

Our climate actions

We have approximately 280 permanent employees, in addition to temporary and outsourced workers working in the factory, in distribution centers and in our offices.

Being Copag is to create opportunities to write on future's blank pages. It is to understand what day-to-day life is like, the culture and the way of working in one of the largest companies of the Fun and Entertainment sector.

Retirees 2020

Inspiring and transforming is our essence. During 2020, we carried out internal actions for all our permanent and temporary employees, as well as outsourced workers, to reinforce our values and organizational atmosphere. Actions to promote proper atmosphere were carried out for: **Mother's Day, Festa Junina (June festivities), Father's Day, Dia do Baralho (Deck's Day), Children's Day, Birthdays of the Month, Retirees, Café com o Colaborador (Coffee with the Employee), among others.**

With these initiatives, we seek to motivate, value, engage and delight our employees. For us, bringing people together on these occasions is to recognize their importance and demonstrate that we want them to be well. After all, people are our greatest asset.



(Photo taken before the pandemic)



Get to know our employees' opinion on Copag's cafeteria



Employee:
Adriana Ferreira Fernandes Berbare
Sector: Green Line

“Things I like most in the cafeteria are the desserts and roasted tambaqui (Amazonian fish). In my opinion, what sets us apart from other cafeterias in Manaus Industrial Pole is that our meals are not outsourced, they are all prepared in here. We have a different menu every day and served salads are good for our health”.



Employee:
William dos Santos e Santos
Sector: Green Line

“ Things I like most in the cafeteria are the soups, beans and juices. Variety of foods served is the aspect that sets us apart from other cafeterias in Manaus Industrial Pole. In my opinion, fruits make the difference in our menu. Food offered at Copag benefits our health”.





Employee: Andrew Luis Monteiro Batalha

Sector: SESMT

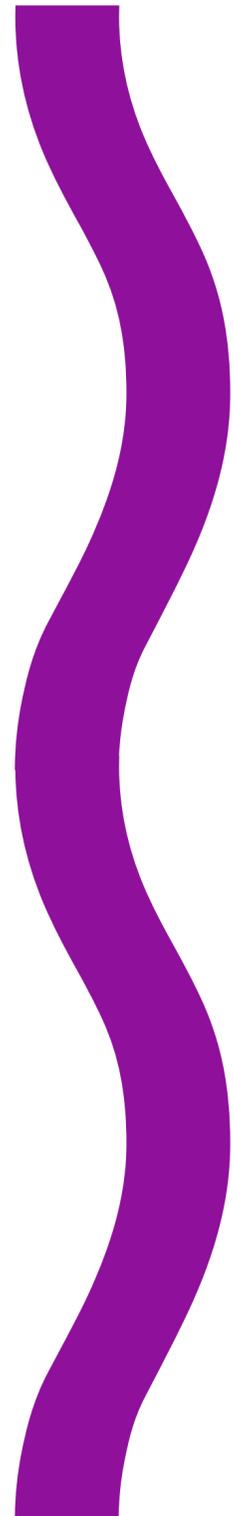
“Things I mostly like in the cafeteria are the atmosphere and meals served. Our cooks know what they are doing and being aware that offered meals are healthy is, in my opinion, a great differential. We have natural juice every day, and fruits and soups are always delicious. Food offered at Copag contributes to employees’ health in several ways, the main one being that it is rich in nutrients and that we have professionals of excellence always concerned in handling food with care, providing guidelines on food and on varieties offered.”



Employee: Ana Cassia Duarte dos Santos

Sector: Green Line

“What I mostly enjoy about our cafeteria is that nowadays environment is much more protected in relation to Covid-19. Atmosphere is also pleasant and served meals are great. Offered menu is a differential and air-conditioned environment contributes to an enjoyable meal-time. I can say that today I eat better and that, in my opinion, helps a lot to maintain all Copag employees healthy”.



People development



Copag Competencies

In 2020, Copag launched itself in the market with a younger, light, fun and relaxed face, in addition to having refreshed its way of acting to achieve organizational results in the new normal.

All these factors directly reflected in organizational behaviors and re-shaped corporate culture, which led us to redesign corporate competencies.

Check out our new competencies:

NEW COMPETENCIES

- COLLABORATIVE RELATIONS**
Talent wins games, but only teamwork wins championships!
- LEADERSHIP THAT INSPIRES**
A good leader plays together, sends a signal, and if necessary, cuts the deck and deals the cards
- FOCUS ON RESULTS**
Hard work beats talent when talent does not work hard!
- INNOVATION**
Life is not having good cards in our hand, but playing well with the ones we have; if necessary, draw from the deck, check the bet, and reorganize the way you win the game
- SOCIAL RESPONSIBILITY**
The game is only good when we are concerned about all the cards in the deck! This is what guides the strategy of a good play!
- COMMUNICATION**
Reading the game and sending a signal is the best way to communicate, being indispensable to win the game!
- EMOTIONAL INTELLIGENCE**
For every game over, there's a play again!
- TECHNICAL KNOWLEDGE AND PRACTICAL KNOWLEDGE**
It's not enough to have a good hand, you have to know the game well!

Knowledge generates changes

People here are the protagonists of their own journey. With autonomy and freedom to create and innovate, they can find solutions that make the difference.

Our culture is to work always in cooperation with our people. We believe that when invest in our employees, we bring even more quality to our business and products. Accordingly, we are always looking for new talents that are willing to share this dream with us.

In 2014, Copag University was born and, in 2020, it was reformulated and renamed as Academia Copag!

Our trainings include all units and hierarchical levels of the Company, promoting exchange of experiences among teams and strengthening ties among employees.

Discover our learning trails:



We believe in training our employees and invest in education so that all teams explore their potential in courses offered at **Copag Academy**.

In 2020, Trail of Competencies had a hybrid model of development, with synchronous and asynchronous online training. We gather in our platform diverse content, allowing the employee to manage his/her learning time, place and form, extracting all the knowledge he/she wants.

Studying online is studying at the pace that is most suitable for you. Online courses are just a click away and this guarantees autonomy and convenience to the employee.

We prepared up-to-date content with concepts and tools for everyday life. Online dynamic is different, as it involves simple language, short texts and quick access.

To offer this education, in-house instructors work on trainings of technical and behavioral nature, creating, caring and exploring spaces for reflection and conversation that will extract from our employees the best they have to offer to solve a certain issue or achieve a certain purpose, encouraging them to be the protagonists of their own learning path.

We also have external facilitators that deliver courses aimed at our leaders for the purpose of preparing them for the new normal.

IT'S IN THE GAME! Meet Our Internal Training & Development Mentors



Greyce Kelly

Rayanne Canto

Wellington Freitas

Socorro Serrão

Aline Herdina



Discover other programs focused on people's development:



Programa Jovem Aprendiz (Young Apprentice Program)

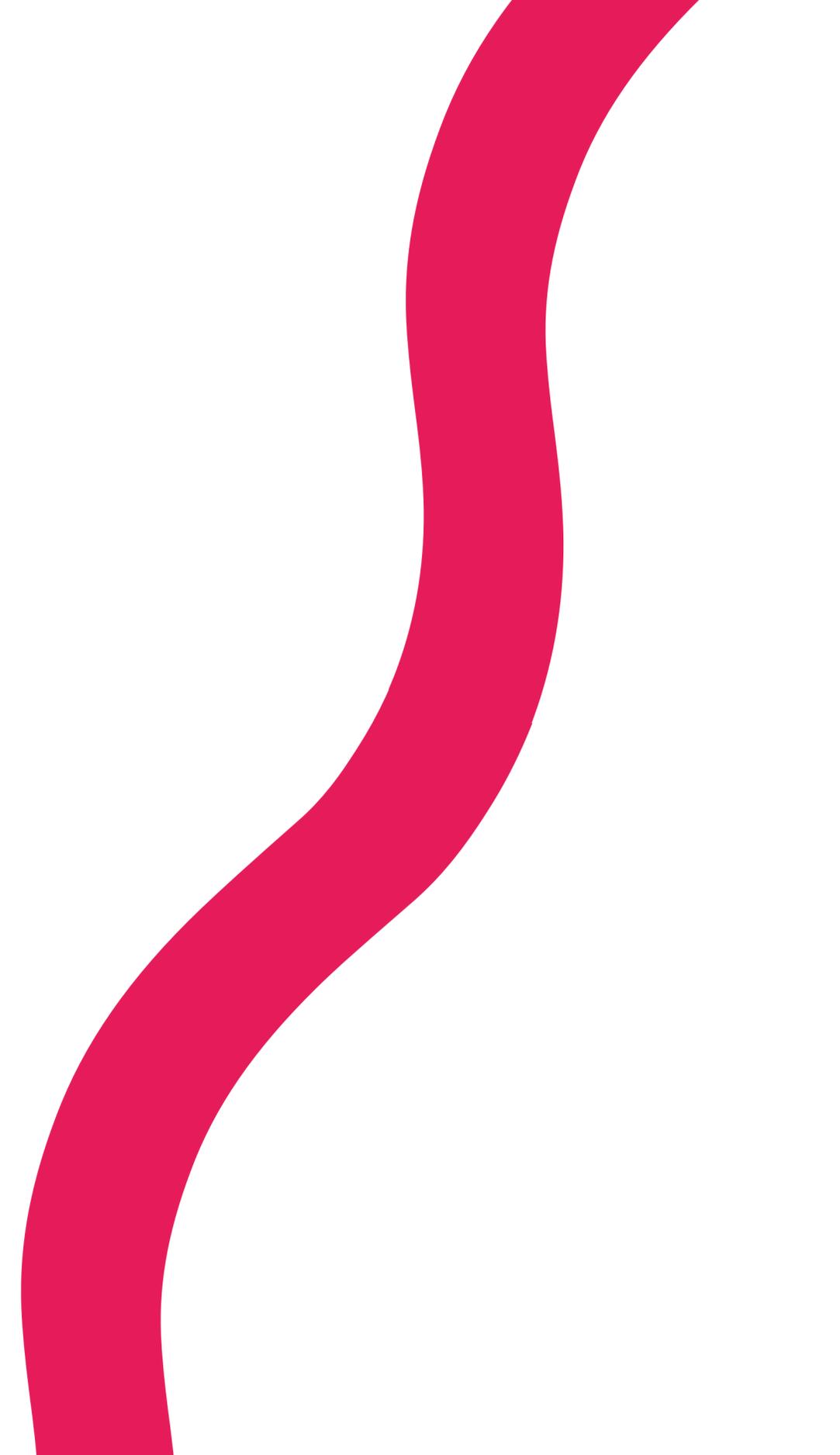
With a four-hour workload at flexible hours, ten young people aged from 16 to 22 years take turns in activities inside the Company four days of the week. In addition to practical functions performed, there is also a day of preparation for professional life.

Internship Program:

It is intended for technical high school students and undergraduates with interest in starting professional life. With maximum duration of two years, every trainee is accompanied by an advisor whose mission is to develop his/her systemic vision on the business.

Educational Aid Program, Graduation, MBA, Languages:

To develop and train our team in 2020, this program contemplated 34 employees from different areas and activities, contributing to their professional growth and technical training.



360° assessment

Time to evaluate and receive feedback on our team's performance has arrived; after all, development is consolidated in practice.

We implemented the 360° assessment to capture perceptions of the most diverse interlocutors on our professionals; to this end, we use a system that facilitates assessment and feedback. With this return, we started to develop an individual development plan and implemented the 9-box matrix.

Our process is lighter and more agile; we are building HR 4.0!

GOPAG

AVALIAÇÃO DE DESEMPENHO 360°

**COMPETENCY-BASED
PERFORMANCE
MANAGEMENT**



Intranet



With home office work, assertive communication became even more important for our organization. Accordingly, in **November 2020, we launched the intranet for the purpose of making our internal communication processes more effective.**

Big transformations brought by globalization and advancement of technology were important for implementation of Copag Intranet. During project execution, several challenges turned up but HR and IT teams involved **focused on studying our internal public profile to determine the most accessible tool for all users.**

In times of pandemic, with home office work and social distancing, intranet enabled greater connection

between the employee and the organization. Creation of a unified platform allowed dynamic, attractive and simplified language communication, making it possible to gather all our moves in one place.

Benefits made available to our intranet users include dissemination of news, publication of documents, forms, procedures, and internal policies, among others. Interactivity is the key because likes and comments allow us to realize how much employees follow our other projects, actions and internal programs. This way, we also managed to make professionals' email box freer, we reduced HR paper prints and facilitated access of all employees to information.

Intranet draws attention not only for its rich content but also for its pleasant design. This allowed us to achieve the project's main objective: **offer our employees an intranet with functional information and other contents of corporate interest, facilitating internal communication by making it more dynamic, attractive, and simple to understand.**



Intranet



We share feedback taken from intranet comments after its launch:



“This is step involves interests of all of us. Easy access to important information and efficient communication. Lovely move!!!”

Tercyo Silva - Printing



“I really liked this innovation. It will certainly be exceptionally good for all of us. Being always informed is all we need to work confidently.”

Edileusa Lima - Exop & IP



“Congratulations to creators! This platform is easy to access and very objective. It’s incredibly good to have this connectivity.”

Miguel Awada - Sales



“Congratulations to all involved! Copag Intranet keeps us connected and updated.”

Edmilson Ribeiro – Sales

Occupational Health and Safety

Occupational Health and Safety measures implemented at Copag are intended to prevent, avoid and, ultimately, reduce occupational accidents and diseases.

Safety at work involves all aspects related to **health** in work environment. **Investing** in good **OSH** standards increases **companies'** competitiveness, which in turn, increases their potential for retaining customers and closing new deals.

Get to know our actions in 2020



Emergency brigade training

In 2020, new opportunities were opened for employees who wanted to be part of Copag's emergency brigade, which aims at saving lives and assets. Copag is considered as a high-risk company by the Fire Brigade, therefore, it invests in the best training for those suited for this activity.

The purpose of the Internal Accident Prevention Committee - CIPA – is to prevent accidents and illnesses resulting from work to make the job compatible with preservation of worker's life and health. On December 18, 2020, new management of CIPA 2020/2021 was installed. According to Regulatory Standard NR-05, CIPA member is an ally in identifying work environment risks and the dealings are planned in the commission's monthly meetings.



SIPAMAQ - Internal Accident Prevention, Environment and Quality Week

In 2020, a 15-day event was held to raise awareness of our employees about accident prevention. Through dynamics and recreational activities, risks existing in each sector of the Company were signaled, such as: PHYSICAL, CHEMICAL, ERGONOMIC, BIOLOGICAL and ACCIDENT, represented by colors according to Regulatory Standard°NR-09.

In week focused on health, the main issue was the fight against pandemic. Lectures were also held on topics related to prevention of sexually transmitted diseases.

We concluded this event addressing issues related to environment, reflecting on how waste can be transformed and reused and how proper collection facil-

itates recycling and generates jobs for several families.

On Mondays, Copag holds a **DSS - Weekly Safety Dialogue**, in which several issues related to safety in the workplace are discussed. In these meetings, our employees are taught through practical classes on how to help a person in case they are alone with the victim. Employees also had the opportunity to perform a CPR - Cardiopulmonary Resuscitation - following the guidelines of the Company's brigade members. Each employee performed cardiac massage properly positioned, pressing the victim's chest 5 cm, 100 times per minute.



Drills



Drills are training conducted by surprise to check emergency brigade effectiveness, assessing its performance and quick response to occurred incident. In 2020, an accident occurred inside the flammable warehouse, close to the Company's production line. Combat team had to act quickly while evacuation team guided employees to a meeting point (safe place) beside the Company's entrance.

Flu Vaccination Campaign

Copag promotes immunization campaigns to preserve employees' health and well-being.

Labor Gymnastics

The main objective of this activity is to prevent injuries and muscle fatigue, and to correct postural defects. Moreover, **labor gymnastics** improves employee relationships and helps in the prevention and rehabilitation of occupational diseases.

Yellow September

September is the month in which we dedicate ourselves to an awareness campaign on suicide prevention. This is an extremely **important** campaign, since suicide is a serious public health problem and may often be avoided. With this purpose, we carried out an action in which our employees were able to share photos of happy moments in their lives, and we had a lecture with psychologist Caroline Sirino on the theme "**Appreciation for life**".

Outubro Rosa (Pink October)

Worldwide, October is marked by the fight against breast cancer. At Copag, this action aimed to raise awareness of all our female employees about the importance of early diagnosing this disease, its prevention and proper health care. To increase reflection on this topic, our nursing technicians distributed folders containing tips on prevention and diagnosis, and talked with employees during mealtimes.

Novembro Azul (Blue November)

Blue November is the name given to the international initiative created to raise awareness about prostate cancer. The purpose of this initiative is to raise awareness of our male employees about the importance of early diagnosing prostate cancer and of caring for their health. In the same way as Pink October, our nursing technicians distributed folders containing tips on prevention and diagnosis, and talked to employees during mealtimes.