



BIC AMAZÔNIA S.A.

RELATÓRIO DE DESEMPENHO SOCIAL

JANUARY 2024

I PRESENTATION

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

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

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

By directing substantial resources to ensure 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 grounded in ethical principles that encompass human relationships at work and continuous improvement.

The International SA8000 Standard, the most prestigious standard for Corporate Social Responsibility, addresses Human Rights at Work and was launched in October 1997 by the Social Accountability International (SAI) – a UN Economic Priorities Council, and is the first and most esteemed global standard for social aspects.

II COMMITMENT

Our commitment is clearly defined in our Social, Environmental, Health and Safety, and Energy Efficiency 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.

ENVIRONMENTAL, ENERGY MANAGEMENT, HEALTH AND SAFETY POLICY

BIC Amazon hereby defines through this policy its commitment to the environment, energy management, and the health and safety of workers, aiming to minimize environmental impacts and risks to health and safety resulting from its activities, products, and services based on the following principles:

- Optimize the use of water and energy throughout its operation;
- Reduce, reuse, or recycle waste from activities that may cause significant environmental impacts;
- Ensure the availability of information and resources necessary to achieve the organization's objectives and goals;

- Maintain permanent control over the risks arising from the use of flammable chemicals;
- Preserve the well-being of workers by identifying and controlling the risks of workplace accidents, preventing injuries, and health problems;
- Consult and promote the participation of workers and their representatives on issues related to health and safety at work;
- Comply with legislation and other applicable requirements of environmental, energy management, health, and safety at work relevant to its processes;
- Use appropriate technologies, control systems, and economically viable projects, working on continuous improvement to prevent and reduce pollution, optimize energy consumption, and ensure the health and safety of employees;
- Raise awareness among workers and other stakeholders through educational programs aimed at changing behavior and respecting the environment, energy management, and compliance with health and safety standards, as well as in the acquisition of energy-efficient products and services that impact energy performance.

III - MONITORING RESULTS

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

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

In March and August 2023, internal audits of the social responsibility management system were conducted, where a team of consultants could proactively assess system performance. Ten points for improvement and 8 non-conformities in the Management System were identified during these events.

In March 2023, we received a remote External Audit (Follow-up Review), and in October 2023, we received an unannounced External Audit (Remote and On-site) to evaluate the Social Responsibility Management System.

The audit team conducted process-based audits, focusing on significant aspects/risks/objectives required by the standard(s). Audit methods used included interviews, activity observation, and documentation and record review.

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

Number of identified non-conformities: 0 Critical: 0 Major: 0 Minor: 0

The excellent result was achieved through the serious teamwork of all employees, and our special recognition to managers who have shown extraordinary commitment and alignment with company guidelines.

During interviews with employees, notable improvements were observed in interpersonal and professional relationships within the company.

During the interviews, both with employees and third parties working on-site, an improvement in professional relationships between Managers and Employees was once again evident.

The SGI WEEK was held in July 2023, with knowledge dynamics (competitions in environmental, social responsibility, energy efficiency, health, and safety spheres), parodies for all employees and fixed third parties, with the aim of reinforcing standards in harmony with Environmental Sustainability (ISO 14001) and energy efficiency (ISO 50001), promoting the health, safety, and well-being of our employees (ISO 45001 and SA8000).

IV - CRITICAL ANALYSIS

These were carried out in March and August 2023. BIC monitors the performance and adequacy of its Social Responsibility System through internal audits, an open channel for employee complaints, stakeholder feedback, internal process changes, and external changes that may affect the system. The Social Performance Team meets to assess the adequacy and strengthening of the Standard. A BIC tem um sistema de monitoramento de seus fornecedores terceirizados e um compromisso assinado de seus fornecedores nacionais de atendimento aos requisitos da Norma SA8000.

Em nosso Sistema fazemos “Avaliação de Riscos” onde levantamos os riscos e impactos no sistema.

V - SUPPLIERS AND SERVICE PROVIDERS

Solid actions are being developed to influence our suppliers and service providers towards the same social practices already engaged by us.

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

VI - CODE OF CONDUCT AND ETHICS

Aligned with the group, BIC Amazon launched its own Code of Conduct in February 2010, aimed at establishing ethical principles in its relationships with suppliers and partners, as well as its Code of Ethics, which aims to set forth a series of principles to be followed in its internal environment.

In 2023, the BIC Group reinforced its commitment by training all Employees.

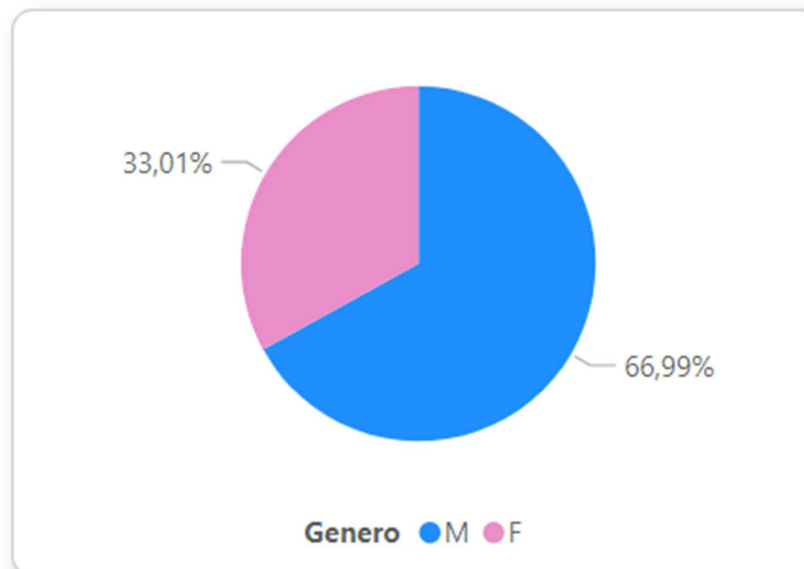
Our goal with the Code of Ethics is to formalize BIC's fundamental ethical principles, serve as a reference for all employees to ensure compliance and promote a work environment where everyone does the right thing every day.

Our principles are benchmarks in our daily conduct and reflect what we stand for to all stakeholders, to whom the company provides an open dialogue through its Social Responsibility Management System, based on the SA 8000 standard.

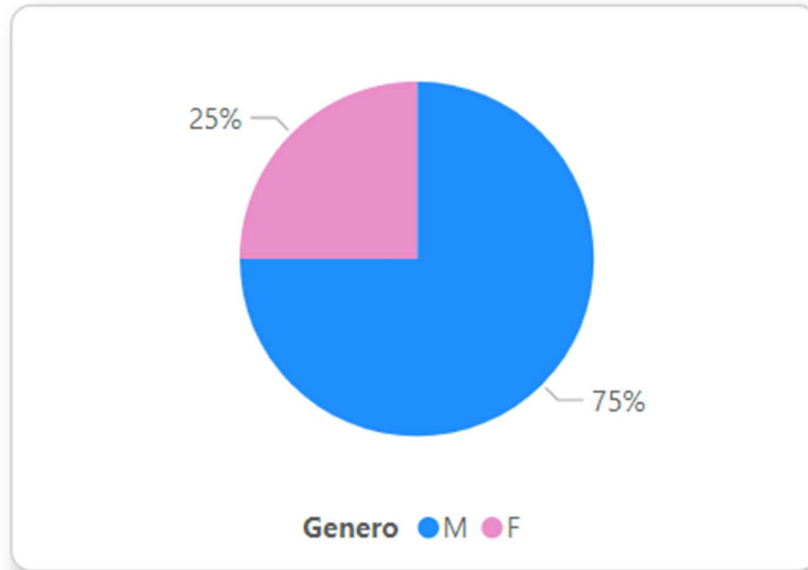
VII - SOCIAL INDICATORS

Currently, our team consists of 799 employees, 160 fixed-term contractors, 15 interns, and 34 apprentices. This team represents our diversity, which is welcomed and considered a factor of value aggregation.

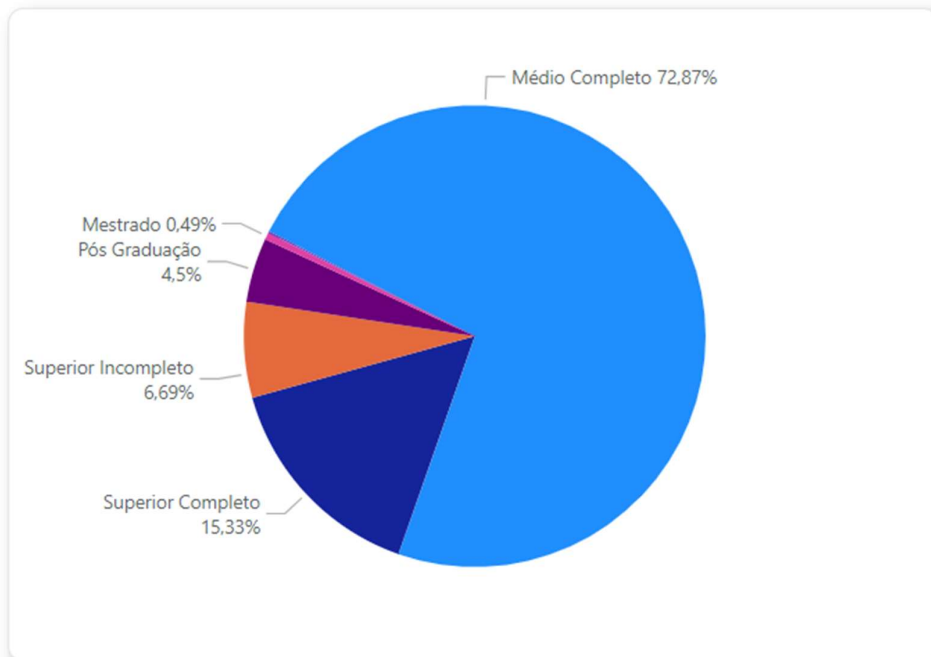
DISTRIBUTION OF EMPLOYEES BY GENDER



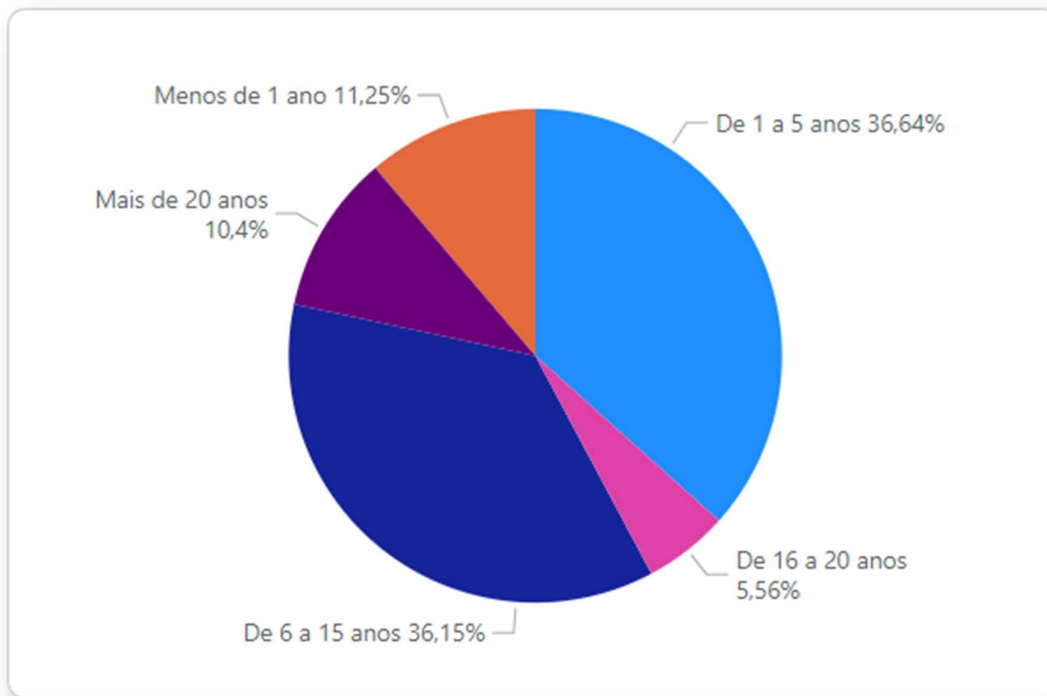
DISTRIBUTION OF MANAGERS BY GENDER



DISTRIBUTION OF EMPLOYEES BY EDUCATION LEVEL



DISTRIBUTION OF EMPLOYEES BY LENGTH OF SERVICE



a) Actions for the Community:

- P.I.E. – Innovation and Entrepreneurship Program for 700 students and 112 teachers from public schools.
- Christmas action with donation of hygiene items and basic food basket to the Esperança Shelter in the municipality of Manacapuru.
- Donation of basic food baskets to the Super Mães Institution.
- Global Education Week – Education Project that reached over 535 children and teenagers in a local community school.
- Workshop for female leadership, with the participation of 27 women currently holding leadership positions.

b) Actions for Employees:

- Investment in operational technical training for employees, with 14 available courses at no cost, resulting in 123 internal promotions, including recruitment processes and direct promotions in 2023.
- Formation and development of Managers through the School of Leaders.
- In July 2023, the INTEGRATED MANAGEMENT SYSTEM WEEK was held with the aim of reinforcing safety, environment, SA8000 - Social Responsibility. This year continued with the innovative proposal of a competition among departments, where employees and fixed third parties from all shifts participated in a football field competition, answering questions about safety, environment, and SA8000. Everyone completed an e-learning on the three topics as part of the competition.

- Endormarketing Project: Delivery of gifts on Mother's Day, Father's Day, Women's Day, and birthdays; Delivery of Easter eggs; Super Children's Day event with employees' children; Deposit of bonuses in the Ecx Card for employees to assemble their dinner as they prefer; End-of-Year Celebration Party with prize draws.
- Delivery of Baby Kits for pregnant employees.
- Jubilee: celebration for length of service.
- Investments in Benefits: External Medical Assistance, Chartered Transportation, Balanced Meals, Life Insurance, and Daycare Assistance.
- Company Performance Participation Program.
- BIC Employees Association (Guild).
- Back to School Project, donation of BIC product kits for employees' children.
- In 2023, we carried out various Health Campaigns, including: Flu Vaccination, reaching not only our direct employees but also fixed third parties; Yellow September, we held a workshop on emotional management; Pink October with guidance for female employees on the importance of preventive exams; Blue November with guidance for male employees on the importance of prostate exams.
- Partnership with Gympass, a benefits company that provides access to wellness and mental health apps, and discounts at major gyms in Manaus. This benefit was made available to all employees and also extended to their dependents.

We are available for further information, via email at sa8000@bicworld.com.