

**BIC AMAZÔNIA S.A.**  
**SOCIAL PERFORMANCE REPORT**

**JANUARY 2023**

**I - PRESENTATION**

The **BIC Amazônia** unit is located in the city of Manaus, in the state of Amazonas, where pens, pencils, lighters and shavers are produced. The company has been present in the Manaus Industrial Complex since the 1970s.

BIC Amazônia was certified in the ISO 9001 Standard in 1997. In 2003, it obtained ISO 14001 certification and in 2007, Certification in the OHSAS 18001 Standard, migrating to ISO 45001 in 2019. In 2019 we also obtained the new energy efficiency certification ISO 50001.

With great satisfaction, in November 2010, we achieved certification in the SA8000:2014 Standard - Social Responsibility Standard, which highlights our organization as a company focused on relationships with its stakeholders, a term commonly used to refer to an organization's interested parties: customers, suppliers, shareholders, government, unions, NGOs, and especially our target audience: employees.

By directing substantial resources toward ensuring the implementation, certification and maintenance of the SA 8000 Standard, we seek to consolidate our image as a socially responsible and sustainable company.

Based on this purpose, our business is founded on ethical principles that include human relations at work and constant improvement.

The International Standard SA8000, the most prestigious standard for Corporate Social Responsibility, deals with Human Rights at Work and was launched in October 1997, by Social Accountability International (SAI) - Council on Economic Priorities of the UN, and is the first and most respected global certification standard for social aspects.

**II - COMMITMENT**

Our commitment is clearly defined in our Social Policies:

**SOCIAL RESPONSIBILITY POLICY**

BIC AMAZÔNIA SEEKS THROUGH THIS POLICY TO BE A SOCIALLY RESPONSIBLE COMPANY, BASED ON THE FOLLOWING PRINCIPLES:

- Support and develop actions for the benefit of its employees and society in general, thus contributing to the sustainable development of the company;
- Provide a safe and healthy physical and psychological work environment that contributes to the personal and professional growth of its employees;
- Comply with the requirements of the SA 8000 International Standard and the BIC Group Code of Conduct, respecting the relevant principles of international human rights instruments and the requirements of national legislation;
- Improve the relationship with its suppliers, encouraging them to make a commitment to exercise the social responsibility practices of this policy with its employees and society in general;
- Seek continuous improvement of its Social Responsibility Management System.

### **CHILD LABOR REPAIR POLICY**

- BIC does not engage in or support the use of child labor, as defined below:
- If child labor\* is found to exist at BIC the following actions will be taken:
- Immediately remove the child from work;
- Provide the financial and other support necessary to ensure that this child attends and remains in school until he/she passes the age of child, as defined below.
- The scope of the corrective actions will be based on the criteria of the effective remedy needed by the child, and may extend beyond the actions stated here.

\* A child is any person under fifteen (15) years of age.

### **III – MONITORING RESULTS**

This report seeks to transparently demonstrate to our stakeholders the performance of our Social Responsibility Management System.

This system is integrated with our values and standards to promote quality production activities (ISO 9001), in harmony with environmental sustainability (ISO 14001) and energy efficiency (ISO 50001), and to promote the health, safety, and well-being of our employees (ISO 45001 and SA8000).

In February and August 2022, internal audits of the social responsibility management system took place, where a team of consultants could evaluate, in a preventive way, the system's performance. In February, no non-conformities were noted, we had 3 observations and 1 opportunity for improvement; in August, 3 non-conformities were noted in the Social Responsibility Management System.

In March and August 2022 we received External Audits. In March we received a follow up audit in a remote format and in August the SA8000 External Audit took place remotely and in person to evaluate the Social Responsibility Management System.

The audit team conducted a process-based audit focused on significant aspects/risks/objectives required by the standard(s). The audit methods used were interviews, observation of activities, and review of documentation and records.

The audit team concluded that the organization has established and maintained its management system in accordance with the requirements of the standard and demonstrated the system's ability to systematically achieve the agreed requirements for products or services within the scope and the organization's policy and objectives.

SA8000 External Audit Result - Follow Up (March)

Number of non-conformities identified: 0          Improvement Opportunity: 1

SA8000 External Audit Result - Recertification (August)

Number of non-conformities identified: 0          Improvement Opportunity: 2

The excellent result was obtained through the serious team work of all employees, and our special recognition goes to the managers who have shown extraordinary commitment and alignment with the company's guidelines.

During the interviews with the employees, the improvement presented in the interpersonal and professional relationships in the company is remarkable.

During the interviews, both with employees and with third parties who work at the site, the improvement in the professional relationships between Managers and Employees was once again evident.

The SGI WEEK was held between December 2022 in virtual format with access made available to all employees and regular third parties, with the aim of reinforcing the standards in harmony with Sustainability of the environment (ISO 14001) and energy efficiency (ISO 50001), promoting the health, safety, and welfare of our employees (ISO 45001 and SA8000).

This year the SA8000 Workshop was related to Moral and Sexual Harassment.



#### **IV – CRITICAL ANALYSIS**

The critical analysis meetings were held in February and August 2022, BIC monitors the performance and adequacy of its Social Responsibility System through internal audit, open employee complaint channel, stakeholder manifestations, internal process changes, external changes that may affect the system. The Social Performance Team meets and assesses the adequacy and strengthening of the Standard.

BIC has a system for monitoring its third-party suppliers and a signed commitment from its national suppliers to meet the requirements of the SA8000 Standard.

In our System we do "Risk Assessment", where we raise the risks and impacts in the system.

## **V – SUPPLIERS AND SERVICE PROVIDERS**

Solid actions are being taken to influence our suppliers and contractors to follow the same social practices that we are already engaged in.

Our suppliers and service providers are now signatories to our Code of Conduct, which covers all the requirements of SA 8000, a fact that is highly gratifying to us.

## **VI – CODE OF CONDUCT AND ETHICS**

Aligned with the group, BIC Amazônia launched its own Code of Conduct in February 2010, which aims to establish ethical principles in its relations with its suppliers and partners, as well as its Code of Ethics that aims at a series of principles to be followed in its internal environment.

In 2017, BIC Group reinforced its commitment by training all Employees.

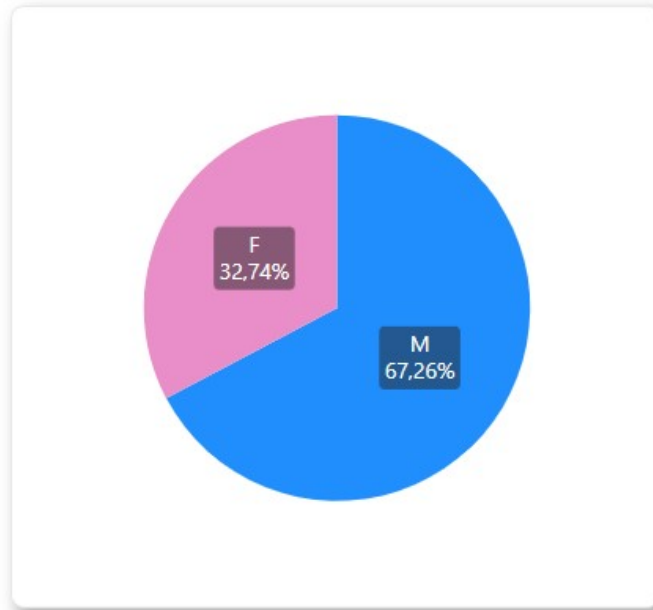
Our goal with the Code of Ethics is to formalize BIC's core ethical principles, to serve as a reference for all employees to ensure compliance, and to promote a work environment where everyone does the right thing every day.

Our principles are a reference in our daily conduct and a reflection of who we are to all stakeholders, to whom the company provides an open dialogue of its Social Responsibility Management System, based on the SA 8000 standard.

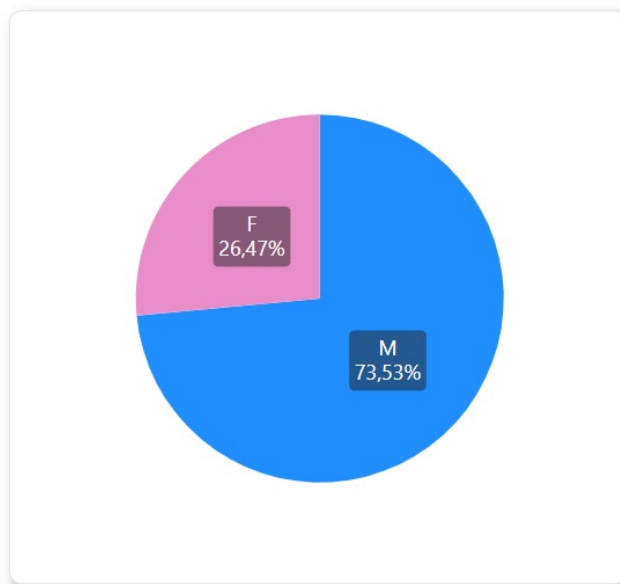
## **VII – SOCIAL INDICATORS**

Currently our team is made up of 710 employees, 202 permanent outsourced workers, 10 interns, and 22 apprentices. This team represents our diversity, which is welcomed and considered as a value-adding factor.

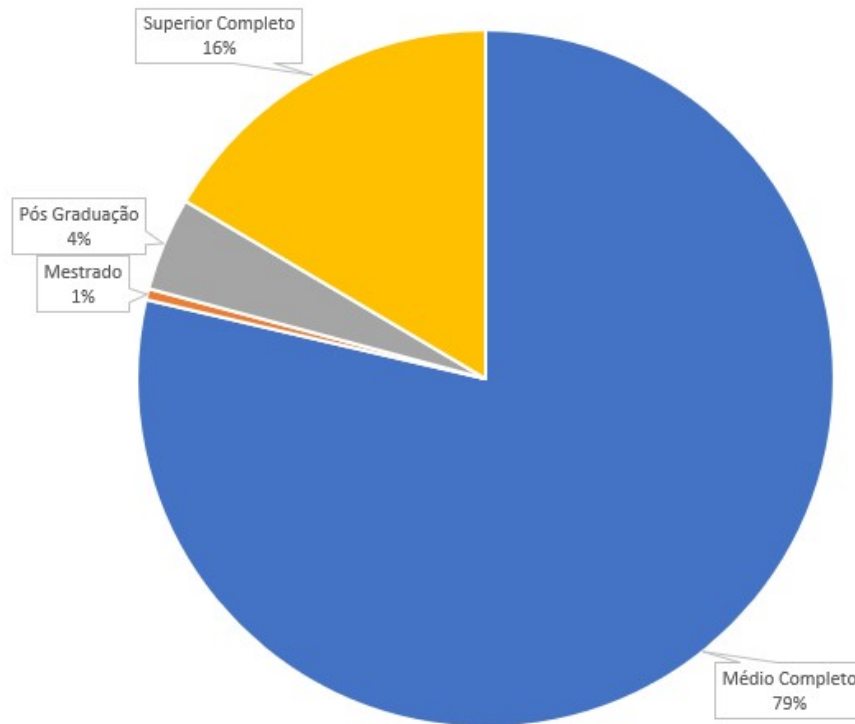
**DISTRIBUTION OF EMPLOYEES BY GENDER**



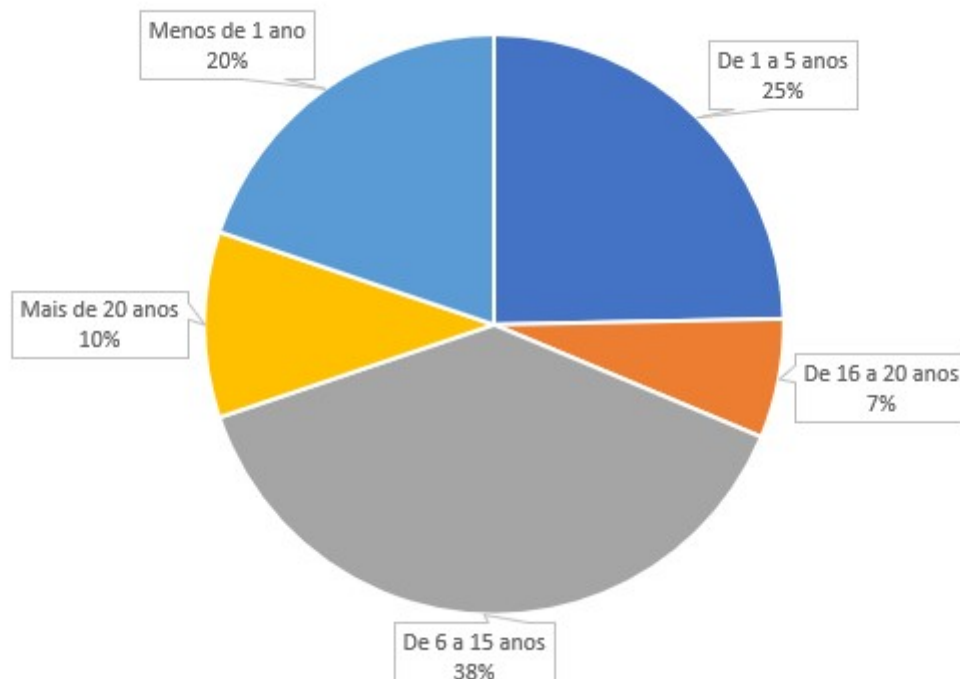
**DISTRIBUTION OF MANAGERS BY GENDER**



## DISTRIBUTION OF EMPLOYEES BY EDUCATION LEVEL



## DISTRIBUTION OF EMPLOYEES BY LENGTH OF SERVICE



**a) Community Actions:**

- Amazonas Sustainable Foundation - Donation of pencils in the Enseada community in the municipality of Itapiranga through the FUMCAD Incentive Law.
- Project for the Integral Development of Children and Adolescents from the Amazon Riverside (DICARA/ITAPIRANGA) and Innovation and Education Centers for Sustainable Development (NIEDS).
- Projeta Planeta (Innatus) - The project is of inclusion aiming to awaken the gifts and talents of young people from needy and peripheral communities in the city of Manaus and the riverside regions.
- P.I.E. - Innovation and Entrepreneurship Project for 3,000 students from public schools through the Rouanet Law.
- Donation of Christmas groceries to Institution Coração do Pai.

**b) Actions for employees:**

- Definition of a Protocol for COVID-19 as a way to monitor, guide and prevent situations of exposure to the virus, detailing the precautionary measures implemented by the company, aiming at the safety and health of employees.
- Investment in operational technical training for employees, plus 12 courses available free of charge, having in the year 2022, more than 86 internal promotions, between the recruitment process and direct promotions.
- Training and development of Managers through the School of Leaders.
- In November the SYSTEM MANAGEMENT WEEK was held with the aim of reinforcing safety, health, SA8000 - Social Responsibility. This year it followed with the proposal of an online presentation in order to avoid agglomerations where the employees and regular third parties participated in an interactive way on the YouTube platform. The videos presented reinforce the Systems and the employees in our safety, social responsibility and environmental rules.
- Endormaketing Project: Celebration of commemorative dates such as Father's Day, Mother's Day, Easter, Labor Day, Year-end celebration lunch with the delivery of Christmas groceries and raffle prizes, and the delivery of a BIC KIT.
- Delivery of Baby Kits for Pregnant Women.
- Jubilee, celebration for time in Company.



- Investments in Benefits: External Medical Assistance, Freight Transport, Balanced Meals, Life Insurance.
- Company's Profit Sharing Program.
- BIC Employees Association (Club).
- Back to School Project, donation of BIC product kits for employees' children.
- In 2022 we carried out several Health Campaigns, among them: Flu Vaccination, reaching not only our direct employees, but also the regular third parties; Yellow September with the prevention of Suicide, Pink October with guidance for female employees on the importance of performing preventive exams, Blue November with guidance for male employees on the importance of the prostate exam.
- Partnership with Gympass, a benefits company that gives access to wellness and mental health applications, and discounts at the main gyms in Manaus. This benefit was made available to all employees and also extended to their dependents.

**We are at your disposal for further information, by e-mail  
sa8000@bicworld.com**