

SUSTAINABILITY POLICY

Purpose

This Policy aims to formalize the Company's commitment to sustainable development in order to reduce impacts on the environment and achieve balance between social responsibility and economic and financial development on an ongoing basis. Accordingly, this Policy provides guidelines to be observed within the scope of americanas s.a. and its subsidiaries, as well as in the relationship with all other stakeholders, whether customers, shareholders/investors, employees, suppliers and society.

1. Field of Application

This Policy applies to americanas s.a and its partners.

2. Definitions

- **Company:** comprises americanas s.a. and all other related companies, such as direct and indirect subsidiaries, both current and future, and applies individually to any of the companies belonging to the same Economic Group.
- **GHG:** refers to the Brazilian GHG Protocol Program, which aims to encourage corporate culture for the preparation and publication of inventories of greenhouse gas (GHG) emissions.
- **CDP:** CDP is an international, non-profit organization which aims to establish a relationship between shareholders and companies, focused on business opportunities arising from global warming.
- **Senior Management & Executive Board:** Managing Director and Chief Executive Officers of americanas s.a., Statutory Directors and Executive Directors of americanas s.a. and its subsidiaries.

3. Standard Contents

3.1. Sustainability and sustainable development, according to the Company

Sustainability is the creation of value for the economy and society with the preservation of environmental resources. It is also a form of commitment to conduct and practices aiming to preserve the environment for future generations in the present.

The Company believes that practices that include economic, social and environmental developments in the business model contribute to making it sustainable.

We seek to understand and meet the expectations that all stakeholders have in our business, guiding, in an ethical and transparent manner, all relationships with stakeholders.

3.2. Social and environmental roles and responsibilities

As defined in the Corporate Human Resources Policy, the following social and environmental roles and responsibilities are assigned:

3.2.1. Senior Management & Executive Board

- Ensuring the sustainability of the Company, incorporating, in the definition of business and operations, social and environmental measures, in order to promote the continuous improvement of the environmental performance and climate management of all the companies of the Group;
- Aspects related to climate change are the direct responsibility of the Sustainability Committee, which reports to the Board of Directors, the Managing Director, the CEOs and the Chief Investor Relations Officer.

3.2.2. Sustainability Management

- Identifying, reviewing and measuring greenhouse gas emissions from all units of the Company and its operations, including transportation and logistics, aiming to reduce such emissions and/or mitigate and adapt their effects through compensation and the establishment of targets and indicators;
- Monitoring relevant environmental indicators;
- Developing engagement and awareness campaigns for all stakeholders, with emphasis on commemorative dates, such as World Environment Day, Water Day, among others;

- Adopting initiatives to reduce the consumption of energy, water and waste, increasing recycling and reuse practices and expanding the use of renewable energy at all units of the Company, developing businesses capable of adapting to climate change, with the mitigation of emissions and the conscious consumption of natural resources;
- Actively promoting practices that contribute to the Company's energy efficiency with relevant stakeholders, in addition to encouraging the use of energy from alternative renewable sources and the reduction of GHG emissions throughout the operation, including transportation and logistics;
- Pursuing to adopt internal carbon pricing mechanisms based on the annual costs of offsetting tons of CO2 equivalent that is used for calculating potential financial impacts;
- Reporting on an annual basis the Company's environmental and climate progress in a public document;
- Promoting conscious consumption and the rational use of environmental resources;
- Identifying, reviewing and managing vulnerabilities to climate change, identifying risks, opportunities and adaptation and mitigation measures, integrating these topics into the company's risk management;
- Conditioning the reduction of GHG emissions and the development of social initiatives to the evaluation of the Company's performance, including as a performance criterion for establishing different pay rises for employees at the Sustainability area;
- Pursuant to the commitment assumed as a signatory to the United Nations (UN) Global Compact, the strategies and operations are aligned with universal principles in the areas of Human Rights, Labor, Environment and Anti-Corruption, and with the guiding principles on Business and Human Rights;
- The strategy is in line with the UN 2030 Agenda, which proposes 17 Sustainable Development Goals (SDGs) to be pursued by countries and organizations to face the main challenges to sustainability in the coming years;

- The Company supports the Principles for the Empowerment of Women; Compact for the Eradication of Forced Labor. Also, as member of the Ethos Institute, it is part of the Business Coalition for Racial and Gender Equity, in addition to signing the Business Charter for Human Rights and the Promotion of Decent Work;
- The Sustainability Committee's primary objective is to assist the Board of Directors in defining the best management practices, based on the pursuit for balance between the environmental, economic and social pillars.

3.2.3. Other Managements

- Acting in a socially and environmentally responsible manner, seeking to reduce the environmental impacts of the business and operations of americanas s.a and its subsidiaries;
- Committing to transparency with respect to its environmental and Health, Safety and Environment aspects with its stakeholders, acting proactively to maintain channels of dialogue. For requests, questions or suggestions regarding environmental and occupational health and safety aspects, please contact Disk Alerta (www.canaldedenuncias.com.br/universoamericanas).
- Ensuring that Due Diligence for Mergers and Acquisitions is carried out.

3.3. Corporate Culture

The first step in formalizing the commitment to sustainable development is to make your Corporate Culture widely known.

The Company's corporate culture is reflected in its Corporate Purpose, in its Values and Principles, which refer to economic, social and environmental aspects of the business.

Purpose

Contributing to all the good the world has to offer to improve people's lives.

Values

- Employing the best people
- Setting an example as a "Business Owner"
- Pursuing excellence in operation
- Customer-focused
- Delta - Doing more and better every day
- Result-oriented
- Breathing innovation all the time

Principles

Human Resources:

- A big, challenging dream drives people in the same direction;
- Good people, working as a team, developing their skills as they grow as person and

being rewarded for it is the company's greatest asset;

- Recruiting, training, challenging and retaining people better than themselves are the main tasks of directors;
- Leading by example is critical both in heroic attitudes and in small everyday gestures.

Method:

- Focus is essential. You can't be great at everything, so focus on what you're good at;
- Everything has to have an owner with responsibility and authority. Discussions are productive, but at the end of the day a decision-maker has to call the shots;
- Common sense is as good as great knowledge. Simple is better than complicated.

Result:

- Taking into account costs and expenses, which are the only variables under our control, helps keep the company going for the long term;
- Understand speed, urgency and zero tolerance as factors of lasting competitive advantage;
- Ethics, hard work and consistency are the basis for the Company's growth.

3.4. Stakeholder engagement

The Company, americanas s.a. and its subsidiaries, is committed to a relationship based on ethics and transparency with all audiences. Sustainable quality relationships are only built with respect, trust and transparency and the exercise of rights and fulfillment of duties by all parties involved. As such, the Company assumes the obligation to:

- Maintain a transparent relationship and provide channels to receive feedback from all stakeholders and use them to improve its activities on an ongoing basis;
- Manage the short-, medium- and long-term impacts of the Company's units and operations, including managing the relationship with all stakeholders on an ongoing basis and in special situations involving crises or conflict with any of the stakeholders;
- Actively engage stakeholders in the Company's activities, maintaining an open dialogue and taking into account their point of view in planning new products and services or implementing changes to those already existing, including in assessing the impacts of these products and/or services and in pursuit for opportunities for innovation;
- Manage crisis or conflict situations with one or more stakeholders;
- Promote its value chain in an orderly manner, also acting in the establishment of management guidelines with suppliers and partners and enforcing the core commitments of the Company, including: eradicating child or compulsory/forced labor, valuing diversity and combating the practice of discrimination in any form, respecting free trade union association and the right to collective bargaining, and combating and preventing workplace and/or sexual harassment.

3.4.1. Stakeholders

Cordiality in relationships, trust, respect, dignified and honest conduct are expected from all employees and stakeholders, regardless of any hierarchical position, role or function. The Company establishes guidelines for the management of topics addressed

in the following commitments, adopting a preventive approach for non-involvement – direct and indirect – in any activities conflicting with the commitments assumed:

a) Appreciation of diversity

The Company believes in inclusion and respect for the diversity of all our stakeholders. Maintaining a safe and discrimination-free environment is our priority. Equal rights and opportunities for all are part of our internal regulations.

We offer our team a welcoming work environment, valuing diversity as one of the core values of our business. As such, we do not tolerate any type of discrimination based on gender, race, social class, sexual orientation, religious belief, political or ideological conviction, existence of disability or non-contagious disease due to social contact, marital status, age, place of origin and culture in our offer of opportunities and in setting compensation amounts. Such a principle or guideline applies not only to recruitment, but also to all decisions regarding training, promotion, employment and general working conditions.

In line with the UN's 2030 Agenda to achieve greater diversity, we defined SDG 5, which promotes gender equality, as one of the company's priority SDGs.

Ratifying our commitment to the Global Compact on Racial and Gender Equity, we seek to promote equity in our staff, in addition to using diversity as one of the criteria for appointing members of the Board of Directors.

b) Safety and Health

The preservation of the health and personal integrity of employees is a constant concern. Accordingly, the Company is committed to the procedures and guidelines regulating and preserving safety and health at work and to the strict compliance with laws and standards governing Occupational Health and Medicine, in addition to seeking to offer quality of life and social well-being to all employees.

c) Human Rights

The Company supports, respects and seeks to promote the protection of human rights in all areas of its influence, therefore, it considers any violation of these rights to be unacceptable, such as:

- Forms of compulsory work or those undermining the rights of workers provided for by law;
- Use of child labor;
- Any form of sexual abuse or exploitation, as defined by law, including children and adolescents, in any and all of its facilities, as well as those of suppliers and partners, a condition that will be provided for in all contracts with any third-parties.

d) Harassment

Harassment is defined as a number of remarks or conduct directed at tormenting or reasonably understood to be inopportune to the person to whom they are directed.

Maintaining an environment free from violence or threats is essential to developing an exemplary work environment. This means that inappropriate language or gestures or any kind of violence and discrimination will not be tolerated.

- Workplace harassment – It is unacceptable for any employee to be exposed to humiliating and embarrassing situations, no matter how they are involved. Any negative conduct that may constitute workplace harassment and disrupt the relationship between employees in the workplace will be strictly punished.
- Sexual harassment – The practice of any form of sexual harassment is strictly prohibited. Any such conduct, if proven, will be subject to the relevant legal sanctions.

We have specific procedures, rules and systems in place for receiving and treating complaints. The types of penalties are applied according to the criticality of the violation of the Code of Ethics, Corporate Policies and legal obligations to which the companies of the group are subject.

Discrimination and harassment topics are also addressed in training sessions, escalation processes and disciplinary actions, as well as other Code of Conduct violations.

e) Fulfillment of financial obligations

Employees shall honor, within the respective due dates, all their financial obligations arising from personal purchases made at any unit of americanas s.a. and its subsidiaries in order to preserve the reputation of the latter and not compromise their relationship with the companies and/or their professional activity.

f) Use of alcohol and illicit drugs

The use of alcohol and illicit drugs by employees during the exercise of their professional duties and on any of the Company's facilities is prohibited.

All employees shall ensure that their performance at work, their capacity for discernment and judgment are not affected by the consumption of substances that could otherwise compromise them.

g) Freedom of association and collective bargaining

Employees are entitled to the rights of free trade union association and collective bargaining.

h) Political Activities

The Company respects the right of its employees to be involved, as citizens, in the political scenario of the country. However, the exercise of political party activities in the workplace and the use of information, data, resources, goods and equipment of the Company in any form for this purpose is strictly prohibited. Employees are also prohibited from wearing the Company uniforms or badges while participating in these political party activities.

Placing any political materials, publications and/or advertisements on the premises or on any assets, furniture or real estate owned or used by the Company is also prohibited.

From an individual standpoint, each employee remains free to make personal contributions to candidates and political parties of their choice. Personal contribution is the responsibility of each individual, provided that it does not entail any liability or obligation for the Company arising from the personal contributions by its employees.

i) Recruitment and Selection Policy

Any new hires shall be approved by the Executive Board, and no employee shall be admitted without undergoing the selection process. The Company does not consider family relationships or any other type of relationship when admitting an employee. The employment process is strictly limited to the principles of competence and potential.

No employee is allowed to claim, from any customer or supplier, any type of favor or advantage for their hiring or career advancement as a condition for establishing or maintaining a business relationship between the customer/supplier and the Company.

j) Friends & Relatives

Any employee having knowledge of relatives in the direct line and in the collateral line up to the 4th degree, who work or who will work at companies competing with americanas s.a. and its subsidiaries, shall report such fact to their immediate manager and to the Personnel & Management Department. Personal relationships shall not interfere with an employee's professional conduct.

k) Gifts or Giveaways

No employee may accept gifts, favors, attend events, receive loans or special benefits from individuals or companies with which the Company has or intends to have business relationships. Any gift or benefit that may be sent will be received on behalf of the Company at any of the business addresses and forwarded to the Administrative Services Department.

Employees shall inform all suppliers of the policy for gifts or giveaways.

l) Privacy

The Company is committed to respecting the confidentiality of its employees' personal data (such as personal records, photographs and place of residence) at all times. Only necessary data and/or those required by law are requested and retained. Disclosure thereof, when required by law or ordered by a competent authority, shall be made within the strict limit of what may be required.

m) Data & Information Protection

The Company maintains control over the data and information traffic circulating through its environments. Accordingly, employees shall prevent data and information to which they have access as a result of their professional activities from being disclosed to third-parties, with deviation from the purposes for which they were entrusted. Employees shall also avoid disclosing information and personal data or any content foreign to professional activity through the Company's environments.

3.4.1.1 Customers & Consumers

a) Communication

The Company provides communication channels for its customers to express their opinions, request clarifications, make suggestions or make complaints and is

committed to answering them in a clear, correct manner and within previously established deadlines.

b) Customer Service

Customers shall obtain responses to their requests, even if negative, in an appropriate manner and within the expected time.

Customer service shall consider the following basic premises:

- Treat the customer with empathy and enthusiasm;
- Listen carefully to questions and answer them according to the procedures adopted by the Company;
- Convey reliability and credibility;
- Do not use informal, diminutive terms or offensive words;
- Do not end the contact with the customer without answering their questions;
- Do not delete, copy or forward any confidential customer data to which you may have access.

c) Quality of Products & Services

The Company is committed to improving the quality of its products and services on an ongoing basis. If necessary, the product will be exchanged, following, in addition to the guidelines contained in the legal regulations for consumer protection and defense, an internal procedure established and previously informed to the customer.

3.4.1.2 Suppliers & Partners

a) Equal Treatment

The Company treats all potential suppliers and service providers fairly and equally. Decision-making with respect to purchasing or engaging services is based on objective criteria, such as price, quality, reliability and honesty of the supplier, thus promoting fair and equal selection.

b) Compliance with Laws & Commercial Contracts

All suppliers and partners are required to comply with the laws in force in the environmental, fiscal/tax and labor areas and to respect the agreements entered into within the scope of commercial contracts, developing a relationship of transparency, credibility and ethics. The Company reserves the right not to engage, terminate or cancel the business relationship with suppliers, service providers and partners that do not meet these criteria.

Business with suppliers of dubious reputation will not be tolerated. It is expressly prohibited for all employees to make any improper, dubious or illegal payment, or to favor customers, suppliers or competitors by granting undue benefits.

c) Quality of Products & Services

The Company supports and encourages its suppliers and partners to improve their products supplied and services provided on an ongoing basis, in accordance at all times with the established quality standard.

d) Copyrights

The products developed by suppliers and partners exclusively for the Company, based on the latter's guidance and support, are the property of the Company, and sale thereof to third-parties is strictly prohibited without prior and express authorization of the Company, necessarily represented by two directors.

e) Information Security

Confidential data shall be treated by suppliers and partners in a responsible and respectful manner, ensuring its exclusive use in the development of activities and services provided to the Company.

f) Health & Safety

The Company is committed to the procedures and instructions regulating and preserving safety and health at work, strictly complying with the laws and regulations governing Occupational Health and Medicine. Accordingly, it reserves the right not to engage or establish business relationships with suppliers, partners or service providers, whose activities endanger the health of their own employees, violate the principles of human dignity, or with those tolerating such practices in their value chains, including:

- Forms of compulsory work or those undermining the rights of workers provided for by law, collective labor agreements or collective bargaining agreements;
- Use of child labor;
- Any form of sexual abuse or exploitation, as defined by law, including those involving children and adolescents.

g) Appreciation of Diversity

The Company does not tolerate practices of discrimination by its suppliers, business partners or service providers, as it believes that diversity contributes to different worldviews and enriches the work.

h) Environment

Suppliers and partners shall comply with local environmental law applicable to their operations and have an environmental management system in place, adopting practices to reduce energy, water and waste consumption, in addition to adapting to climate change with the aim of mitigating emissions and reducing environmental risks.

3.4.1.3 Shareholders

a) Use of inside information

The Company, on behalf of the Senior Management and all employees who have access to inside information and which may interfere in the market price of its shares, assumes the obligation to keep such information strictly confidential until official publication thereof, when they will be disclosed to the entire investor community and to general market players simultaneously, following the procedures established by the agencies regulating the Company's activities.

b) Risk Management

The Company is committed to protecting its assets and image through continuous assessment and management of the risks of its business.

3.4.1.4 Government & Society

a) Government Authorities & Law

The Company complies with all laws regulating its activities. The Legal Department shall be consulted at all times whenever law-related questions arise.

b) Anti-Corruption

The Company does not tolerate any forms of corruption, whether practiced by any employees, service providers, suppliers, or by any player in the value chain. Such conduct is not in line with the Corporate Culture, does not benefit the communities and represents a burden for the Company. Bribery is a form of corruption and is illegal.

c) Promotion of Competition

The Company and its employees are committed to adopting antitrust practices based on free enterprise and free competition, preventing and repressing antitrust actions. The Company aims to protect equal opportunities in market competition.

3.4.1.5 Community

The Company is committed to the main challenges of sustainable development in the communities where it operates by:

- Supporting market mechanisms, public policies and initiatives that promote continuous improvements for society and mitigate social and environmental challenges;
- Mapping, identifying and assessing the risks and impacts caused to the surrounding community resulting from the company's activities, adopting mitigation measures when possible;
- Ensuring that community complaints are properly addressed and managed;
- Promoting and providing appropriate means of engagement;
- Ensuring that relevant social information is disclosed and disseminated.

3.4.2 Environment

Many of the activities inherent to the sale of products and the provision of services may cause impacts on the environment and on the communities where the Company operates. The Company is responsible for avoiding or reducing these impacts and contributing to:

- Raise environmental awareness;
- Adopt initiatives to reduce the consumption of energy, water and supplies, as well as promote waste sorting for the disposal of waste generated by all its units;
- Adopt eco-friendly conduct and cause the thousands of suppliers and millions of customers to become multipliers and players in this environmental policy;
- Preserve the environment, comply with legal requirements and improve the quality of life for the next generations;
- Pursue continuous improvement in sustainability management and performance;
- Adapt and develop new businesses or business models, services and products that are capable of adapting to climate change, with reduction and mitigation of emissions and/or consumption of natural resources. In this regard, two important public and voluntary commitments assumed by the Company stand out, contributing to the fight and reduction of emissions due to climate change:
- GHG – Since 2009, americanas s.a. is a member of this initiative and use this methodology to account for greenhouse gas (GHG) emissions. The emissions inventory assists in the environmental and climate management by americanas s.a. and its subsidiaries, allowing a detailed evaluation of the results and monitoring for future actions, with the objective of reducing GHG emissions generated by the Group. This inventory is published on the Investor Relations website for all stakeholders in a specific area of Companhia Verde.
- CDP – The Company seeks to adopt a transparent conduct in managing the issue of global warming. Since 2010, it has accepted CDP's invitation to respond to the organization's questionnaire. The Company is permanently in touch with shareholders and general market players about business opportunities that mitigate the effects of global warming. This communication tool is an opportunity to present to the market how it measures, controls and seeks to minimize global warming-related impacts.
- Promote research and innovation up to the development of initiatives to stimulate the circular economy and the reduction of GHG emissions in the manufacturing process, operations and logistics.

3.4.3 Private Social Investment The

Company assumes the obligation

to:

- Contribute to a global, national and local development agenda;
- Discuss and maintain open channels with the community to help define social investments;
- Value and emphasize local populations close to its units;
- Join councils and/or committees to discuss local development;
- Prioritize social investments which support and are in line with public policies;

- Establish indicators for keeping track of social investment goals, monitoring, evaluating and reporting results.

3.5 Relationship Principles

The Relationship Principles developed by the Company are based on values of the Corporate Culture values and observe industry self-regulation codes and all applicable law, ensuring alignment with ethical principles and respect for consumers, citizens and the environment.

- Employees, third-parties and partners are responsible for the quality and trust in relationships with all of the Company's stakeholders;
- Strive for good standing at all times in complying with legal obligations, as well as those of business partners, reflecting on the Company's reputation and credibility;
- Requests for interviews and/or statements shall be sent to the internal public relations office, which will provide, when not confidential, clear, comprehensive and accurate information about the Company's activities, practices and commitments;
- Requests for financial and/or business information shall be submitted at all times to the Executive Board.

3.6 Business Reports & Financial Records

In order to record and disclose information to the market and its stakeholders, the Company has internal and external controls in place comprising a set of policies, rules and procedures, aiming to protect corporate assets and ensure efficient management of operations.

Disclosure of financial information shall comply with Brazilian corporate law and accounting practices in force.

In disclosing social and environmental information, the Company follows the best practices adopted worldwide for reports of this nature:

- Record and classify transactions in the appropriate accounting period and in the correct account and department at all times;
- Budgets and balance sheets shall be supported by appropriate documentation and follow all applicable standards;
- Ensure that all reports are complete, fair, accurate, timely and understandable;
- Comply with the mandatory periodicity for financial recording and the periodicity established for the Corporate and Sustainability Reports;
- Ensure the accuracy of all the information entered and the authenticity of documents so as not to compromise their value as a document, whereas employees who become aware of omission, forgery or inaccuracy in the business records or any violation of internal controls shall immediately report the fact to their management or to the Executive Board.

4. Policy Application

- This Policy shall be reviewed and amended whenever significant changes in aspects of the Company's sustainability strategy arises.
- This Policy shall be the basis for management processes, for setting the Company's sustainable goals in the environmental, economic and social pillars, in addition to the principles, commitments and strategies disseminated throughout the value chain.

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