

Code of Conduct



Castrolanda

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Message from the president

The first Dutch immigrants who arrived in the region of Castrolanda Colony, even in 1951, it was had some characteristics in common. Even in the face of the difficulties that the challenge of starting a new life imposed on them, none of them left behind the pillars of Faith, education and cooperation – fundamental for the construction of the beauty story created over than seven decades of work.

Here in Castrolanda we are proud of who we are and our values have been presente since early days of foundation. Times change, society develops, but our principles remain the same: **ethics, creativity, valuing people, commitment, leadership, unity and transparency.**

Castrolanda seeks professional and sustainable management in the social, environmental and economic areas, and for that we are always inspired by our values. These standards of conduct are essential to the process, and for this reason we ask that they be practiced by each collaborator, elected members, cooperative members and suppliers, inside and outside the cooperative's units.

It's necessary to foster the integrity and encourage the application of morality, always in the search for the best conduct and decision. This Code of Conduct is educational in nature, with the objective of guiding the understanding and living of the values that Castrolanda applies on daily routine, and which it hopes will be lived by everyone in the exercise of its activities.

Willem Berend Bouwman

President

WHO ARE WE?

Mission

Generate value for the cooperative member and the market, with sustainable development and for the Cooperative in agribusiness.

Vision

To be recognized as the best cooperative for the members, customers and employees, building the foundations for sustainable growth.

Values

Ethic

Valuing people

Transparency

Commitment

Unity

Leadership

Creativity

WHAT ARE OUR PILLARS?

Principles of Cooperativism

- ⚡ **Free membership**
- ⚡ **Democratic management**
- ⚡ **Economic participation**
- ⚡ **Autonomy and independence**
- ⚡ **Education, training and information**
- ⚡ **Intercooperation**
- ⚡ **Community interest**

GOVERNANCE

The cooperative understands that for its sustainable growth it is essential to develop its governance. Therefore, it seeks, daily, to improve processes, organize routines, prioritize strategic decisions and apply the best management practices.

And one of these management practices is the implementation and development of the Compliance area.

Compliance?

Refers to compliance with regulations and development of integrity routines. But here we call **C Castrolanda Culture!**



Corporate governance is the set of mechanisms used to manage relationships among stakeholders and to determine and control the strategic direction and performance of organizations



Filatotchev e Nakajima, 2014.

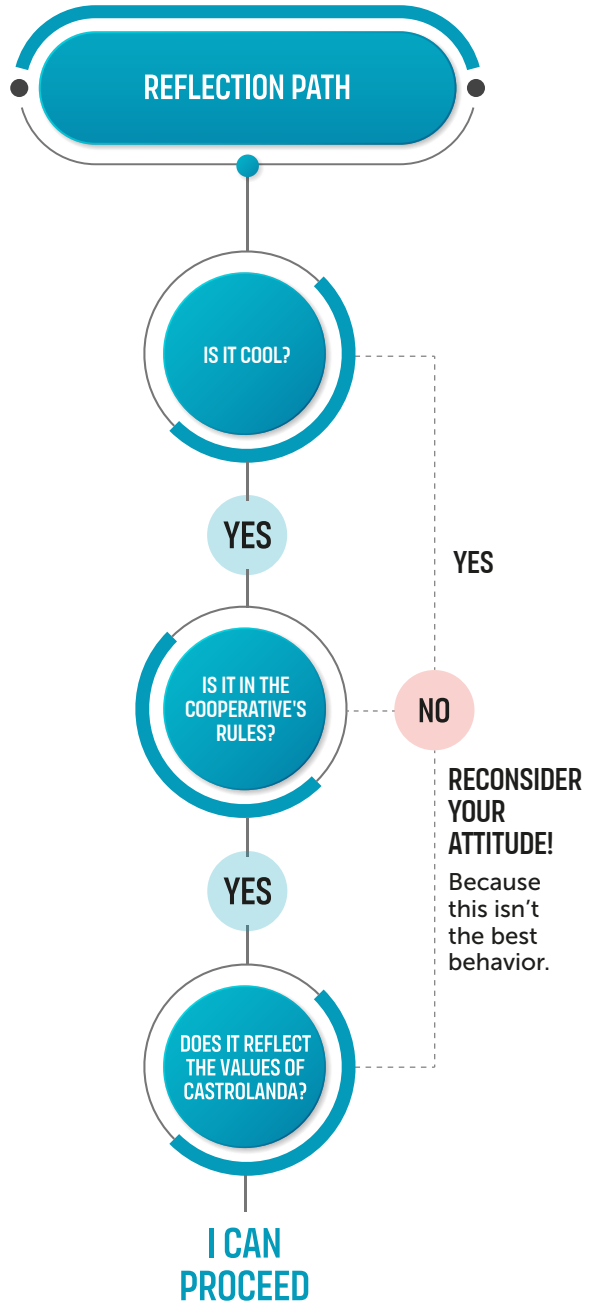


Do the right thing in accordance with the code of conduct, implementing daily the Castrolanda's values and using the LEC (castrolanda ethical line) channel as a reliable communication tool.

On the following pages, you will learn about all the behaviors that Castrolanda believes to be necessary for a good coexistence in society.

In addition to this code, the Cooperative also has other rules and policies that are essential for its daily routine activities, and it is your responsibility to know and apply them.

But in case there is any doubt as to whether your action or omission is correct, we have prepared a path of reflection to help you.



SAFETY PRESERVES LIVES

Meet the health and safety guidelines, they are

fundamental to our lives and everyone around us.



Use and ensure that your colleague uses the protective equipment, pay attention and observe the machine instructions. These are examples of everyday attitudes that save lives.

Valuing people is our value, and taking care of their safety and that of those who are by their side is a fundamental attitude to achieve it.

*Your life is important to us,
and that's why we protect it.*

WE DON'T TOLERATE, SO PLEASE DON'T PRACTICE:

- Child labor;
- Slave or slave-like labor;
- Discrimination;
- Consumption or sale of alcoholic beverages and drugs in the environment or during working hours;
- Sexual acts, violence and carrying weapons in the workplace.

OUR COMMITMENTS AND ATTITUDES THAT WE VALUE ARE:

- Respect human rights;
- Promote humanized management;
- Assist in professional and personal development;
- Promote equality of opportunity;
- Comply with health and safety regulations;
- Respect opinions, beliefs and diversity;
- Promote social development.

Would you want to know more about these topics? **Access this QR Code.**



FAVORITISM NO

Our conduct is based on **transparency**, therefore, avoid situations in which personal interests overlap professional interests, also understood as conflicts of interest.

IT'S FAVORITISM, AND WE DON'T ACCEPT:

- Hire, promote or favor in any situation cooperative members, collaborators or suppliers exclusively for there is an affective relationship;
- Receive or offer gifts or hospitality for the purpose of personal favor;
- Having relatives with decision-making power in activities of direct relationship;

For example: I post the invoice and my brother makes the payment.

IT IS NOT FAVORITISM, AND WE ACCEPT THESE ATTITUDES:

- Receive gifts and hospitality according to the internal standard;
- Praise and recognize an attitude of cooperative members, collaborators or suppliers;
- Promote employees meeting the criteria and guidelines for people management;
- Prioritize care for the elderly, pregnant women, breastfeeding women and people with special needs;
- Providing training or development activities to an individual or to a group of individuals at the expense of others, due to strategies team preparation or leadership succession.

The Cooperative has a specific rule with other examples of favoritism situations: the Norm for Conflict of interests. *Meet!*

#NOTHARASSMENT!

Our commitment it's with **respect**, so we don't tolerate any type of harassment or harassment that you place in a situation that dishonors their dignity or causes embarrassment.

Did you know?

Bullying: is when there is an exposure that dishonors your dignity performed in a repetitive and targeted manner.

Moral teasing: this is when there is an unwanted attitude that dishonors their dignity or cause embarrassment, but that does not happen repeatedly.

Sexual harassment: it is when there is an attitude with sexual intention, carried out by hierarchical superior after a negative.

Sexual teasing: it is when there is an attitude with sexual desire after negative.

IS IT HARASSMENT OR HARASSMENT?



Got in doubt?

People simplify!

This is MORAL HARASSMENT:

Three months ago, at the weekly meeting, João, repeatedly, tells José that he is “incompetent”, yelling at him in front of the entire team.

This is SEXUAL HARASSMENT:

João is Maria’s supervisor and insists on approach her with hugs, unwanted touches and romantic messages, making it clear that if she agrees to date him, she can be promoted.

Respect, education, watch out for people that are around you are attitudes that materialize our institutional values!

Praise, thank and be polite is fundamental for a good coexistence!

We do not tolerate any form of harassment carried out by collaborators, cooperators or providers. That is why, Attention: do not perform or be conniving with actions of a nature harasser, because, if there is proven occurrence, consequences will apply.

#NoTharassment!

That is NOT moral harassment:

- My manager asked to reduce 10% of the budget;
- The manager charged the achievement of a goal;
- The cooperative charged the invoice payment.

This is NOT harassment or sexual teasing:

- To praise;
- Say “thank you”, “please” and “excuse me”;
- Call by a name or nickname that the person authorized.

TRANSPARENCY IS OUR VALUE!

We experience transparency by demonstrating financial records and reliable information and integrity to our associates and community. We act committed to the truth and we don't agree with acts or omissions that are not represent these values.

#NotCorruption!

Corruption is the action of promoting, offering or give, directly or indirectly, an undue advantage to commit an unlawful act. Bribery is one of the forms of corruption and consists in the act of inducing someone to practice or fail to practice an act through of an offer, promise, donation, or undue advantage request for violate the law.

#TransparentRelations

The Cooperative is non-partisan, therefore, it does not supports political parties or candidates, as well as adopting a stance transparent in relation to any political or public agent.

#CleanMoney!

Money laundering is the illegal process to disguise the origin of a profit generated from illegal activities.

#WeDon'tGiveKnack

Any unlawful or dishonest action that alters the real facts or deceiving people is fraud.

#THISDOESN'TREPRESENTUS

- Fraud;
- Corruption or Bribery;
- Money laundry;
- Relationship conflicted with agente political or public;
- Failure to provide national or international laws.

We will not tolerate these actions, therefore, don't do them or be conniving with it.

Did you know?

The Cooperative has norms about each one of these subjects, besides others like donations and sponsorships, and it is essential that you know and apply them in your daily routine.

You represent us!

Our brand and institutional image were built throughout of many years, always valuing our values, history and truth, and taking care of them is the responsibility of all of us. So stay pay attention to the following guidelines:

- Have an upright, responsible and respectful attitude towards all employees, cooperative members, customers and suppliers.
- Only authorized persons may grant interviews on behalf of the Cooperative, or even, share or use your image or logo institutional.
- Ensure that the records and documentation that support the activities of the Cooperative Always contain correct information, secure, accurate and up to date.
- Ensure the custody and confidentiality of our information, in particular, personal data we use.
- Do not discuss or use financial or strategic information in public places as well as on social networks or other means of communication that may generate risk of unwanted exposure.
- Attention in your social network: publications of a biased nature, discriminatory and offensive are not in line with our values. Already in Cooperative's official social networks, let the Communication área answer questions and position the Cooperative's opinion.
- Internal photos or videos for institutional purposes or promotional activities can only be carried out after evaluation of the area of communication.

Contributor,

in addition to the guidelines you have already met, here you will find others exclusive to you:

For Castrolanda, an employee is any individual hired through Consolidation of Labor Laws, apprenticeship or internship contract and that adds, daily, to the growth of the Cooperative.

LET'S TALK ABOUT CONFLICT OF INTERESTS:

You can have relatives in the Cooperative, as long as...

... your relative is a Collaborator:

- There isn't subordination;
- Don't be in the same department (except operational);
- Be in a different department and there is no decision-making activity.

... your relative is cooperative member:

- Your activity does not have direct decision-making power over the his activity. For example: I release credit to the cooperative member who is my brother.

... your relative is a supplier:

- Don't participate in the hiring process;
- Don't act as a collaborator and supplier of the Cooperative.

The conflict of interest guidelines also explain on other professional activities in addition to those carried out in the Cooperative and political candidacy. Check out.



VALUING PEOPLE

It is our value and we believe that giving and receiving a gift or a hospitality is a gesture of affection and gratitude! But it is also important to avoid conflicting situations, therefore, we have defined some important guidelines on these themes.



ATTENTION TO YOUR SAFETY!

Before any confined space activity, height or dangerous activities, specific training is mandatory, use of protective equipment and authorization to the activity.



OUR INFORMATION

It is everyone's duty to safeguard and protect all information of the Cooperative, be they financial, strategic, logo, internal images and in particular the personal data of our employees, cooperative members and suppliers. **Don't share them!**



I TAKE CARE OF OUR EQUIPMENT!

Take care of work materials and use them only for the activities of the Cooperative is everyone's commitment!



INTERNAL PHOTOS OR VIDEOS

Before posting a video or photo of our units, check that there is no personal data, information strategy or situation that could harm the values or internal rules of the Cooperative.

Supplier

**beyond the guidelines you already know,
here you will find others exclusive to you:**

For Castrolanda, a supplier is any individual or legal entity with a contract not bound by the Consolidation of Labor Laws or by its Statute Social, which delivers products or services and adds, daily, to the Cooperative growth.



OUR DATA

Our relationship requires, in addition to trust, a great sharing of data between us, and that data financial, strategic, statistical and personal are of extremely important. So it's your commitment keep them safe and don't share them.

#HIRINGWITH TRANSPARENCY

Our hiring process is carried out in accordance with internal, in particular, those that describe the purchasing process, decision-making powers and contracts. Quotes with minimum suppliers, approval according to the value of the contract and classification of contract risks according to legal guidelines are examples of actions we carry out seeking impartiality and contracting with transparency.

Would you want to know
more about these topics?

Access this QR Code.





HERE YOUR LIFE IS TAKEN SERIOUSLY!

Therefore, we require the use of protective equipment and compliance with health and safety guidelines.

Keep an eye on them!



GIFTS AND HOSPITALITY

Will be accepted as long as they meet our internal standard, and that they are not delivered with the intention of favoring the rehiring process.



WE DON'T GIVE KNACK

All of our processes require compliance with national and international legislation, in addition to our internal rules that provide for deadlines and scope of approval, and here we do not manage to circumvent them. Thus, we respect everyone and demand the same from you. Respect and attention to regulations.

Some "knack" we don't tolerate:

- Tip for passing the truck in the unloading queue;
- False or adulterated invoice or tax document;
- Expired or falsified certifications.

Stay tuned! Failure to comply with our Code Guidelines of Conduct or our policies may result in the cancellation of our contractual relationship.

Cooperative member,

in addition to the guidelines you have already met, here you will find others exclusive to you::

For Castrolanda, a member is any individual or legal entity that associates according to the Bylaws, believes in the potential of the Cooperative and sum, daily, for its sustainable growth.

SHALL WE TALK ABOUT CONFLICT OF INTEREST?

In our Bylaws, Internal Rules of Loyalty and Electoral Norm, there are very important guidelines on conflict of interest, such as:

- Service provision to the Cooperative.
- Kinship between elected members.
- Prohibition of the ballot box in elections.



VALUING PEOPLE

It's our value and we believe that giving and receiving a gift or a hospitality is a gesture of affection and gratitude! But it is also important to avoid conflicting situations, therefore, we have defined some important guidelines on these themes.



OUR DATA

It is everyone's duty to safeguard and protect all information of the Cooperative, be they financial, strategic, logo, internal images and in particular the personal data of our employees, cooperative members and suppliers. **Do not share them!**



INTERNAL PHOTOS OR VIDEOS

Before posting a video or photo of our units, please check if there is no personal data, strategic information or situation that may violate the values or internal norms of the Cooperative.

This code gathers all guidelines that we believe and all the ducts that materialize our institutional values, all they summarized in our 7 blue rules.



Blue Rules

- 1 *Daily experience of institutional values*
- 2 *Safe and prosperous environment*
- 3 *Respect for human dignity*
- 4 *Compliance with laws and our internal rules*
- 5 *Sustainable development*
- 6 *Intolerance to any type of violence*
- 7 *Censorship of Corruption*

AND IF I NOTICE THAT SOMEONE IS NOT FOLLOWING CODE GUIDELINES OF CONDUCT, WHAT SHOULD I DO?

01

Understand the fact

Reflect if you understood the occurred, or is it just a "gossip" or part of an event. Seek information.

02

See the code

Check if that action or omission is described in the Code or in our standards internal.

03

Register

Look for the correct channel to register the fact.

Which channel search for?

It's a breach of the Code of Conduct

Look for the LEC

"I am experiencing a situation of moral harassment"

It's a business situation

Look for the CSC (Customer Service Call Centers)

"I bought a Castrolanda product and it was expired"

It's situation management

Look for your leader or people management

"My colleague came to work no badge identification"

LEC



Castrolanda Ethical Line

The Castrolanda Ethics Line is an outsourced channel, with 24 hours a day and seven days a week dedicated to customer service of reports of actions or omissions contrary to the guidelines of the Code of Conduct and internal rules of the Cooperative.

At LEC, confidentiality and anonymity and is not allowed any kind of retaliation.

All reports are evaluated by the Conduct Committee and may contractual, labor consequences or changes may be applied of processes, always aiming at the improvement of our environment and Living of our values.



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Do you want to know the Conduct Committee? **Access the QR Code**



CASTROLAND COMMITMENT

It is to be an example of living this Code of Conduct, disseminating its guidelines and training employees, cooperative members and suppliers, charging them and not tolerating any infringement on him.

YOUR COMMITMENT

- To be an example of living this Code of Conduct, to which I was introduced and trained.
- Know and apply the guidelines contained in the formal rules of the cooperative.
- Disseminate the lessons learned and demand from all employees, members and suppliers to comply
- Defend the values of the Cooperative and the 7 blue rules.
- Report actions or omissions carried out by employees, cooperative members or suppliers the guidelines of this Code of Conduct or internal rules.
- Respect the Conduct Committee's decision when applying consequences to acts and omissions that I practiced, being aware that they will be applied in case of non-compliance with this Code and the Internal Standards.

() I have read, and I agree with my commitments above.

_____ / / _____
Location (City/State) Day/month/year

Signature
Full name:

() Collaborator () Cooperative member () Supplier



Castrolanda