

SUSTAINABILITY POLICY

Purpose

The objective of this Policy is to formalize the Company's commitment to sustainable development, constantly seeking to reduce impacts on the environment and the balance between social responsibility and economic-financial development. Thus, this Policy establishes guidelines to be observed within the scope of all Lojas Americanas, B2W Digital units and subsidiaries, as well as in the relationship with all other interested parties, whether customers, shareholders/investors, associates, suppliers and society.

1. Application Field

This Policy applies to all areas of Lojas Americanas, B2W Digital and subsidiaries.

2. Definitions

- **B2W Digital:** Publicly-held subsidiary of Lojas Americanas, owner, among others, of the websites www.americanas.com.br; www.submarino.com.br, www.shoptime.com.br, www.soubarato.com.br, which operate in the e-commerce business.
- **Lojas Americanas:** Publicly-held company operating in the retail business.
- **Company:** includes Lojas Americanas, B2W Digital and all other companies related to them as direct and indirect subsidiaries, current and future, and applies individually to any of the companies that make up the same Economic Group.
- **GHG:** designates 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 whose objective is to create a relationship between shareholders and companies, focused on business opportunities resulting from global warming.
- **Senior Management and Board:** Managing Directors/President of Lojas Americanas and B2W Digital, Statutory Directors and Executive Directors of Lojas Americanas, B2W Digital and subsidiaries.

3. Standard Content

3.1. Sustainability and sustainable development, according to the Company

Sustainability is the generation of economic value together with the creation of value for society and the preservation of environmental resources. It is also a form of

commitment to conduct and practices, in the present, which aim to preserve the environment for future generations.

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 and Board

- Ensure 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, reporting to the Board of Directors, the Chief Financial and Investor Relations Officer and the CEO himself.

3.2.2. Sustainability Management

- Identification, analysis and measurement of greenhouse gas emissions from all units of the Company and its operations, including transportation and logistics, seeking to reduce them and/or mitigate and adapt their effects through compensation and the establishment of goals and indicators;
- Monitor relevant environmental indicators;
- Develop engagement and awareness campaigns for all stakeholders, with an emphasis on commemorative dates, such as World Environment Day, Water Day, among others;

- Adopt initiatives to reduce the consumption of energy, water and waste, increasing recycling practices, reuse and expanding the use of renewable energy in 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 promote 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;
- It seeks to adopt internal carbon pricing mechanisms based on the annual costs of offsetting tons of equivalent CO₂ that is used for calculating potential financial impacts;
- Annual report on the Company's environmental and climatic progress in a public document;
- Promote conscious consumption and the rational use of environmental resources;
- Identification, analysis and management of vulnerability to climate change, identifying risks, opportunities and adaptation and mitigation measures, integrating these themes into the company's risk management;
- Link 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 differentiated salary adjustments for associates in the Sustainability area;
- As a signatory commitment 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; Pact for the Eradication of Slave Labor. And, as members 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 main objective is to assist the Board of Directors in defining the best management practices, based on the search for balance between the environmental, economic and social pillars;

3.2.3. Other Managements

- To act in a socially and environmentally responsible manner, seeking to reduce the environmental impacts of Lojas Americanas, B2W Digital and subsidiaries' businesses and operations.
- It is committed to transparency regarding its environmental and Health, Safety and Environment aspects with its stakeholders, acting proactively to maintain channels of dialogue. For requests, doubts or suggestions in relation to the environmental and occupational health and safety aspects, contact Disk Alerta (www.canaldedenuncias.com.br/universoamericanas).

3.3. Corporative 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 Mission and Vision, in its Values and Principles, which refer to economic, social and environmental aspects of the business.

Mission

Fulfill consumers dreams and meet the consumption needs of the people, sparing their time and money and exceeding their expectations..

Vision (Lojas Americanas)

Being the best retail company in Brazil.

- For customers, being considered the best purchase option.
- For shareholders/investors, being considered the best return in the segment.

- For members, being considered the best option for professional development.
- For suppliers, being considered the best distribution channel.
- For society, being considered a socially and ecologically responsible company.

Vision (B2W Digital)

To build closer bonds with our customers, making us the largest and most esteemed digital company in Latin America.

Values

- Having the best people
- Being a good "Business Owner"
- Seeking excellence in operation
- Focusing on the customer
- Delta - Doing more and better every day
- Being obsessed with results

Principles

People:

- A big and challenging dream makes everyone row in the same direction;
- Good people, working as a team, growing to the extent of their talent and being rewarded for it is the company's greatest asset
- Choosing people better than themselves, training them, challenging them and maintaining them is the main task of managers
- Leadership, by personal example, is vital, both in heroic attitudes and in small everyday gestures

Method:

- Focus is essential. You can't be great at everything, you have to focus on the essentials
- Everything has to have an owner with responsibility and authority. The debate is good, but in the end someone has to decide
- Common sense is as good as great knowledge. Simple is better than complicated

Result:

- Obsession with costs and expenses, which are the only variables under our control, helps to maintain long-term survival
- Understand speed, urgency and zero complacency as factors of lasting competitive advantage
- Ethics, hard work and consistency are the basis for the Company's growth

3.4. Stakeholder engagement

Lojas Americanas, B2W Digital and subsidiaries are committed to a relationship based on ethics and transparency with all audiences. Sustainable quality relationships are only built with respect, trust and transparency and with the fulfillment of rights and duties by all parties involved. Thus, the Company is committed to:

- Maintain a transparent relationship and provide channels to receive feedback from all stakeholders and use them to continuously improve their activities;
- Manage the short, medium and long-term impacts of the Company's units and operations, including managing the relationship with all stakeholders continuously and in extraordinary situations that involve crises or conflict with any of the interested parties;
- Actively engage stakeholders in the Company's activities, maintaining an open dialogue and including their point of view in the planning processes for new products and services or changes in those already existing, including in the impact assessment stages of these products and/or services and in search for opportunities for innovation.
- Crisis management or conflict situations with one or more stakeholders
- Promote in a systematic way in its value chain, also acting in the establishment of management guidelines with suppliers and partners, the fundamental commitments of the Company, including: the eradication of child or compulsory/slave-like labor, the valorization of diversity and fighting the practice of discrimination in any form, respect for free union association and the right to collective bargaining, and the fight against and prevention of moral and/or sexual harassment.

3.4.1. Associate

Cordiality in treatment, trust, respect, dignified and honest conduct are expected from all associates, regardless of any hierarchical position, title or function. The Company establishes guidelines for the management of the themes dealt with in the following commitments, adopting a preventive approach for non-

involvement - direct and indirect - in any activities that contradict the commitments assumed:

a) Appreciation of diversity

The Company believes that diversity contributes to different worldviews and enriches the work, making the service to all customers even better. Any forms of discrimination are intolerable, including those related to:

- Ethnicity;
- Origin;
- Gender;
- Sexual orientation;
- Religion;
- Political or ideological conviction;
- Unionization condition;
- Social class;
- Existence of disability or non-contagious disease due to social contact;
- Marital status;
- Age.

Such a principle or orientation applies not only to recruitment, but also to all decisions regarding training, promotion, employment and working conditions in general.

b) Safety and Health

The preservation of the health and physical integrity of members is a constant concern. In this way, the Company is committed to the procedures and instructions that regulate and preserve safety and health at work and to the strict compliance with laws and standards related to Occupational Health and Medicine, in addition to seeking to offer quality of life and social well-being to members.

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 case of violation of these rights to be unacceptable, such as:

- Forms of compulsory work or that undermine the rights of the worker provided 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 dependencies, as well as those of suppliers and partners, a condition that will appear in all contracts with any third parties.

d) Harassment

Maintaining an environment free from violence or threats is essential for the development of an excellent work environment. This means that inappropriate language or gestures or any type of violence will not be tolerated.

- Moral harassment - It is unacceptable that any member is exposed to humiliating and embarrassing situations, no matter how they are involved. Any negative conduct that may characterize moral harassment and destabilize the relationship between associates in the workplace will be treated with extreme rigor.
- Sexual harassment - The practice of any form of sexual harassment is strictly prohibited. Any such behavior, if proven, will be subject to the relevant legal sanctions.

e) Fulfillment of financial commitments

Members must honor, within their respective deadlines, all their financial commitments arising from personal purchases made in any unit of Lojas Americanas, B2W Digital and subsidiaries, in order to preserve their image and not compromise their relationship with companies and/or their activity professional.

f) Use of alcohol and illicit drugs

The use of alcohol and illicit drugs by members is prohibited during the exercise of their professional activities and in any of the Company's facilities. All associates must ensure that their performance at work, their capacity for discernment and judgment are not affected by the consumption of substances that may in any way compromise them.

g) Freedom of association and collective bargaining

Members are guaranteed the rights of free union association and collective bargaining.

h) Political Activities

The Company respects the right of members to participate, as citizens, in the country's political life. However, the exercise of political party activities in the workplace and the use, in any form, of information, data, resources, goods and equipment of the Company for this purpose is strictly prohibited. Neither will members wear Company uniforms or badges, while participating in these political and party activities.

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

From an individual point of view, each member remains free to make personal contributions to candidates and political parties of their choice. Personal contribution is the responsibility of each individual, as long as it does not entail any liability or obligation for the Company arising from the personal contributions of its members.

i) Recruitment and Selection Policy

Any increase in staff must be approved by the Board, and no member will be admitted without undergoing the selection process. Entry into the Company's staff does not consider a family relationship or of any nature and strictly obeys the principles of competence and potential.

No member is allowed to claim any kind of favor or advantage for hiring or professional advancement to any customer or supplier as a condition for creating or maintaining a commercial relationship between the customer/supplier and the Company.

j) Friends and Relatives

Any associate who has knowledge of relatives on the direct line and on the collateral line up to 4th grade, who work or who will work in companies competing with Lojas Americanas, B2W Digital and subsidiaries, must report the fact to their immediate manager and to the Superintendence of Human Resources. Personal relationships should not overlap with the associate's professional conduct.

k) Presents and gifts

No member can accept gifts, favors, participate in events, receive loans or special benefits from people or companies with which the Company has or aims to have commercial relations. The 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.

Associates must inform all suppliers about the policy for gifts or giveaways.

l) Privacy

The Company is permanently committed to respecting the confidentiality of its associates' personal data (such as personal records, photographs and place of residence). Only the necessary and/or mandatory data by law are requested and retained. Its disclosure, when required by law or determined by a competent authority, will be made within the strict limit of what may be required.

m) Data and information protection

The Company maintains control over the data and information traffic that circulates through its environments. Thus, associates must prevent data and information to which they have access as a result of their professional activities from being provided to third parties, deviating from the purposes for which they were entrusted. Associates should also avoid passing on information and personal data or any content foreign to professional activity through the Company's environments.

3.4.2. Clients and consumers

a) Communication

The Company provides communication channels for its customers to express their opinions, request clarifications, make suggestions or make their criticisms and is committed to serving them in a clear, correct manner and within pre-established deadlines.

b) Customer Service

The client must obtain responses to their requests, even if negative, in an appropriate manner and within the expected time.

In customer service, the following basic assumptions should be considered:

- Treat the customer with empathy and enthusiasm;
- Listen carefully to doubts and resolve them according to the procedures adopted by the Company;
- Transmit security and credibility;
- Do not use informal, diminutive terms or offensive words;
- Do not end the contact with the customer without the doubts being clarified;
- Do not delete, copy or forward any confidential customer data to which you may have access.

c) Quality of products and services

The Company is committed to constantly improving the quality of its products and services. If necessary, it will exchange the product, following, in addition to the guidelines contained in the legal standards for consumer protection and defense, an internal procedure established and previously informed to the customer.

3.4.3. Suppliers and service providers

a) Equality

The Company gives all potential suppliers and service providers fair and uniform treatment. Its decisions to purchase or contract a service are based on objective criteria, such as price, quality, reliability and honesty of the supplier, thus promoting fair and equal selection.

b) Compliance with laws and commercial contracts

Every supplier and service provider is required to comply with the laws in force in the environmental, fiscal/tax and labor fields and to respect the agreements signed in the scope of commercial contracts, maintaining a relationship of transparency, credibility and ethics. The Company reserves the right not to contract, interrupt or cancel the commercial relationship with suppliers and service providers that do not meet these criteria.

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

c) Quality of products and services

The Company supports and guides its suppliers to constantly improve the products and services provided, always in accordance with the established quality standard.

d) Copyright

The products developed by suppliers exclusively for the Company, based on their guidance and support, are the property of the Company, and their sale to third parties is strictly prohibited, unless with the prior and express authorization of the Company, necessarily represented by two directors.

e) Information security

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

f) Health and Safety

The Company is committed to the procedures and instructions that regulate and preserve safety and health at work, strictly complying with the laws and regulations related to Occupational Health and Medicine. Accordingly, it reserves the right not to contract or maintain commercial relations with suppliers, partners or service providers, whose activities endanger the health of the employee, violate the principles of human dignity, or that tolerate such practices in their value chains, including:

- Forms of compulsory work or that undermine the rights of the worker provided for by law, collective agreement or collective labor agreement;
- Use of child labor;
- Any form of sexual abuse or exploitation, as defined by law, including 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 must comply with local environmental legislation applicable to their operations and maintain an environmental management system, adopting practices to reduce the consumption of energy, water and waste, in addition to adapting to climate change with the objective of mitigating its emissions and reducing environmental risks.

3.4.4. The shareholders

a) Use of sensitive information

The Company, on behalf of the Senior Management and all associates who have access to privileged information and which may interfere in the market price of its shares, undertakes to keep such information in the strictest secrecy until the moment of its official publication, when they will be disclosed to the entire investor community and to the market in general simultaneously, following the procedures established by regulatory bodies of 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.

3.4.5. Environment

Many of the activities inherent in the sale of products and the provision of services can have an impact on the environment and on the communities where the Company operates. It is the Company's responsibility to avoid or reduce these impacts and to contribute to:

- Disseminate environmental awareness;
- Adopt initiatives to reduce the consumption of energy, water and supplies, as well as increase selective collection for the disposal of waste generated by all its units;
- Adopt ecologically correct attitudes and work so that the thousands of suppliers and millions of customers are multipliers and participants in this environmental policy;
- Preserve the environment, meet legal requirements and generate better quality of life for the next generations;
- Seek continuous improvement in sustainability management and performance;

- Adapt and develop new businesses or business models, services and products that are able to adapt to climate change, with reduction and mitigation of emissions and/or consumption of natural resources. In this regard, two important public and voluntary commitments in which the Company participates stand out, contributing to the fight and reduction of emissions due to climate change:
 - GHG – Since 2009, Lojas Americanas and B2W Digital are members of this initiative and use this methodology to account for greenhouse gas (GHG) emissions. The emissions inventory assists in the environmental and climate management of Lojas Americanas, B2W Digital and subsidiaries, allowing a detailed assessment of the results and monitoring for future actions, with the objective of reducing the GHG emissions generated by the Group. This inventory is published on the Investor Relations website for all interested parties, in a specific area of Companhia Verde.
 - CDP – The Company seeks to maintain transparency in the way it manages the issue of global warming. Since 2010, it accepted CDP's invitation to answer the organization's questionnaire. It maintains a permanent dialogue with shareholders and the market in general, 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 the impacts related to global warming.
- Promotion of research and innovation, even the development of initiatives to stimulate the circular economy, and the reduction of GHG emissions in the production process, operations and logistics.

3.4.6. Government and society

a) Public authorities and legislation

The Company complies with all laws that regulate its activities. Consultation with the Legal Department is a habit whenever there are doubts about the legislation.

b) Fighting Corruption

Corruption is unacceptable in the Company, whether practiced by any associates, service providers, suppliers, or by any participant in the value chain. This behavior is not adapted to the Corporate Culture, does not benefit the communities and represents a cost for the Company. Bribery is a form of corruption and is illegal.

c) Defense of Competition

The Company and its associates are committed to adopting competition defense practices based on freedom of initiative and free competition, preventing and repressing actions that may harm the economic order. The Company aims to generate equal opportunities in market disputes.

3.4.7. Community

The Company is committed to the main challenges of sustainable development in the communities in which it is present 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 generated in the surrounding community resulting from the company's activities, adopting mitigation measures when possible
- Ensuring that community complaints are responded to and managed appropriately
- Promoting and providing means of appropriate engagement
- Ensuring that relevant social information is published and disseminated

3.4.8. Private Social Investment

The Company is committed to:

- Contribute to a global, national and local development agenda;
- Dialogue and maintain open channels with the community to help define social investments;
- Value and emphasize local populations close to their units;
- Participate in councils and/or committees to discuss local development;
- Give priority to social investments that are structural and convergent with public policies;
- Establish indicators for monitoring social investment goals, monitoring, evaluating and communicating results.

3.5. Relationship Principles

The Relationship Principles developed by the Company are based on values of the Corporate Culture and respect the industry's self-regulation codes and all applicable

legislation, ensuring alignment with ethical principles and respect for the consumer, the citizen and the environment.

- The quality and trust in relationships with all stakeholders of the Company are the responsibility of associates, third parties and partners.
- Always cherish the accuracy in fulfilling legal obligations, as well as those of business partners, reflecting on the Company's reputation and credibility.
- Requests for interviews and/or statements must be sent to the internal press office, which will provide, when not confidential, clear, comprehensive and truthful information about the Company's activities, practices and commitments.
- Requests for financial and/or business information must always be submitted to the Executive Board.

3.6. Business reports and financial records

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

The disclosure of financial information must comply with Brazilian corporate law and accounting practices in force.

In order to disclose social and environmental information, the Company seeks to follow the best practices adopted worldwide for reports of this nature:

- Always record and classify transactions in the appropriate accounting period and in the correct account and department;
- Budgets and balance sheets must 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 the financial record and the periodicity established for the Corporate and Sustainability Reports.

- Ensure the veracity of all the information entered and the authenticity of documents so as not to compromise their document value, and the associate who becomes aware of omission, falsification or inaccuracy in the business records or any violation of internal controls should immediately report the fact to its management or to the Board.

4. Policy Application

- This policy will be reviewed and updated every two years or whenever there are significant changes in aspects of the Company's sustainability strategy.
- The Policy must be the basis for the management processes, for the construction of sustainable objectives of the Company in the environmental, economic and social pillars, in addition to the principles, commitments and strategies disseminated throughout the value chain.