

# New operating model

Thinking about the best form of structured growth, coupled with the global skills developed by the company, Copag started the implementation of the new operating model in 2021, with organizational changes that focus on the exponential increase of the market for Brazil and Latin America. The objective is strengthening relationships and partnerships with customers and suppliers and to segment communication channels in a more specialized manner.

This new format allows for more focus, innovation and process optimization, directly impacting the results obtained by the company in the short, medium and long term.

The new model allows for better integration between the Copag's services, adjusting the company's vision and values in favor of our employees, suppliers and customers, thus increasing our productivity. We are ready to go further, so this transition started in 2021 with the first phase successfully completed.



## Environment, Social Responsibility and Governance

During 2021, Copag carried out various engagement and awareness-raising actions with the participation of many employees.

# Climate and people

Even working in the hybrid format, Copag implemented engagement actions for employees in Manaus and São Paulo, celebrating special dates with original initiatives, as happened at Easter, when our team received chocolate; on the Labor Day, with a special lunch and supper, and on Mother's and Father's Days, where our team received, through internal communication, special messages and were able to share photos of the important people who represent these characters in their lives.



On the Friend's Day, even virtually, Copag made a point of emphasizing the importance of this relationship through a virtual photo campaign. To commemorate Children's Day, we delivered a special Copag gift to the children of our employees.



**WE HAVE A TEAM SPIRIT**

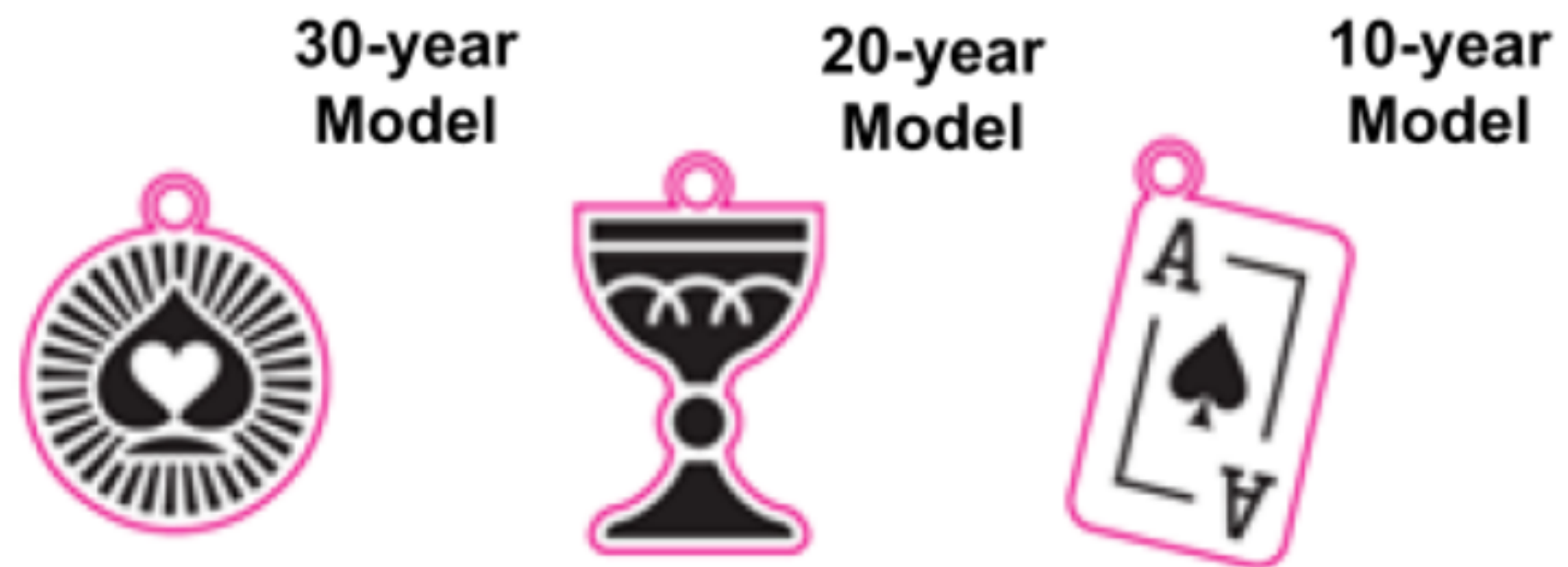
For us, every letter is important.  
That's what makes our team complete.

**We know that together we make the best moves.**

**#collectivity #empathy #relationship**



In December, to celebrate another period of success, our end-of-year party had a different integration at the headquarters in Manaus. Our employees could interact through a special Live themed “The future is now”, where, in addition to live music and a raffle of gifts, our retired employees received silver pendants in honor of the time dedicated to Copag. In São Paulo, our team managed to meet with all the safety protocols for a lunch combining the celebration of a challenging year with the emotion of being together and safe.



It was a year full of perspectives where, once again, Copag brought the team closer, even remotely, as it is essential to recognize that our employees are our greatest asset, and that it is because of them that our company is increasingly successful!



# Occupational Health and Safety

## Golden August

The month of August for Copag symbolizes much more than the number 8 in the Gregorian calendar. It means dedication and intensification of actions to foster, protect and support breastfeeding.

That's why we launched the Golden August campaign, as the color refers to the nutritional quality standard that breast milk presents. Copag, aware of the topic, provides support to all working mothers who return from maternity leave and provides, in the outpatient clinic, an exclusive room for breastfeeding and milk expressing.

Created in 1992 by the World Health Organization (WHO), the Golden August campaign aims to raise awareness of the benefits of breast milk. The topic is addressed annually in partnership with the Brazilian Society of Pediatrics (SBP) and is considered a public health issue by the Ministry of Health.

The World Breastfeeding Week (Smam) is a global campaign that aims to foster actions related to the topic, being celebrated from August 1st to 7th.

This month, we set up a special welcome for our female employees who recently became mothers and, so that they have all the comfort in the lactation room.



## Yellow September

Concerned about the health of its employees, the Copag unit in Manaus brought up the topic YELLOW SEPTEMBER, on September 15th, 16th and 17th, with the purpose of providing more in-depth information about suicide. The information was disclosed on the Intranet and corporate WhatsApp.

As of 2014, the Brazilian Association of Psychiatry (ABP), in partnership with the Federal Council of Medicine (CFM), organizes the topic Yellow September<sup>®</sup> at the national level. The 10th of this month is officially the World Suicide Prevention Day, but the campaign runs throughout the year.



Suicide is considered by the Ministry of Health as a public health problem. According to data, it is responsible for taking the life of one person every hour in Brazil, the same period during which three others tried to kill themselves without success.

On 09/17, the Copag unit in Manaus delivered yellow ribbons and an informative brochure so that all employees could join the cause and, at the same time, gain more knowledge.

A board was also installed in the cafeteria. Called the “emotions panel”, it was used for employees to withdraw messages of support, if they felt the need.

There are many taboos surrounding the topic, which creates room for various inventions and misinterpretations on the causes and symptoms. Suicides can be prevented. Thus, it is necessary to bring to the public knowledge that there are symptoms, treatment and ways to help.

# Emergency brigade

Always concerned with the safety of its employees and service providers, Copag in Manaus relies on an Emergency Brigade team ready to act in different situations, such as: beginning of fires, general evacuation of the company due to greater necessity and in accidents with victims.

The action force is located within Copag's premises and its main objective is to preserve the life and property of the institution, in accordance with the following rules: NBR 14276, NR-23 Labor Regulation and IT-17 Technical Instruction of the Fire Department.

Whenever an accident occurs within Copag premises or the alarm is triggered, the brigade takes action to investigate the case to control the situation, which shows that the company strictly follows safety protocols.





# Internal Accident Prevention Committee

Copag also has members of the Internal Commission for Accident Prevention (CIPA), called “Cipeiros”, within its facilities. “Cipeiros” are employees who, after an election open to employees, will work to prevent accidents and improve the work environment with a focus on collective well-being.

With tasks of great importance, those elected by each sector will observe and expose, if any, risk conditions in the work environments for a period of one year (beginning on the day of the counting of votes).

Furthermore, they will request measures to reduce and extinguish existing hazards or even neutralize them, discuss accidents that have already occurred to request measures to prevent similar accidents and guide other workers on the prevention of future cases.

The acronym CIPA stands for: Internal Accident Prevention Committee and belongs to labor regulatory standard 5 (NR-5), based on Law 6.514, of 1977. However, it is worth highlighting that anyone interested in being a “Cipeiro” must be at least 18 years old and a Copag employee.

The law informs that it is up to the employer to provide CIPA members with the necessary means for the necessary fulfillment of the activities and guarantees proper time for the performance of the task.



## Pink October

Aiming to raise awareness of the prevention and early diagnosis of breast cancer, the Pink October campaign started in the 1990s in the United States, with the participation of some States. In Brazil, the topic started being addressed in 2002, but it was only in 2008 that it gained traction at the national level.

Breast cancer is the most common type of cancer in women in the world and attacks the breast tissue. In 2020, approximately 2.3 million new cases were detected, accounting for 24.5% of new cancer cases in women.

In our country, breast cancer is the most common type in women after non-melanoma skin cancer, according to data from the Brazilian Cancer Institute (INCA).

Copag's campaign named "Se Toque, Miga!" guided employees on the importance of prevention and self-examination for early tumor detection. We deliver newsletters on the topic, distribute ties (symbol of the action) and, on Friday, we all wear the pink color.



## Blue November

Prostate cancer, the most common type of cancer among men, is responsible for the death for 28.6% of the male population who develop malignant neoplasms. The only way to guarantee a cure for prostate cancer is early diagnosis.

Even in the absence of symptoms, men over 45 years old with risk factors (heredity, for example), or over 50 years old without these factors, should go to the urologist to discuss the digital rectal exam and the PSA (prostate-specific antigen) blood test. About 20% of patients with prostate cancer are diagnosed only by digital rectal examination.

According to INCA, the risk of a man having diagnosed prostate cancer throughout his life is 16%. Therefore, the Ministry of Health launched the “Blue Line”, which are care actions for men’s health implemented in the Brazil’s national public health service (SUS) in 2021.

At Copag, we had the Blue November campaign “Your health does not wait!”, where we made our employees aware, through newsletters, ribbons and the use of the color blue on Fridays, about the importance of prevention and early diagnosis for prostate cancer.



## **XI SIPAMAQ** - Internal Accident Prevention, Environment and Life Quality Week

During the 11th week dedicated to the Prevention and Awareness of Occupational Accidents, the Environment and Quality of Life, promoted by Copag, between November 8th and 21st, employees were encouraged through activities to develop critical thinking and propose solutions aimed at situations imposed by the organizers.

Among the actions, there were question and answer games, lectures, videos, conversation circles, theater play, gamification and other interactive activities that brought together the company's employees and leaders in a relaxed week with a lot of knowledge exchange.



## **DSS** - Weekly Security Dialogue

Every Monday, Copag holds the Weekly Safety Dialogue (DSS) at its facilities. The main objective of such meeting is to alert all employees about the risks existing in the work environment and, thus, encourage ways to better prevent them.

Another important topic is the indication of what personal protective equipment (PPE) should be worn by the employee. According to the Ministry of Labor and Employment (MTE), in Regulatory Standard 6 (NR 6), based on Law 6.514, of 1977, Personal Protective Equipment (PPE) is considered to be any device or product, for individual use used by the worker, intended to protect risks susceptible to threatening occupational health and safety.

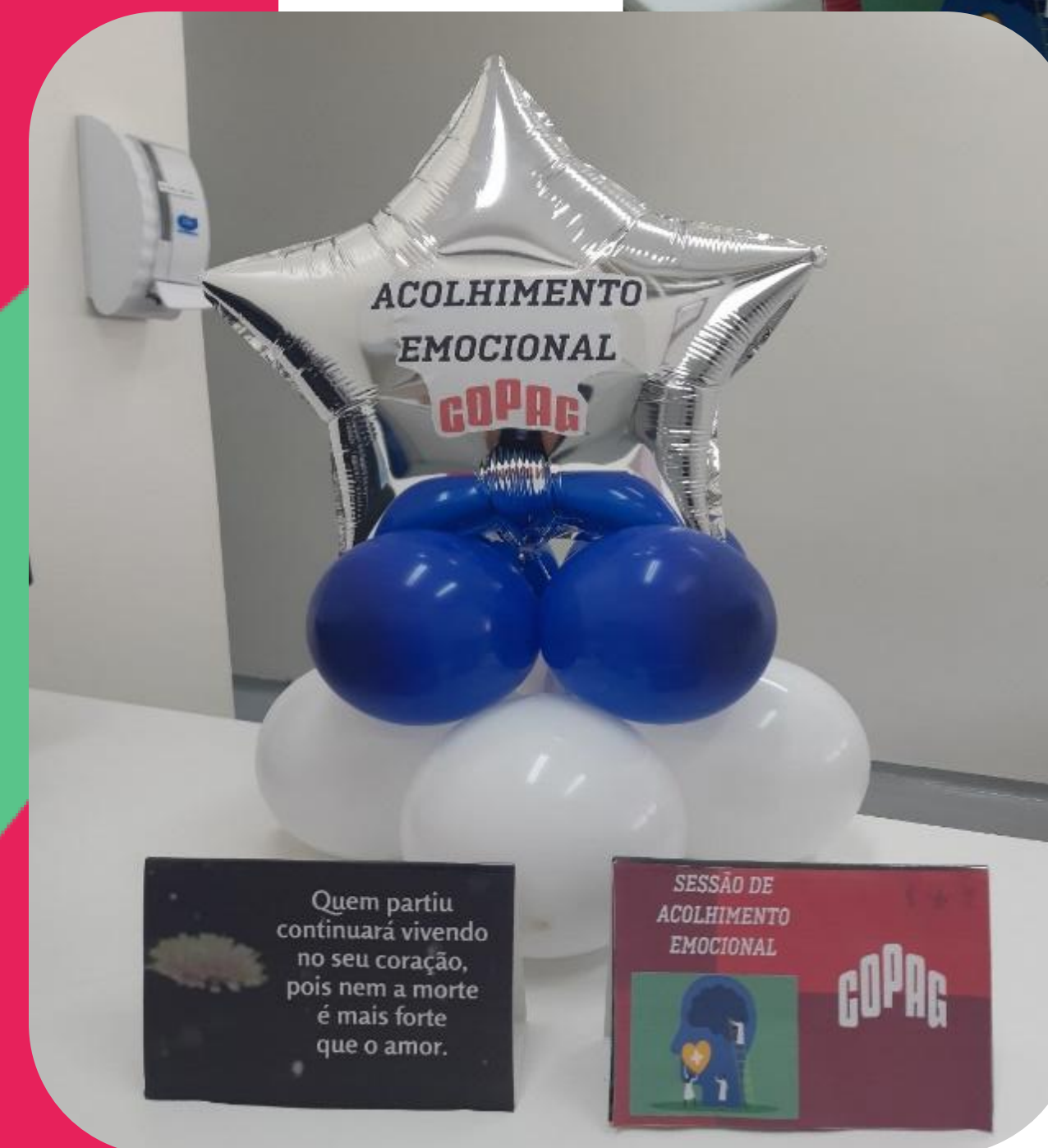
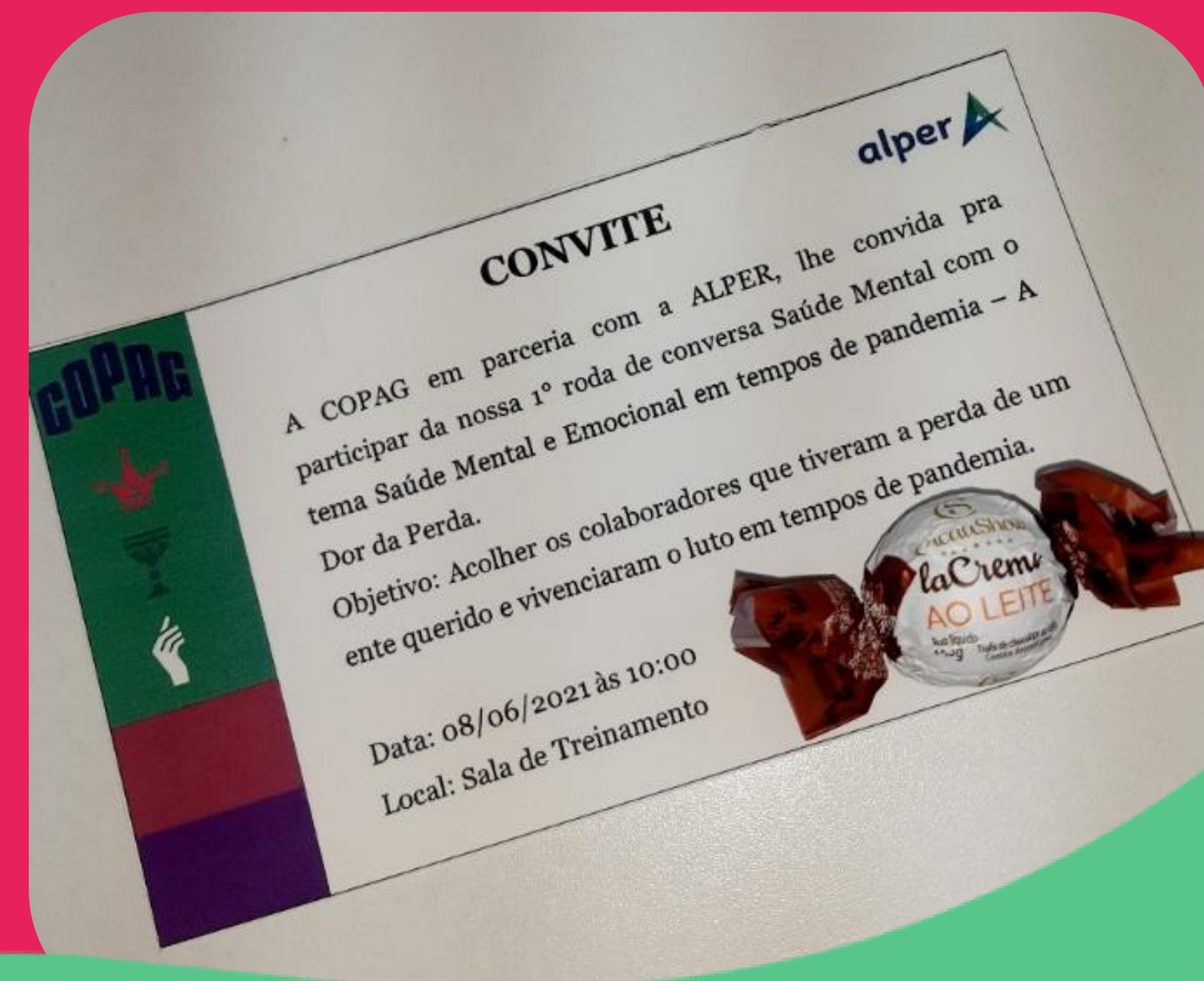
As mentioned, the main objective of the DSS is to make workers aware of the best safety procedures for their work, so the ideal scenario is that the meeting is held before starting work, so that the information is absorbed and implemented.

A list of important issues for the DSS to be well implemented is presented below:

- The DSS must have a maximum of 15 minutes;
- Topics need to be current. Therefore, examples, everyday stories and objective language will be needed;
- It is important that the calendar of meetings must be fixed in each work shift, as well as the list of subjects;
- Brings a sense of authority to people from other areas present to talk about issues that encourage responsibility at work;
- Leave the meeting open for questions at the end and other interactions with the topic, in addition to the attendance list.

# Reception program

In 2021, where we live many moments of uncertainty, with irreparable losses due to the pandemic, we created the Emotional Reception Program. We offer our employees meetings aimed at providing psychological support, with three 1-hour sessions to help overcome difficult times and mourn the loss of loved ones to COVID-19.



## Covid-19 and Influenza

In 2021, Brazil and the world remained on alert and full of doubts about the COVID-19 pandemic. On the other hand, the advent of vaccination brought a lot of hope to the population, especially regarding economy.

Copag takes care of the health of its employees and, in 2021, continued with our COVID-19 Vaccination Campaign, making working hours flexible and providing transportation for our employees to the vaccination sites. In October, we concluded the action with 100% of our employees vaccinated with the 1st and 2nd doses. In 2022, we are preparing for the application of the third dose.



# Diversity

Diversity in the work environment encourages the organization to develop a mature attitude towards the plurality of our society. This means welcoming employees in their differences and supporting inclusion and tolerance of cultural diversity. Furthermore, it provides the exchange of experiences and knowledge from different perspectives for the same subject. In 2019, Copag created the Diversity Committee, responsible for defining and implementing actions on the topic within the company, counting on the participation of new members every year.

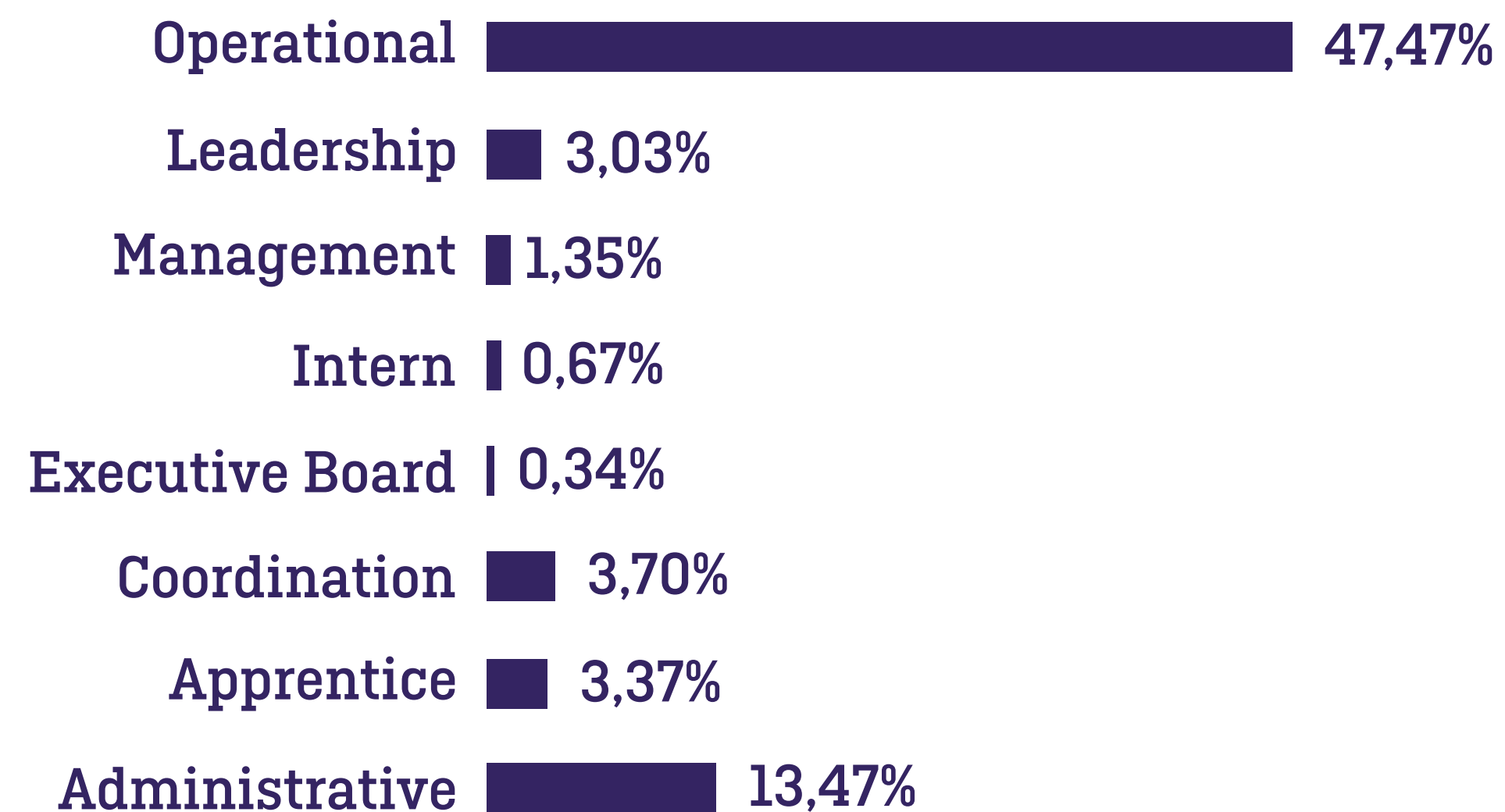
Copag believes that respecting Diversity means defending the right to equity and discovering how we can walk together in this world.





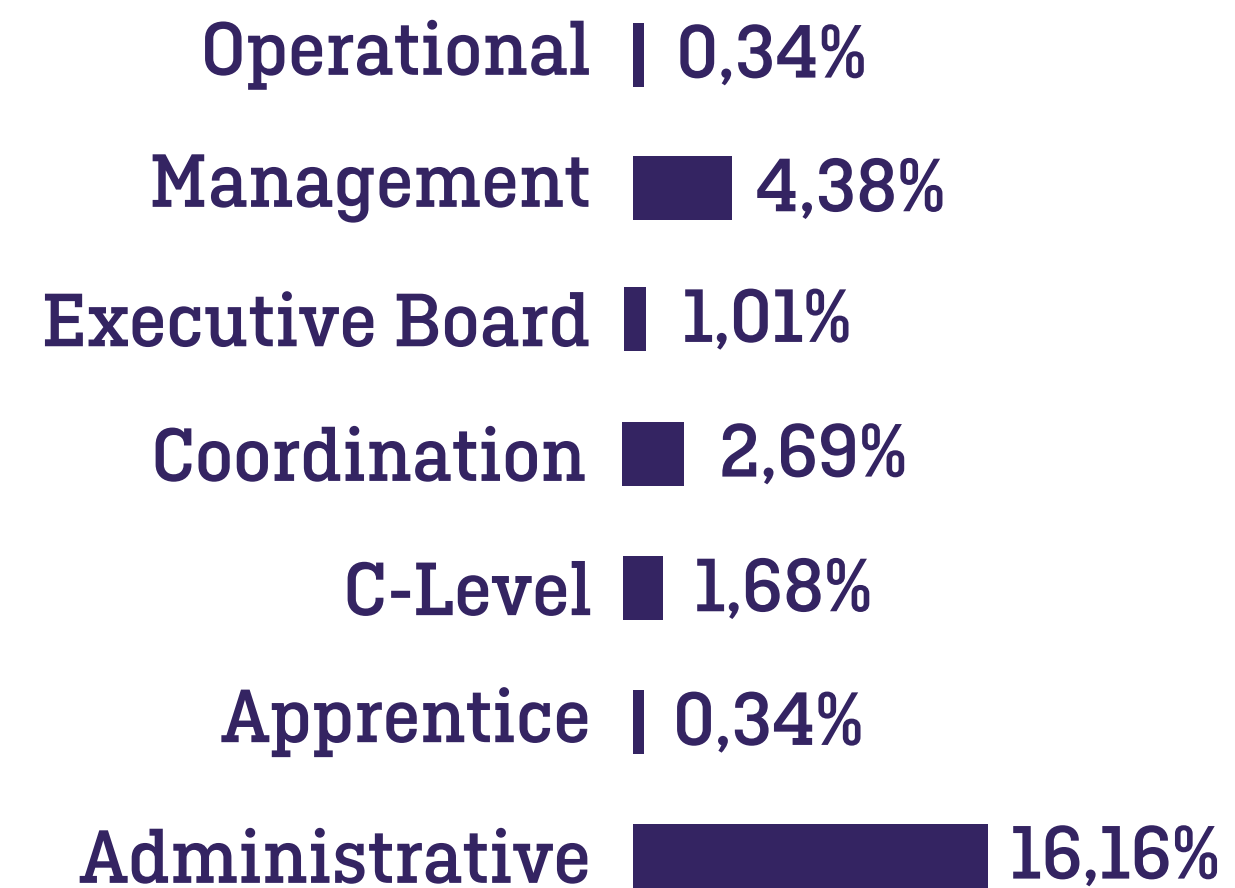
Check out the **diversity of job levels** within Copag:

## Manaus

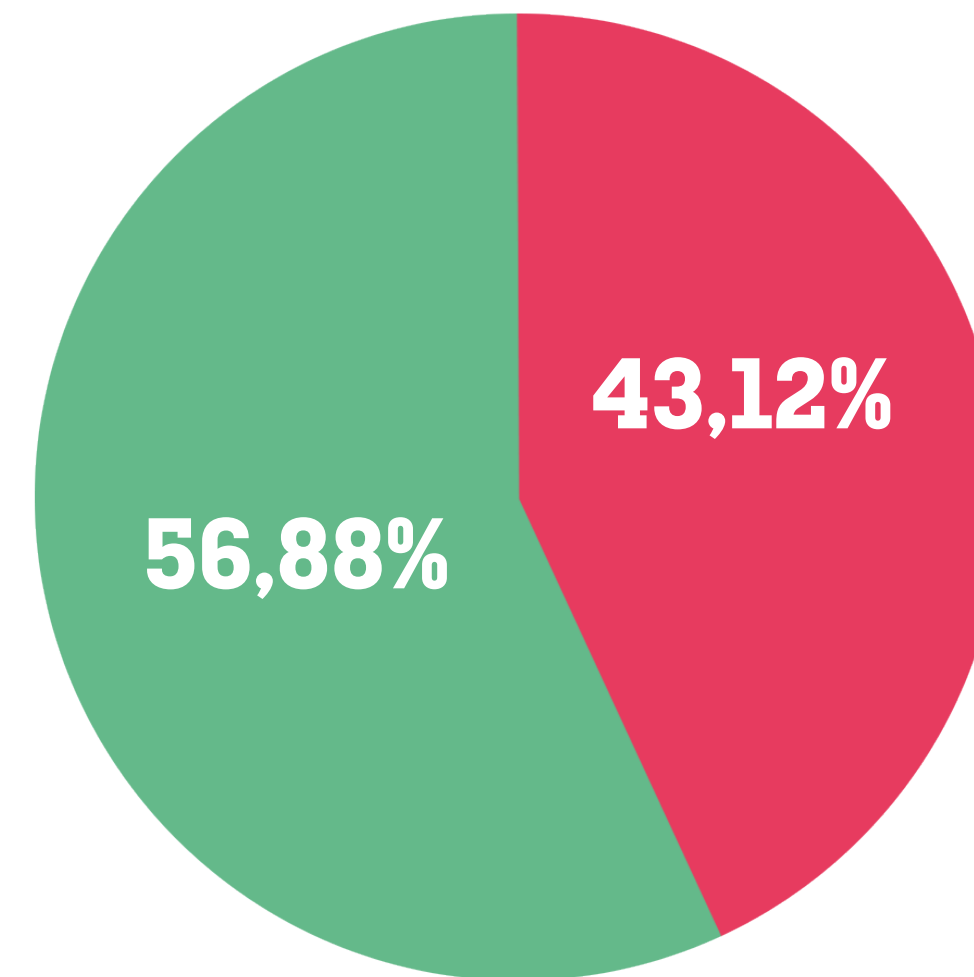
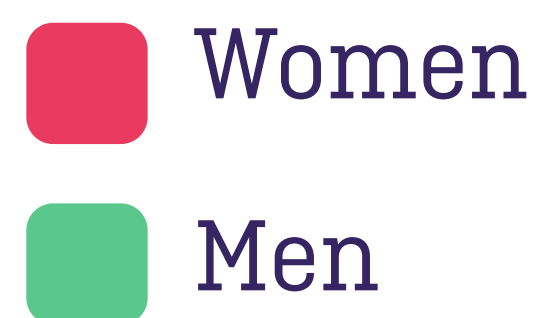


Check out the **diversity of job levels** within Copag:

## São Paulo

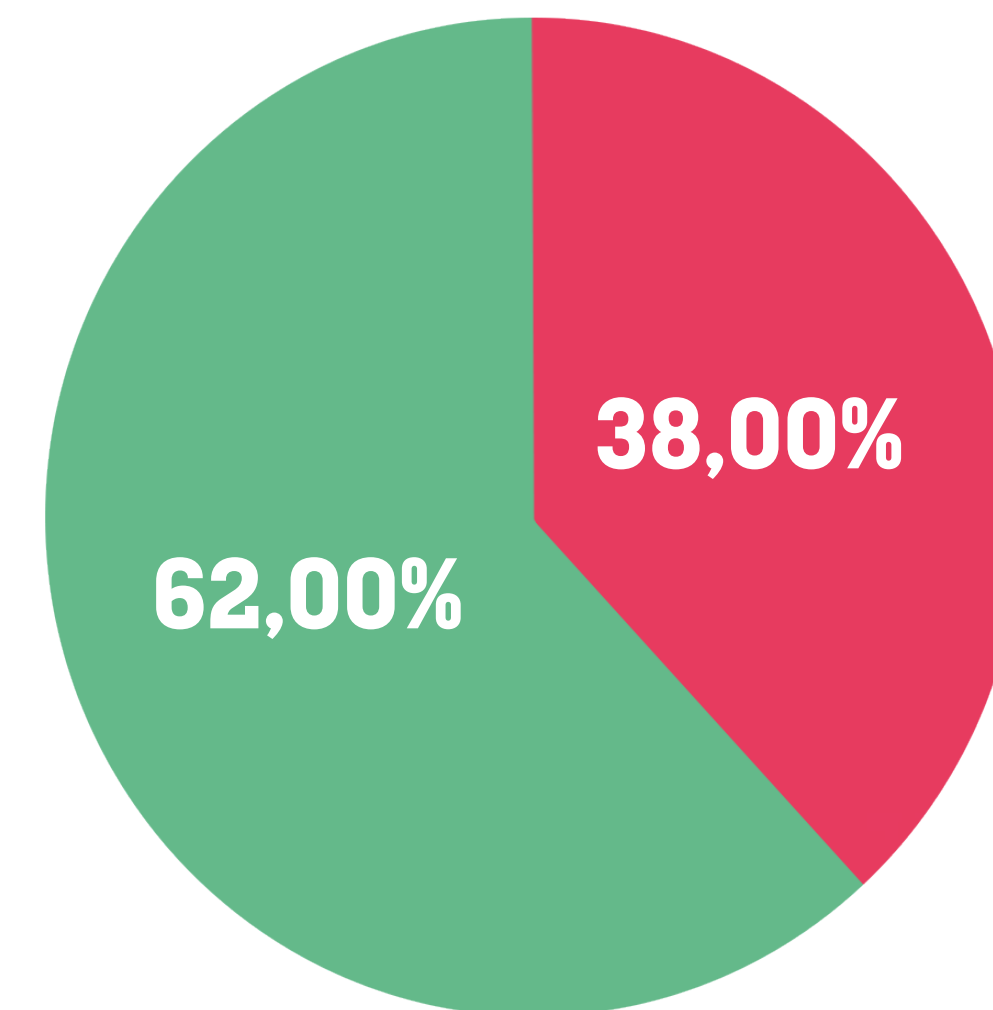


See the **gender diversity** within the company:



Manaus

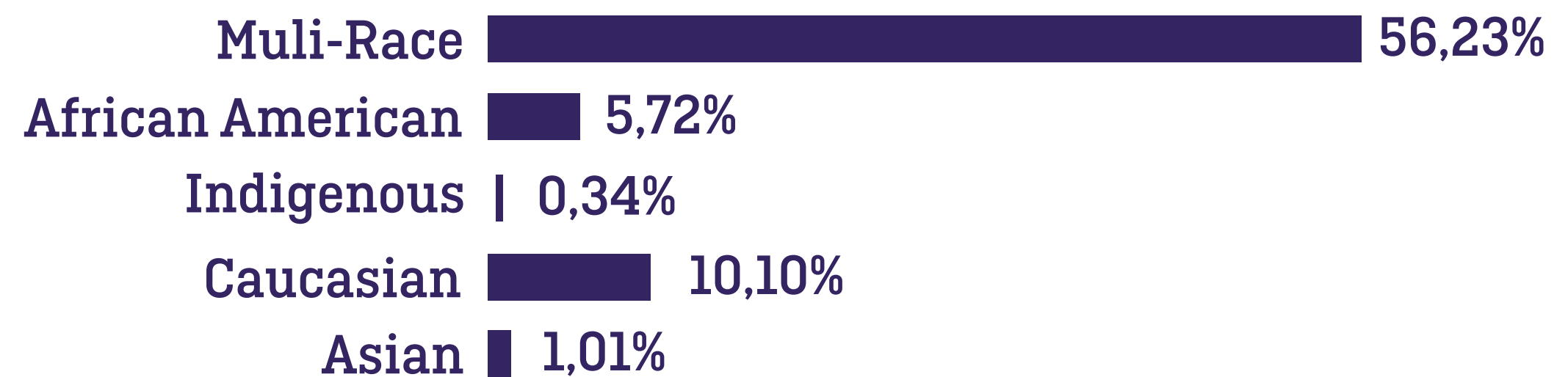
São Paulo



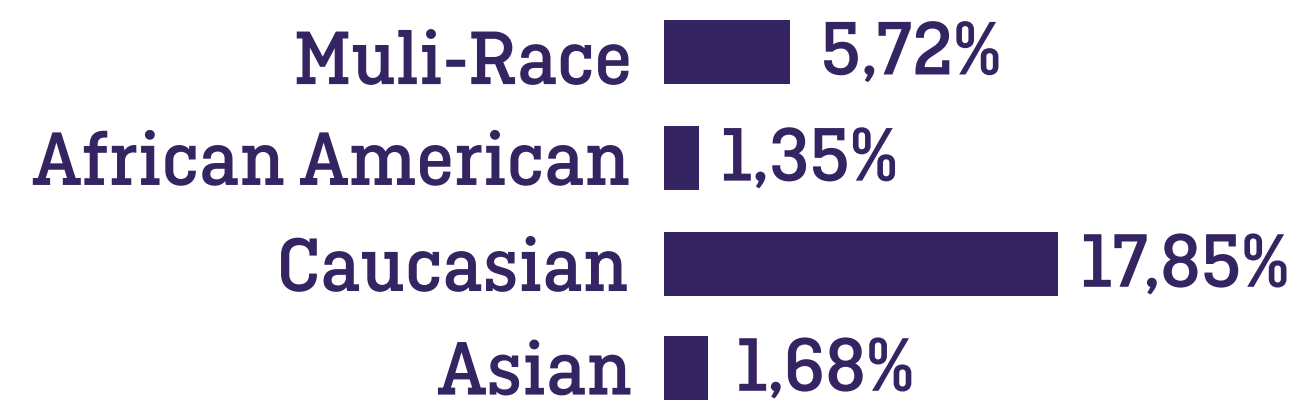
# Check out the **diversity of our team:**

Race by branch

## Manaus

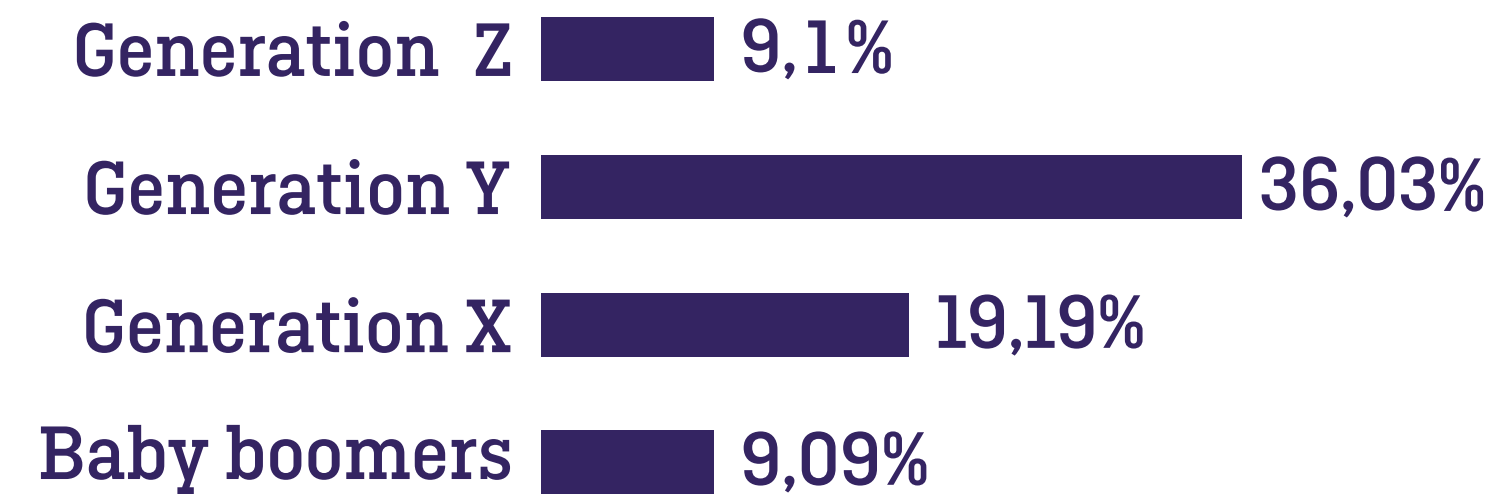


## São Paulo

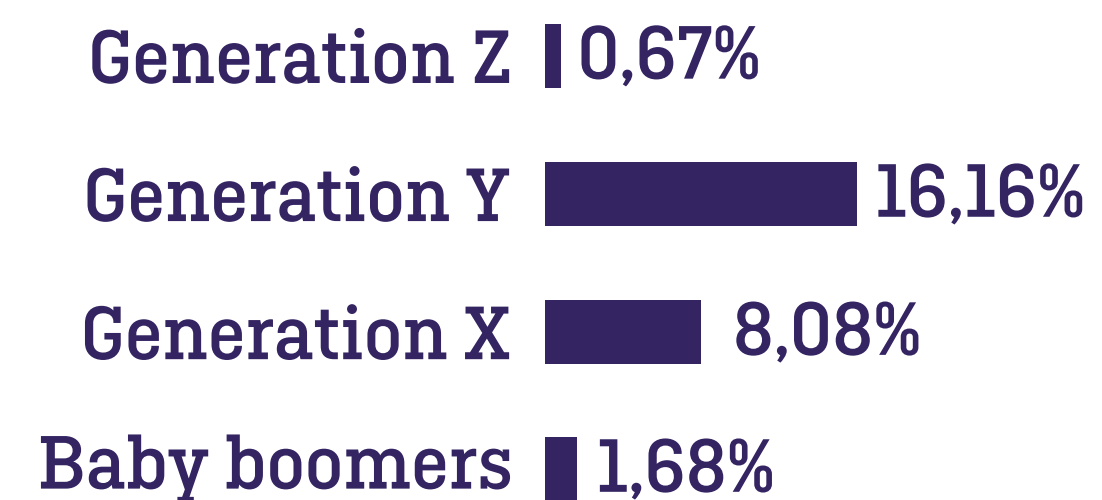


See how our  
team **spans all**  
**generations:**

## Manaus



## São Paulo



# Diversity of Generations

To contextualize expectations and exemplify the variety of perspectives of our team, in 2021 we created a video with four employees from different generations to talk about the topic. The result is available to the full team on the company's intranet.



## **Fábio Henrique, 17 years old:**

“It’s my first job, and it’s helping me deciding which area of study to pursue. Copag has a very relaxed atmosphere, where everyone talks not only about work, but about everything.”



## **Edmilson Ribeiro de Lima:**

“I always try to be prepared. I have just completed a graduate course in Business Management, I study English, as I believe that Copag is growing quickly, and this provides many opportunities for the team. Copag is a reference today, and I feel very happy to be part of this family.”

# LGBTQIA+

The abbreviation LGBTQIA+ brings together the nomenclature representing different groups of the political and social movement that defends rights and diversity, promoting the fight for equality and respect for this community.

To address the LGBTQIA+ topic, we created an awareness campaign on the movement's acronyms, also distributing truffles with the rainbow colors. The meaning of each letter is: L = Lesbians; G = Gays; B = Bisexuals; T = Transgender; Q = Queer; I = Intersex; A = Asexual; and +, which includes other gender identities and sexual orientations that are outside the cis-heteronormative pattern.






# Refugees

The Copag Diversity Group, thinking about raising awareness and disseminating information about the slave labor of refugees, held a webinar with the Migrant Pastoral Center to talk about the subject, which showed stories and reported the difficulty of refugees who are assisted there.

Learn more about CAMI at [www.cami.org.br](http://www.cami.org.br).

In addition, to help this audience, we created a task force on June 20, World Refugee Day, at a personal hygiene product collection point, where our employees could make donations.

The items were donated to the Receipt and Sorting Station (PITRIG) in Manaus, which has already assisted more than 5,000 refugees.



**June - Refugees' Month**

It's unbelievable, but there is still slave labor of refugees, human trafficking in Brazil and a great difficulty in regulating refugee citizens in 2021! The diversity group, with the purpose of breaking down barriers, will bring a webinar with CAMI to talk about the topic and explain how you can help!

<https://www.cami.org.br>  
MIGRANT SUPPORT AND PASTORAL CENTER

COLLECTION CAMPAIGN

**COPAG WELCOMING diversidade**

**June 20 - Celebration of Refugee World Day**

It's unbelievable, but there is still slave labor of refugees, human trafficking in Brazil and a great difficulty in regulating refugee citizens in 2021!

Copag's DIVERSIDADE group, with the purpose of helping refugees and migrants, invite all our Copag professionals to mobilize in the campaign to collect personal hygiene items.

Items received will be donated to the Receipt and Sorting Station (PITRIG) located at Manaus Bus Terminal, Av. Torquato Tapajós, Bairro de Flores. Over 5,000 people have been served at the place since its opening. Check out the list of items for collection below.

**Items:** Shampoo and Conditioner Kit, Soaps, Bath Loofah, Toothpaste and Toothbrush, Sanitary Napkin and Shaver.

**Collection period:** From 06/20 to 07/02

**Place:** The collection box will be available in the cafeteria

Donate, spread the word to your friends, family and colleagues, get together with more people in your industry/department.

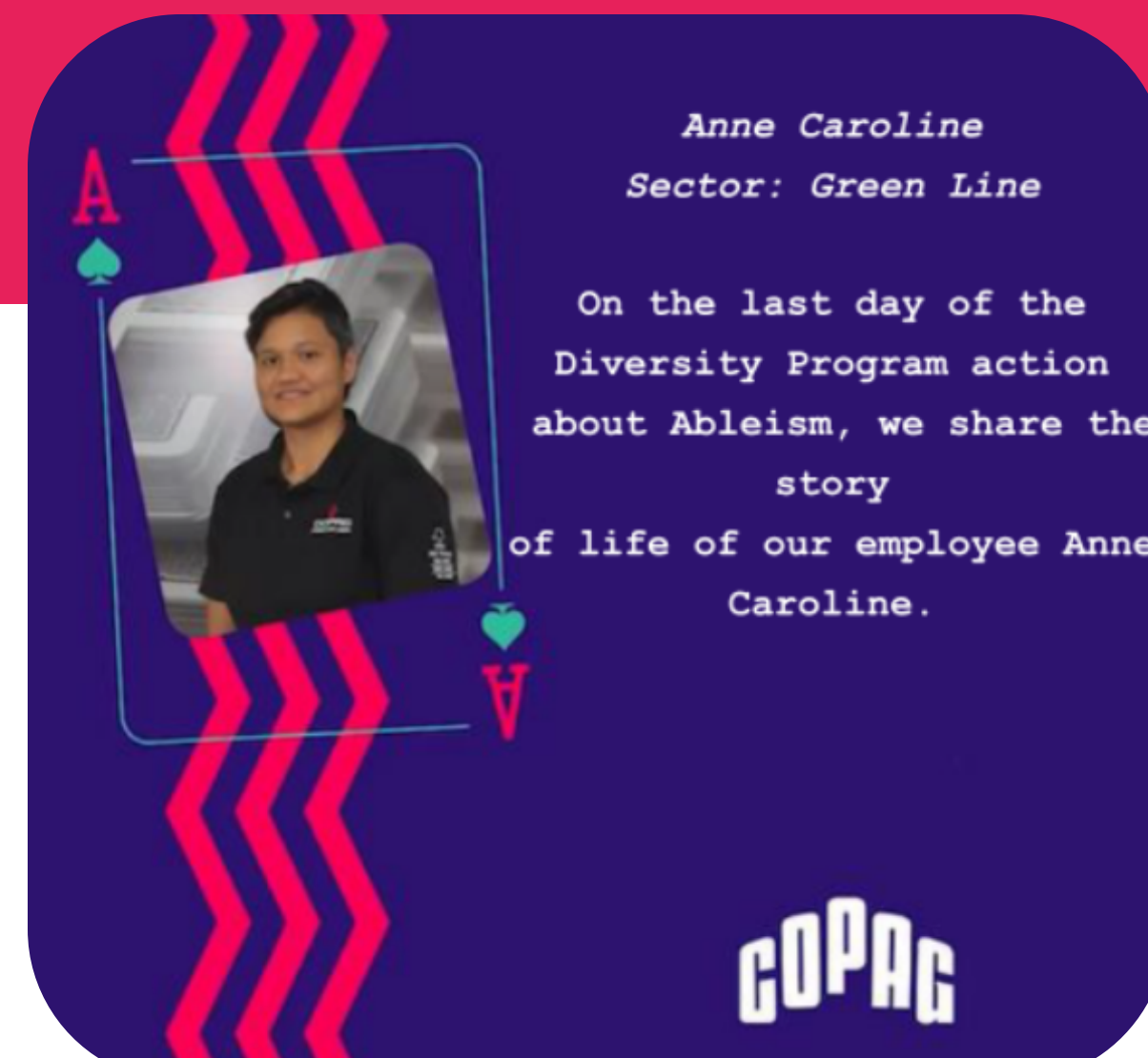
Together, we can.  
As a group, a team.





# PWD - PEOPLE WITH DISABILITIES

We carried out an orientation campaign on people with disabilities, ableism, employability laws, and we released a Podcast with the testimonial of an employee, who is a PWD.



Anne Caroline  
Sector: Green Line

On the last day of the Diversity Program action about Ableism, we share the story of life of our employee Anne Caroline.

GOPAC

## Ableism

Ableism is a crime and is provided for in the Brazilian Law for the Inclusion of Persons with Disabilities.

Article 88 establishes imprisonment and fines for people who practice, induce or incite discrimination against others because of their disability. Penalties can be increased according to the offender's position or responsibility.

For the law to be enforced, society needs to become more empathetic and respectful for the rights of all individuals.


Anne Caroline's story shows determination and overcoming, where she learned since childhood how to overcome life's challenges. Her limitation does not prevent Anne from being an exemplary professional and a human being who values the simple things in life. Anne, you can count on us to continue writing your story.

See Copag's chart  
regarding the  
**PWD audience**

### São Paulo

Does not have a disability  26,3%  
Hearing | 0,3%

### Manaus

Does not have a disability  70,7%  
Physical | 2,4%  
Hearing | 0,3%

# Bullying

We promote the antibullying concept and campaigns, in addition to the infographic we have at the company on Complaints and Resolution Management, which guides employees on how to act in case of harassment.



# 50+ in the job market

## Age diversity

Age diversity is the intergenerational coexistence in which young people learn from the older generation and vice versa. On the one hand, the mastery of new technologies and the prospect of a new world stand out. On the other hand, contributions such as experience, knowledge and care with the quality of work emerge.

In 2021, we publish data on age diversity and show how the elderly are increasingly present in the labor market. In this action, the most experienced employees gave testimonials about how they feel inserted in the corporate world.

A professional environment with great diversity allows for an exchange of multiple perspectives, thus contributing to better results.

In this action, Copag paid a tribute to its most experienced employees, Mr. Eduardo Jorge and Ms. Antônia Castro:



### **Eduardo Jorge**

reception sector, 60 years old,  
Copag employee for 23 years.

He is a very committed employee in his activities, does what he likes and carries out his task with great responsibility and attention.

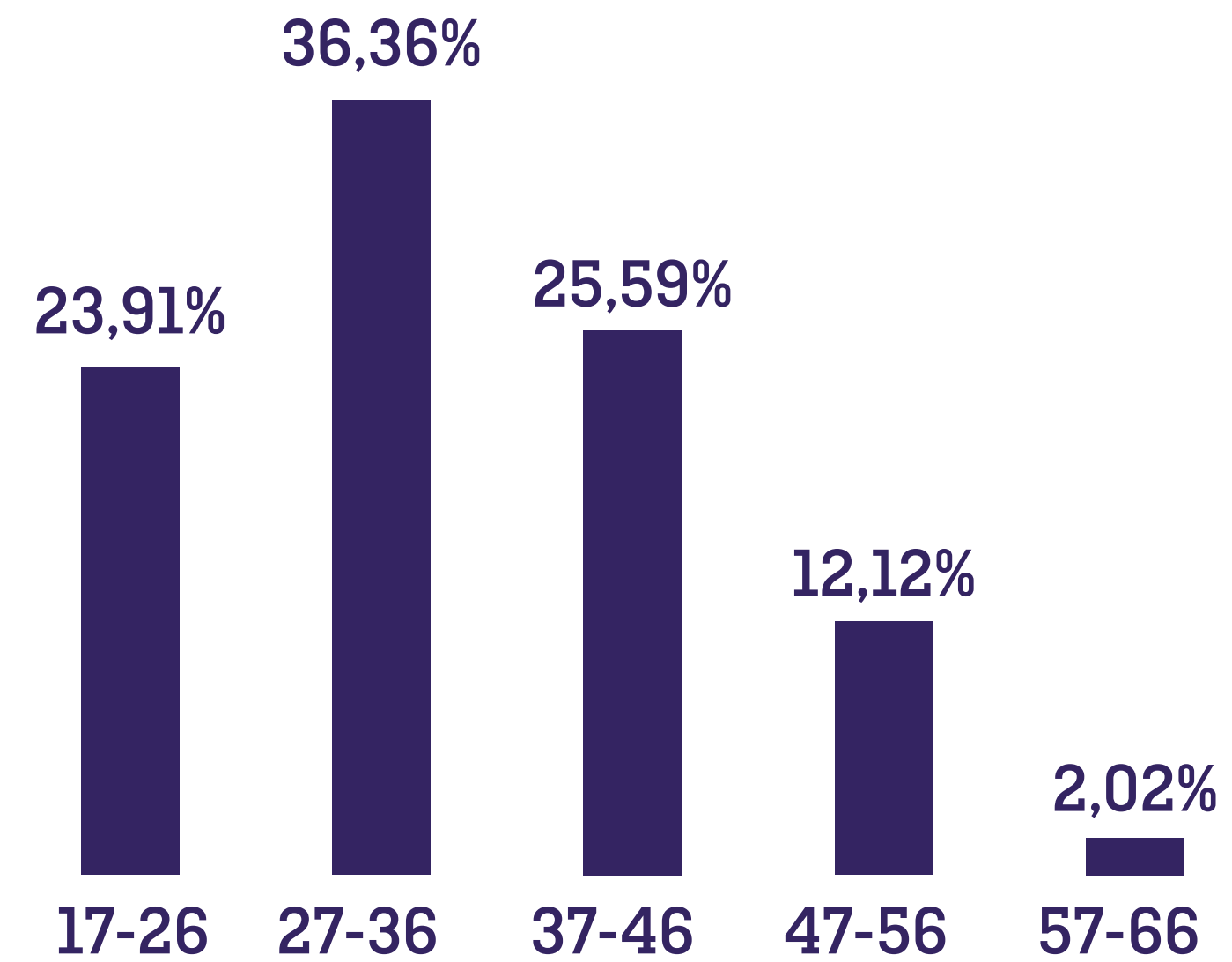


### **Antônia Castro**

Green Line sector, 62 years old,  
Copag employee for 28 years.

She is an active, dynamic and interactive employee. Teaching and learning with the work team makes you feel more alive!

See the **age diversity of our team:**



# Black Consciousness

On that date, we share the story of how the Black Consciousness Day was created, highlighting black people in leadership positions. We do work stretching with capoeira, which is an activity characteristic of black people, we make African braids on employees and offer typical foods in the cafeteria.



# Human Solidarity Day

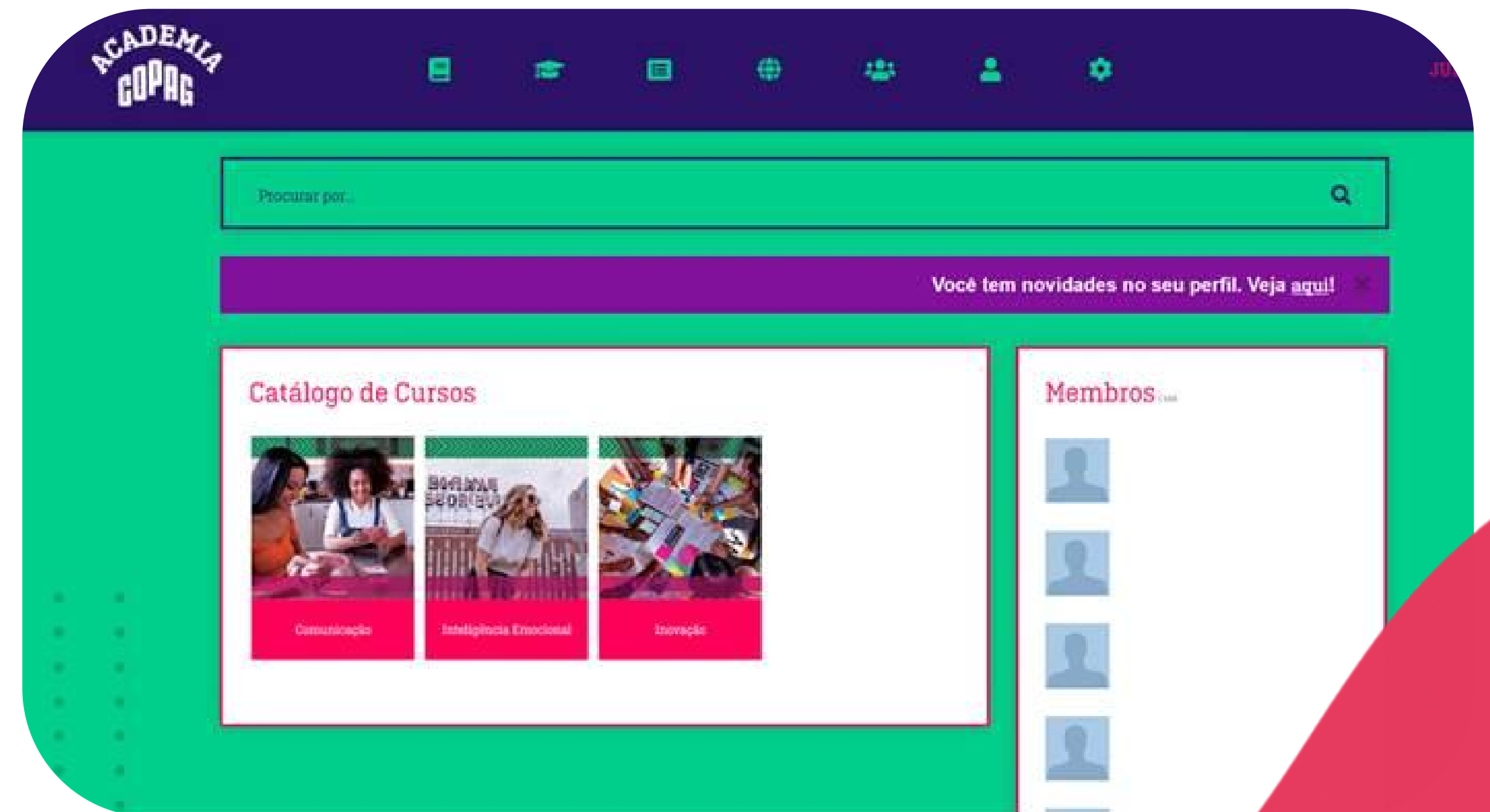
We disseminated tips on how to be supportive and performed a cantata with employees, emphasizing songs that talk about solidarity.



# People development

## Skills Academy

In line with the mission of developing our employees, in 2021 Copag launched, at the Copag Academy, training on topics aimed at developing our skills: Innovation, Communication, Emotional Intelligence, Collaborative Relationships and Leadership, in addition to other topics that we consider important, such as The General Data Protection Law; Digital Transformation and topics focused on protagonism, self-knowledge and career. The Copag Academy is for all professionals and can be accessed at any time via cell phone and computer.



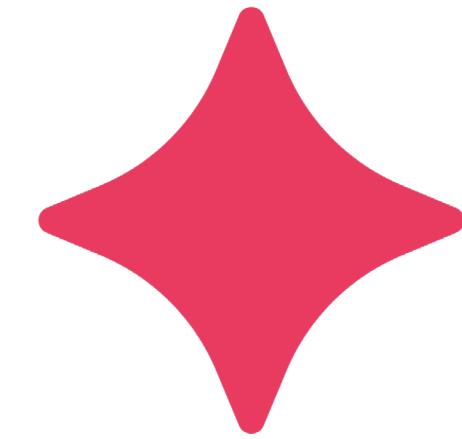


Check out what **some of our employees say about** this system:



**David Medina:**

“I took three courses: Communication, Emotional Intelligence, and Innovation, and it is very important that we constantly seek personal development.”



**Miguel Awada:**

“I want to express my gratitude to the entire Copag team, who designed and created this platform. It has been very useful not only in my professional life, but also in my personal life.”



Thinking about the health and well-being of employees, Academia Cartamundi has made available programs aimed at quality of life, remote work and remote team management and Microsoft Teams. Academia Cartamundi is a global training platform and its premise in 2022 is to unify the tools so that the contents are available to all the company's professionals.

Cartamundi  
Academy

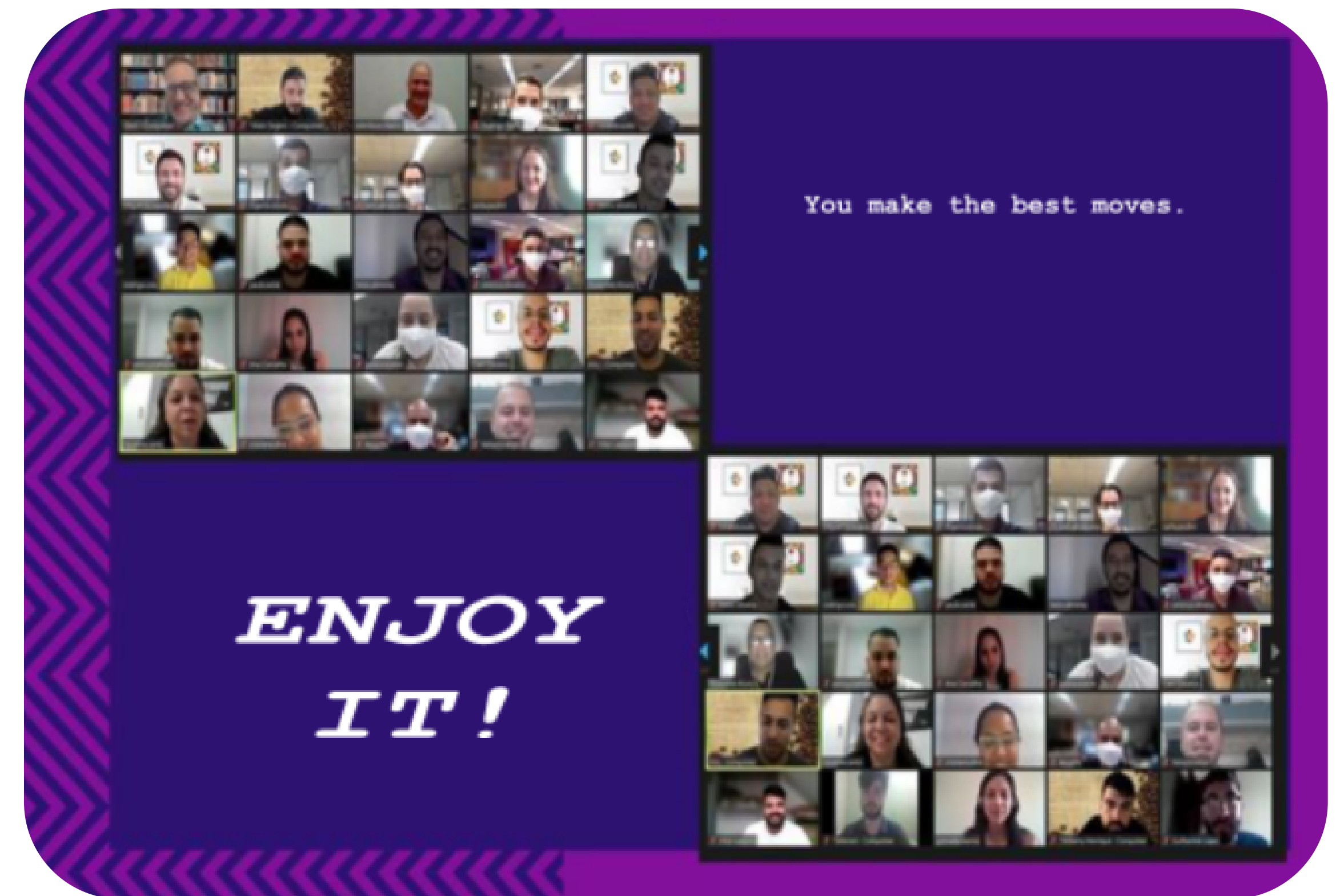


Bem-vindo à Cartamundi Academy.

# Commercial Technical Academy

Between September and December, we offer several activities with the purpose of establishing a continuous evolution process for the commercial team, to consolidate the best practices and the search for better and greater results for the organization.

The project was developed at the São Paulo unit, where employees, through modular training, received mentoring to solve the proposed scenarios. The program was designed in seven phases that included dynamics, such as the 'Coffee Kings' Game, profile of the professional of the future, sales planning, closing deals, sales role play, techniques, tools and mentoring.



The tool helps the sales team in the negotiation process, in addition to developing techniques to improve commercial skills. At the end of the evolution trail, all participants received a certificate that makes them able to face the new challenges.

# Lean Manufacturing philosophy Technical Academy

We managed to finish 2021 with important training on the Lean culture at Copag da Amazônia. For the implementation of the Checklist Fácil platform, an online training was performed, where we demonstrated all the updates on the 5S program and its news for all the company's employees.

We also carry out training using lego pieces to demonstrate how we can make improvements just by applying good Lean Manufacturing practices, such as defining the value stream; organization; customer focus; end product quality and pull production.

All this was very productive for our company!



# Technical Academy Training of Internal Auditors

Concerned with the quality and correct performance of internal processes, Copag trained professionals to carry out internal audits with the purpose of verifying the organization's compliance with the requirements provided for the standards established in its management system.

In 2021, due to the pandemic, the training started in 2020 with the Manaus team was resumed. The team of auditors is made up of 22 people from Manaus and São Paulo, impacting the full organization, as they are responsible for the verification process in all areas.



Employees, from different areas of the company are regularly qualified by external experts for the ABNT NBR ISO 9001:2015 – Quality Management, ABNT NBR ISO:14001:2015 – Environmental Management, SA 8000:2014 – Social Responsibility, Code of Conduct of the Responsible Business Alliance (RBA) and ABNT NBR ISO 19011:2018 Guidelines for Management System Audits.

Internal audit is very important for organizations, as it aims to ensure that the company maintains internal processes in accordance with what was planned with the executive committee.

Finally, it works as a self-assessment that helps the organization achieving its goals by adopting a systematic and disciplined approach to the assessment and improvement of the effectiveness of the Integrated Management System processes.

In addition to internal audits, this group is responsible for carrying out audits on Copag's suppliers to verify whether the processes of our work partners comply with the SGI standards.

# Our training and development indicators

In 2021, we had a great participation in the Copag training. We had about 2:30 of training per employee, with 1,582 professionals attending. In 2020, due to the pandemic, only 415 people were trained, with an average of 1:50 of training for each and, in 2019, 1,387 employees were trained, with an average of 2:00 per employee.

The more than 600 hours of training are the result of Copag's commitment to people development. In 2022, the company plans to introduce new courses, aimed at preparing and disseminating the personal and professional knowledge of our employees.

## 360° VISION - Competency-based performance management

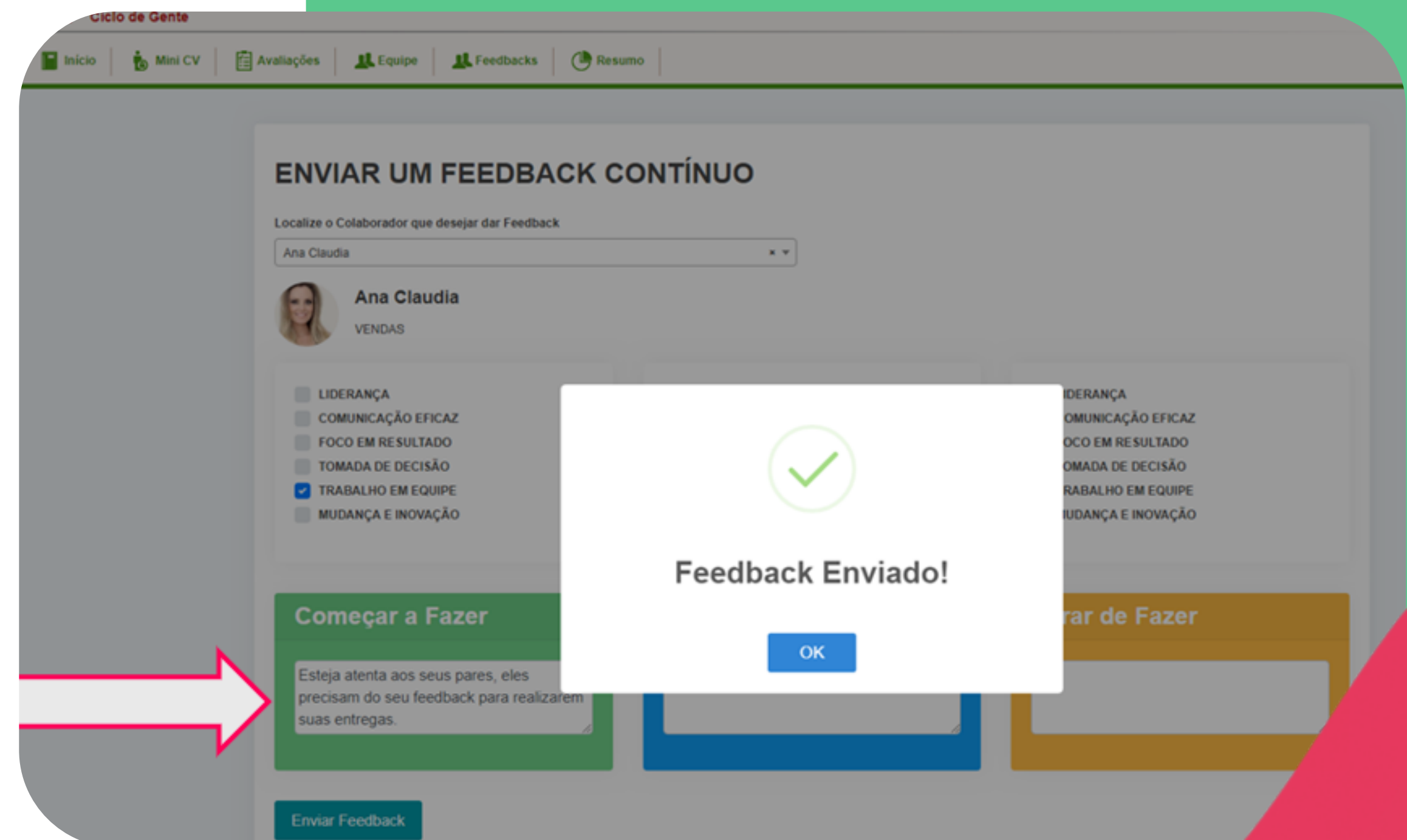
For the second time in 2021, Copag carried out the 360° assessment, which considers the view of the employee himself/herself, the direct manager, the opinion of peers, directors, other employees, customers and internal suppliers regarding the employee's performance. Such methodology is applied to the entire administrative staff and leaders, as Copag believes that this is one of the fundamental tools for employees and leaders to build an even more assertive development plan. The 360° vision brings us the view of the results, potential of performance and development points for the employee.



# Continuous feedback

We launched the continuous feedback tool, which encourages our employees and leaders in the method of process improvement and team development and productivity. Aiming to have more privacy in a practical manner, the professional can request an opinion on his or her work in a macro way or receive a feedback on his or her position in a meeting, in a timely and effective way.

The data is stored and forms a professional performance history, improving operational efficiency and helping to develop their careers.



# Internship Program

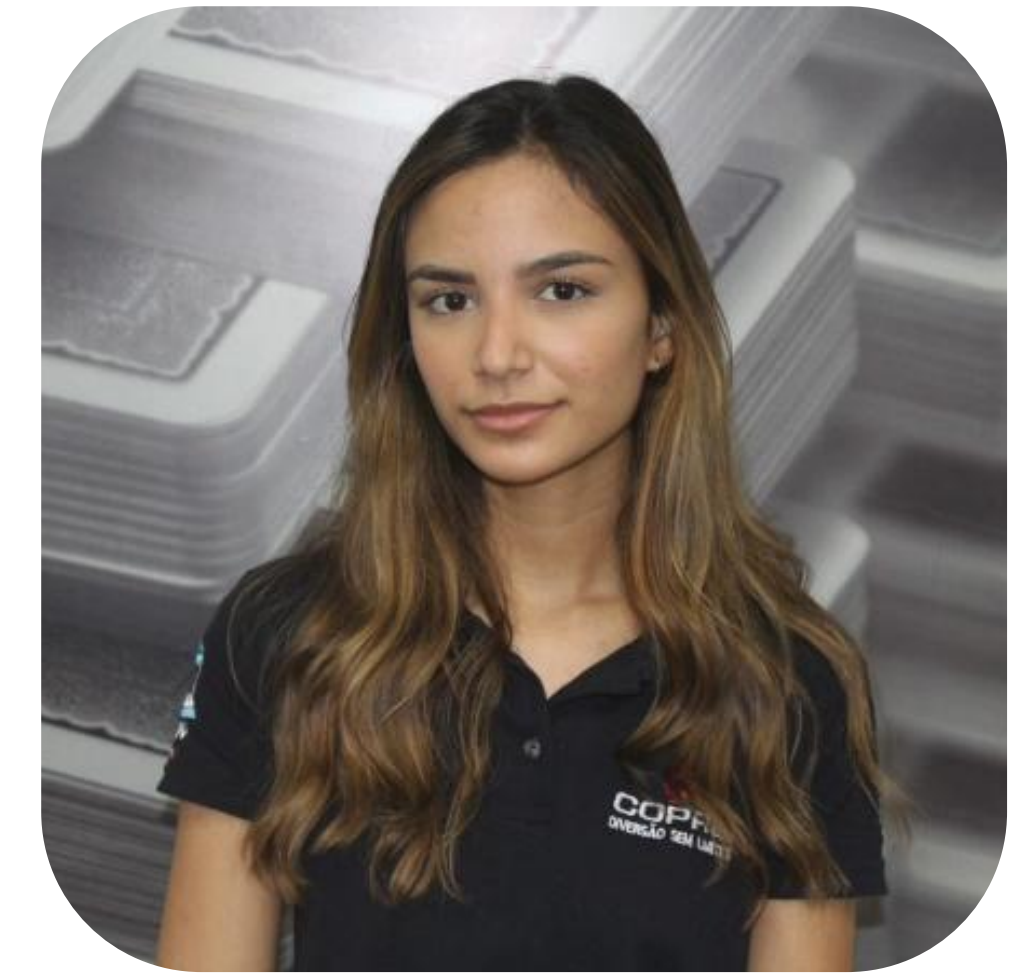
One of the objectives of the Internship Program is to identify talent, helping young professionals to successfully develop their careers and add value to the company.

Our program adds new skills and different perspectives, allowing our interns to face existing challenges, enabling young people to identify issues or deficiencies that may go unnoticed in-house, offering the opportunity to put their talent into practice.

**Meet our team of interns in 2021:**



**João Pereira**  
Industrial Management & PCPM



**Layza Barroso**  
Maintenance



**Barbara Ramos**  
Industrial Management & PCPM



# Young Apprentice Program

In 2021, we continue with the Young Apprentice Program, offering a flexible workload that provides young people entering the job market with the opportunity to learn through experiences and practices within Copag. The project is implemented in Manaus and São Paulo.



## **Luanne Aires,**

our former young apprentice, was hired in the Tax department and is proud to be part of Copag's history.

“The experience was a great achievement in my life, since through this opportunity I was able to develop several skills that I didn't know until then, helping me to be the professional I am today.”



## **Dulce Darlin**

is also our employee and was hired in the Green Line sector after going through her Young Apprentice Program.

“It was a great opportunity to participate in the program, because it allowed me developed how to speak in public, to have a thorough view of the organization regarding knowledge and improvements, developing skills so that I could reach the profession that I am pursuing.”

# Social Responsibility

## Global Fund to support local communities

In May 2021, we launched the Global Fund to support local communities to our employees via an online platform. The objective is to invest in the future of the new generations, by helping children and young people between 1 and 18 years old with projects for learning and developing skills that are in line with our Health, Sociability and Education pillars.

Our mission is to “share the magic of caring for people”, which takes place in a targeted process of psychosocial growth for the people supported by the project. Moreover, the idea of the Global Fund is to provide socialization activities, aiming to integrate children and young people into the social environment, always aligned with the company’s ethical and moral values. Regarding Education, Copag intends to offer training activities for underprivileged groups for immersion in the job market through this program.

The King Baudouin Foundation Fund. A management committee within the Fund, comprised of representatives from Cartamundi and the King Baudouin Foundation, as well as independent members and a chairman, will act as the primary decision-maker.

All members of the management committee will carry out pro bono work (for the public good), not receiving any remuneration for their work with the Fund. Among the Fund’s proposals is the integration of employees with the social environment for the development of a sense of community and social responsibility.

The Cartamundi Global Fund was developed to foster the company’s sense of social responsibility. In 2020, with the COVID-19 pandemic, Cartamundi felt the need to give life to such priority, taking resources that go beyond the donation of money, but that also encourage the psychosocial development of the population, to the community around the organization.

Thus, we join the common purpose of “sharing the magic of playing together” to assertively contribute towards a better society, generating a positive and responsible impact in the communities around where we operate.

Conheça os nossos voluntários

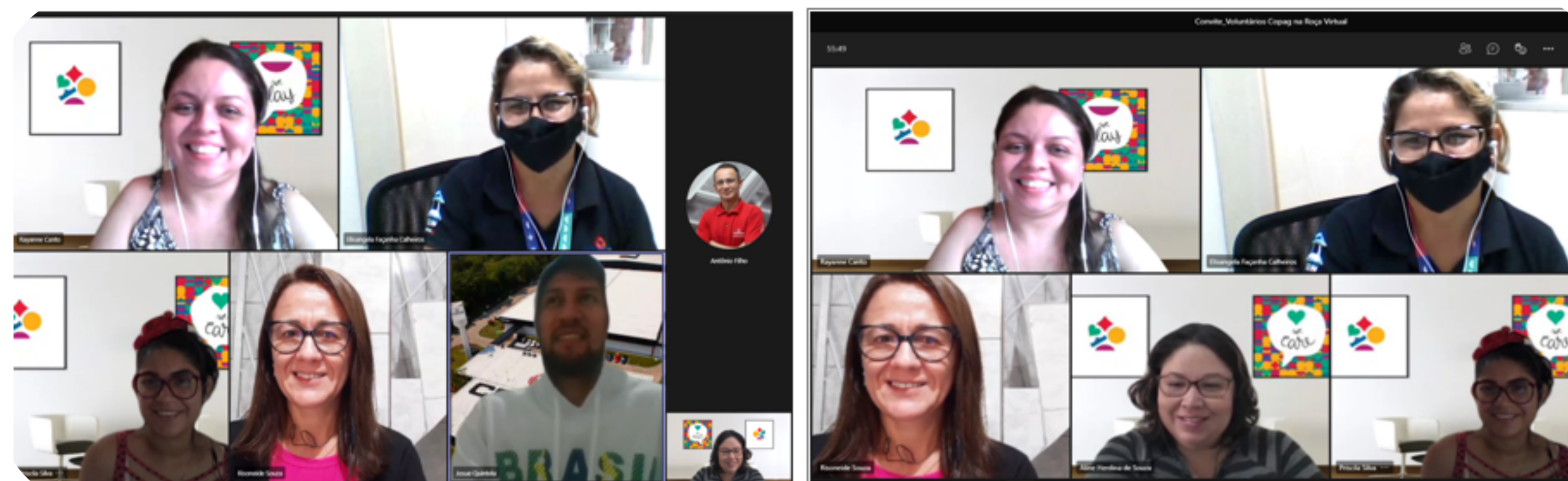


COPAG

## Copag na Roça

As a way of contributing to the society around our offices, in Manaus and São Paulo, the 14th Copag na Roça, a social action aimed at attract donators for the purchase of children's books to be donated to Vaga Lume and Casulo institutions. In total, we raised R\$ 11,260.00, which were used to buy 298 books.

Therefore, in the month of July, we prepared an itinerary of activities that included a Copag products bazaar, an online raffle, an auction and a bingo, whose prizes were revealed on a day dedicated to the celebration of that date, where we were able to total the amounts collected and disclose them to the participants.



# Volunteering Day

To remember and celebrate the Volunteering Day, our employees shared their volunteer certificate and their joy at being part of our actions. Volunteering is Copag's DNA!

Find out what some of our volunteers say:

**Laurena Cristina**  
(Supply Chain):

“All this is about the moment we live in, and Copag is that kind of place. The company awakens your best, teaches you, grows and wants others to grow together too. I am proud to see and live it all here.”

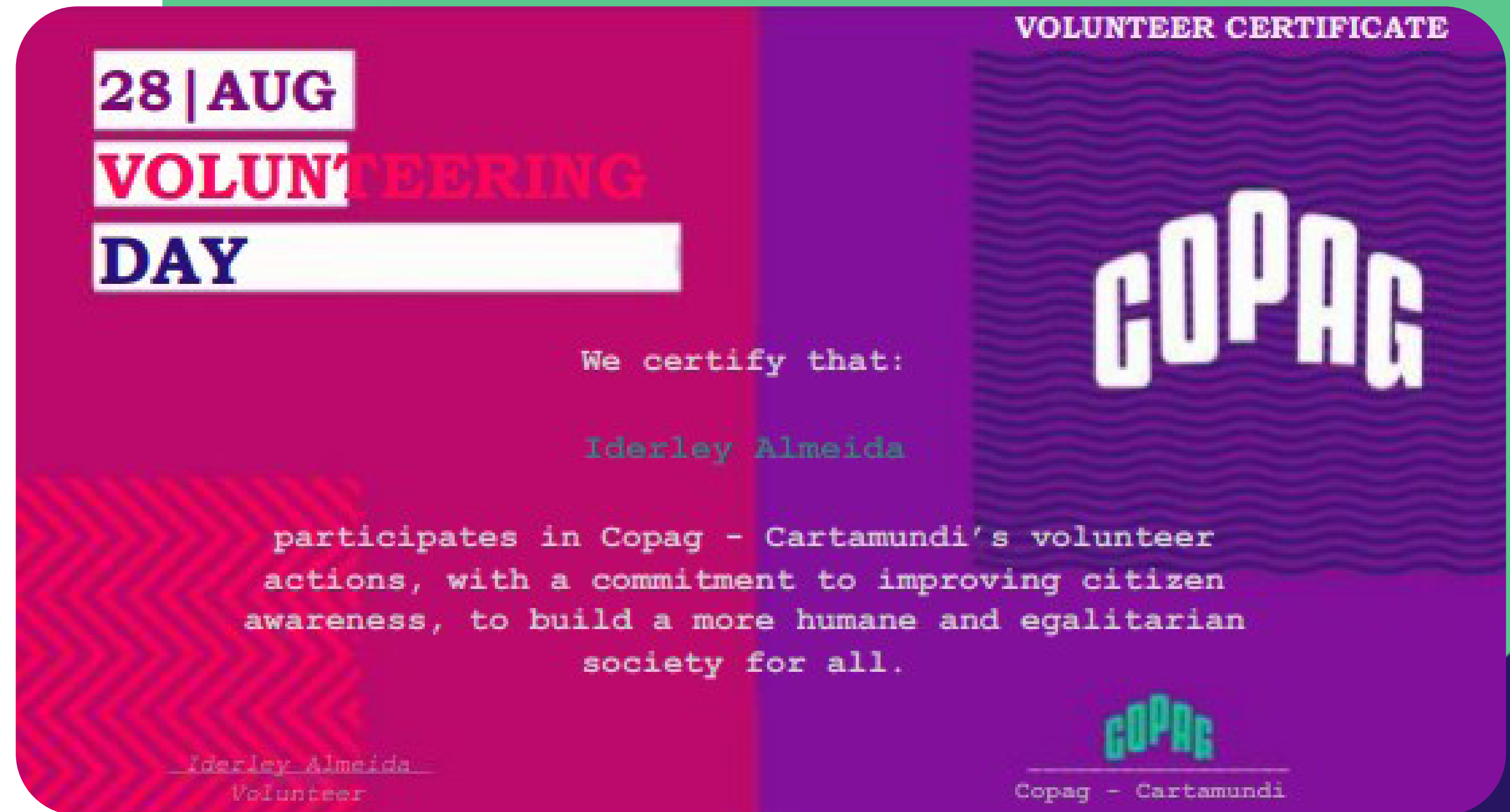


## Iderley Almeida (Printing):

“Volunteering is above all an act of love, commitment, respect, compassion, justice and solidarity. To be a volunteer, the motivation to help the other must be real, since a commitment to the other is assumed, and must be fulfilled and honored.

That’s why I would like to congratulate all those who commit to this act.

Copag is always committed to these good deeds.”



# WE ROCKED!

On December 5th, the III Entre Rodas Inclusive Festival took place, held by the Entre Rodas Institute, an organization that develops actions against violence and violation of the rights of children and adolescents, with and without disabilities.

Copag São Paulo collected 26.9 kg of aluminum can seals that were donated by our employees, in the “Solidarity Seal” campaign, delivered at the festival that celebrated the institute’s anniversary and which will later be exchanged for wheelchairs. Besides the donation, we were present at the event with our games and toys to ensure fun for attending children and adolescents.



# Social Responsibility and Ethics Week

During the Social Responsibility and Ethics Week, held in December 2021, Copag Manaus offered its employees recreational activities to better understand the requirements of the SA 8000 standard: 2014.

Such activities were carried out as a training to provide greater knowledge and ensure compliance with the SA 8000 standard: 2014, Responsible Business Alliance (RBA) code of conduct and Copag's own practices.

The regulation is a global standard to improve working conditions and is the first auditable standard covering the workers' rights. The topics covered by the company for the Social Responsibility and Ethics Week were:

- Child labor;
- Forced or compulsory labor;
- Health and Safety;
- Freedom of Association and the Right to Collective Negotiation;
- Discrimination;
- Disciplinary practices;
- Work hours;
- Remuneration;
- Management system;
- Copag Code of Conduct.





# Complaint and resolution management system

Copag also has a Complaint and Solution Management System. With the collective well-being in mind, the company has a protocol with five paths developed for a more assertive resolution of possible conflicts.

In case of any inconvenience, the 1st phase, called The Problem, guides the parties involved to try to remain calm and resolve the issue with healthy dialogue. If they are not successful, it is time to talk to the Direct Manager, the 2nd phase.

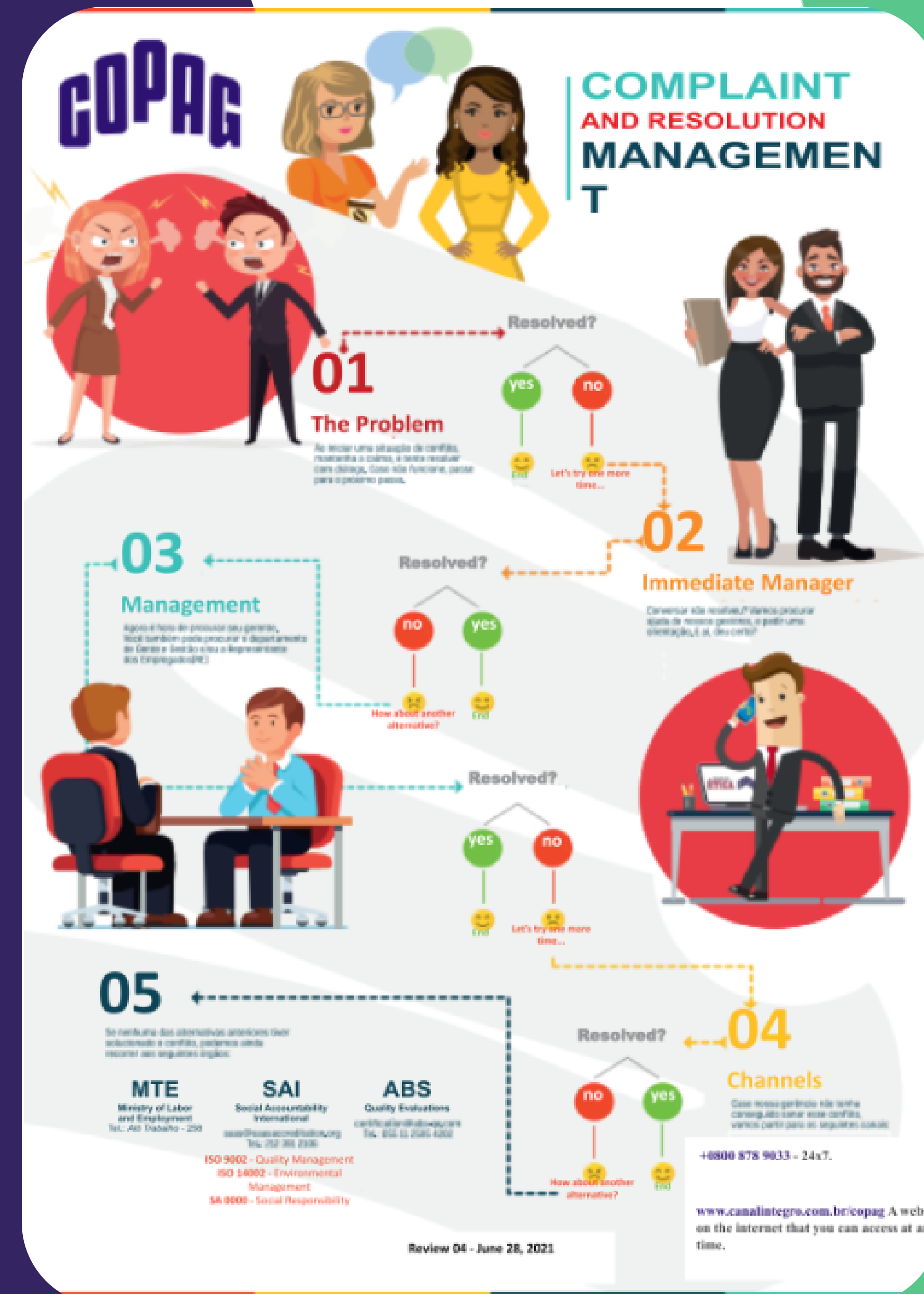
It is basically exposing the situation to your immediate superior. If the situation persists, now is the time to contact Management to resolve the issue. In the 3rd phase, the executive board comes in to understand the situation, in the same way that the Personnel and Management Department and/or the Employee Representative (RE) can also be called.

If the 3rd phase is not successful, there is the 4th one, which consists of contacting the Integro Channel on the phone +0800 878 9033 – a 24/7 service – or, at any time, accessing [www.canalintegro.com.br/copag](http://www.canalintegro.com.br/copag).

Finally, the 5th phase comes as the last alternative and consists of contacting the following bodies:

- Ministry of Labor and Employment (MTE). Contact: 158;
- Social Accountability International (SAI) [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org). Contact: +212-391-2106;
- Quality Evaluations (ABS) [certification@abs-qe.com](mailto:certification@abs-qe.com). Contact: 55-11-2592-4202.

Check out our infographic and find out **about our structure and complaint and resolution channels** below:



# Environment and packaging focused on sustainability

In 2021, in line with the commitment assumed by Copag with the environment, we stressed our efforts to make all employees aware of sustainable consumption.

Therefore, during the Internal Accident Prevention, Environment and Quality Week (SIPAMAQ), through lectures and gamification, we brought a reflection on the thought of buying by necessity and on the issue of evaluating the products acquired and the way were produced. We had a high rate of employee participation, with awards given to those most engaged with the topic.



In the online format, we carried out a quiz on **conscious consumption** for all employees to identify and perceive acts considered conscious when we talk about **consumption and sustainability**.



The screenshot shows the Akatu logo on the left, which includes a globe icon and the text "akatu For conscious consumption". To the right of the logo is the title "CONSCIOUS CONSUMPTION QUIZ" and the tagline "Your consumer power can influence your life and the entire planet". Further right are two cartoon characters, a woman and a man, both holding smartphones. Below the header is a large illustration of a family (a man, a woman, and a child) standing on a globe, with a house and trees around them. To the right of this illustration is the main text of the quiz, which asks "Do you know how your consumer power can influence your life and the entire planet?" and provides a brief description of the quiz's purpose. At the bottom right, there is a green button labeled "Answer the quiz".

**akatu**  
For conscious consumption

**CONSCIOUS CONSUMPTION QUIZ**  
Your consumer power can influence your life and the entire planet

Do you know how your consumer power can influence your life and the entire planet?

The Akatu Institute's Conscious Consumption Quiz answers this question. This is a tool that assesses the awareness of people or communities **when they consume**, offering ways for everyone to become more conscious consumers, on a journey in search of well-being for you, society and all life on the planet.

Answer the following questionnaire and find out what kind of consumer you are!

[Answer the quiz](#)

## The impacts of consumption

Our way of consuming generates impacts that influence both our well-being and that of whole society, as well as the preservation of the environment. Click on the tips for each category and see how big the impacts of consumption can be and how simple it can be to consume differently!

At the end of the quiz, the website provided **tips for improvements and good practices** to the participants.

**ECONOMY**  
[TIP 1 - TIP 2](#)

**PLANNING**  
[TIP 1 - TIP 2](#)

**REUSE AND RECYCLING**  
[TIP 1 - TIP 2](#)

**SUSTAINABLE PURCHASES**  
[TIP 1 - TIP 2](#)

**APPLIANCES ON STANDBY = REFRIGERATOR WORKING**

30

# Packaging changes

The initiatives to use glassine paper at Copag started in 2020. Since then, we have used this material in some products, made from renewable sources. This confirms the company's commitment to sustainable solutions.

Such novelty replaces the traditional plastic cellophane, but continues to keep the letters protected and with a sustainable appearance. Furthermore, Glassine gives the product a much more elegant and sophisticated look.

In the same way, the heat-shrinkable plastic Shirink, which used to cover the packaging with a lid and a bottom, was replaced with a security seal and now provides much more technology and sophistication to the products.

There was extensive study by the research and development team to accommodate the change, now with a significant reduction of plastic in packaging.

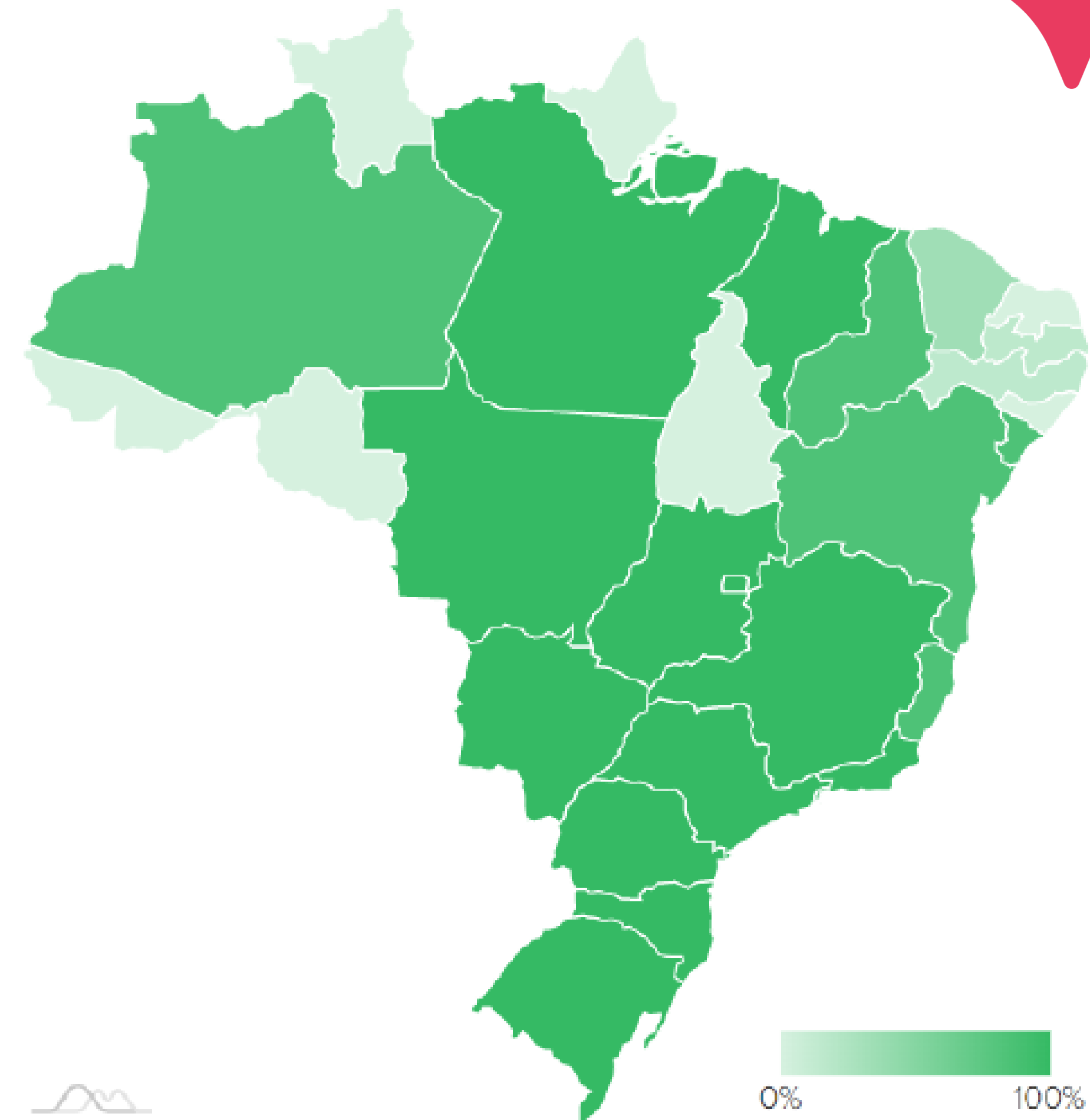


# Reverse logistics

Honoring our commitment to comply with the National Solid Waste Policy and legislation related to reverse logistics, in 2021 we carried out a balance of compensations for the years 2020 and reached the percentage of 22% of packaging sold nationwide, as shown in the map below:

Overall, volumes corresponding to 20.48 tons of plastic and 91,212 tons of paper were offset.

And our plans don't stop there! We intend to increase such amount gradually over the next few years.



*Source: Reverse logistics partner.*

Overall, volumes corresponding to 20.48 tons of plastic and 91,212 tons of paper were offset.

And our plans don't stop there! We intend to increase such amount gradually over the next few years.

Copag is concerned with the environment and increasingly seeks to apply sustainable methodologies in its operations, aiming to collaborate with the chain of recycling operators and cooperatives linked to the industry, thus contributing to two sustainable development goals proposed by the United Nations (UN):



Copag works in partnership with Eureciclo, an environmental compensation certifier carried out through a platform that tracks recycling data in Brazil. Using this tool, we have already been able to account for our compensation, as shown in the table below:

Compensation volumes from previous years:

Material Type	Year	Offset in	Quantity	Reach
Paper	2017	2018	18t	State of SP
Plastic	2017	2018	7t	State of SP
Paper	2018	2019	67,005t	National
Plastic	2018	2019	15,011t	National
Paper	2019	2020	26,245t	SP/AM and MS+RJ
Plastic	2019	2020	8,276t	SP/AM and MS+RJ
Paper	2020	2021	91,212t	National
Plastic	2020	2021	20.48t	National



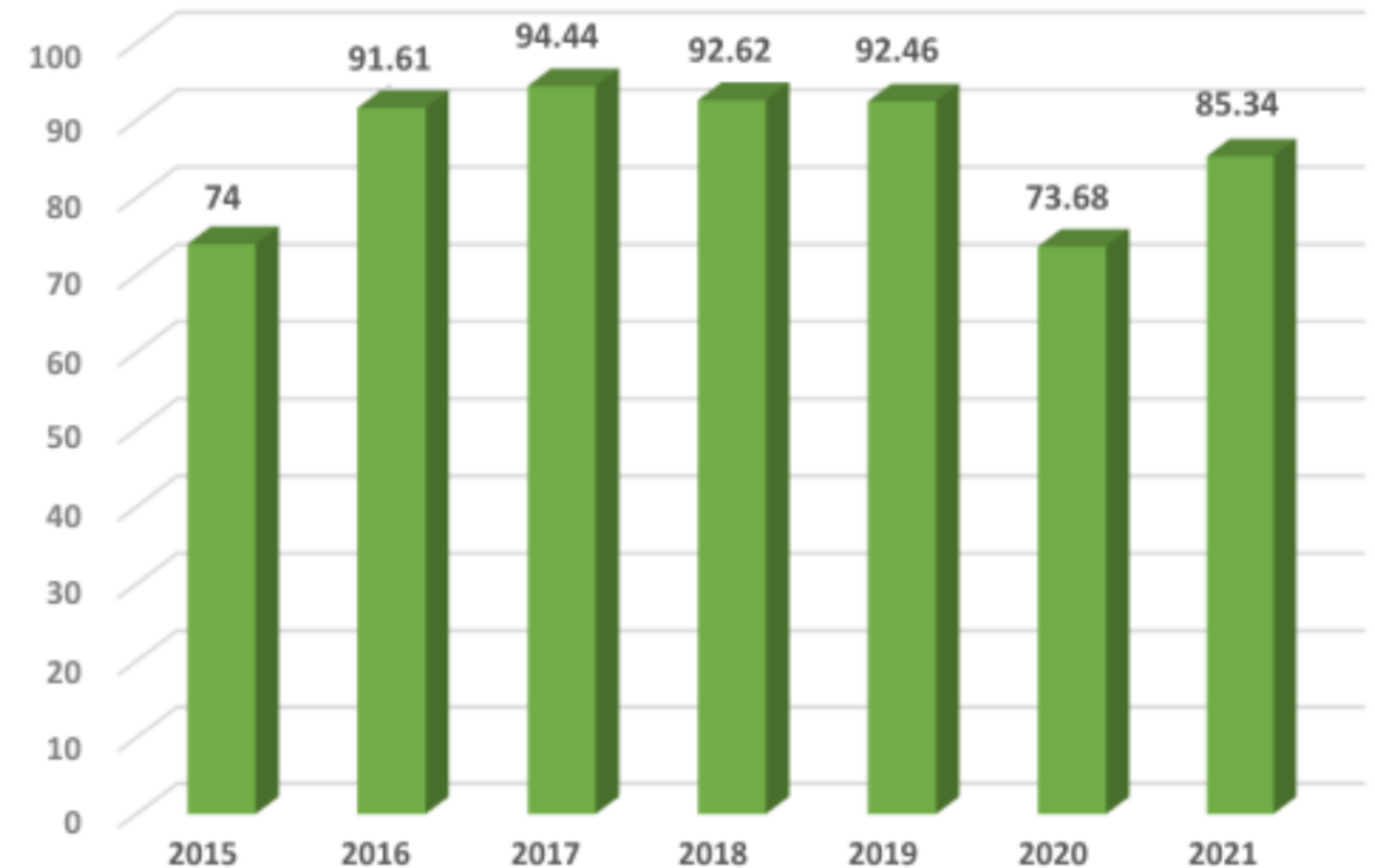
# Recycling rate

Year after year, we enable new resources and methods to improve our selective collection program, since we are focused on preventing pollution and reducing our company's impacts on the environment arising from our industrial processes.

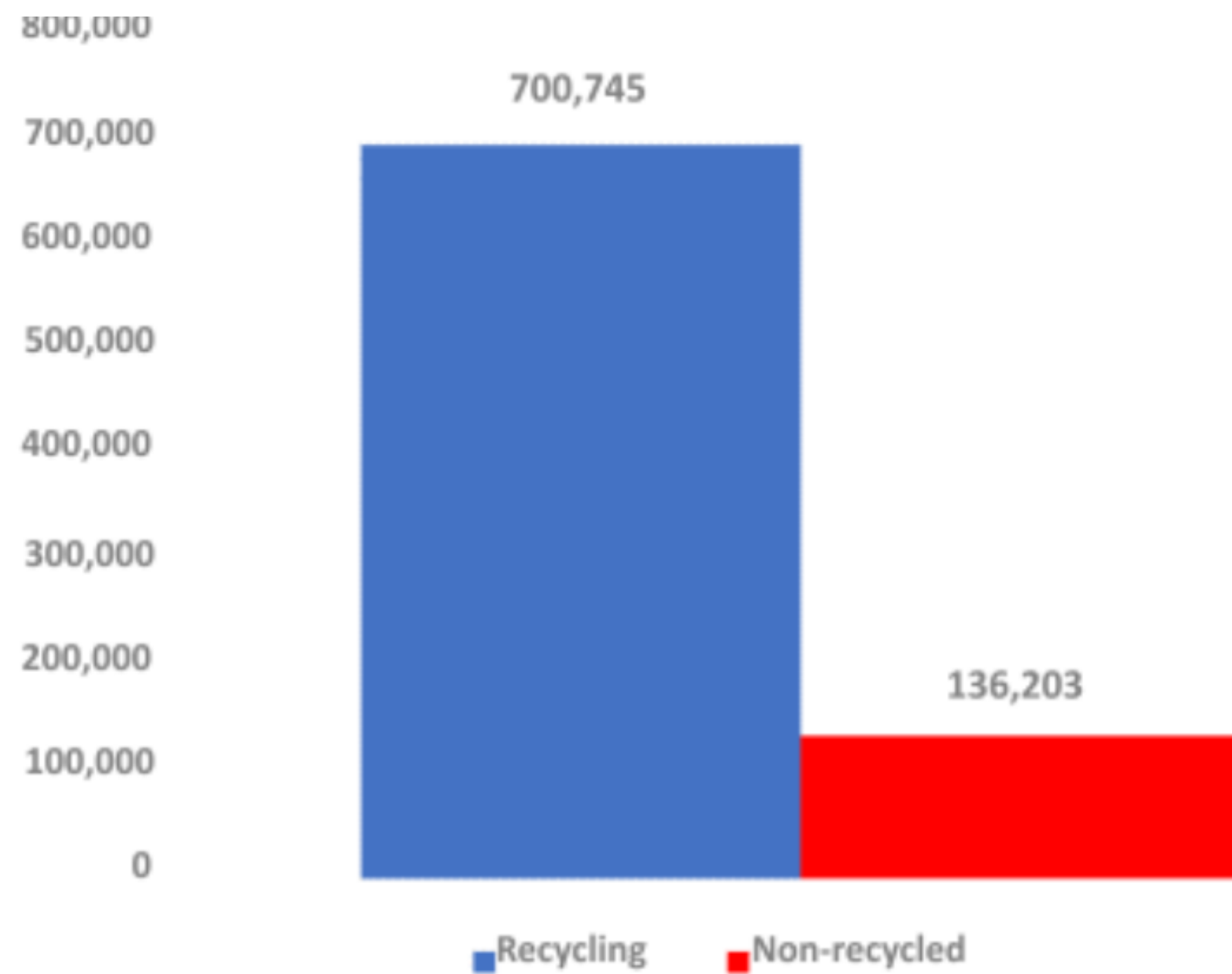
Therefore, we seek to develop improvement techniques for the correct separation of each type of waste in the production process, as well as throughout the plant.

We measure the waste sent to recycling companies licensed by the competent environmental agency monthly. In a comparison with our result in 2020, where laminated paper waste is no longer accepted in recycling cooperatives, we increased the recycling rate by 11.66% in 2021. Moreover, we sent 502.84 tons of paper and 52.5 tons of plastic to duly licensed companies.

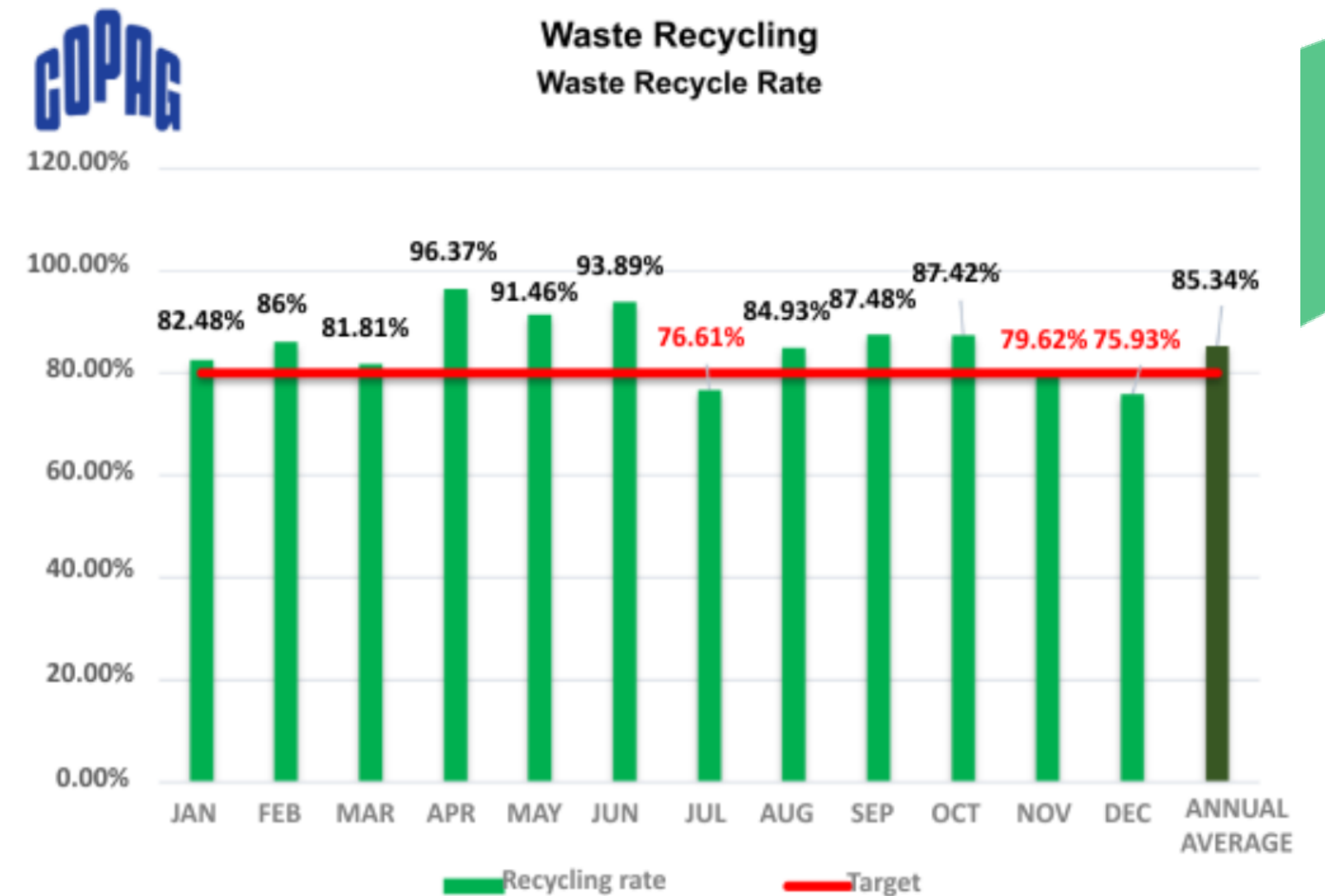
Recycling Rate (%)



We recycled 700,745 kg of waste, correctly destined for reuse.



2021 recycling rate by month:



Since 2015, the company has been constantly increasing its recycling collection capacity from the production of its products. In 2015, the percentage was 74% of recycled products, against 91.61% in 2016, 94.44% in 2017, 92.62% in 2018, 92.46% in 2019, 73.68% in 2020 and 85.34% in 2021. The numbers reinforce Copag's commitment to preserving the environment.