

## OPEN LETTER ON HUMAN RIGHTS

**The soul of our business is relationships with people and with the world. As a company it is our responsibility to respect human rights and the environment in order to generate positive impact for the world, promoting sustainable development on a global level.**

This OPEN LETTER contains the general principles that shape the guidelines and policies for NATURA COSMÉTICOS activities in all the regions in which it operates, formalising the commitment of non-tolerance of the violation of human rights in its entire production chain and complying with applicable legislation in an ethical and responsible manner. The document also establishes guidelines for managing and mitigating possible adverse impacts in the organisation's supply chain and among other suppliers.

### 1. OUR PRINCIPLES

A strategic pillar for Natura is the construction of a fairer, more equal, participative and democratic society which values principles such as honesty, integrity, diversity, respect and transparency in all its activities and businesses.

One company principle is the protection, promotion and awareness of human rights in our activities and throughout our production chain, in compliance with the UN Guiding Principles on Business and Human Rights.

This commitment is based on the Universal Declaration of Human Rights, which encompasses the International Pact on Civil and Political Rights and the International Pact on Economic, Social and Cultural Rights; and the principles related to fundamental rights established in the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work. We are also signatories to the UN Global Compact, to the Women's Empowerment Principles (WEPs) - a UN Women and United Nations Global Compact initiative, and the CEO Guide to Human Rights from the World Business Council for Sustainable Development (WBCSD).

Such principles will be adopted by all the NATURA COSMÉTICOS operations and institutions globally, obeying local legislation and in alignment with the best practices of international law.

### 2. OUR VALUES

We believe in the potential of relationships and in the power of cosmetics to expand consciousness, enabling people to connect with their own body, with the environment around them and with others. Based on this principle of care we are committed to building a better world.

We believe that respect for human rights should be assured for all individuals. In this respect, our policies and procedures seek to:

- a. **Ensure zero tolerance of child labour.** Only for purposes of vocational instruction and respecting the knowledge of traditional communities, in compliance with the legislation in

force, may children be involved in work, as long as this does not jeopardise the possibility of their receiving education until they come of age.

- b. Ensure zero tolerance of forced or compulsory labour.** NATURA COSMÉTICOS repudiates the use of forced or compulsory labour in all its forms. Employees should have the right to leave the work place after their work shift and should not have their identity documents retained by their employers.
- c. Fair, equitable offer of employment in accordance with local laws.** We respect collective agreements and legislation applicable to the preservation of salaries. All conditions of payment will be clarified before work is begun and overtime will be voluntary and will be employed responsibly.
- d. Valuing diversity and promoting inclusion.** We believe in diversity as a source of innovation, and we understand that promoting inclusion is necessary to consolidate an environment of equal opportunities, that ensures access, permanence, mobility and development for all. Accordingly, we have a Policy for Valuing Diversity, which stimulates the generation of positive social impact.
- e. Providing a work environment free from harassment, prejudice and discrimination.** We will not tolerate abusive, inopportune or offensive conduct in labour dynamics. Any situation involving prejudice, discrimination, abusive conduct or psychological or sexual harassment should be reported to our Ombudsman.
- f. Permit freedom of association for our co-workers.** We permit the constitution of labour unions and the participation of employees in negotiations, without any distinctions. Collective negotiations are enabled for all employees with a view to establishing work and employment conditions or regulating labour relations. Employees are permitted to choose their own representatives, and we guarantee that these employees will not suffer discrimination, harassment, intimidation or retaliation for being members of a union or organisation.
- g. Combating corruption in all its forms.** We value truth and we operate in a legal, transparent and honest manner. Accordingly, we do not tolerate illicit practices – including, but not limited to, fraud, bribery, extortion, illegal compensation, facilitating payments and corruption – by our co-workers or by service providers working on our behalf.
- h. Privacy and security of personal data.** Personal data should be stored securely and will never be used in an unwarranted manner or shared with other interested parties, investors, partnering companies or competitors.

### **3. PROTECTING AND RESPECTING HUMAN RIGHTS**

The company's responsibility to respect human rights is not limited only to our operations, but includes our partners, suppliers, supplier communities, surrounding communities, NATURA COSMÉTICOS co-workers, distributors, consultants and consumers.

#### **3.1 RELATIONS WITH EMPLOYEES**

##### **3.1.1 OCCUPATIONAL HEALTH AND SAFETY**

Together with our co-workers we value a safe and healthy work place, which respects the Occupational Health and Safety and Environmental policies and standards applicable to each area and activity.

### **3.1.2 VALUING DIVERSITY AND INCLUSION**

**“The greater the diversity of the parts, the greater the wealth of the whole.”**

We value the diversity of our team and repudiate each and every form of prejudice, discrimination and harassment. We are committed to investigating and combating any form of humiliation, intimidation, ridicule and embarrassment in the work place, be it related to colour, race, sex, language, religion, physical characteristics, gender, age, political opinion or otherwise, nationality, social origin or any cause.

Additionally, each year or period, NATURA COSMÉTICOS elaborates a diversity and inclusion action plan with priorities based on the performance of indicators related to minority groups and emerging questions in the countries in which it operates, striving to be an increasingly socially responsible company.

Public commitments assumed to date:

#### **a. Gender equality**

Equality of opportunity for men and women is one of the pillars of our diversity policy. We adopt the Women’s Empowerment Principles (WEPs), and to reinforce our commitment have formulated a corporate strategy that establishes the public target of having 50% of leadership positions (director level and above) occupied by women. Salary equality between genders is another target that has also been established.

We are committed to combating violence against women and are part of the Coalizão Empresarial pelo Fim das Violências contra Meninas e Mulheres (Business Coalition to End Violence against Women and Girls). For a long time we have offered benefits and services that encourage co-responsibility and the revision of the division of domestic chores and care giving tasks between the sexes.

#### **b. Ethnic-racial equality**

We support and undertake initiatives to confront and overcome institutional racism, such as the promotion of racial equality and affirmative action, We are also concerned about the establishment of a robust system for financing specific programs and measures aimed at the ethnic-racial issue.

In this respect, we seek to increase the representativeness of black professionals in the company’s different functions and positions in the country, as well as to understand the different ethnic questions in each location.

In Brazil, we are part of the Iniciativa Empresarial pela Igualdade Racial e da Coalizão Empresarial para Equidade Racial e de Gênero (Business Initiative for Racial Equality and Business Coalition for Racial and Gender Equality), coordinated by Instituto Ethos and Centro de Estudos das Relações de Trabalho e Desigualdades (CEERT). In June 2020, we joined the #SejaAntirracista

(#BeAntiracist) pact, idealised by Instituto Identidades do Brasil and the B System Brazil, and the Pacto pela Inclusão Social de Jovens Negras e Negros no Mercado de Trabalho de São Paulo (Pact for the Inclusion of Young Black Women and Men in the São Paulo labour market), elaborated by Coordigualdade (Coordenadoria Nacional de Promoção de Igualdade de Oportunidade e Eliminação da Discriminação no Trabalho), attached to the Labour Public Prosecution Ministry.

#### **c. Inclusion of persons with disabilities**

We understand the importance of and support the Quota Law and the Brazilian Inclusion Law to promote and stimulate the participation of persons with disabilities in the labour market. We are committed to reaching the mark of 8% co-workers with disabilities in our labour force, exceeding legal requirements.

We are also working on increasing accessibility in our processes, products and services and are members/directors of REIS (Rede Empresarial pela Inclusão Social - Business Network for Social Inclusion), whose goal is to create a more inclusive business environment aimed at promoting a positive transformation in the lives of persons with disabilities.

#### **d. LGBTQIA+ community inclusion**

We promote and support affirmative action against LGBTQIA+-related phobia inside and outside our company. In support of this, we are members of the PGLE (Partnership for Global LGBTI Equality), an initiative supported by the Office of the United Nations High Commissioner for Human Rights and operated in collaboration with the World Economic Forum, whose goal is to support the business community in combating discrimination against lesbian, gay, bisexual, transgender and intersex (LGBTI) individuals.

### **3.1.3 ANTI-CORRUPTION**

We have a Policy for Integrity against Corruption and Bribery. Co-workers and service providers working on behalf of NATURA COSMÉTICOS are prohibited from engaging in any corrupt activity and from offering, promising, supplying and authorising, directly or indirectly, any person to give money or anything of value to a “government employee” or “government agent” or any individual or company, with the purpose of gaining or retaining any unwarranted advantage.

### **3.1.4 NATURA VALUES YOUR SECURITY**

We seek to identify any risks related to privacy and data security with the objective of controlling and protecting the incorrect use and the non-authorized disclosure of the private information of co-workers, suppliers, consultants and customers.

We have a Privacy Policy for consumers related to the use of the company website. Information is stored on a secure server, and whenever there is a need for the identification or provision of confidential information, the data transmission between the computer and the Natura website occurs via a secure connection.

### **3.2 RESPONSIBLE SUPPLY CHAIN**

Our supply chain plays a fundamental role in ensuring that human rights are respected throughout all the links of the chain. The Natura &Co Global Supplier Code of Conduct establishes the minimum standards to be met by suppliers, as well as the company's expectations related to suppliers' compliance with laws, standards, regulations and local and international official requirements, including, but not limited to, human rights and labour practices, sustainability and environmental responsibility, anti-corruption, combating money laundering, information security and data protection. The Global Supplier Code of Conduct is applicable to all NATURA COSMÉTICOS suppliers, who should incorporate and monitor these principles among their own suppliers to ensure that the related requirements are applied throughout their supply chain, including sub-suppliers, sub-contractors and temporary work agencies.

NATURA COSMÉTICOS activity monitors and audits production locations to ensure they comply with the standards established in our Global Supplier Code of Conduct and requires that these locations implement adequate and sustainable corrective measures when non-compliance is identified. We have a policy of zero tolerance towards any kind of infraction of human rights and corruption. Violations in these areas will result in the immediate review of the commercial relationship between NATURA COSMÉTICOS and the supplier, and may result in its reduction or termination.

### **3.3 COMMITMENTS TO SUPPLIER COMMUNITIES**

It is a company principle to strengthen the agro-extractivist communities in the Amazon region and to conserve the forest by working sustainably. We employ the legal mechanism of Benefit Sharing, which consists of sharing the benefits derived from the economic exploitation of finished products or reproductive material developed based on access to genetic heritage or associated traditional knowledge.

Moreover, in alignment with the Union for Ethical Biobased Trade (UEBT), we employ a traceability system based on principles and practices that guarantee the maintenance of ecosystems and respect for working conditions, generating income and local development, among other things. As a result, a number of families benefit from improved quality of life.

### **3.4 COMMITMENTS TO NATURA COSMÉTICOS BEAUTY CONSULTANTS**

Since 2014, Natura Cosméticos has had its Consultant Human Development Index (HDI-NC) which we developed based on the UN Human Development Index (HDI) to map the quality of life of our consultant network, aimed at promoting improvements in their lives in the areas of education, healthcare and working conditions.

The HDI-NC is a strategic tool for shaping human and social development measures for our consultant network.

### **3.3 DUE DILIGENCE AND TRAINING**

We are committed to undertaking ongoing diligence in human rights and to engaging with our main stakeholders to drive continuous improvement in our approach. We will develop and implement

training programmes in this area for co-workers and business partners and will report on our progress annually in our Annual Report.

#### **4. TREATMENT OF HUMAN RIGHTS IMPACTS AND REPARATIONS**

We are committed to identifying, preventing and mitigating actual or potential impacts to human rights related to our business activities or commercial relationships.

To ensure that this is executed in all the company's relationships with no exceptions, all co-workers and representatives of NATURA COSMÉTICOS - members of the Board of Directors and committees, service providers, among others - should be familiar with our policies and should know how to use the reporting channels in place.

For this reason NATURA COSMÉTICOS has made the Natura & Co Ethics Line available, via which it is possible to make reports related to human rights. This is a completely confidential channel available in diverse languages 24 hours a day, 7 days a week. Anyone making a report by telephone or via the email [compliance@natura.net](mailto:compliance@natura.net) is entitled to remain anonymous. Telephone:0800-892-0958.

All reports will be promptly investigated in an impartial manner with full confidentiality, and any necessary corrective measures will be adopted.

NATURA COSMÉTICOS reiterates that it is completely against any form of retaliation to those reporting breaches or suspected breaches in good faith.

#### **5. OUR GOVERNANCE**

All cases involving reports or investigations of Human Rights violations are monitored periodically by the NATURA COSMÉTICOS Audit Committee, which is supported by the senior leadership and the Ethics and Compliance team. This generates a process of continuous evolution and ensures that the sectors of our organisation are clear about their human rights-related responsibilities.

#### **6. FINAL PROVISIONS**

Any doubts related to this OPEN LETTER ON HUMAN RIGHTS should be addressed to the email [sustentabilidade@natura.net](mailto:sustentabilidade@natura.net).