

VIVARA PARTICIPAÇÕES S.A.

VIVARA *Life*
VIVARA

2023

Sustainability
Report



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This annual report covers information from January 1 to December 31, 2023, related to Vivara Participações S.A., a publicly traded corporation with shares traded on B3 S.A. – Brasil, Bolsa, Balcão (B3) under the code VIVA3. Vivara S.A. is the controlling holding company of Tellerina Comércio de Presentes e Artigos para Decoração S.A. and Conipa Indústria e Comércio de Presentes, Metais e Artigos de Decoração Ltda. There were no changes in Vivara’s legal or corporate structure in 2023, nor in the nature of its operations. The consolidated financial statements include the financial results of the company and its subsidiaries.

Published in August 2024, this report is validated and approved by the responsible board of directors and the company’s CEO, who are directly involved in its production through interviews. Questions and suggestions regarding this publication can be sent to the email: sustentabilidade@vivara.com.br.

About the report

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02

Otavio Chacon do Amaral Lyra
Chief Executive
Officer, Finance and
Investor Relations



Message from Leadership

2-22

Resilient strategy

Vivara's 2023 was a year of resilient deliveries and consistent management of the results amidst strong expansion: we were able to complete the transition to our new plant and opened 61 new points of sale. We continue to work on all fronts to sustain our business, on everything that will support not only this strong growth over the next five years, but also the entire company in the coming decades.

We achieved accelerated growth, record investments, and a strong increase in revenue while preserving profitability and significantly boosting operating cash flow. Our new plant provides the foundation for growth by expanding production capacity for the business in future years. Especially Life, which accounted for 35% of our revenue in 2023 and represents more than 80% of the volume of pieces produced. In addition to the environmental aspects reinforced in the new plant, we seek to manage operational efficiencies for the industry of the future, based on trending production technology from international references.

Since our initial public offering (IPO) in 2019, we have almost tripled in size. This requires a specialized structure encompassing all divisions of the company. People, projects, processes and systems are four fronts

that guide our strategic planning as a way to support the pillars defined for retail and, from 2023, also mirrored in the industry. We invested in the robustness of our systems and in the management of strategic data by opening our first store outside Brazil, in order to implement a pilot internationalization project. Meanwhile keeping our watchful eyes on our growth engine, which is the expansion of brands in Brazil.

We will keep our business strategy in order to maintain the results we have already demonstrated since our IPO, with continued consolidation of the jewelry market in Brazil and investment in our growth paths. For the coming years, we expect to maintain strong growth, with consistent store openings, profitability and returns. Our focus remains the same, with the addition of opportunities for efficient resource management to obtain even greater returns in the short term.

Our history shows that we are committed to sustainable development and will continue focusing on socio-environmental requirements in our operations. This is how we will continue in the coming decades, preserving the essence and professionalism of our business, with quality, profitability and excellence in relationships.



03

Presentation

Aimed at fascinating our customers, we have been operating ethically and responsibly since 1962. These six decades in the market have made the care taken with each piece of jewelry and the dedication to each customer a trademark of Vivara's. This commitment to excellence has remained unwavering throughout our history, which has allowed us to establish a unique operating model based on the brand-industry-retail triad.

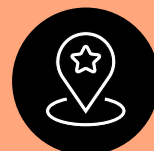
The year 2023 was one of historic expansion: we launched 61 new stores, bringing our total to 390 points of sale across Brazil, and transitioned to our new plant in Manaus. We continue to value the shopping experience and the engagement of our audiences, promoting excellence in artisanal production and the Brazilianness of our jewelry, in addition to maintaining care for the environment and our positioning on social issues.

Absolute leader

in the Brazilian jewelry market



19.6%
market share



390
points of sale



5,065
employees



3.3 million
of pieces produced

30.4%
increase in new
customers in 2023

R\$2.8 bi
in revenue,
with 21.2% growth

2.0 mi
active customers

Gross margin of
69.3% in the year

Historic mark of
R\$178.2 million
in investments, emphasizing new stores,
systems and plant

04

Vivara

VIVARA
VIVARA



Brand, industry and retail strength

2-1 | 2-6

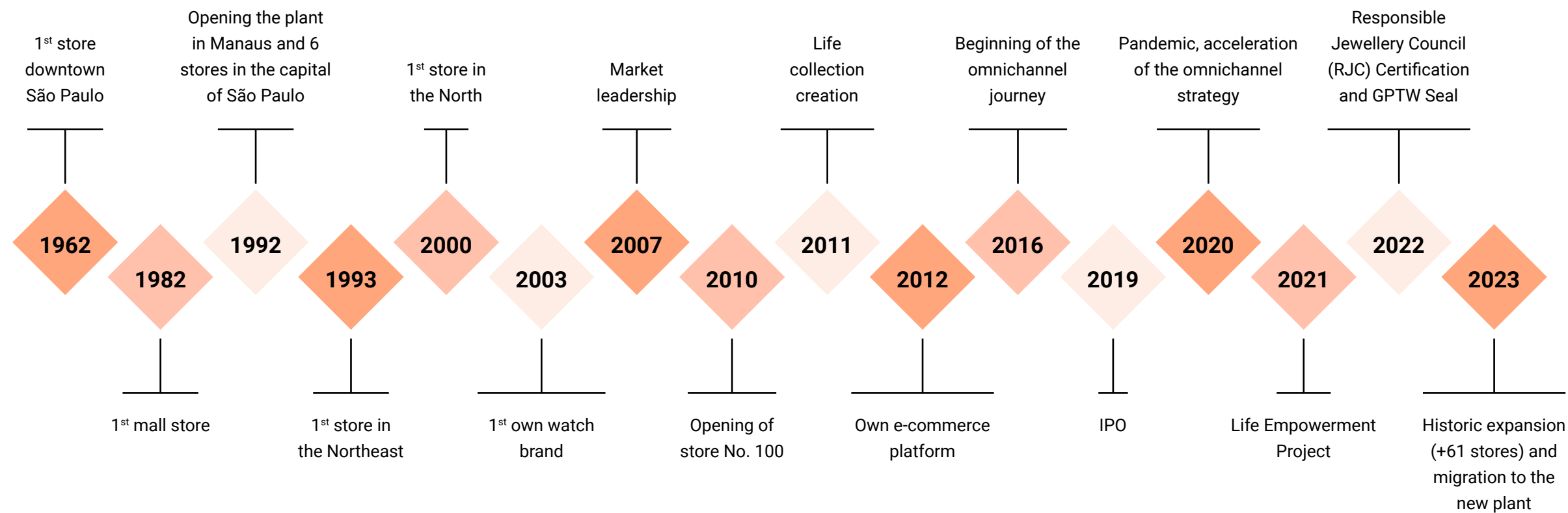
Founded in 1962 in the city of São Paulo, where our headquarters are still located today, Vivara is responsible for the development of unique jewelry and strong brands in the national market. By the end of 2023, we had reached 390 retail points across all Brazilian states.

Our country is a central element in our operations, from design and campaigns to the origin of the raw materials used: in 2023, we used 100% national gold, guaranteeing its origin outside indigenous areas and adopting a firm stance against illegal mining. Of the total inputs acquired, 83% are of national origin and 17% are imported. 204-1

We work with certified materials and audit our Tier 1 suppliers (product and raw material) to ensure quality, social, environmental and ethical compliance. Our dedication to sustainability and quality is recognized internationally through our certifications, reflecting our ongoing commitment to excellence in what we deliver.

2023 was the year of the realization of the largest expansion plan and the largest manufacturing investment in our history. Our plant delivered more than 3.3 million pieces in 2023, even with the plant transfer. Throughout this process we have maintained the care with our operation, both in the art of jewelry production and in the unique service in store and after-sales.

Timeline





Mission, vision and purpose



Mission

We exist to fascinate our customers by offering the best experience when choosing the perfect gift.



Vision

Be the most desired brand in Latin America to celebrate special moments.



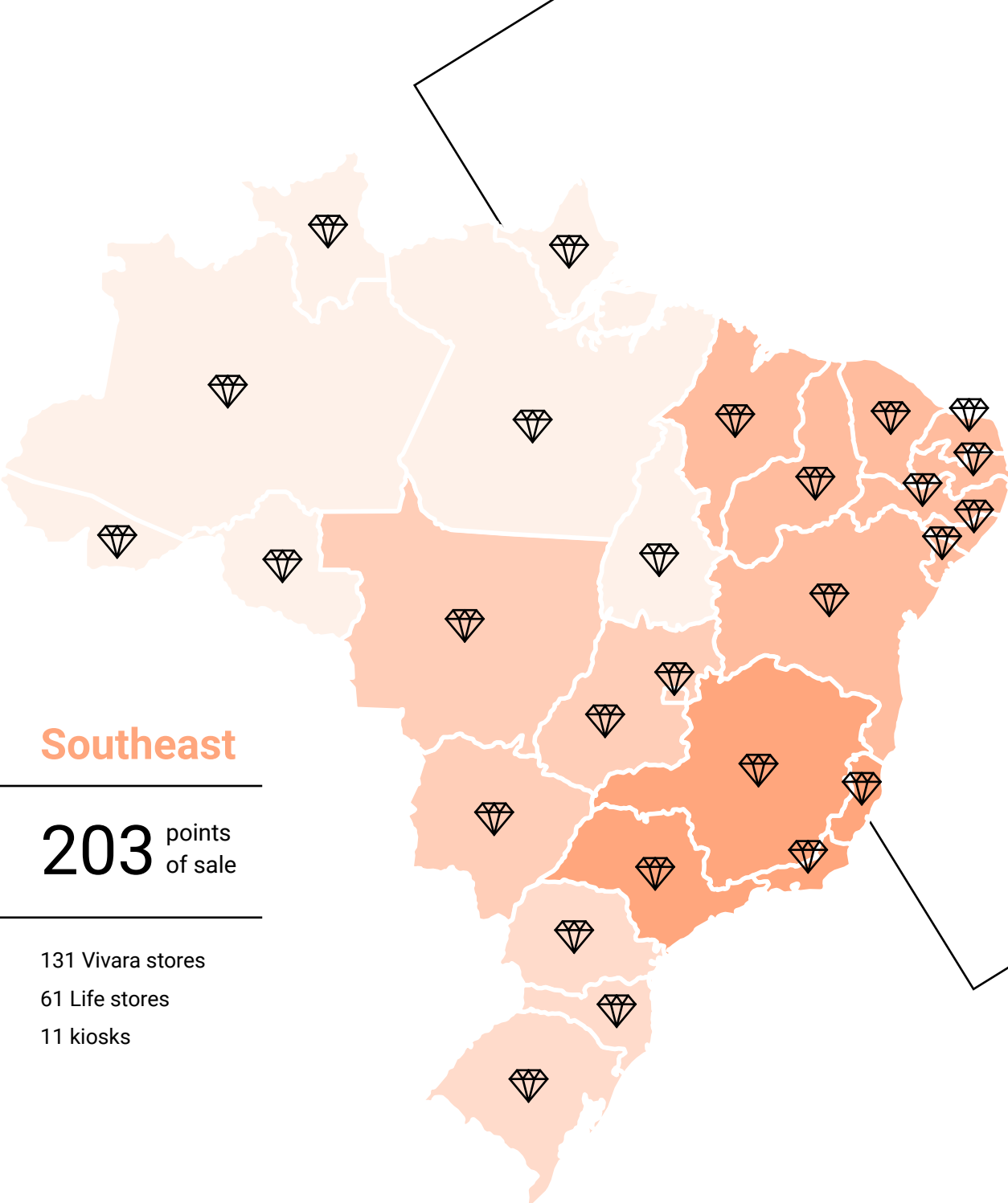
Purpose

Making each story unique and special.

Geographical presence and expansion

2-6

We ended 2023 with a total of 390 points of sale in operation. Maintaining the accelerated pace of expansion planned for the year, we opened 61 new stores, of which 16 are Vivara stores and 45 are Life stores – a historic growth record. We serve all Brazilian regions via e-commerce, reaching customers nationwide. 203-1



North	Northeast	Midwest	South	Southeast
20 points of sale	64 points of sale	39 points of sale	64 points of sale	203 points of sale
13 Vivara stores 5 Life stores 2 kiosks	42 Vivara stores 20 Life stores 2 kiosks	27 Vivara stores 12 Life stores	44 Vivara stores 19 Life stores 1 kiosk	131 Vivara stores 61 Life stores 11 kiosks

Value chain

Our verticalized production allows quality to remain at the core of the business, offering jewelry that guarantees socio-environmental standards in our value chain.

After-sales and circular economy

We offer jewelry maintenance and repair services, ensuring customer loyalty. We also encourage the circular economy through Gold Week and Silver Week.

Marketing and communication

As a brand, we seek to communicate with our consumers in a thoughtful and responsible way.

Retail and sales channels

Stores and online, we offer an omnichannel shopping experience, combining personalized service with brand reach. Customer service includes after-sales support and jewelry maintenance services.

Responsible prospecting

Gold, silver and gemstones purchased from certified suppliers who operate in accordance with ethical and sustainable standards (LBMA and RJC).

Design and development

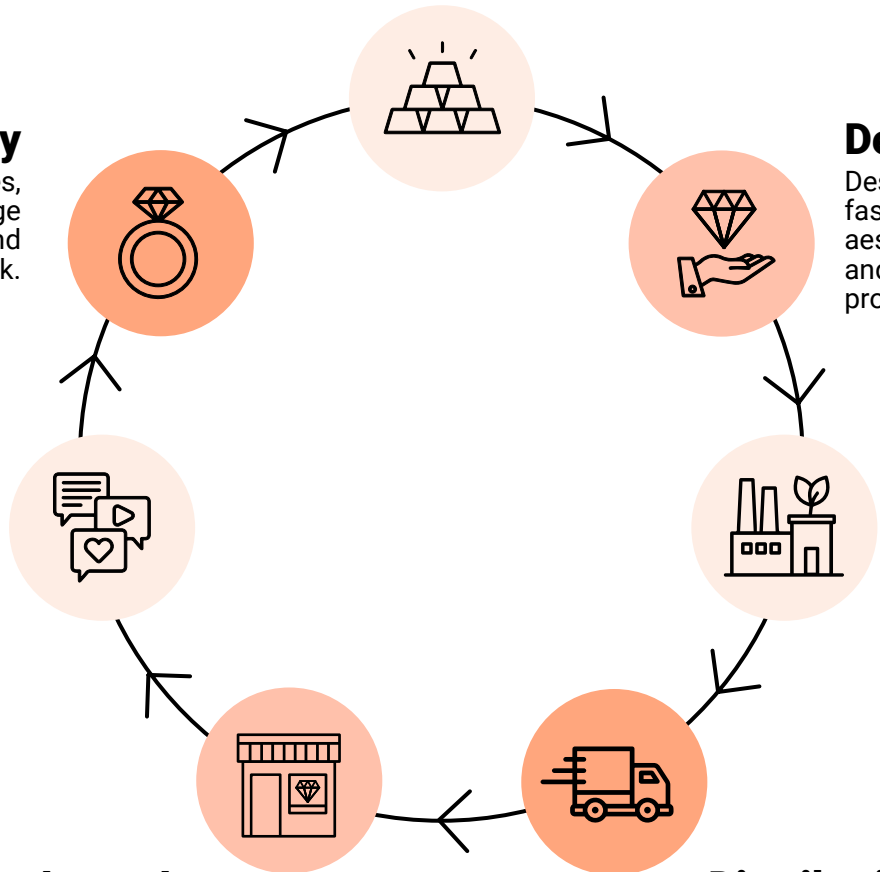
Design innovation in jewelry that combines fashion trends, quality and distinctive aesthetics. We continually invest in research and development of new materials and production techniques.

Sustainable production

Responsible suppliers and plant equipped with energy efficient and waste reducing technologies.

Distribution and logistics

Our distribution center is located in the southern part of São Paulo. Once in the vaults, the logistics team directs the products for transportation to stores and customers who made online purchases.



Solid strategy

Our focus is on improving our relationship with our customers, developing and training our talents to support the increase in our production capacity with quality and the accelerated expansion of our channels. To this end, we have developed a robust strategic plan, called Vivara Ônix, which provides support for the largest expansion plan in our history. The plan includes strategic pillars that guide our ambitions for the coming years.

In 2023, Vivara Ônix was expanded with the structuring of specific pillars for the industry, in order to evolve in the areas of products, people, processes and technology. The pillars are broken down into annual and multi-year objectives, with strategic goals, indicators and specific projects.



Continuous improvement (current industry)

Constantly evolve management practices, improve workflows and take advantage of intelligent systems in all areas.

Efficiency and result generation

Generate exceptional and lasting performance by constantly optimizing the use of resources.

Future industry

Deliver exceptional products through rigorous processes, deep technical expertise and constant elevation of industry standards in the sector.

Product and customer

Ensure Vivara has a customer-centric vision, focused on the journey and experience that the product generates for the customer.

Growth and brand

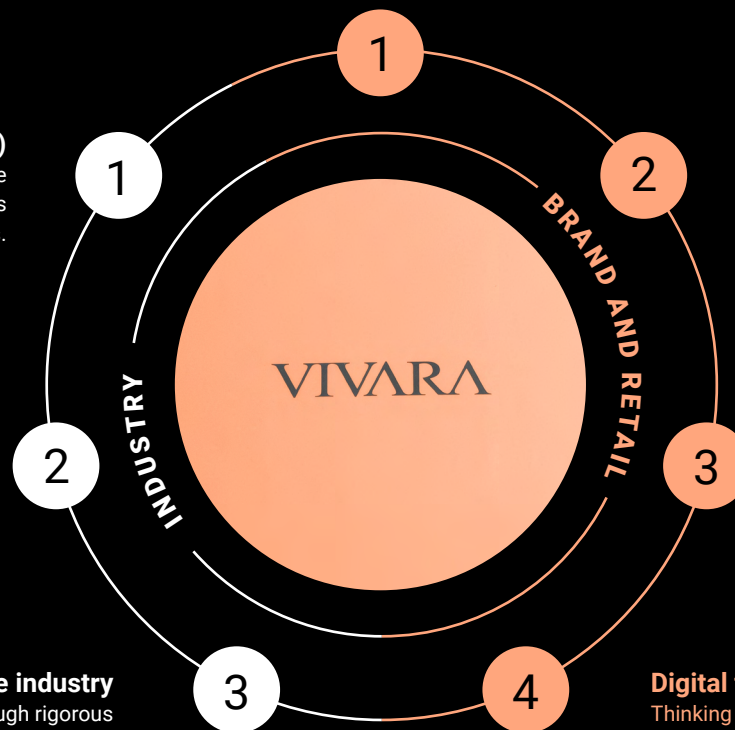
Reconcile financial vision with decisions on positioning and strengthening brands.

Business support

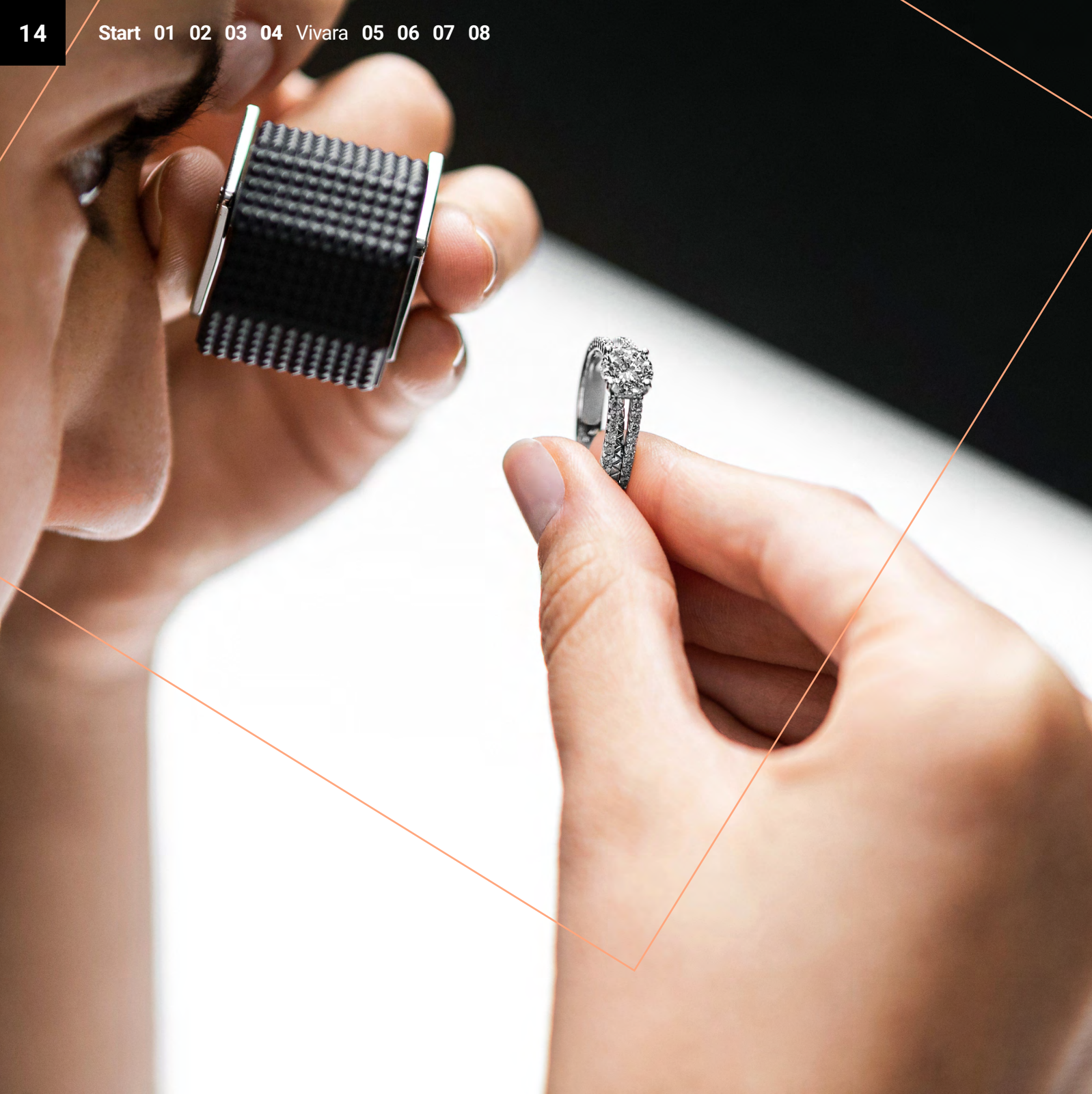
Ensure the continuity of the current business, in terms of people, culture, processes, capabilities and ESG.

Digital transformation

Thinking about the company of the future in terms of processes, technology, culture and people.



Our main growth driver is the strength of our brands in Brazil, in an organic and continuous process. Therefore, our strategic pillar dedicated to sustainability projects was highlighted again in 2023, involving the new plant and internal processes.



Value generation

2-1

In 2023, we will complete four years of listing on B3. In December 2023, we had 53.69% of our shares in free float and 46.31% held by the shareholders of the controlling group, listed on B3's New Market.

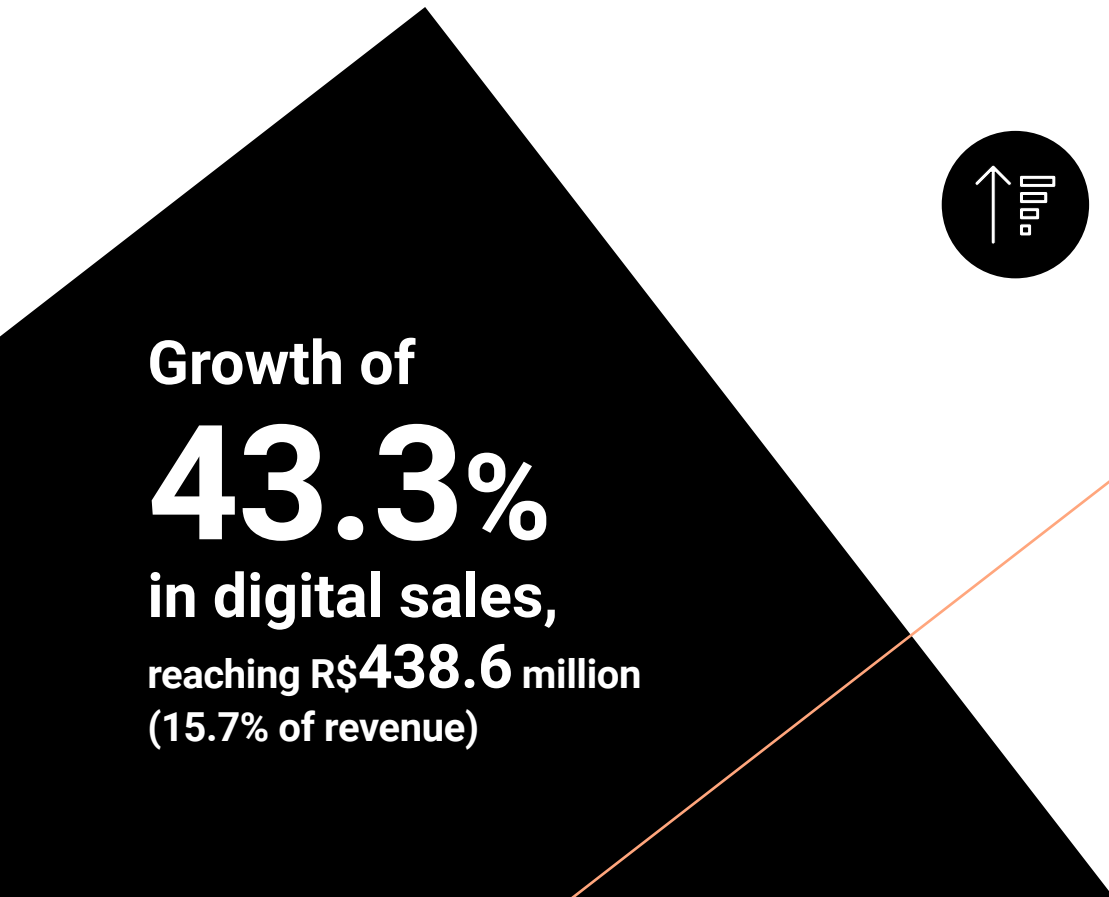
The year brought significant changes, which, despite their temporary impact, highlight the robustness of our business profitability, the adequate inventory composition in all categories and our assertive pricing policy. We were able to protect our profitability, significantly boosting the generation of operating cash. At the end of the fourth quarter, we regained our net cash position, driven by the generation of R\$87.3 million in free cash and a significant reduction in capital allocation to inventories. We also guaranteed the protection of operational profitability for the year, ending 2023 with R\$479.6 million in adjusted EBITDA, 19.6% higher than in 2022, with a 21.9% margin.

We also had a period of record investments, of R\$178.2 million, and consequent evolution of numerous strategic fronts. We created more than 500 new jobs in different regions of the country. The strong expansion with new stores, the new industrial park and the adaptation of the expense structure were crucial factors for the positive results. As a result, our market share reached 19.6% in 2023, an increase of 2.2 percentage points in 12 months. 203-1

Our net revenue grew 18.6% compared to the previous year, with sales from stores reaching R\$2.3 billion, an increase of 17.9%, driven by the volume of items sold, the product strategy and the pricing policy. Vivara's gross profit in 2023 totaled R\$1.51 billion, an increase of 19.4% compared to 2022, with the gross margin reaching 69.3%.

With the strong expansion of the exclusive Life brand stores in recent years, the channel's revenue grew by 35.5%. Exclusive Life brand stores achieved R\$431.8 million in revenue, marking an increase of 103.5% compared to 2022.

The performance we achieved in e-commerce mainly reflects the increased representation of sales from omnichannel initiatives, with the consolidation of our investments to enable stores as hubs, ensuring greater convenience for customers and expanding upsell opportunities in the integration of journeys.



Growth of 43.3% in digital sales, reaching R\$438.6 million (15.7% of revenue)



Growth of 19.6% in adjusted EBITDA in 2023, with a 21.9% margin



Revenue of R\$2.3 billions from stores, an 17.9% increase in the year

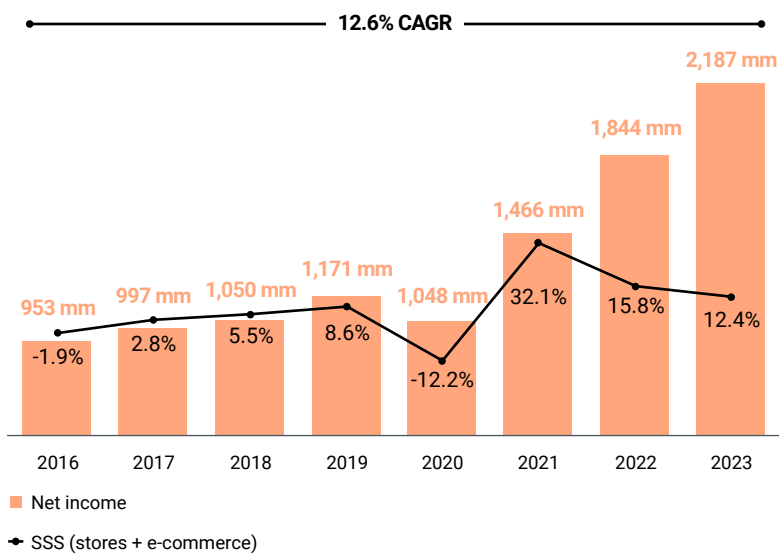


Addition of Same Store Sales (SSS) combining stores and digital sales of 12.4%

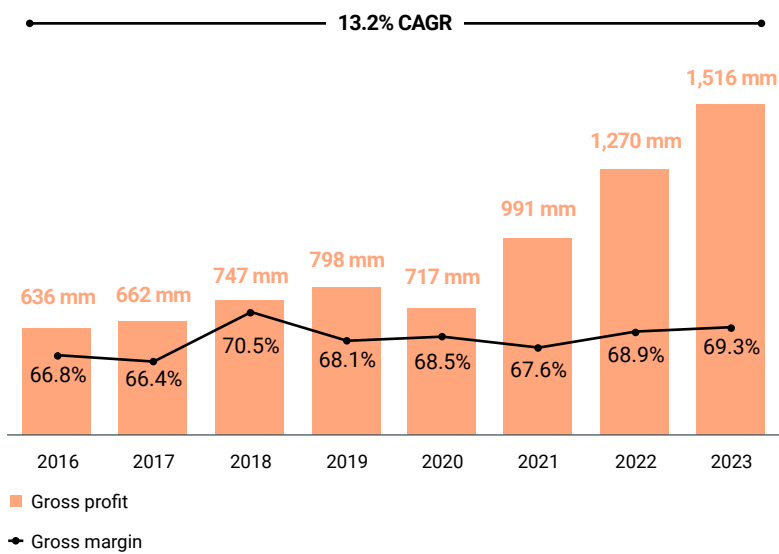


[Click here for Financial Statements 2023.](#)

Net income and SSS



Gross profit and gross margin



Sustainability

2-12 | 2-13 | 2-17

In 2022, we received certification from the Responsible Jewellery Council (RJC), the leading global authority on social, environmental and ethical responsibility standards in the jewelry and watch industry. Attention to sustainability aspects is fundamental to our business, to face the challenges of our value chain and reflect our tradition of quality and respect for people and the environment.

Sustainability Governance highlights

In 2023, the People, Culture and Governance Committee, linked to the Board of Directors, was renamed the **People, Sustainability and Governance Committee, reinforcing our commitment to this topic.**

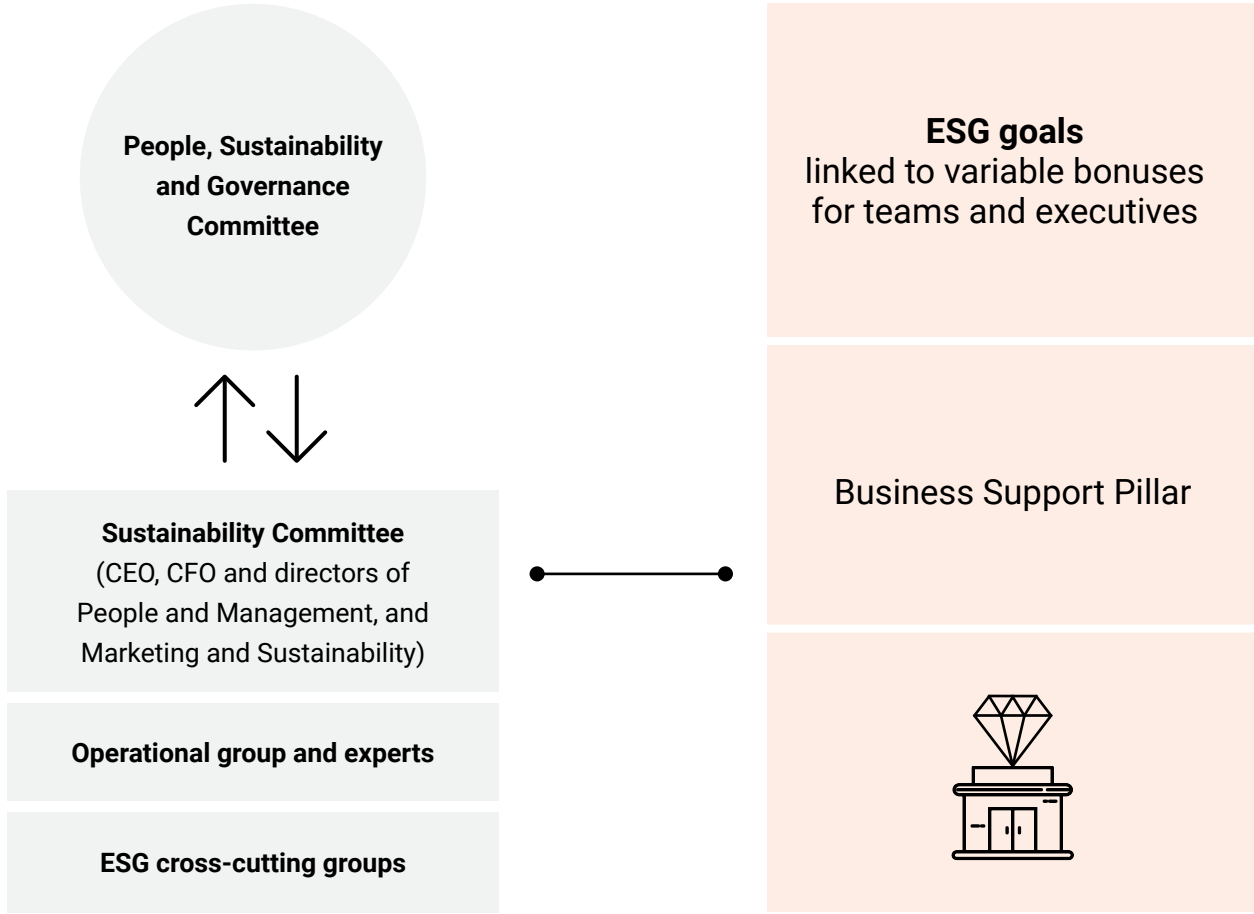
During 2023, the Board of Directors addressed topics related to **diversity, sustainability and responsibility in the origin of raw materials in meetings of the People, Sustainability and Governance Committee.** Our senior management is also engaged in these aspects through the Sustainability Committee.

Environmental, social and governance (ESG) aspects are part of the strategic risk matrix, submitted quarterly to the Board of Directors, which, in 2023, assessed topics related to certifications and the origin of raw materials. **The strategic monitoring of the ESG goals is carried out by the Board of Directors twice a year.**

ESG Governance

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Management and governance







Our stakeholders

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In order to define our strategic goals, in addition to holding regular consultations with different audiences, we maintain an ongoing engagement with our stakeholders. This engagement aims to promote the dissemination of the sustainability aspects and capture perceptions on these topics.

We continue to strengthen our responsible supplier governance system to ensure compliance throughout the chain. As members of the RJC and the Initiative for Responsible Mining Assurance (IRMA), our practices have enabled us to achieve, for the third consecutive year, 100% adherence of Tier 1 suppliers to our audit process, with an average score of 98.7% for meeting the compliance checklist. We also have a supplier self-assessment process, expanding our efforts to include suppliers with different levels of criticality, thus encouraging the best practices in the supply chain.

We offer training to our employees, which includes sustainability, in addition to reinforcing this topic in our internal communication throughout the year. In addition, we communicate with our customers about sustainable practices through social media and points of sale. We also work on the ESG aspects with our investors during the quarterly results meetings, keeping them updated on our progress in this area.

 Public	 Communication channels	 Method	 Shared information
Customers	Website, social media, WhatsApp, emails, in-store customer service, Ethics Channel	Newsletters, marketing campaigns, satisfaction surveys	New products, promotions, information on sustainable practices
Employees	Intranet, internal meetings, newsletters, training, Ethics Channel	Team meetings, internal communications, professional development programs	Policies and standards, training, company financial results, wellness initiatives
Investors	Financial reports, shareholder meetings, corporate website, conferences	Annual and quarterly reports, market releases, investor meetings	Financial performance, growth strategies, sustainability practices, risks and market opportunities
Suppliers	Meetings, emails, electronic marketplace, Ethics Channel	Commercial proposals, contracts, meetings, training, audits	Supplier approval policies, Supplier Conduct Manual, Code of Ethics, supplier selection criteria, performance expectations, continuous feedback, audit performance
Local community	Social networks, local partnerships	Participation in local events, press releases, social responsibility campaigns, Ethics Channel	Social responsibility projects, environmental and social impacts
Regulatory entities	Compliance reports, meetings, official correspondence	Compliance reports, audits, debriefing meetings	Sustainability reports, compliance policies, audits
NGOs and civil society organizations	Meetings, emails, partnerships	Project collaborations, work meetings, progress reports	Sustainability projects, social and environmental impact reports, corporate responsibility initiatives



Materiality

3-1 | 3-2

The content of this report follows our materiality review conducted in 2022. We follow the Global Reporting Initiative (GRI) guidelines to identify negative and positive, real and potential economic, environmental and social impacts, also considering the corporate strategy and national and international benchmarks of the sector. The topics prioritized in the previous cycle were compared with the organizational specificities and contemporary global challenges, maintaining alignment with the international sustainability agenda.

The materiality process took into account the World Economic Forum's 2022 Global Risks Report, the United Nations (UN) Sustainable Development Goals (SDGs), and the Sustainability Accounting Standards Board (SASB) parameters. Initially, 14 topics were identified and consulted with Vivara's priority stakeholders (executives, investors, industry entities, suppliers and employees).

The survey was expanded and tested through an online questionnaire, with the participation of 700 people from the following audiences: customers, employees, suppliers and investors. The result was weighted to reflect the influence and engagement of each audience. Based on this, we defined nine themes of greater scope and magnitude, considered material, which were analyzed and validated by Vivara's Sustainability Committee. The themes guide our sustainability strategy and actions and the content of this report.

Social and environmental responsibility in raw materials and in the value chain

Sustainable and certified materials; traceability and transparency; conflict zones; damage caused by extraction; human rights and labor standards in the value chain; dissemination of ESG culture.



Social impact and relationship with local communities

Economic result achieved and percentage returned to society; education, employment and local development; volunteering; development of local livelihoods.



Climate change and emissions management

Effects, risks and adaptation to climate change; emissions; carbon reduction; energy management.



Employee health and safety

Employee health, safety and well-being; labor rights.



Governance, transparency and combating corruption

Business ethics and compliance; corporate governance; stakeholder relations; ESG culture.



Circularity and waste management

Identification, treatment and disposal of waste generated; circular approach to business; life cycle assessment; packaging; eco-efficient operation.



Product liability

Product quality and safety; responsible marketing; customer satisfaction; industry future.



Diversity and inclusion

Promoting diversity and equality; female empowerment; pay equity; responsible marketing.



Development opportunities for employees

Training; development and corporate culture; recruitment and retention; employee engagement; living wage.



Data-driven management

Our monitoring and control of sustainability indicators reached a new level in 2023, with the advancement of the data analytics project, which encompasses all of Vivara’s activities and pays special attention to social, environmental and governance information. Launched in 2022, it involves the areas of Compliance, Plant, Human Resources, Finance, Strategic Planning, Commercial, Sustainability, Legal, Training and Robotization. We thus reinforce the transversality of the topic, as well as the responsible use of natural resources and the minimization of socio-environmental impacts.

In the first phase, the information that should be monitored and connected was mapped, with an assessment of data governance and team training. Next, the systemic part of the process was developed, integrating systems and automating routines for the teams involved in the regular provision of information.

The system is organized by topics and links the data related to each subject, allowing immediate visualization of the related indicators. The project includes several Vivara processes, from metal purification to purchasing and logistics aspects, training, complaints management and energy consumption, among others.

Sustainability timeline

2019
2020
2021

Structuring

- Creation of the Sustainability area.
- Adherence to the Initiative for Responsible Mining Assurance (IRMA).
- Member of the RJC.
- Adherence to the Global Compact and the Women’s Empowerment Principles.

Impact management

- Supply Chain Development and Auditing Program, Waste Management Plan and Supplier Code of Conduct.
- Publication of the first Sustainability Report in compliance with GRI.

Future vision project

- 100% of suppliers are audited.
- Inclusion of ESG aspects in strategic planning.
- Creation of the Sustainability Committee and ESG squads.
- First Greenhouse Gas (GHG) Inventory.
- Women on Board (WOB) Seal.

2022
2023

Continuous improvement

- Definition of goals in the ESG topic.
- RJC Certification.
- First sustainable store with LEED Silver certification.
- First carbon neutral product (Biomás Amazônia watch).
- Social Investment Policy.
- GPTW Certification.
- Diversity Policy and ESG Week for employees.

ESG Consolidation

- Implementation of an indicator management system.
- Transition to the new plant, with eco-efficiency attributes.
- Continuity of products with a sustainable focus – Biomás line.
- Launch of the Serendipity collection.

Goals until 2027



Efficiency and socio-environmental responsibility in our operations

100% renewable energy in the plant.

Zero waste to landfill in the plant.

Sustainability in expansion projects, focusing on energy efficiency, water footprint, waste and materials.

Carbon neutral in scope 1 and 2 emissions in all operations.

Reduce/neutralize carbon emissions from logistics (scope 3) by 50% based on 2020 emissions.



Diversity, female empowerment and inclusion

50% women in management positions across all operations.

Ensure that 100% of **leadership is aware of diversity issues**.



Social and environmental responsibility in our supply chain and raw materials

Socio-environmental certification for our suppliers of colored gemstones and finished products.

Traceability of the origin of our precious raw materials with the aim of supporting and developing best sector practices.



Governance

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In 2023, our Board of Directors was composed of five members, 80% of whom were independent members and 60% were women. The composition of the Board was defined taking into account the diversity of experiences and complementary qualifications, so that the body would have the necessary skills to execute the strategic plan designed for the coming years. The members are elected and can be removed by the General Meeting, with a unified two-year term and the possibility of reelection.

The Statutory Board ended 2023 with three members that were elected and can be removed at any time by the Board of Directors, with the possibility of holding multiple positions. The Chairman of the Board does not act as an executive of Vivara.

Every year, the Board of Directors and its committees conduct their self-assessment as a body and of each of its members. The Chairman of the Board is responsible for conducting the process and may optionally use specialized external advisors. In addition, the statutory directors are also evaluated individually by the Board of Directors, and the results of the assessments are used to assess performance and seek opportunities for improvements in the company's governance. 2-18

The appointment of members may be made by the management or by any shareholder of the company, in accordance with the Brazilian Corporation Law. All updated documents corresponding to the highest governing body are available on our Investor Relations website.

In addition, we have established clear guidelines for the compensation of our executives through the [Executive Compensation Policy](#), approved by the Board of Directors. Fixed compensation includes monthly compensation and benefits, while variable compensation is based on profit-sharing programs, aligned with financial performance and the achievement of strategic objectives. The overall compensation limit for our directors for the 2023 fiscal year was approved at the General Meeting in April.

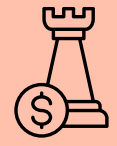
The compensation structure is aligned with our organic growth strategy, designed to keep directors focused on the company's goals and to seek to achieve the goals established by the Board of Directors.

We monitor socio-environmental and governance metrics to drive management results aligned with the company's sustainability goals.

In the first half of 2024, changes were made to the composition of Vivara's Board of Directors and Statutory Board. The changes do not affect our strategic planning, which continues to prioritize brand growth across Brazil.



Click here for our [Board of Directors](#), our [Investor Relations](#) website and our [Executive Compensation Policy](#) here.



Audit, Risk and Finance Committee

Responsible for overseeing the quality and integrity of financial reporting, adherence to legal, statutory and regulatory standards, the adequacy of risk management processes and the activities of external auditors.



People, Sustainability and Governance Committee

Responsible for supervising matters related to human and organizational development and processes related to people management, organizational culture and corporate governance.



Committee for Strategic Affairs

Responsible for analyzing, recommending and guiding the business and strategic plan and any other issues that, due to their nature or characteristics, have a potentially strategic character for the business.





Risk management

2-12 | 2-13

Promoting the expansion of our stores, brands and plant while maintaining the quality of services and products is part of our risk management, and was the highlight in 2023, given the plant change and the record number of stores opened. The growth of our business closely is monitored, in order to ensure that the entire chain continues to operate at its best. During the year, the advances plant allowed us to reduce our ESG risk exposure rating¹.

Our risk matrix considers factors that may impact business objectives, and is divided into four main groups: strategic risks (including ESG and political risks), operational risks (including technological and environmental risks), financial risks and compliance risks (including regulatory risks).

Our risk management process involves all areas of Vivara, with the application of best market practices (COSO methodology – Committee of Sponsoring Organizations of the Treadway Commission) and the dissemination of the culture and knowledge of risk mitigation at all levels. Management is the responsibility of the Board of Directors, the Audit, Risk and Finance Committee (CARF), the Risk Commission, in addition

to the Internal Audit, Risk Management and Internal Controls, Compliance, Loss Prevention and business areas, which have different responsibilities but must act in an integrated manner. In 2023, the Risk area began to hold quarterly reporting meetings with CARF and the Board of Directors.

Among the instruments used for risk management are internal audit and follow-up audits, compliance tests, risk matrix, Open Channel, investigation of misconduct, periodic training and third-party due diligence. Responses to monitored risks are defined with the aim of treating multiple risks simultaneously, considering the expected benefits, the effort to implement specific actions and a plan to support implementation. In 2023, we also prepared our Business Continuity Plan, with contingency assessment tests, in order to maintain the sustainability of our activities.



Click here for our [Risk Management Policy](#).

1. Internal assessment based on methodology for measuring risk and its probability/impact on the business.

Ethics and conduct

3-3 Governance, transparency and combating corruption | 2-23 | 2-24 | 2-25

We are committed to basing our interactions on honesty, integrity and respect, creating relationships of mutual trust based on ethical principles that are essential for business activities. We respect all people and condemn any form of discrimination. By respecting labor laws and regulations, we ensure a safe and respectful work environment, protecting the physical and moral integrity of our employees, and we offer fair and adequate compensation for the functions performed, respecting collective negotiation agreements and sector agreements.

Our Code of Conduct is the expression of what we value and believe in. The document establishes the conduct that guides our business and our relationships, through corporate governance and employees, in an ethical, transparent, professional and mutually respectful manner. Available on our intranet and on the Investor Relations website, the Code manages general and specific risks, with rules regarding situations of conflict of interest, offering and receiving gifts and presents, harassment, confidentiality of information, corruption, money laundering, among others.


The latest revision of the Code, approved by the Board of Directors in August 2023, incorporated the best practices on human rights based on the principles of the UN Global Compact. We conduct annual training on the document and integrate this content into the onboarding process for new employees, ensuring that everyone is aware of the guidelines from the beginning.

We also defend fair competition and reject any form of corruption, cartel formation or actions that compromise the supervision of the sector. We do not tolerate our employees making defamatory comments about competitors' products or services. Anti-competitive practices, such as price fixing, dividing customers and markets, or refusing to sell, are prohibited and must be reported to the manager or through the Ethics Channel.

In 2023, we have not faced any lawsuits for unfair competition, trust or monopoly.

206-1

To prevent conflicts of interest, we keep the [Related Party Transactions Policy](#), available on our website. Our Board of Directors works to ensure that all related party transactions are formally documented. The Board only approves such transactions if it concludes that they are fair and in the best interests of the company, and may, as per policy, require modifications before granting final approval. 2-15

 [Click here for our Supplier Code of Conduct, and our Related Party Transactions Policy and our Bylaws and Policies.](#)



Combating corruption

3-3 Governance, transparency and combating corruption | 205-1 | 205-3

To mitigate corruption risks in our business, we have the guidelines of our Code of Conduct and Anti-Corruption Policy, with the Open Channel, budget audits, Hiring Policy and Internal Audit as control mechanisms. Corruption-related risks are assessed in 100% of our operations. The operations that we consider to be at the highest risk and that are assessed for corruption are: hiring new suppliers, opening a store, inspection of the plant, stores and distribution center.

The corruption risks of our business are limited to dealings with government agencies in the event of inspections. To mitigate any risk, we provide centralized support for inspections in the corporate area. In addition, we perform reputational analysis, at the highest level of assessment, for our suppliers, according to due diligence procedures, in order to minimize risks; direct suppliers and those who work with precious raw materials undergo a social, environmental and ethical responsibility audit process. In 2023, we did not record any confirmed cases of corruption.

We strengthened our commitment to being a company that does not tolerate acts of corruption by publishing in 2022 the Anti-Corruption, Donations and Sponsorships and Gifts, Presents and Hospitality Policies; the first approved by the Board of Directors, and the last two by the President of Vivara. In addition to training on this topic, we published an anti-corruption and good practices manual for all employees of the Vivara group.


Money laundering prevention training 205-2

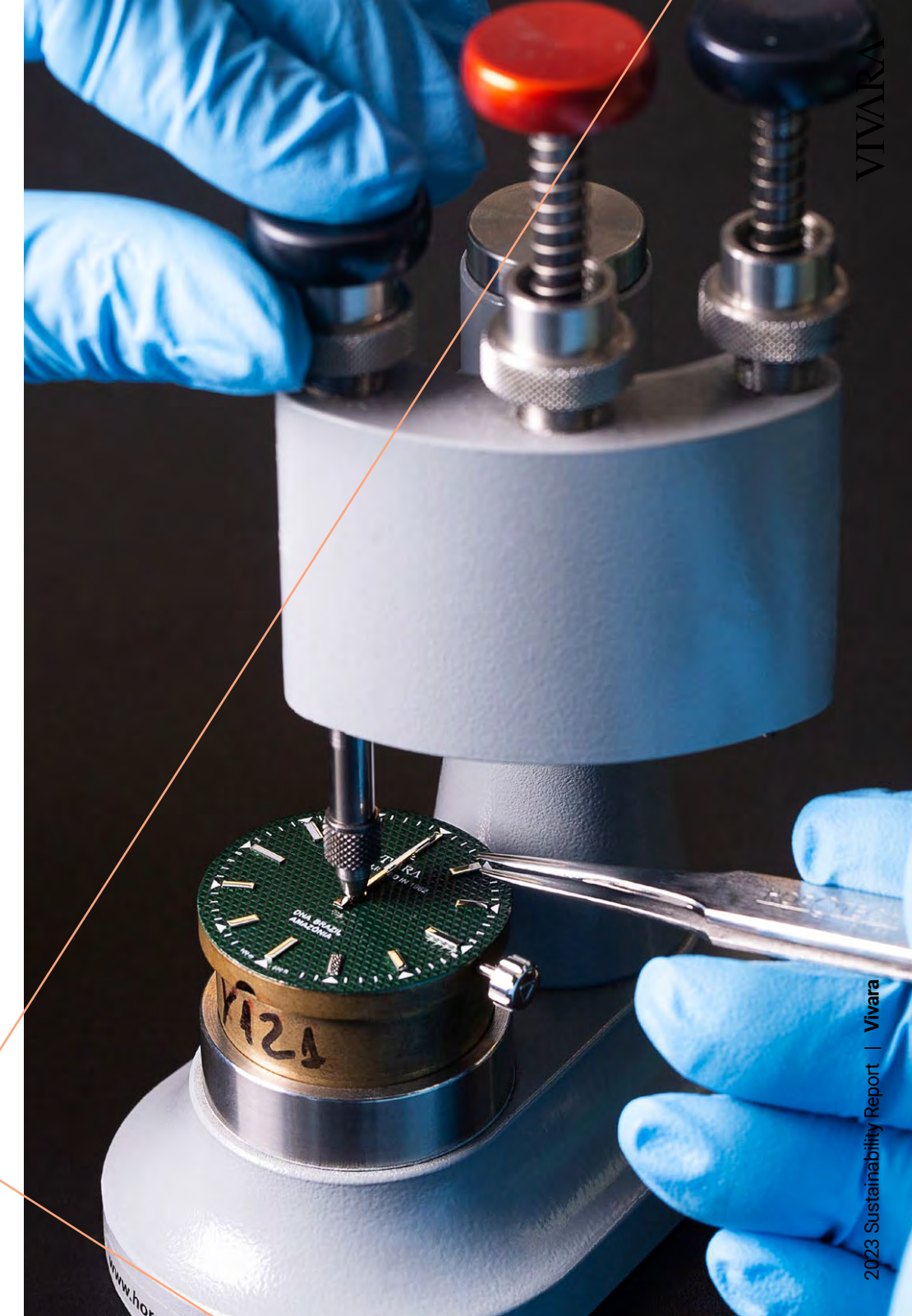
	2022		2023	
	No. of participants	Adherence (%)	No. of participants	Adherence (%)
Statutory Board of Directors	3	60	1	25
Leaders	335	77	591	92
Non-leaders	3,047	76	3,381	81
Total	3,385	76	3,973	82

Anti-corruption training 205-2

	2022		2023	
	No. of participants	Adherence (%)	No. of participants	Adherence (%)
Statutory Board of Directors	3	60	2	50
Leaders	366	84	441	76
Non-leaders	3,317	82	2,098	63
Total	3,686	82	2,541	65

Note: As leadership, we consider the positions of specialists, coordinators and managers.

 [Click here for our Code of Conduct.](#)



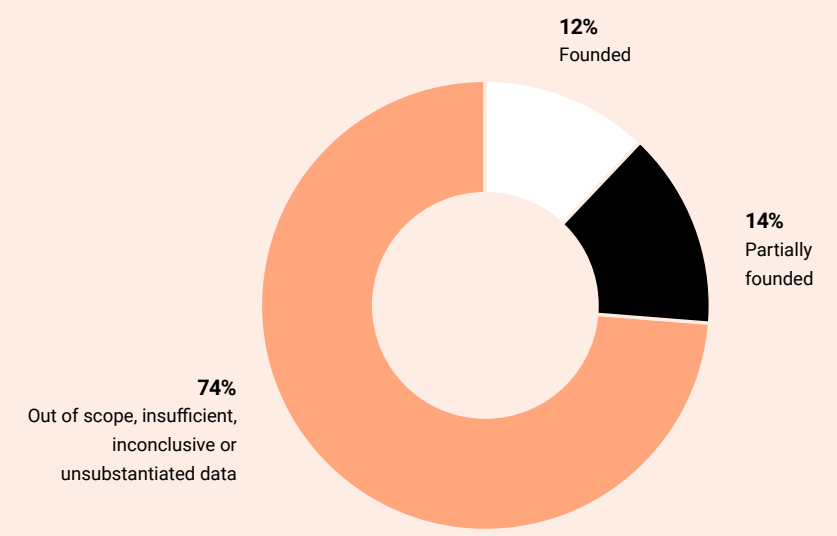
Ethics Channel

2-16 | 2-25 | 2-26

Managed by an independent and specialized company, our Ethics Channel offers total confidentiality and the appropriate treatment of all reported situations. It is available to both employees and the general public, allowing secure and, if preferred, anonymous communication of conduct that violates our ethical principles, current legislation and regulations, as well as our internal rules.

In 2023, the Ethics Channel reports mainly covered moral harassment, behavioral deviations, and non-compliance with internal rules and policies. Among the records, 15 reports addressed issues of discrimination in the workplace. These reports included discriminatory comments related to racism, homophobia, religious intolerance, and fatphobia. All reports were analyzed, and in no case was evidence found to prove the accusations. 406-1

Ethics Channel reports (2023)



The Ethics Channel can be reached by calling 0800 377 8024, available with **specialized service from Monday to Friday, from 9 am to 5 pm**, or by the [website](#) or calling 0800 377 8024 via **voicemail, 24 hours a day**, every day of the week.

The Compliance area investigates complaints, allowing whistleblowers to track the status of their reports. Corrective and/or preventive action plans are monitored by the area until each case is concluded. Ethics Channel indicators are reported to the People, Sustainability and Governance Committee and the Board of Directors for their knowledge and monitoring. The Board also acts as the final authority in critical deliberations, ensuring confidentiality, governance and knowledge at the highest level of management in the company.

A unique and special brand

05



Our products

3-3 Product liability

Our products are made by combining delicacy and personality with raw materials that are best suited to each piece and situation. We provide luxury that is simultaneously democratic, desirable and unique, made possible by the in-house development of our products and the extensive network of stores spread throughout Brazil. We have a team of designers dedicated to innovation and trends, responsible for creating new collections every year. In addition to jewelry, which is the highlight of our business, we also offer watches, fragrances and accessories as an integral part of our brands.

By operating simultaneously in the industry, retail and brands, we build an aspirational relationship with our customers, using a comprehensive strategy to maximize value generation and ensures the integrity of the entire process.

As has been Vivara's trademark over the years, Brazilianness continues to be a central element of our campaigns, reflecting the country's cultural richness and influencing the development of our jewelry.

**The Brazilianness
and cultural richness
of our country
highly influence
the development of
our jewelry.**

Vivara

With the concept of democratic luxury and aspirational communication, the Vivara brand offers a diversified portfolio of products focused on classes A+ to B-. Its purpose is to “make each story unique and special”, using the sophistication and artisanal care of the goldsmithing that marks our history.



Vivara Watches

With two of its own brands and more than 15 third-party brands, Vivara Watches has been selling watches for more than three decades, focusing on the public over 30 years of age who are looking for classic, elegant and/or urban watches.



Life By Vivara

Life by Vivara aims to “make each person unique and special”, also with a diverse portfolio of silver jewelry, silver jewelry with yellow and rose gold plating, and men’s steel jewelry, collectibles, with versatility and more affordable prices. Aimed at the A- to C+ audience, the brand also offers glasses, watches, moleskine, jewelry boxes, card holders, wallets, keychains, perfumes, scarves and pens.



Vivara Accessories

Products with exclusive design and high quality gathered in a portfolio of perfumes, leather accessories, glasses, pens, jewelry boxes, among others.



Biomes Collection

We have searched the deepest part of Brazil, the most diverse fauna and flora, for a new way of looking at time. This is the case with our Biomas line of watches, which in 2023 gained a new collection, this time inspired by the Brazilian Wetlands, the Pantanal. The Amazônia collection, from our Biomes line, is carbon neutral, in line with our commitment to measure, reduce and offset CO₂ emissions. The line also reinforces our commitment to national biodiversity and respect for natural resources. Part of the income obtained from the sale of watches from the Pantanal collection is donated to the Onçafari project, created to conserve Brazilian biodiversity, especially jaguars and maned wolves, by protecting natural areas and supporting the socioeconomic development of local communities.



Serendipity Collection

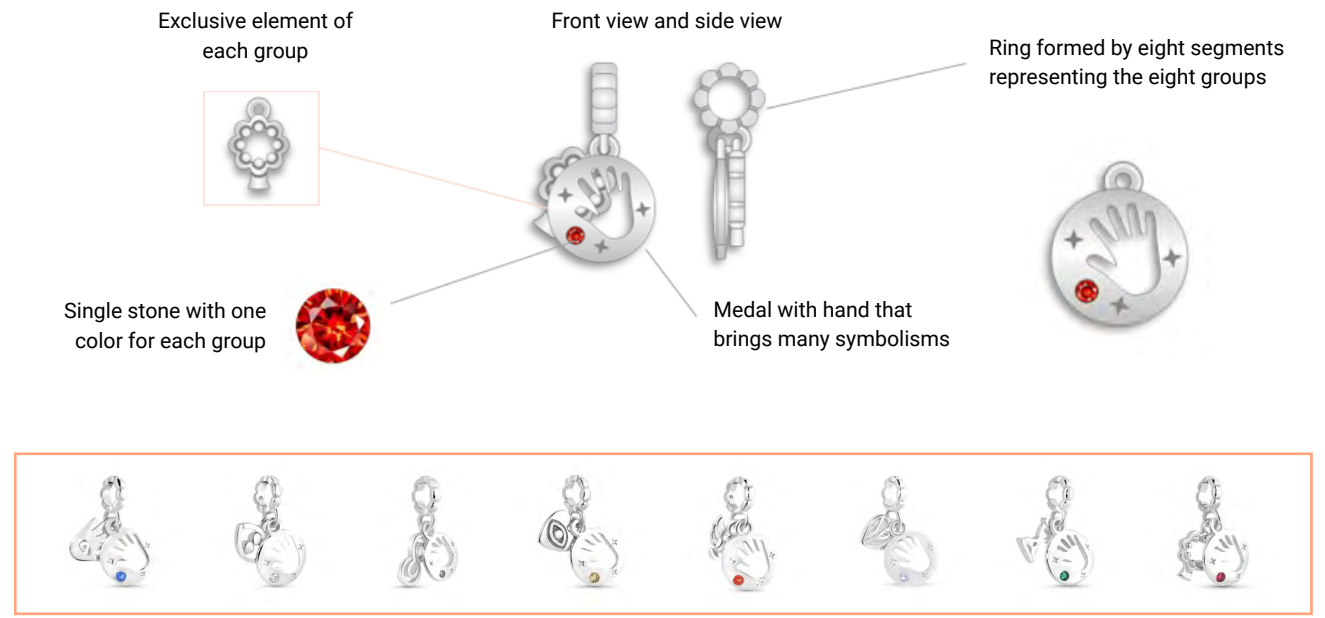
413-1

In 2023, Life consolidated its partnership with the Serendipity Institute, which began in 2019 with the Life for Good project, expanding the initiative to cover eight disability groups, highlighting Life's commitment to inclusion and valuing diversity. The groups consist of: dwarfism, rare diseases, intellectual disability and autism spectrum disorder (ASD), reduced mobility, hearing impairment, visual impairment, cerebral palsy and soft skills (the latter symbolizing support networks).

The Serendipity Institute formed groups composed of people with disabilities who, together with Life's Creative team, defined how they would like to be

represented in the pieces. Through detailed briefings, drawings and presentations, the Life team brought the participants' ideas to life, resulting in a collection of authentic and exciting pendants. This approach ensured that the collection truly reflected the perspectives and desires of the participants.

The collection was embraced enthusiastically by both the community and the media. This initiative not only enhanced the representation of people with disabilities but also sparked important discussions on the importance of accessibility and equity. The positive impact highlighted the relevance of the project and its contribution to a broader dialogue on social inclusion.





The customer as a compass

At Vivara, the customer is our inspiration, our compass and our commitment. We believe that true value lies in building lasting relationships and delivering memorable experiences. It is this passion for the customer that drives us to seek quality in everything we do, day after day.

With the increased reach of our stores and brands, in 2023 we recorded a 30.4% increase in the number of new customers and reached the mark of 2 million active customers (16.9% more than in 2022); 32% of our customers are repeat customers. More than just numbers, these indicators prove the quality of Vivara's delivery and are the result of our investments in expansion, team training and new products.

We are present in all states of Brazil, and our growth reflects our ongoing commitment to expanding and making our products accessible throughout the country. To reach our full potential, we are committed to increasing awareness of the Lifebrand on

digital media and, during 2023, we are working in partnership with influencers, who are increasing our reach in different locations with a diversification of styles.

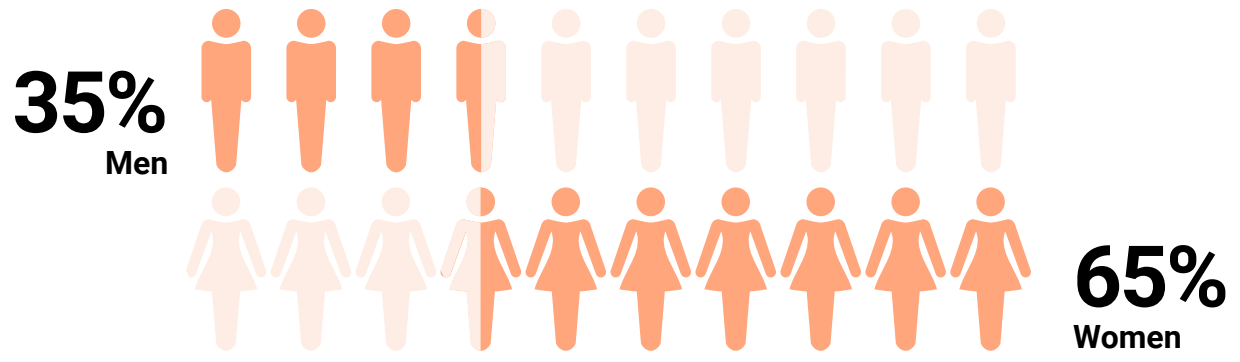
With a deep understanding of our audiences, we have renewed our Customer Relationship Management (CRM) system and started to internalize the process, which allows us to offer even more personalized service through accurate data and analysis. We map each customer's profile, preferences and purchase history, and this intelligence allows us to target relevant offers, promotions and content, in addition to building customized and effective communication.

One of the pillars of this strategy is the assisted sales promoted by "Jewelry in Action", in which experienced salespeople become dedicated guides, helping the customer on their purchasing journey.

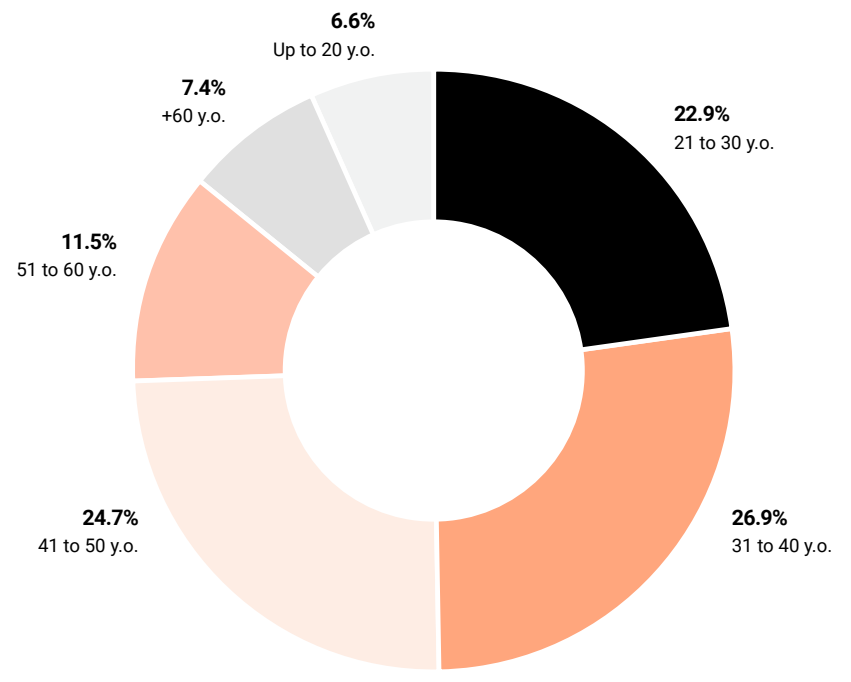
Social rank
A-, B and C+

2 million
active customers
(+16.9% vs. 2022)

Broad customer base



Age group





Physical and digital presence

In 2023, we consolidated our omnichannel strategy. We also implemented new delivery methods, with the customer picking up the product at the store a few hours after placing the order on the e-commerce site and delivering it on the same day to the requested address, using the store's inventory.

We continued to improve our website, promoting the sales platform usability by focusing on the aesthetics and new features. We also developed innovative solutions to optimize the logistics flow and reduce the environmental impact of our operations.

As a result, in 2023, digital sales grew by 43.3%, reaching R\$438.6 million, with a 15.7% share of total sales, an increase of 2.4 p.p. compared to 2022. OMS sales, which are sales put through e-commerce and invoiced by stores, added to those from the assisted sales program, "Jewels in Action" grew by 81.0%, confirming the good performance of our omnichannel initiatives.

We are committed to offering our customers the best possible shopping experience, in any channel they choose. This strategy allows us to deliver more value to our customers, in addition to strengthening our brand.

Our people

3-3 Employee development opportunities

Craftsmanship is at the core of our business, and our teams are essential to our path of excellence. To ensure that everyone can contribute fully, we provide a fair and healthy work environment. We also invest in training our store teams to offer customers the best shopping experience, with salespeople highly trained in our product specialties.

We created more than 500 new job opportunities in 2023 and celebrate internal growth through merits, promotions and the “Home-grown Gem” award. We have adopted an annual Career Cycle, which includes a corporate assessment of employees with a minimum length of service. This cycle includes self-assessment, assessment by the immediate superior, feedback and an individual development plan (PDI). 404-3

In total, our team of permanent and temporary employees was made up of 5,065 people in December 2023, of which 89% were women. Since our founding, female representation has been a fundamental characteristic of Vivara, and in 2023, we achieved the Women on Board seal and first place in the Teva Women in Leadership Index.

We maintain transparency and constant dialogue with our employees through several virtual lectures, internal communications and newsletters, and numerous internal marketing actions to celebrate commemorative dates. Regular meetings present the main strategic and guide the company’s next steps, connecting the team with our strategy and results.

Our Compensation Policy is equitable and comprehensive, using a points-based system to evaluate each position based on its complexity, with no gender discrimination. Any change or implementation is analyzed by the People, Sustainability and Governance Committee. For employees in store units, salaries are set locally according to union negotiations. Variable compensation is calculated based on each store’s index, which may change according to the number of saleswomen in relation to individual sales. In new stores, we use the Target Compliance Index. 2-20

In addition to development and compensation, Vivara offers a comprehensive benefits plan available to its 4,962 full-time and part-time permanent employees, which includes medical and dental care, health campaigns, life insurance, profit sharing, five-year salary, birthday day off, gym plan, payroll loans, among others. In December 2023, in addition to our own employees, we had 171 third parties hired according to the demand and needs of each area, as approved by the People, Sustainability and Governance Committee, for activities such as property security, cleaning, support for the areas of Information Technology, e-commerce and Service Desk. 401-2 | 2-8



Development opportunities

404-1 | 404-2

We are relentless in our search for the best people and the development of our team. We ensure that each person who joins Vivara is well-prepared to contribute to our growth and innovation. This dedication to training and development not only strengthens our workforce, but also ensures that we continue to provide quality service to our customers in a constantly evolving market.

In 2023, we revitalized our sales training platform, making all training courses permanent. We built a more contemporary and more absorbing training program for our store team, adapted to the language of our employees. Our team is even more technically capable, with an 86% approval rate and in-depth knowledge of our products and sales techniques. This training is crucial, especially considering the speed of our expansion and our dependence on sales success.

In October 2023, our Annual Sales Convention brought together more than 430 Vivara leaders, who face the daily challenge of delighting customers. These were days immersed in training, lots of learning and content, talking about product, marketing, management and omnichannel, among other topics.

The premise of human development at Vivara goes beyond the Commercial area. We raise awareness among both leaders and non-leaders to welcome new hires from people with disabilities, promoting an inclusive and welcoming environment. This commitment to diversity and inclusion is essential to creating a strong and cohesive organizational culture.

Our commitment to developing our leaders is reflected in two main areas: the first focuses on store leadership, providing specific tools and techniques for management through the Friedman tool, including guidance on feedback based on the results obtained. The second area aims to develop behavioral skills and train people leaders, enabling them to manage teams effectively and inspiringly in stores.

In 2023, we completed the first internship class of the "Shining Talents" Program and started our trainee program, which aims to prepare future leaders for the company. The program is structured so that trainees move between various areas of the company, acquiring a broad and strategic vision.

By consistently investing in the development of our employees, we position ourselves as a company that values human potential, driving internal growth and providing an environment where everyone can thrive.

Average training hours per employee in 2023

44

corporate minutes

88,920 hours
On the Job
100% women



580 hours of live
classes/tutoring
100% women

46 hours
estimated for each participant in
the On The Job training



638 hours
of diversity training
for leaders

Diversity and inclusion

3-3 Diversity and inclusion

To amplify our work in diversity and inclusion, we invest in effective internal communication, promoting campaigns that highlight the importance of diversity.

In 2023, our partnership with the Jô Clemente Institute allowed us to hire 49 women with intellectual disabilities to work in our stores, in a project that, in addition to fostering inclusion, had a great positive impact on the work environment. Thanks to the participation of our store managers, we were able to offer guidance and smooth integration for new employees, with the ongoing support of the Jô Clemente Institute, which trained our leaders to welcome them and facilitate their adaptation.

Actions in 2023

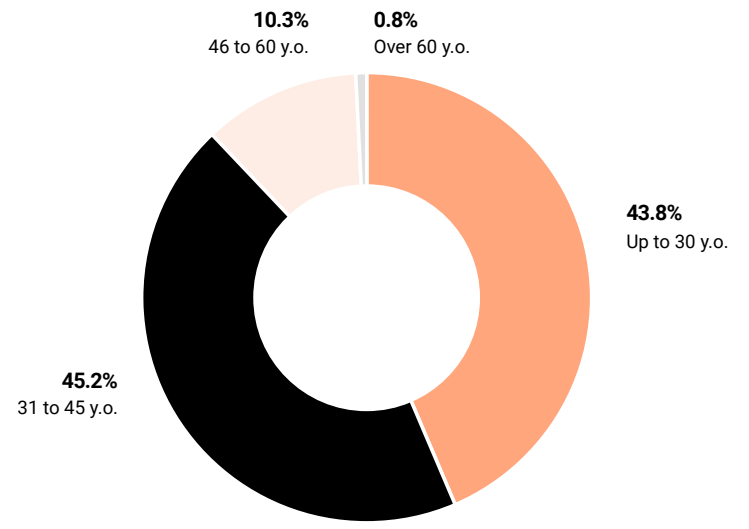
- Partnership with the Jô Clemente Institute to hire women with intellectual disabilities.
- Awareness-raising focused on ableism in the office, with 638 people reached and 2,552 total hours of training. 404-1
- Discussion groups on diversity and inclusion.
- Creation of a guide for employees focused on welcoming and serving people with disabilities, both in stores and in the office.
- Thematic live broadcasts: Purple August, Green September, Pink October and Blue November, Black Awareness.
- Tools on violence against women.
- Conducting the Diversity Census.



Gender based profile



Age group





Health and well-being

3-3 Employee health and safety | 403-1 | 403-2 | 403-3 | 403-4 | 403-5 | 403-6 | 403-7 | 403-8

Our occupational health and safety management system covers all areas of the company, including corporate activities, technical assistance, stores and the plant, covering 100% of our own employees and following the Regulatory Standards (NR) of the Consolidation of Labor Laws (CLT). In addition to the system being externally audited by the Responsible Jewellery Council (RJC) and regular internal audits, we also maintained the ISO 9001 and Facility and Merchandise Authorization Application and Instructions (FAMA) certifications at the plant, from the Walt Disney Company, reinforcing our commitment to quality and safety standards. During the planning for the implementation of the new plant in 2023, one of the crucial points was the mitigation of exposure and health and safety risks of our employees, demonstrating our continued commitment to safety. 416-1

We conduct periodic inspections at all units, including the central office, logistics, technical assistance and plant, to develop our Risk Management Programs (PGR) and Occupational Health Medical Control (PCMSO). All activities of Vivara employees are covered by

these programs, managed by our internal Occupational Safety team and a third-party company validated by the Specialized Services in Safety Engineering and Occupational Medicine (SESMT) area.

The identification and elimination of hazards and the minimization of risks are carried out by the SESMT team, with support from the Human Resources department for the management of health services and monitoring of absenteeism. The Communications area also disseminates procedures and facilitates employee access to services, benefits and actions developed. We monitor the relevant legislation together with the Legal area to ensure compliance.

Health and safety-related data is managed through a system managed by our healthcare provider and fed by SESMT teams. Monitoring is carried out using indicators that are monitored monthly. Sensitive data is kept confidential, and procedures are audited internally by the Compliance area. We provide a specific training platform, where all Vivara employees undergo health and safety training before starting their activities. We provide periodic training for updates and, at the plant, we promote specific training to prevent and mitigate operational risks.

Every year, we organize the Internal Accident Prevention Week (SIPAT) to reinforce our commitment to safe procedures and promote interaction with employees. This interaction is strengthened by the Internal Accident Prevention Committees (CIPA) and the Fire Brigades. Our occupational health and safety processes are frequently analyzed to identify opportunities for improvement, which are implemented as soon as necessary. Operational changes or new procedures are communicated internally and made available on the intranet.

We have implemented a new Emergency Response Plan (ERP) for the new headquarters, planning medical units for fast and efficient care. We provide transportation for minor medical emergencies, in which managers can direct the employee to the emergency room accompanied by a member of the SESMT. We have a team of firefighters who work 24 hours a day to prevent and fight fires and respond to medical emergencies or accidents.

In our stores, the main risks are related to ergonomic issues and possible accidents due to falls. In the plant, the risks are associated with the production process, including the use of sharp materials and chemical products, which can cause cuts and burns. The most frequent occurrences are accidents on the way to work, outside our facilities and on transportation not provided by the company. We have not identified any occurrences of occupational diseases in our activities. 403-10

Our commitment to promoting employee health includes several programs:

- Health plan for emergencies and medical monitoring.
- “Live Well” Program, with well-being and quality of life actions.
- Gympass.
- Flowing: app with video classes on workouts, yoga, nutrition and mental health tips.
- Eve: health platform where employees receive tips and support.
- Alelo Auster Support Program, through which employees can speak directly to a psychologist in cases of crisis.
- Pregnancy Program, with support for pregnant employees and a breastfeeding room for expressing and storing breast milk in the corporate office.
- Daily fruit provision to encourage healthy eating.

Stores 403-9

Type of accident	Number of accidents	Frequency rate	Severity rate
Deaths resulting from work accidents	0	0	0
Work accidents with serious consequences (except deaths)	0	0	0
Work accidents requiring mandatory reporting	8	0.77	20.05

Plant 403-9

Type of accident	Number of accidents	Frequency rate	Severity rate
Death rate resulting from work accidents	0	0	0
Rate of occupational accidents with serious consequences (except deaths)	0	0	0
Index of mandatory reportable work accidents	13	5.40	29.66

Note: Calculation = No. x 1,000,000/man-hour worked (HHT).

Social commitment

3-3 Social impact and relationship with local communities | 203-1 | 413-1

In 2023, the social investment projects we supported had a direct and indirect impact on more than 30,000 people, totaling almost R\$4 million invested.

We reinforced our commitment to social responsibility through actions that promote equity and positive transformation in society and communities. Since the creation of our Social Investment Policy in 2022, we have improved the investment of resources for strategic initiatives aligned with our socio-environmental objectives and corporate governance practices.

We promote our own and incentivized projects, as well as carefully selected campaigns and collections developed in line with our corporate purposes. We prioritize initiatives that are associated with diversity, female empowerment and inclusion, in addition to responsibility for the origin of raw materials.

In 2023, we dedicated R\$3.89 million to supported projects, partnerships and direct social investment (52% more than the previous year).

Supported projects

Part of our investments includes encouraging projects that promote inclusion and female empowerment, especially through art, in spaces that are accessible to everyone. Our trajectory with the "Contemporary Art" Vivara project is an example of this direction, bringing artistic expression to public spaces since 2020.





“Contemporary Art” Vivara

A project that uses urban art as a tool for female expression and empowerment. With the support of the Rouanet Law, the initiative promotes murals and installations created by female artists, bringing art and poetry to the streets of five Brazilian cities.

In 2023, the project portrayed cycles that make up life in six acts. In total, we rely on 24 artists, 5 poets, 4 musicians and we were present in five cities. The training activities aim to enable the creation and implementation of projects by women, while the initiative seeks their personal and professional development, in addition to female empowerment in the artistic scene.

+ [Click here](#) to learn more about the project.



Mempodera

Nonprofit association that uses sports as a powerful tool to promote gender equality among girls aged 6 to 15. With the support of the Sports Law, the project seeks to combat gender stereotypes and violence against women, empowering girls and young women to build a fairer and more equitable future for all.

Operating in four centers, three in Cubatão (SP) and one in São Luís (MA), the organization offers activities aimed at motor and cognitive development, as well as social, personal and emotional skills of girls. In 2023, the association benefited 291 children through its initiatives. In addition, 25 employees actively dedicated themselves to the project, contributing to the positive impact on the lives of these girls.

+ [Click here](#) to learn more about the project.



“Tech Tea”

It promotes digital and cultural inclusion of senior citizens in Ceará through technology. Supported by the Senior Citizens’ Law, it offers workshops and courses that train participants in the use of digital tools and the internet, prioritizing those with lower purchasing power. In 2023, 80.9% of new participants reported improvements in their lives, with 520 people participating in online classes and 475 receiving at least 60 hours of training, of which 85 completed 100 hours of training. In addition to the classes, the project held ten online Tea and Information events and seven discussion groups, promoting continuous learning and social interaction. 403 pieces of equipment were donated, facilitating access to digital tools. Approximately 90% of participants are over 60 years old and are women, highlighting the positive impact on the lives of senior citizens in Ceará. The project contributes significantly to the physical and mental health of participants, demonstrating the transformative power of digital and cultural inclusion.

+ [Click here](#) to learn more about the project.

Partnerships

Chemotherapy and Beauty Institute

A reference for women facing cancer diagnosis and treatment, the Chemotherapy and Beauty Institute, during Pink October, promotes the Pink Bike Ride and Walk on Paulista Avenue, a symbol of the city of São Paulo and an important cultural and financial center of the country. With more than 1,000 participants, we supported the event that promoted awareness about the importance of prevention and early diagnosis of breast cancer, holding three jewelry raffles and donating R\$35,000.

Brazil Foundation

A philanthropic organization dedicated to mobilizing resources for ideas and actions that promote social transformation and sustainable development. In 2023, in the Miami and Brazil editions, Vivara donated jewelry worth R\$54,000 and R\$101,000, respectively, for the auction during the charity ball. In total, the event raised more than R\$2.2 million.





Excellence in production

06



Sustainable plant

3-3 Product responsibility | 203-1

In 2023, due to expansion, we moved our plant in Manaus to a new address, tripling production capacity and prioritizing sustainability attributes. The area promotes greater synergy among employees, in addition to a larger space that facilitates the flow of the production process.

The new facilities occupy 10,000 m² (150% larger than the previous one), and has more spacious environments, a cafeteria and its own kitchen, changing rooms, air-conditioned rest room, medical office, auditorium and new meeting rooms. Having started its activities in 2023, the new plant went full operations in January 2024.

As part of our journey towards commitment to sustainable development, we officially migrated to the free energy market, using 100% renewable energy in our plant operations. In addition, the electroplating sector gained a new layout with a bath line for the parts, also containing a robust exhaust and gas washing system, contributing to the reduction of atmospheric pollutant emissions.

The unit has a sanitary effluent treatment and another physical-chemical effluent treatment plant, totaling two treatment plants, in addition to two more foundry effluent treatment plants (gypsum water) that work by decantation and filtration, allowing the water to be treated and reused in the production process. The new unit also has a waste center, which receives all the waste generated in the plant, which is sorted and disposed of in accordance with the legislation, always prioritizing the pyramid set out in the National Waste Policy (PNRS).



Environment management

2-25 | 304-2 | 413-2

Our Environmental Aspects and Impact Assessment (LAIA) documents and qualifies the operational controls for the most significant potential impacts. This document identifies the sources and environmental aspects of each process, using criteria such as influence, scope and severity, among others. It also specifies the operational controls necessary to manage each negative impact, designating those responsible for its management and monitoring.

The potential impacts identified include the possibility of noise pollution, soil or water contamination, and the reduction of the availability of non-renewable natural resources. To mitigate these impacts, we implement strict controls on waste generation, noise control and effluent treatment. At each stage of the production process, preventive and corrective measures are adopted to ensure the minimization of environmental impacts, and periodic inspections are carried out to ensure that all standards and procedures are followed correctly.

In our stores, the majority of which (99%) are located in established shopping centers in large cities, we have not identified specific impacts on local communities. This strategic location minimizes possible adverse effects on the neighborhood. In addition, we adopt sustainable practices in retail, such as reducing energy consumption and implementing recycling programs, which reinforce our commitment to environmental responsibility.



Water

303-3 | 303-5

In 2023, our plant in Manaus was transferred to a larger unit. As the change occurred in phases, throughout the year we used two sources of water: water supplied by the concession holder, which only served the old plant, and water from wells (groundwater collection), which supplied both the old plant and the expansion. Starting in 2024, all water consumption will be exclusively through groundwater collection (licensed wells).

All water used in our operations is discharged to treatment plants, which are divided into two categories: a sanitary plant, which receives effluents from bathrooms and cafeterias, and an industrial, physical-chemical plant, which treats chemical effluents generated in the sinks of the production process. Both plants comply with environmental legislation for the discharge of effluents. In 2023, we treated 8,852 m³ of sanitary effluent and 2,325 m³ of industrial effluent. 303-4

Climate change

3-3 Climate change and emissions management

In recent years, we have made progress in several areas, especially in the climate change issue, and in 2023, we continue to move towards achieving the goals we have set for the company. Our first greenhouse gas (GHG) inventory was carried out with a base year of 2020. In 2022, we also disclosed our scope 3 emissions and set targets for reducing and neutralizing emissions for the following five years. All targets are monitored in a proprietary system and reported to the Sustainability Committee, Committees and Board of Directors (see more information about the [Vivara emissions inventory on page 59](#)).

Waste management and circular economy

3-3 Circular economy and waste management | 2-25 | 301-3 | 306-1 | 306-2

One of our ambitious goals for 2027 is to achieve efficiency in waste management in the manufacturing of our products, and we are working to improve our processes and adopt practices that reduce waste generation. Implementing efficient management not only reinforces our commitment to sustainability, but also ensures environmental responsibility at all stages of production.

In 2023, our Solid Waste Management Plan (PGRS) was updated to include the new plant, which has a central facility that receives all solid and liquid waste generated at the unit. We dispose of plant waste through incineration, recycling, recovery and composting. Our commitment is to achieve zero waste disposal in landfills, a goal achieved by 2023, always seeking the best ways to dispose of our waste based on the PGRS pyramid.

We are committed to the circular economy as one of the essential pillars to optimize the use of resources in the manufacturing of our products. The circular economy, which extends the life cycle of items and respects the environment, is perfectly applicable to the jewelry sector. By reusing precious and finite metals, we meet the desires of consumers, avoid the primary extraction of these materials and minimize the impact on natural resources.



In 2023, 30% of the gold used as a raw material in our operations came from circular economy sources, demonstrating our commitment to sustainability.

Gold

Approximately 30% of the gold used to produce our jewelry comes from circular economy campaigns, optimizing resource yields and circulating disused products. The initiative gains momentum with Gold Week, during which jewelry brought by customers is valued at 15% above market value. Reusing gold prevents 98% of CO₂ emissions compared to primary extraction. 301-2



Circular jewelry



Silver

During Silver Week, we invite our customers to renew their collections by exchanging used Life by Vivara pendants, rings and bracelets for instant credit. The campaign allows you to renew your collection in a sustainable way and transform old jewelry into new moments. Reusing silver, compared to extracting it, reduces CO₂ emissions by 86%.



Diamonds

The diamond upgrade program encourages customers to exchange jewelry purchased in our stores for higher-value jewelry, using the initial pieces as credit. The upgrade of single-diamond jewelry (earrings, charms, rings or necklaces) allows the exchange of other single-diamond jewelry with a higher score and higher price, upon payment of the difference between the value of the new jewelry and the amount paid for the old one. This option is also available for wedding rings, including engraved ones. Exchanged jewelry undergoes a recovery process before being put back on sale.

Waste

306-3 | 306-4 | 306-5

Throughout the year, we generated 506.87 tons of waste, an increase of 47.56% compared to 2022, due to increased demand, manufacturing production and the transfer of operations to a new, larger unit. Of these 506.87 tons, 80% are Class II and 20% are Class I. Hazardous waste (Class I) includes leftover or expired chemical products, packaging, personal protective equipment (PPE) and various materials contaminated with chemical products. Class II waste includes paper, cardboard, plastic, wood, metal, glass, common waste (garbage), organic waste, plaster and Styrofoam.

Approximately 66% of our waste is recovered, reused or recycled. The incineration rate is around 34%, made up of 20% Class I waste and 14% Class II waste. These include common sweeping waste, toilets and some contaminated disposables that, although not hazardous, are unsuitable for recycling or reuse.

The waste generated in our manufacturing operations is managed by third parties, duly qualified and licensed according to the classifications of the waste we produce. Every year, we renew the contract with the third-party responsible for this management, in addition to defining a scope that establishes all the requirements for the partner to be eligible for contracting. We request all legal

documentation and references for prior validation, and then we conduct technical visits to verify whether the contracted company can meet the scope requirements and legal requirements.

Monitoring is carried out through the Ministry of Environment platform, through which we control all waste generated and disposed of in our manufacturing operations. Weighing is done by third parties, who send us reports containing the weighing tickets, scale data, as well as the calibration certificate and Inmetro registration.

We are continually working to present packaging with a higher recyclability rate and lower post-consumer impact. The paper and cardboard used are certified by the Forest Stewardship Council (FSC), and 99.99% of our packaging volume is entirely renewable. A small portion of our packaging is of non-renewable origin (0.002%) and is found in our glass perfume bottles. 301-3

We are continually working to present packaging with a higher recyclability rate and lower post-consumer impact.

Commitments

2-25 | 2-28

Adopting and supporting initiatives that are relevant to sustainability and the industry not only validates our practices, but also helps us maintain high standards of transparency and accountability throughout our operations. This commitment to sustainability and ethics has a positive impact on Vivara's reputation, demonstrating to our customers and partners that we are a trustworthy brand that is dedicated to making a difference.

We operate in a pioneering and socially responsible manner, aligning ourselves with national and global initiatives that are references in the topics we consider important, further solidifying our position in the market. This also allows us to evaluate our operations by

obtaining certifications that guarantee sustainability in our supply chain. These certifications are essential because they ensure that our suppliers adopt responsible and ethical practices, contributing to production that respects the environment and human rights.



Responsible Jewellery Council

We are the first Brazilian jewelry company to achieve certification from the Responsible Jewellery Council (RJC), the leading authority in the global jewelry and watch industry. Members of the entity since 2019, together with the organization, we work to maintain a sustainable supply chain. Our focus is to ensure transparency and socio-environmental responsibility in Vivara's actions, from the origin of the raw material to the production process and the sale of our jewelry.

We reached 98% compliance from the certification, obtained in 2022 during the audit and were certified for the maximum period granted. Among the aspects audited by the RJC are labor rights and occupational safety, due diligence in the acquisition of raw materials outside conflict zones, responsible origin of gold, silver, precious gems and diamonds, anti-corruption and anti-money laundering policies.



Initiative for Responsible Mining Assurance

The Initiative for Responsible Mining Assurance (IRMA) assesses mining companies on criteria such as employee health and safety, human rights, community engagement, pollution control, indigenous peoples' rights and transparency. We are the only jewelry company in Latin America to join IRMA and we are committed to encouraging our suppliers to adhere to its protocol, ensuring that they are aligned with local legislation and the highest standards of responsible mining.

Kimberley Process

All diamonds used in our jewelry are certified under the Kimberley Process, a global system that verifies the provenance of rough diamonds to prevent the illegal trade that fuels armed conflict. Countries that participate in the Kimberley Process commit to meeting strict import and export requirements, adopting transparent practices and sharing essential statistical data.

Global Compact

We became signatories to the United Nations (UN) Global Compact in 2019 and have since worked to meet the 2030 Agenda and the Sustainable Development Goals (SDGs). Our sustainability goals are aligned with the Global Compact principles and the SDGs, with particular emphasis on SDG 12 – “Ensure sustainable consumption and production patterns”.

In addition, we signed the Women's Empowerment Principles (WEPs), an initiative of UN Women and the Global Compact, with the aim of promoting gender equality and strengthening women's leadership both in the workplace and throughout the production chain.

Responsible production and supply cycle

3-3 Social and environmental responsibility in raw materials and the value chain | 308-2 | 416-1

Our operations are guided by a commitment to quality and ethics. We require all our products to meet these criteria, ensuring that they are in line with the fundamental principles of our business. Traceability and transparency throughout the supply chain are crucial to our operations, providing significant added value to our jewelry, which is produced in accordance with our sustainability standards.

To ensure this, we use our Value Chain Development Program, which is continually improved. In this program, 100% of Tier 1 suppliers (products and raw materials) are rigorously evaluated, undergoing audits that focus on suppliers without critical items, including socio-environmental aspects. The remaining suppliers are subject to reputational analyses, through consultation of public environmental, social and ethical documents. All of our business partners undergo some type of evaluation. Contracts with new suppliers already include the obligation to adhere to our Supplier Code of Conduct. 308-1 | 414-1

During our production expansion, we continuously seek and develop partners, and the document provides support so that we can grow safely and without risks. In accordance with the standard, we have begun the process of self-assessment and socio-environmental declarations for Tier 2 suppliers, who, if considered at risk, can also be audited. Illegal gold mining is a critical issue in Brazil, and mining can directly impact biodiversity. Therefore, we maintain control over our suppliers to mitigate these risks. 304-2

Vivara's audit protocol is proprietary and contains 80 questions, applicable according to the supplier's activity. It is worth noting that the entire protocol was based on the RJC Code of Practices and the Sedex Members Ethical Trade Audit (SMETA) guidelines, whose principles are based on the Ethical Trading Initiative (ETI).





Among the items evaluated in the audit, the following are noteworthy:

Environmental

- Waste
- Air emissions and effluents
- Environmental management
- Chemical materials
- Due diligence in the supply chain
- Responsible sourcing of raw materials
- Raw materials outside the conflict zone

Social

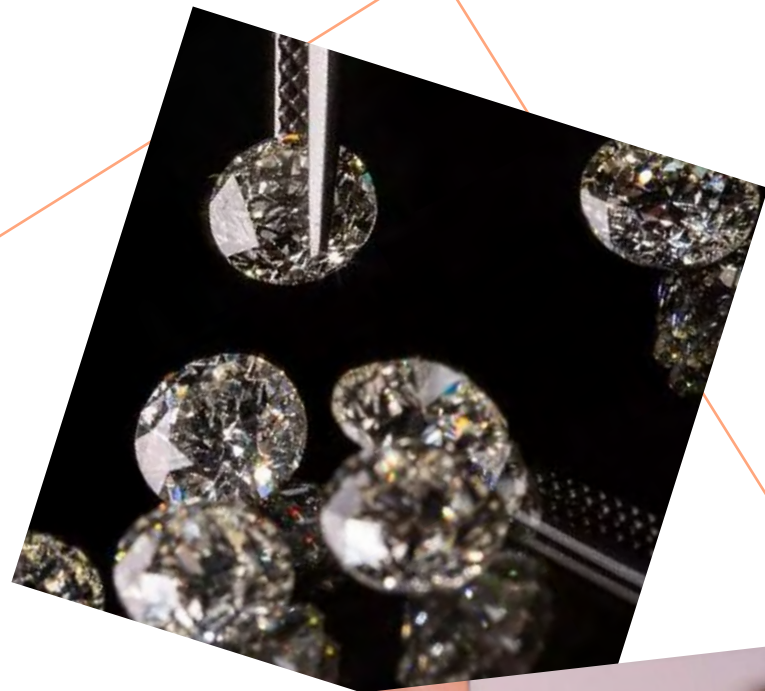
- Human rights
- Surrounding community
- Health and safety
- Compensation and working hours
- Non-discrimination and respect for employees

Governance

- Commitments and procedures related to the prevention of money laundering and non-terrorism
- Corporate Policies and Code of Conduct
- Legal compliance

For approval, suppliers must have a final average above 90%. Suppliers rated over 65 and up to 89% compliance must undergo an assessment audit for a corrective action plan (PAC), which aims to evaluate their development/corrections in the topics that did not receive a good score.

We are committed to improving the traceability of the origin of our precious raw materials by 2027 to support best practices in the sector. In this sense, among new suppliers, we seek those that already have recognized socio-environmental certifications. For priority suppliers, we encourage them to obtain certifications considered relevant to Vivara, also in line with their development with the audit checklist used as a baseline for improvement.



Origin of raw materials

Vivara firmly rejects illegal gold mining. We defend and support fair and ethical mining methods, believing that these practices are essential to respect life, people and the environment, promoting the sustainable development of the country.

In 2023, all first-extraction gold used in our production came from certified mines in the Goiás and Minas Gerais regions, outside indigenous areas. This gold, known as Responsible Gold and certified by London Bullion Market Assurance (LBMA), was purchased from one of the largest mining companies in Brazil, ensuring correct and fair extraction practices. Recognizing our role as the largest jewelry chain in Latin America, we work to reduce environmental and social impacts, contributing to the eradication of illegal mining in the Amazon and indigenous areas.

We do not condone any type of human rights violation and we evaluate several related issues in our supplier audit. We have not had any violations of this issue since 2020, the year the program began. Our suppliers are located in Brazil (51%), China (17%), India (17%), Thailand (6%), Italy, the United States and Sri Lanka (3% each). 204-1

We do not tolerate or condone child labor, forced labor, slavery or similar to slavery, the prohibition of free association, illegally mined raw materials in our operations or any type of human rights violation. We also do not maintain commercial

or institutional relationships with companies that engage in such conduct, whether they are suppliers, service providers or partners. Since the implementation of the audit program in 2020, we have not identified any violations of this nature among our suppliers. In 2023, we did not record any violations of the rights of indigenous peoples in our operations or of third parties. 407-1 | 408-1 | 409-1 | 411-1 | 414-2

Gold

LBMA certified suppliers, ensuring that extraction and mine operations are done correctly and fairly for people and the environment.

Silver

Suppliers certified by RJC, ensuring ethics and socio-environmental responsibility from the moment of extraction.

Diamond

All diamonds are extracted from known mines and legal mining in countries outside conflict zones, through the Kimberley Process.

Colored gems

Compliance with our strict Code of Conduct and Supply Policy and creation of protocols that can guarantee the traceability of these materials.

07

GRI Index

2-6 Activities, value chain and other business relations

With an office (headquarters), Logistics and Technical Assistance in São Paulo, we have a plant in Manaus and 390 points of sale (December 2023), including 257 Vivara stores, 117 Life by Vivara stores and 16 kiosks.

2-7 Employees | 405-1 Diversity

Total number of employees by employment contract and by gender

Gender	Permanent	Determined	Temporary	General total
Female	4,428	60	25	4,513
Male	534	11	7	552
General total	4,962	71	32	5,065

Total number of employees by type of employment and by gender

Gender	Integral	Parcial	General total
Female	4,453	60	4,513
Male	541	11	552
General total	4,994	71	5,065

Total number of employees by employment contract and by region

Region	Permanent	Determined	Temporary	General total
Southeast	2,454	20	31	2,505
North	985	42	0	1,027
North East	594	7	1	602
South	557	0	0	557
Midwest	372	2	0	374
General total	4,962	71	32	5,065



Diversity by position											
Position	Age group			Gender		Ethnicity					PWD
	Up to 30 y.o.	Between 31 and 50 y.o.	Over 50 y.o.	Female	Male	White	Brown	Black	Yellow	Indigenous	
Salesperson	43.0%	53.9%	3.1%	100.0%	0.0%	51.9%	41.1%	4.9%	1.6%	0.5%	0.2%
Assistant	70.7%	27.7%	1.7%	66.3%	33.7%	18.6%	75.3%	5.0%	0.5%	0.6%	3.1%
Stocker	60.2%	34.4%	5.4%	100.0%	0.0%	39.1%	51.0%	8.4%	1.2%	0.3%	0.2%
Store manager	14.1%	77.7%	8.2%	100.0%	0.0%	63.4%	31.3%	4.0%	1.3%	0.0%	0.0%
Assistant	37.6%	46.5%	15.9%	80.1%	19.9%	45.3%	43.1%	11.3%	0.3%	0.0%	17.7%
Analyst	48.2%	49.7%	2.0%	68.3%	31.7%	54.8%	34.7%	7.5%	3.0%	0.0%	1.5%
Receptionist	68.9%	31.1%	0.0%	100.0%	0.0%	46.6%	47.6%	1.9%	2.9%	1.0%	0.0%
Leader	40.8%	52.6%	6.6%	60.5%	39.5%	27.6%	64.5%	6.6%	1.3%	0.0%	0.0%
Apprentice	100.0%	0.0%	0.0%	84.1%	15.9%	21.7%	73.9%	2.9%	0.0%	1.4%	0.0%
Coordinator	12.9%	82.3%	4.8%	56.5%	43.5%	67.7%	25.8%	1.6%	4.8%	0.0%	0.0%
Technician	15.2%	65.2%	19.6%	15.2%	84.8%	30.4%	65.2%	4.3%	0.0%	0.0%	0.0%
Specialist	36.8%	60.5%	2.6%	44.7%	55.3%	78.9%	13.2%	2.6%	5.3%	0.0%	0.0%
Manager	4.2%	87.5%	8.3%	50.0%	50.0%	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Supervisor	13.0%	87.0%	0.0%	82.6%	17.4%	69.6%	21.7%	8.7%	0.0%	0.0%	0.0%
Regional manager	0.0%	82.4%	17.6%	100.0%	0.0%	82.4%	17.6%	0.0%	0.0%	0.0%	0.0%
Executive manager	0.0%	88.2%	11.8%	58.8%	41.2%	82.4%	5.9%	0.0%	11.8%	0.0%	0.0%
Director	0.0%	84.6%	15.4%	38.5%	61.5%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
General manager	0.0%	60.0%	40.0%	100.0%	0.0%	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Advisor	0.0%	25.0%	75.0%	50.0%	50.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Intern	100.0%	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Assistant manager	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
General total	46.8%	48.6%	4.6%	89.1%	10.9%	45.7%	46.9%	5.5%	1.4%	0.4%	1.8%

Note: Includes permanent, temporary, fixed-term employees and Board of Directors.

201-1 Direct economic value generated and distributed

Distribution of added value (R\$)

Direct economic value generated: revenues	2,849,533,137.7
Sales of goods, products and services	2,788,016,048.89
Other income	20,756,228.95
Financial income	40,760,860.13
Distributed economic value: operating costs, employee wages and benefits, payments to capital providers, payments to government (by country), and community investments	2,567,984,166.39
Cost of products, goods and services sold	593,363,695.41
Materials, energy, third-party services and others	456,933,592.79
Expected credit losses	564,954.13
Depreciation and amortization	134,084,921.87
Personnel (salaries and benefits)	467,533,008.13
Taxes, fees and contributions (governments)	720,229,034.43
Compensation of third-party capital (capital providers)	108,709,286.58
Dividends to be distributed to shareholders	87.695.581.31
Economic value retained: "direct economic value generated" minus "economic value distributed"	281,548,971.58

201-4 Financial support received from the government

Tax incentive – 2021 – ICMS 131– Company income tax – IRPJ 45

	2021	2022	2023
ICMS	131,464	198,657	205,106
Company income tax – IRPJ	44,574	73,993	48,289
Total	176,038	272,650	253,395

202-1 Ratio of the lowest wage to the local minimum wage, with gender breakdown

405-2 Ratio of the base wage and compensation received by women to those received by men

The ratio is 1 to 1 – the lowest salary paid to the man who earns the lowest and the woman who earns the lowest at Vivara is equal to the national minimum wage. All employees receive a salary equal to or higher than the national minimum wage. This calculation only considers employees with a 220-hour workload. We do not differentiate between genders.

207-1 Tax approach | 207-2 Governance, control and management of tax risk

The Audit, Risk and Finance Committee is responsible for assessing and monitoring Vivara's exposure to risks that may compromise its sustainability, analyzing the effectiveness of the risk management model and proposing improvements to internal processes. All incentives received are domestic, and there is no government participation in the corporate structure of Vivara and its subsidiaries.

Our tax strategy is aimed at optimizing the tax burden, always in compliance with current legislation. We monitor tax and regulatory updates internally on a daily basis, with the support of specialized offices. We participate in several forums on the subject promoted by the Retail Development Institute (IDV). Our plant, located in the Manaus free trade zone, benefits from tax incentives, such as the reduction of Corporate Income Tax (IRPJ) and subsidies for investments and costs through the Tax on Circulation of Goods and Services (ICMS). These incentives are intended for business development and, consequently, for the growth of the region through job creation, income generation and taxes.

Maintaining tax compliance at the federal, state and social security levels is essential to our operations, attesting to our compliance with all requirements. Vivara's Financial Statements are audited quarterly by an independent company, in addition to specific audits carried out with the participation of the Compliance area. The results of these audits are presented to the CEO and the Audit, Risk and Finance Committee, ensuring the transparency and integrity of our financial processes.

302-1 | 302-3 Energy

	2021	2022	2023
Electricity consumption (thousand GJ)	5.3	5.9	16.1
GJ/piece produced ¹	0.0020	0.0015	0.0047

1. Unit produced = Vivara jewelry, Life by Vivara jewelry and watches.

303-3 Water collection

Water collected (in m ³)	2021	2022	2023
Well	17,226	20,261	45,270
Concession holder	833	918	745
Total	18,059	21,179	46,015

Note: There was a phased transfer of industrial activities to the new plant. The new unit only uses groundwater (granted wells).

303-4 Water disposal

Disposed water (in m ³)	2023
Treated sanitary effluent	8,851
Treated industrial effluent	2,325
Total	11,177

Note: The water used is disposed of to two treatment plants, one sanitary, which receives effluents from bathrooms and cafeterias, and one physical-chemical industrial, which receives chemical effluents generated in the sinks of the production process. The industrial treatment plant was installed in the new plant in August 2023, and the volume reported corresponds to the period from August to December. Both plants comply with environmental legislation regarding water disposal.

305-1 | 305-2 | 305-3 | 305-4 | 305-5 Greenhouse gas emissions (GHG)

GHG emissions (tCO ₂ e)	2021	2022	2023
Scope 1 (direct emissions related to stationary combustion, mobile combustion, fugitive emissions and effluents) ¹	577.07	614.69	439,68
Scope 2 (indirect emissions related to power harvesting)	977	467.61	224.23
Scope 3 (other indirect emissions ²)	-	7,213.48	64,622.73 ²

1. We are continually working to improve the management and recording of scope 1 emissions associated with the maintenance of refrigeration equipment and fire extinguishers.

2. In the 2022 GHG Inventory, we considered the following categories in scope 3: 4 – Upstream transportation and distribution; 5 – Solid waste; 6 – Business travel; 7 – Commuting; and 9 – Downstream transportation and distribution. In order to expand the measurement in 2023, we have considered the following categories: 1 – Purchased goods and services; 2 – Capital goods; 3 – Activities related to fuel and energy not included in scopes 1 and 2; 4 – Transportation and distribution (upstream); 5 – Waste generated in operations; 6 – Business travel; and 7 – Employee commuting (home-to-work).

Efficiency (kg CO ₂ e/unit produced ¹)	2021	2022	2023
GHG Emissions Intensity – Scope 1	0.22	0.16	0.13
GHG Emissions Intensity – Scope 2 ²	0.37	0.12	0.05
GHG Emissions Intensity – Scope 3 ³	-	1.86	19.08

1. Unit produced = Vivara jewelry, Life by Vivara jewelry and watches.

2. The reduction in scope 2 emissions is due to the refinement of the calculation, especially considering our stores.

3. The increase in the result in scope 3 emissions is due to the expansion of the categories considered in the 2023 inventory.

306-4 Waste not intended for final disposal

Waste disposal (in tons)	2022	2023
Recovered waste (non-hazardous)		
Recycling	25.992	76.030
Other recovery actions*	144.100	258.504
Total	170.092	334.534

306-5 Waste destined for final disposal

Waste disposal (in tons)	2022	2023
Waste for final disposal		
Hazardous waste – incineration	31.457	70.961
Non-hazardous waste – Incineration	141.952	101.374
Total	173.409	172.335

Note: Waste recovery actions include agricultural use and composting.

401-1 New hires and employee turnover

Gênero	Hires	Hiring rate	Dismissed	Turnover
Female	2,388	53%	1,882	42%
Male	207	38%	207	38%

Age group	Hires	Hiring rate	Dismissed	Turnover
Up to 30 y.o.	1,459	62%	1,058	45%
31 to 50 y.o.	1089	44%	963	39%
Over 50 y.o.	47	20%	68	29%

Region	Hires	Hiring rate	Dismissed	Turnover
Midwest	218	58%	162	43%
North East	265	44%	165	27%
North	310	30%	281	27%
South	375	67%	297	53%
Southeast	1,427	57%	1,184	47%
General total	2,595	51%	2,089	41%

Note: Turnover = number of employees dismissed in the year/total assets in December 2023. Hiring rate = number of employees hired in the year/total active employees in December 2023.

401-3 Maternity/paternity leave

Maternity/paternity leave return to work rate

Total number of employees entitled to take maternity/paternity leave, broken down by gender

Gender	General total
Female	4,428
Male	534
General total	4,962

Total number of employees who took maternity/paternity leave, broken down by gender

Gender	Maternity leave	Paternity leave	General total
Female	150		150
Male		11	11
General total	150	11	161

Total number of employees who returned to work after the end of maternity/paternity leave, broken down by gender

Gender	Maternity leave	Paternity leave	General total
Female	128		128
Male		10	10
General total	128	10	138

Total number of employees who returned to work after the end of maternity/paternity leave and remained employed 12 months after their return to work, broken down by gender

Gender	Maternity leave	Paternity leave	General total
Female	128		128
Male		10	10
General total	128	10	138

Return-to-work and retention rates of employees who took maternity/paternity leave, broken down by gender

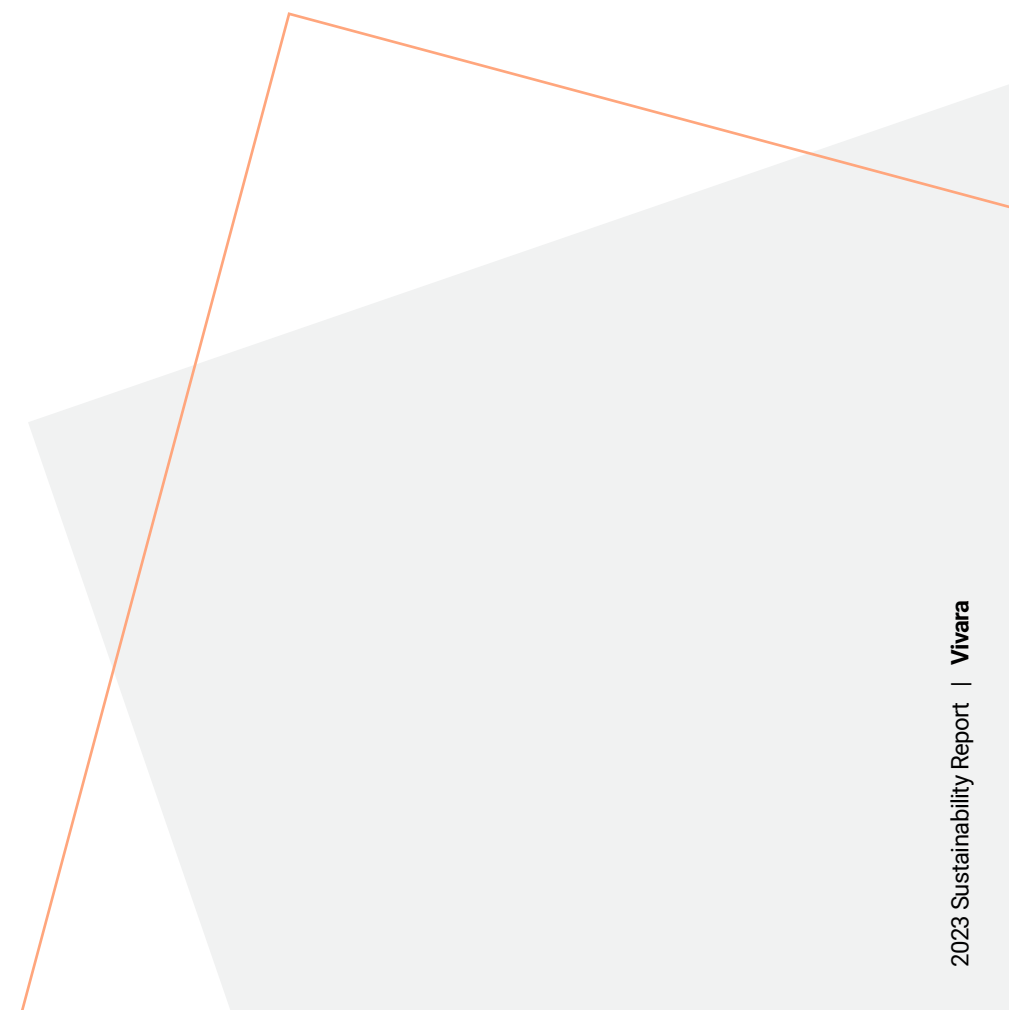
Gender	Maternity leave return rate	Paternity leave return rate	General total
Female	100%		100%
Male		100%	100%
General total			100%

404-3 Percentage of employees receiving regular performance and career development reviews

In 2023, 67% of our professionals were assessed, 92% women and 8% men.

410-1 Security personnel trained in human rights policies or procedures

No formal security training sessions were conducted in 2023. The organic team is required to undergo ethics training on the Vivara intranet, and the outsourced security guard team is required to take the training course in this area.



GRI Contents

08

Statement of use	Vivara Participações S.A. reported in accordance with the GRI Standards for the period from January 1 to December 31, 2023.
GRI 1 used	GRI 1: Fundamentals 2021.
Applicable GRI Sector Standard(s)	Not applicable

GRI standard	Disclosure	Location	Requirement(s) omitted	Omission		SDG	UN Global Compact
				Reason	Explanation		
General disclosures							

GRI 2: General disclosures 2021	2-1 Organizational details	3, 8, 14					
	2-2 Entities included in the organization's sustainability reporting	3					
	2-3 Reporting period, frequency and contact point	3					
	2-4 Restatements of information	No reformulations were made.					
	2-5 External assurance	There was no external verification.					
	2-6 Activities, value chain and other business relationships	8, 11, 56					
	2-7 Employees	56				8, 10	6
	2-8 Workers who are not employees	36				8	6
	2-9 Governance structure and composition	23, 24				5, 16	
	2-10 Nomination and selection of the highest governance body	23				5, 16	
	2-11 Chair of the highest governance body	23				16	
	2-12 Role of the highest governance body in overseeing the management of impacts	16, 17, 23, 25				16	
	2-13 Delegation of responsibility for managing impacts	16, 17, 23, 25					
	2-14 Role of the highest governance body in sustainability reporting	3					
	2-15 Conflicts of interest	26				16	

GRI standard	Disclosure	Location	Omission			SDG	UN Global Compact	
			Requirement(s) omitted	Reason	Explanation			
GRI 2: General disclosures 2021	2-16 Communication of critical concerns	28						
	2-17 Collective knowledge of the highest governance body	16, 23						
	2-18 Evaluation of the performance of the highest governance body	23						
	2-19 Remuneration policies	23						
	2-20 Process to determine remuneration	36						
	2-21 Annual total compensation ratio			The whole indicator	Confidentiality.	Confidential information to prevent employee exposure.		
	2-22 Statement on sustainable development strategy	4						
	2-23 Policy commitments	26				16	10	
	2-24 Embedding policy commitments	26						
	2-25 Processes to remediate negative impacts	26, 28, 46, 47, 50						
	2-26 Mechanisms for seeking advice and raising concerns	28				16	10	
	2-27 Compliance with laws and regulations			No non-compliance with environmental laws and regulations was identified, and no administrative and judicial sanctions were applied for non-compliance with laws and/or regulations in the socio-economic area during the reporting period.				8
	2-28 Membership associations	50						
	2-29 Approach to stakeholder engagement	18						
	2-30 Collective bargaining agreements			100% of our employees are covered by collective agreements in the national.			8	3

GRI standard	Disclosure	Location	Omission			SDG	UN Global Compact
			Requirement(s) omitted	Reason	Explanation		
Material topics							
GRI 3: Material topics 2021	3-1 Process to determine material topics	19					
	3-2 List of material topics	20					
Social and environmental responsibility in raw materials and value chain							
GRI 301: Materials 2016	3-3 Management of material topics	52					
GRI 301: Materials 2016	301-1 Materials used by weight or volume		The whole indicator.	Confidentiality.	Strategic information.		7, 8
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	46, 52					8
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	52					8
	308-2 Negative environmental impacts in the supply chain and actions taken	52					8
GRI 407: Freedom of association and collective bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	54					3
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	54					5
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	54					4
GRI 411: Rights of indigenous peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	54					1
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	52					2
	414-2 Negative social impacts in the supply chain and actions taken	54					2

GRI standard	Disclosure	Location	Omission			SDG	UN Global Compact
			Requirement(s) omitted	Reason	Explanation		
Employee health and safety							
GRI 3: Material topics 2021	3-3 Management of material topics	39					
GRI 403: occupational health and safety 2018	403-1 Occupational health and safety management system	39, 40					
	403-2 Hazard identification, risk assessment, and incident investigation	39, 40					
	403-3 Occupational health services	39, 40					
	403-4 Worker participation, consultation, and communication on occupational health and safety	39, 40					
	403-5 Worker training on occupational health and safety	39, 40					
	403-6 Promotion of worker health	39, 40					
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	39, 40					
	403-8 Workers covered by an occupational health and safety management system	39, 40					
	403-9 Work-related injuries	40					
	403-10 Work-related ill health	40					
Social impact and relationship with local communities							
GRI 3: Material topics 2021	3-3 Management of material topics	41					
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	58					
	201-4 Financial assistance received from government	58					
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	11, 14, 41, 45					

GRI standard	Disclosure	Location	Omission			SDG	UN Global Compact
			Requirement(s) omitted	Reason	Explanation		
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	32, 41					1
	413-2 Operations with significant actual and potential negative impacts on local communities	46					1
Governance, transparency and combating corruption							
GRI 3: Material topics 2021	3-3 Management of material topics	23, 26, 27					
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	27					10
	205-2 Communication and training about anti-corruption policies and procedures	27					10
	205-3 Confirmed incidents of corruption and actions taken	27					10
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	26					10
Product responsibility							
GRI 3: Material topics 2021	3-3 Management of material topics	30, 45					
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	8, 54				8	12
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	39					
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		We had no instances of non-compliance with laws and/or voluntary codes regarding the health and safety impacts caused by products and services during the reporting period.				

GRI standard	Disclosure	Location	Omission			SDG	UN Global Compact
			Requirement(s) omitted	Reason	Explanation		
GRI 417: Marketing and labeling 2016	417-3 Incidents of non-compliance concerning marketing communications	We have had no instances of non-compliance with laws and/or voluntary codes in relation to marketing communications, including advertising, promotion and sponsorship.					
Development opportunities for employees							
GRI 3: Material topics 2021	3-3 Management of material topics	36					
GRI 202: Market presence 2016	202-1 Ratio of lowest wage to local minimum wage, with gender breakdown	58					
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	60					6
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	36					
	401-3 Parental leave	61					6
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	37, 38					6
	404-2 Programs for upgrading employee skills and transition assistance programs	37					6
	404-3 Percentage of employees receiving regular performance and career development reviews	61					6
Climate change and emissions management							
GRI 3: Material topics 2021	3-3 Management of material topics	46					
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change		The whole indicator.	Incomplete/unavailable information.	Our efforts in 2024 will be aligned so that we can map the risks associated with climate change and address them within the corporate governance of risk management.	13	7

GRI standard	Disclosure	Location	Omission			SDG	UN Global Compact
			Requirement(s) omitted	Reason	Explanation		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	59				7, 8, 12, 13	7, 8
	302-3 Energy intensity	59				7, 8, 12, 13	8
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	59				3, 12, 13, 14, 15	7, 8
	305-2 Energy indirect (Scope 2) GHG emissions	59				3, 12, 13, 14, 15	7, 8
	305-3 Other indirect (Scope 3) GHG emissions	59				3, 12, 13, 14, 15	7, 8
	305-4 GHG emissions intensity	59				13, 14, 15	7, 8
	305-5 Reduction of GHG emissions	59				13, 14, 15	7, 8
Circular economy and waste management							
GRI 3: Material topics 2021	3-3 Management of material topics	47					
GRI 301: Materials 2016	301-2 Recycled input materials used	48				8, 12	7, 8
	301-3 Reclaimed products and their packaging materials	49				8, 12	7, 8
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	47				3, 6, 11, 12	8
	306-2 Management of significant waste-related impacts	47				3, 6, 8, 11, 12	8
	306-3 Waste generated	49				3, 6, 11, 12, 15	8
	306-4 Waste diverted from disposal	49, 60				3, 11, 12	8
	306-5 Waste directed to disposal	49, 60				3, 6, 11, 12, 15	8
Diversity and inclusion							
GRI 3: Material topics 2021	3-3 Management of material topics	38					
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	56				5, 8	6
	405-2 Ratio of basic salary and remuneration of women to men	58				5, 8, 10	6

GRI standard	Disclosure	Location	Requirement(s) omitted	Omission		SDG	UN Global Compact
				Reason	Explanation		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	28				5, 8	6
GRI 410: Security practices 2016	410-1 Security personnel trained in human rights policies or procedures	61				16	6
Additional content							
GRI 207: Tax 2019	207-1 Approach to tax	59				1, 10, 17	10
	207-2 Governance, control and management of tax risk	59				1, 10, 17	10
GRI 303: Water and effluents 2018	303-3 Water withdrawal	59				6	8
	303-4 Water discharge	59				6	8
GRI 402: Labor/management relations 2016	402-1 Minimum notice periods regarding operational changes			We respect the legal communication deadlines provided for in the CLT and in the Collective Agreements of each region. Any operational change or implementation of new procedures is communicated to employees via internal communication, and the procedures are available for consultation on the intranet platform.		8	3
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			We have not had any confirmed incidents or complaints related to privacy breaches or personal data leaks in 2023.		16	

Credits

Chácara Santo Antônio, São Paulo/SP

General coordination
Sustainability – Vivara

GRI indicators consultancy, writing, design and review
TheMediaGroup

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