

Política do Sistema de Gestão Integrado Natura &Co América Latina

OBJECTIVE

Define Natura &Co Latin America's positioning to manage Quality, Environmental, Health and Safety and Energy Efficiency process and activities within its operations, promoting continuous improvement necessary for the business development.

SCOPE

This policy applies to all the processes and spaces of Natura &Co Latin America's brands (Avon, Natura, The Body Shop and AESOP).

DESCRIPTION

Natura &Co, **active in the Latin America markets**, aims to generate positive impact and value throughout its business chain, adopting the following commitments:

Strive for a sustainable growth, always seeking for the quality of the products and services, employees health and safety, environment conservation and energy efficiency.

Provide **health and safety working conditions, aiming to prevent injuries and health problems related to work. The objective is to eliminate dangers, reduce risks and identify opportunities in our spaces and operations.**

Maintain a space for dialogue to provide **consultation and effective participating by our employees and services providers.**

Promote **environmental protection, including pollution prevention** and environmental **impacts reduction.**

Develop energy efficiency practices and use alternative sources of renewable energy in operation and spaces, providing **resources and information capable of promoting the implementation** of projects focused on the theme.

Comply with legislation and other requirements applicable to the organization for its products, processes and services, according to the principles voluntarily subscribed by the company.

Establish mechanisms of continuous improvement in the Integrated Management System, aiming at a systemic, robust, and sustainable model to build the largest beauty group for the world.

Important: The Integrated Management System Policy (PO-0109 Rev.02) is available from Natura.doc, SE Suite, Master web, System Moreno and Portal Avon. If you have any questions, please contact the Management and Process Systems team, through the email processos@natura.net.

SCOPE

Research, Development, Manufacturing and Direct Sales in the Domestic Market, Delivery and After-Delivery Services for Cosmetics, Toiletries and Perfume Products.

CAJAMAR

Research, Development, Manufacturing of Cosmetic, Toiletry and Perfumery Products.

NASP

Direct Sales in the Domestic Market, Delivery and After-Delivery Services for Cosmetics, Toiletries and Perfume Products.

HUB Itupeva

Reception, Storage and Dispatch of Cosmetic, Toiletry and Perfumery Products.

PROCESSES INVOLVED

Top Management, Risk and Opportunity Management, Management System, Change Management, Internal Auditing, Product Availability (Manufacturing, Distribution, Maintenance and Utilities), Quality Management, Carbon, Waste and Water Management, Asset Management, Environmental Management, Innovation, Emergency Response, Order Cycle, People Management, Relationship and Commercial Model.