurate and transparent information.

The satisfied Customer is the reason of BERNECK’s existence. Therefore, it is a basic principle to serve the Customer with emphasis on quality and the provision of customized and flexible services, with social, community and environmental responsibility, as well as full respect to the laws and regulations.

The Customer should have all requests answered, even if negatively, appropriately and within the expected deadline.

### **C. WITH COMPETITORS**

The Company respects its competitors and will always work towards the growth of the sector using good management practices.

Verbal or written statements which may affect the image of the competitors or contribute to the dissemination of rumors about them should not be made, and the competitor should be treated with the same respect that BERNECK expects to be treated.

It is expressly forbidden to provide strategic, confidential or damaging information to BERNECK's business to any third party, not limited to competitors.

It is forbidden to any employee to enter into agreements with the competition aiming at fixing prices and/or sales conditions, as well as adopting or influencing the adoption of a uniform or prearranged business conduct.

### **RELATIONSHIP WITH THE GOVERNMENT**

The Company seeks to comply with all the legal norms, as well as with all the accessory obligations required by the Public Authorities.

### **RELATIONSHIP WITH THE PRESS**

The Company will maintain a transparent relationship with the press and will always be open to answer the relevant questions, centralizing this relationship through the Marketing Department.

It is forbidden to any employee to provide BERNECK's data or speak on behalf of the Company without prior approval of the Presidency.