



RECEIVING AND HANDLING COMPLAINTS POLICY

1. PURPOSE

- 1.1. This Policy establishes the guidelines for receiving, investigating, and handling any reports or complaints received via Alpargatas's reporting channels.
- 1.2. In compliance with the best practices of corporate governance, Alpargatas has created a series of channels where administrators, employees, service providers, vendors, and the general public can report any unethical behavior or activity or any conduct that violates Alpargatas's Code of Conduct and Ethics and other internal policies.

2. SCOPE

- 2.1. Global

3. DEFINITION

- 3.1. **REPORT:** Any information or account of a suspicious activity or violation against the principles and commitments described in Alpargatas's Code of Conduct and Ethics, mechanisms of integrity, policies, or the relevant legislation.

4. POLICY DETAILS

4.1. Compliance Helpline

- 4.1.1. Alpargatas shall have dedicated channels where reports can be filed: our **Compliance Helpline**.
- 4.1.2. In Brazil, the Compliance Helpline includes the **0800 770 7791** helpline and the website www.canaldedenuncia.com.br/alpargatas.
- 4.1.3. In other countries, reports can be made by visiting the website www.compliancehelpline.com/alpargatas, available in both English and Spanish.
- 4.1.4. The Compliance Helpline shall be an independent and impartial tool operated by a renowned third-party service provider capable of ensuring that all reports and complaints remain confidential or are filed anonymously. Third parties may also use these channels to report incidents.
- 4.1.5. Alternatively, anyone may choose to send a report or complaint to the following email address: compliance@alpargatas.com.

5. RECEIVING AND INVESTIGATING REPORTS



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- 5.1. This Policy shall govern how reports of illicit behavior in Alpargatas's activities shall be handled.
- 5.2. Examples of illicit behaviors include, but are not limited to: (i) failure to comply with the legal and internal provisions that govern Alpargatas's operations, (ii) actions or lack thereof that jeopardize the business, (iii) fraud (including internet fraud), theft, embezzlement of company funds or goods, (iv) conflicts of interest, (v) information leakage, (vi) graft, corruption, bribery, and accounting fraud, (vii) misuse of Alpargatas funds, (viii) moral and sexual harassment, (ix) any instance of discrimination.
- 5.3. The service provider operating the Compliance Helpline (ICTS) shall submit all reports to a preliminary analysis. After this initial assessment, ICTS shall check for conflicts. Reports that do not involve the Company's CEO, Chief Legal and Government Relations Officer, or Compliance Officer shall be sent directly to the Compliance Officer. However, in the event that the reports involve the aforementioned administrators, they shall be sent directly to the Audit Committee.
- 5.4. Therefore, the Company expects to encourage all administrators, employees, and third parties to report any signs or proof of the activities listed in item 5.2.
- 5.5. The Compliance Officer shall then assess the content of the report. In case the report mentions incidents outside the scope of the Compliance Helpline, it shall be forwarded to the proper area and closed. If the information provided is insufficient to start an investigation (unspecific comments), the Compliance Officer shall request additional information. In the absence of a response within five business days, the report shall be closed. For all other reports, the Compliance Officer shall start an internal investigation to be conducted by compliance ambassadors, an internal audit or a third party appointed for this particular purpose.
- 5.6. When the investigation is complete, the Ethics & Compliance Committee, which is responsible for making all the decisions on such cases, shall agree on the appropriate measures as per the rules described in the Committee's policies.

6. REPORTS MADE BY ADMINISTRATORS AND EMPLOYEES

- 6.1. Any administrators or employees who suspect or learn about signs or facts related to a violation of the Company's Code of Conduct and Ethics, internal rules, or integrity program shall report them through the Compliance Helpline or directly to the Ethics & Compliance Committee.
- 6.2. The reports should contain as much information as possible, such as (i) an objective, impartial description of the facts; (ii) when and where the incident took place, or if the incident continues to the present day; (iii) the people and organizations involved; and (iv) any additional documentation that may help investigate the incident and take the necessary measures. Unsubstantiated allegations shall be dismissed.

7. REPORTS MADE BY THIRD PARTIES

- 7.1. Any stakeholder who suspects or learns about signs or facts related to a violation of the Company's Code of Conduct and Ethics, internal rules, or integrity program shall report them, even if they are no more than suspicions, using one of the Compliance Helpline.

8. ACCOUNT OF REPORTS AND COMPLAINTS

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- 8.1.** Every quarter, the Compliance Officer shall inform the Internal Audit Committee and Ethics & Compliance Committee about all the investigations initiated from the reports and complaints received through the Compliance Helpline.

9. DOCUMENT STORAGE AND FILING

- 9.1.** The Compliance team shall be responsible for storing and protecting all the data related to reports and complaints, internal investigations, and any resulting measures.

10. NON-RETALIATION

- 10.1.** Alpargatas reaffirms its commitment to protecting from retaliation anyone who files a report in good faith or participates in an investigation. Retaliation may include but is not limited to: suspension, harassment, threats, intimidation, coercion, loss of benefits, dismissal, or any other sign of discrimination or punishment.
- 10.2.** Alpargatas unequivocally condemns retaliation against whistleblowers. Anyone who believes or suspects to be the victim of any form of retaliation shall report it to their line manager, the Compliance team, one of the members of the Ethics & Compliance Committee, the People team, the Legal team, or file a formal complaint using the Compliance Helpline. Any signs of retaliation shall also be submitted to analysis and investigation. If the retaliation is proved to have emerged from a previous report or complaint, it shall be considered a violation of the Company's Code of Conduct and Ethics and subject to legal and/or internal sanctions.

11. COMPLIANCE HELPLINE

- 11.1.** Any doubts, suspicions or evidence of noncompliance with Alpargatas's Code of Conduct and Ethics, with this or any other Policy, must be reported directly to the specific channel for receipt of reports, by calling, in Brazil, 0800 770 7791 or through the website www.canaldedenuncia.com.br/alpargatas. Globally, reports can be made in English or Spanish, through the website www.compliancehelplinealpargatas.com.
- 11.2.** The Compliance Helpline is an independent and impartial tool, operated by an internationally renowned service provider. The report can be made anonymously, and the absolute confidentiality of the report and persons involved is assured, even for identified reports. This channel is also open to receiving reports from third parties.
- 11.3.** Reports must be accompanied by as much information as possible, such as: (i) objective and impartial description of the fact; (ii) where and when the violation happened or is happening; (iii) who are the people involved and organizations involved; and (iv) documentation that assists in ascertaining the case and forwarding possible actions. Any and all information or evidence is important to guarantee the assertiveness of the report's investigation.
- 11.4.** Reports can also be made directly to the Compliance area, by email compliance@alpargatas.com.

12. SANCTIONS

12.1. In the event of failure to comply with the legal and regulatory provisions set forth herein, the breaching party will be subject to the imposition of disciplinary measures provided for in internal policies, without prejudice to administrative, civil, and even criminal sanctions, among other applicable measures, as provided for in the Consequences Management and Disciplinary Measures Policy.
