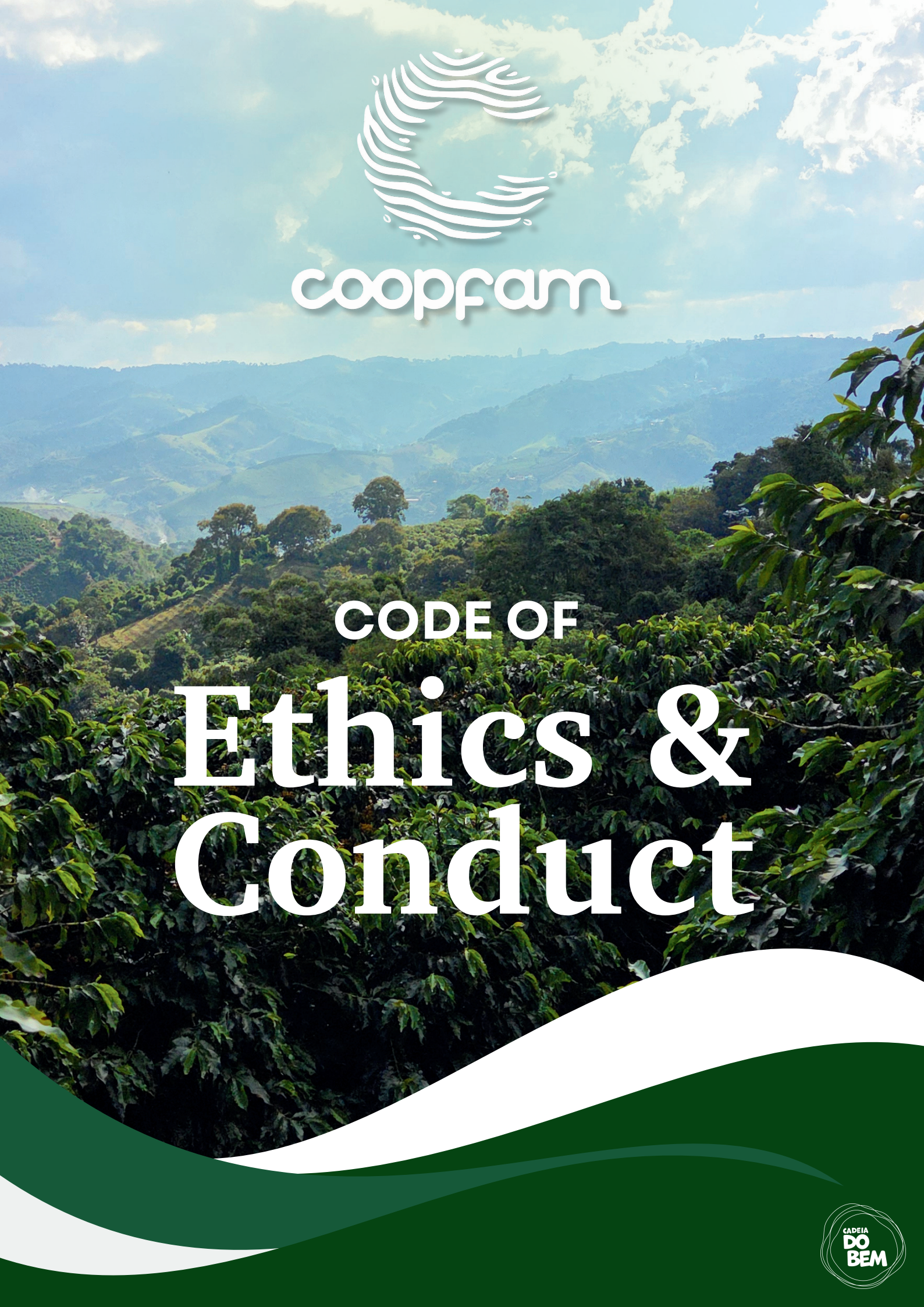
coopfam
CODE OF
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Mission, Vision, and Values

MISSION

TO PROMOTE THE SOCIAL AND ECONOMIC DEVELOPMENT OF COOPERATIVE FAMILIES THROUGH THE PRODUCTION AND COMMERCIALIZATION OF QUALITY PRODUCTS AND SERVICES, WITH ENVIRONMENTAL RESPONSIBILITY AND COMMITMENT TO THE COMMUNITY.

VISION

TO BE A NATIONAL AND INTERNATIONAL REFERENCE AS A SOCIAL ORGANIZATION, IN PRODUCTION, AND OFFERING DIFFERENTIATED PRODUCTS AND SERVICES.

VALUES

SOLIDARITY
RESPECT
HONESTY
COMMITMENT
ETHICS
RESPONSIBILITY
PROFESSIONALISM

Message from the Chairman of the Board of Directors



It is with great satisfaction that we present Coopfam's Code of Ethics and Conduct.

Since our foundation, we have built a trajectory based on sustainable production, respect for the environment, and care for the community that welcomes us.

Our actions are guided by the strength of cooperation and commitment to transparency. For us, ethics and good conduct are real commitments, deeply rooted in our essence. They materialize in our daily decisions and in how we relate to cooperative members, employees, customers, suppliers, partners, and society.

Acting with integrity and honesty is a non-negotiable value: it sustains our growth and ensures the longevity of our production and organization. This document consolidates trust in the Coopfam "way of being," reaffirming our belief that "what is good for us must be good for everyone."

I count on the commitment of each of you to read, understand, and, above all, practice these principles.

Together, we will ensure a safe, respectful, and productive environment across all our spheres of activity.



Clemilson José Pereira

1. Presentation

Coopfam's Code of Ethics and Conduct stems from the cooperative's permanent commitment to cooperative principles, management transparency, respect for people, and integrity in all its relationships.
This document expresses the values that guide our decisions, attitudes, and behaviors every day, serving as a reference for cooperative members, customers, administrative and supervisory bodies, employees, suppliers, partners, and other stakeholders. More than a set of rules, this Code represents the ethical culture that sustains Coopfam's identity and strengthens the trust built throughout its history.
Coopfam understands that ethics is an essential element for institutional credibility, product quality, certification compliance, and maintaining fair, responsible, and transparent relationships with both internal and external audiences.

In this sense, the Code of Ethics and Conduct:

- Establishes expected standards of behavior for everyone acting directly or indirectly with Coopfam;
- Guides decision-making when facing ethical dilemmas;
- Reinforces the commitment to legality, honesty, and socio-environmental responsibility;
- Contributes to preventing conflicts of interest, fraud, and practices incompatible with cooperative values;
- Strengthens governance, reputation, and institutional sustainability at Coopfam.

Compliance with this Code is an essential condition for harmonious coexistence, collective development, and consolidating Coopfam as a benchmark in responsible, ethical cooperativism committed to its stakeholders.
May this document be not only read, but practiced daily, reflecting Coopfam's way of being and acting in all its relationships.

2. Our Ethical Principles

Coopfam's ethical principles constitute the foundation guiding our decisions, attitudes, and relationships, reflecting cooperative values, respect for people, the environment, family farming, and a commitment to the quality, origin, and reputation of the coffee produced by our members:

- Human dignity;
- Cooperation, solidarity, and community spirit;
- Justice, equity, and fair trade;
- Respect for families and the local community;
- Environmental sustainability and intergenerational responsibility;
- Transparency, honesty, and truth;
- Quality, origin, and traceability of coffee;
- Valuing family farming;
- Protection of Coopfam's brand, history, and reputation.

3. Our Institutional Commitments

Coopfam's institutional commitments express the ethical, transparent, and responsible manner in which the cooperative conducts its internal and external relationships, in compliance with legislation, certifications, and cooperative values, considering:

- Ethical and honest relationships among cooperative members, customers, administrative and supervisory bodies, employees, suppliers, community, partners and other stakeholders;
- Commitment to transparent and honest management;
- Mutual respect, non-discrimination, and healthy coexistence;
- Responsible use of internal information;
- Promoting honest and fair negotiations, without obtaining improper advantages through manipulation, insider information, or similar artifices;
- Commitment to sustainability, relevant legislation, organic production standards, fair trade, and other certifications;
- A culture of leadership by example.

3.1 In the exercise of governance

People working within Coopfam's organizational structure, recognizing the importance of exercising governance, commit to:

- Respect and observe the cooperative's governance structure, recognizing the duties and limits of each decision-making body.
- Actively and responsibly participate in cooperative life, contributing to institutional strengthening.
- Comply with and enforce legitimately deliberated collective decisions, valuing democratic principles.

- Act with transparency, clarity, and ethics in internal and external relations, preserving mutual trust.
- Lead by example, adopting conduct consistent with the cooperative's values.
- Safeguard Coopfam's institutional, economic, social, and environmental sustainability, ensuring its continuity.
- Prevent, identify, and report irregularities, contributing to the cooperative's integrity.
- Promote fair, respectful, and equal treatment for all individuals, without improper privileges.
- Preserve the cooperative's institutional image in personal and professional attitudes, inside and outside the workplace.
- Strengthen the cooperative culture and encourage attitude transformations aligned with Coopfam's ethical principles.

3.2 In internal relationships

People working within Coopfam's organizational structure commit to maintaining a harmonious internal relationship environment by:

- Exercising duties with responsibility, care, and commitment, observing the inherent obligations of their role.
- Rejecting any discriminatory attitude, ensuring respectful and inclusive treatment regardless of race, gender, religion, origin, social class, political stance, age, or physical condition.
- Preventing and refusing to tolerate hostile, intimidating, or embarrassing conduct, maintaining a healthy and respectful environment.
- Identifying, reporting, and collaborating in the investigation of situations that violate the cooperative's ethical and moral principles.
- Prioritizing the collective interests of the cooperative over personal or individual interests.
- Maintaining ethical, clear, and transparent communication with everyone working within Coopfam's organizational structure.
- Respecting the right to privacy, refraining from monitoring individuals through images, conversations, or electronic resources without legal or institutional grounds.
- Committing to the accuracy and integrity of records and information, avoiding omissions or distortions.
- Encouraging and guiding peers to comply with the Code of Ethics and Conduct, strengthening institutional ethical culture.

3.3 In respect for diversity, gender equality, and human rights

Regarding respect for diversity, gender equity, and human rights, individuals within Coopfam's organizational structure commit to:

- Ensuring respect for the dignity of all individuals, maintaining relationships based on cordiality, consideration, and humanity.

- Refraining from any discriminatory practice or prejudice, promoting an inclusive environment free from judgment.
- Fostering gender equity, ensuring equal opportunities, rights, and respect between men and women.
- Preventing and confronting any form of harassment or violence, showing zero tolerance for conduct causing physical, moral, or psychological distress.
- Observing and respecting human rights in workplace and production relationships, complying with legislation and universal ethical principles.
- Recognizing and valuing diverse ideas, experiences, and opinions as elements of institutional strength.
- Preserving the family and community environment that characterizes the cooperative, encouraging harmonious and respectful relationships.
- Supporting actions promoting inclusion and human development, contributing to the social growth of involved individuals.
- Meeting certification requirements related to human rights by adopting practices compatible with established standards.
- Expressly rejecting child labor or conditions analogous to slavery, acting with vigilance and responsibility.
- Recognizing that respect for people is an essential core value of Coopfam's identity.

3.4 Managing conflicts of interest

To prevent conflicts of interest, individuals within Coopfam's organizational structure commit to:

- Refraining from engaging in parallel activities that could constitute a conflict of interest or compete with cooperative activities.
- Not using Coopfam's time, resources, information, or premises for personal business.
- Not leveraging positions or roles for personal benefit or for the benefit of third parties.
- Avoiding direct or indirect engagement in activities that compete with Coopfam.
- Refraining from favoring relatives, friends, partners, or third parties based on personal ties.
- Not requesting, accepting, or offering improper advantages, gifts, or benefits.
- Maintaining confidentiality and refraining from using insider information for personal ends or outside cooperative interests.
- Declaring recusal and abstaining from decision-making where personal interests or potential conflicts exist.
- Avoiding conduct that could jeopardize certification, traceability, or credibility in Coopfam's processes.
- Ensuring the correct, ethical, and authorized use of the Coopfam brand, preserving its institutional image.
- Promptly reporting situations involving conflicts of interest to competent cooperative channels.

3.5 Preserving information

To maintain confidentiality over privileged or confidential information (including personal records), individuals commit to:

- Maintaining the confidentiality of internal information and avoiding unauthorized disclosure.
- Protecting personal data of members, employees, families, partners, suppliers, and customers in compliance with applicable laws.
- Ensuring the truthfulness, integrity, and traceability of information regarding commercialized products.
- Refraining from using insider information for personal or third-party benefit.
- Ensuring proper, secure, and responsible use of documents, files, systems, and technological resources.
- Preserving information related to certifications, audits, and control processes.
- Acting with responsibility and caution when using digital media, social networks, and communication tools.
- Promptly reporting any risk, incident, or suspected information leak to competent channels.
- Using information exclusively for institutional purposes and in the interest of the cooperative.
- Recognizing information as collective property of Coopfam to be handled with ethics, responsibility and respect.

3.6 Offering gifts and favors

To preserve impartiality, individuals commit to:

- Not accepting gifts, advantages, favors, or benefits that could directly or indirectly influence professional decisions or conduct.
- Not soliciting personal benefits for oneself or third parties by virtue of one's role in the cooperative.
- Avoiding any favoritism arising from receiving giveaways, courtesies, or hospitality.
- Accepting only low-value, symbolic institutional giveaways without potential influence.
- Immediately reporting offers of improper advantages to competent channels.
- Not offering gifts, advantages, or courtesies on behalf of the cooperative to obtain commercial, institutional, or personal gain.
- Maintaining an ethical, impartial, and professional stance during technical or commercial visits, audits, and institutional interactions.
- Safeguarding Coopfam's image and reputation in commercial and institutional relationships.
- Guiding family members and close contacts not to leverage personal ties to offer or receive improper advantages.
- Recognizing that commercial ethics are essential for certification credibility and trust in Coopfam's coffee.

3.7 In compliance with laws, standards, and strategic definitions

To preserve cooperative interests, individuals commit to:

- Fully complying with applicable laws governing cooperative activities.

- Observing and respecting the Bylaws, Internal Regulations, and all internal policies.
- Rigorously meeting all requirements of certifications linked to Coopfam.
- Acting in accordance with strategic guidelines established by the cooperative.
- Maintaining operational, productive, and documentary regularity.
- Collaborating transparently and responsibly with audits, inspections, and reviews.
- Refraining from practices that expose the cooperative to legal, operational, or institutional risks.
- Seeking guidance from supervisors whenever questions arise regarding norms or procedures.
- Promptly reporting non-compliance or irregularities.
- Recognizing that compliance is a shared collective responsibility.
- Aligning with Coopfam's vision, mission, and strategic positioning.

3.8 Use of cooperative assets

To protect cooperative assets, individuals commit to:

- Using cooperative goods, resources, and facilities exclusively for institutional purposes.
- Caring for physical assets, preventing damage, waste, and inappropriate use.
- Preserving Coopfam's brand, image, and identity in all actions.
- Protecting systems, documents, records, and information under their care.
- Utilizing financial resources responsibly, economically, and transparently.
- Not removing, lending, leasing, or using cooperative assets without authorization.
- Preserving intangible assets, such as reputation, knowledge, certifications, and institutional ties.
- Promptly reporting damage, loss, theft, or misuse of assets.
- Using technological resources ethically, securely, and in accordance with internal policies.
- Recognizing that all cooperative assets belong to the collective.

3.9 Political activities

Regarding political activities, individuals commit to:

- Not using Coopfam's name for partisan or electioneering purposes.
- Refraining from political demonstrations on cooperative premises or during work duties.
- Not using positions within the cooperative to influence the political preferences of others.
- Not publishing political stances on behalf of the cooperative.
- Not using the brand, uniforms, vehicles, or assets in political activities.
- Avoiding internal divisions driven by political stances.
- Not offering, requesting, or receiving political favors on behalf of the cooperative.
- Clearly distinguishing personal opinions from Coopfam's institutional stance.
- Not using institutional communication channels to share political content.
- Refraining from any conduct that compromises Coopfam's neutrality, image, or credibility.

3.10 Consumption of alcohol, drugs, and carrying weapons

To maintain a safe and healthy environment, individuals commit to:

- Not consuming alcoholic beverages during work activities or on cooperative premises.
- Not reporting to work under the influence of alcohol.
- Not using, possessing, or encouraging illegal drug use in connection with cooperative activities.
- Not misusing medications that could compromise personal or collective safety.
- Not carrying weapons on cooperative premises, except in legally authorized and justified cases.
- Refusing to allow or adopt conduct compromising collective safety.
- Preserving Coopfam's image through professional and ethical behavior.
- Respecting the family and community atmosphere of the cooperative.
- Avoiding actions that put people, facilities, or property at risk.
- Promptly reporting safety risks or unhealthy situations.

3.11 Use of electronic media and social networks

In using digital media and social networks involving Coopfam's brand, individuals commit to:

- Preserving Coopfam's institutional image, reputation, and credibility.
- Not disclosing internal, strategic, confidential, or privileged information.
- Not speaking on behalf of the cooperative without prior authorization.
- Using brands, symbols, and images responsibly and with authorization.
- Maintaining a respectful, ethical, and professional digital posture.
- Refraining from sharing content contradicting cooperative values or policies.
- Not using institutional groups or channels for non-cooperative matters.
- Acting responsibly when sharing photos of members, employees, families, or partners.
- Reporting inappropriate public content involving the cooperative to proper channels.
- Recognizing digital presence as an extension of institutional conduct.

3.12 Granting sponsorships or donations and entering into partnerships

Regarding sponsorships, donations, partnerships, and publicity, individuals commit to:

- Aligning sponsorships, donations, and partnerships with Coopfam's values and goals.
- Adopting technical, institutional, ethical, and transparent criteria when analyzing initiatives.
- Preserving Coopfam's reputation across all initiatives.
- Ensuring correct, responsible, and traceable resource application.
- Formalizing partnerships through appropriate contracts or documents.
- Avoiding conflicts of interest or personal promotion through sponsorships/donations.
- Strictly observing legal regulations regarding publicity and advertising.

- Prioritizing initiatives generating positive social, educational, or environmental impact.
- Recognizing that partnerships reflect Coopfam's ethical commitment.

3.13 Sustainable socio-environmental commitment

Regarding sustainable socio-environmental performance, individuals commit to:

- Preserving the environment as a collective responsibility.
- Complying strictly with social and environmental standards applicable to cooperative activities.
- Promoting and encouraging sustainable agricultural practices.
- Ensuring proper management of waste, effluents, and environmental impacts.
- Promoting environmental education among members, employees, families, and communities.
- Protecting springs, riparian forests, permanent preservation areas, and natural resources.
- Reducing waste and promoting conscious resource consumption.
- Recognizing coffee farming as a tool for sustainable territorial development.
- Acting as agents of socio-environmental transformation in operating regions.
- Promoting social development for cooperative families and communities through sustainable initiatives.

3.14 Commitment to products offered by Coopfam

Regarding products offered by the cooperative, individuals commit to:

- Guaranteeing product integrity, authenticity, and quality at every stage.
- Maintaining strict quality control from reception to commercialization.
- Preserving product traceability, origin, and information compliance.
- Fully complying with applicable certification standards.
- Prohibiting blending, substitution, or practices that alter product authenticity.
- Storing, transporting, and handling products properly.
- Communicating product characteristics truthfully, clearly, and responsibly.
- Taking preventive action against risks compromising quality.
- Recognizing that products embody the cooperative's reputation and values.
- Committing to continuous improvement in production and quality control processes.

3.15 Commitment to services provided by Coopfam

Regarding services provided by the cooperative, individuals commit to:

- Maintaining high quality standards, adhering to internal procedures and technical guidelines.
- Ensuring equal treatment in service pricing, avoiding privileges or discrimination.
- Complying with applicable legal, regulatory, environmental, sanitary, labor, and fiscal requirements.
- Adopting proper waste management, segregation, storage, and disposal practices.

- Performing duties with technical skill, diligence, and care, protecting safety, environment, and property.
- Providing clear, accurate, and complete information regarding costs, deadlines, risks, and benefits.
- Maintaining strict confidentiality over technical or commercial data (volumes, origins, blends, processes).
- Operating equipment and facilities safely according to maintenance and hygiene protocols.

3.16 Supporting succession on cooperative members rural properties

Regarding succession planning on members' farms, individuals commit to:

- Encouraging youth retention in rural areas to ensure agricultural continuity and strengthen family farming.
- Supporting educational actions, technical training, and managerial programs for successors and family members.
- Treating succession as a natural process while strictly enforcing laws prohibiting child labor and protecting minors.
- Fostering family dialogue and advance succession planning regarding production, legal, and financial aspects.
- Valuing young people's leadership in farming, decision-making spaces, and innovation.
- Promoting equal opportunities in succession regardless of gender.
- Providing contents, guidance, and partnerships to assist families during generational transitions.
- Supporting practices that ensure economic sustainability and quality of life in rural areas.

4. Our Commitments to Stakeholders

Coopfam’s institutional commitments translate into practice the values guiding its operations within the coffee supply chain, reaffirming transparency, fairness, sustainability, ethical governance, and respect for people, certifications, the community, and the reputation collectively built by its members. Accordingly, in its relationships with stakeholders, Coopfam commits to:

- Transparency;
- Justice and equity;
- Quality, origin, and traceability;
- Human and community development;
- Environmental sustainability;
- Ethical governance;
- Respect for people and human rights;
- Certifications and audits;

- Ethical commercial relations;
- Protection of the brand and institutional reputation;
- Continuous cooperative and ethical education;
- Transformation of the coffee supply chain;
- Society/community.

4.1 Relationships with cooperative members

Coopfam commits to:

- Building relationships based on respect, trust, and transparency.
- Offering technical assistance, production guidance, and management support to improve coffee quality and farm management.
- Strengthening family farming as the core of the cooperative's identity.
- Ensuring fair, transparent, and impartial criteria for coffee grading, commercialization, and payment.
- Encouraging active participation in assemblies, meetings, committees, and decision-making spaces.
- Ensuring leaders and staff treat members with courtesy, respect, and professionalism.
- Keeping members informed of rules, procedures, rights, and duties.
- Promoting a sense of belonging through a "chain of good" linking production, family, community, and environment.
- Protecting coffee origin, traceability, quality, and brand image.
- Acting solidarily and collaboratively when members face challenges.
- Fostering shared ethics and collective responsibility.

4.2 Relationships with customers

Coopfam commits to:

- Providing clear, accurate, and truthful information regarding products, processes, delivery times, and commercial terms.
- Ensuring coffee meets quality standards, verified origin, and authenticity.
- Honoring agreed deadlines, conditions, and commercial responsibilities.
- Aligning operations with certification and seal standards.
- Maintaining objective, polite, and accessible communication.
- Rejecting deceptive conduct, unfair advantages, or abusive practices.
- Promptly addressing customer inquiries and resolving issues effectively.
- Maintaining strict confidentiality regarding commercial details.
- Valuing customer roles in promoting family farming and fair trade.
- Building long-term commercial relationships grounded in mutual trust and respect.

4.3 Relationships with administrative and supervisory bodies

Coopfam commits to:

- Providing necessary resources, information access, and support so administrative and supervisory bodies can act independently and effectively.
- Submitting precise, complete, and timely data and documentation.
- Honoring the institutional roles of the Board of Directors, Advisory Board, Supervisory Board (Fiscal Council), auditors, and committees defined in the Bylaws.
- Implementing recommendations and decisions issued by competent bodies.
- Facilitating audit work by providing access to facilities, documents, and staff.
- Maintaining transparent, ethical cooperation with certification bodies and regulators.
- Abstaining from withholding, concealing, or distorting relevant information.
- Maintaining professional, respectful, and cooperative relationships with oversight representatives.
- Viewing oversight as a mechanism to strengthen governance and institutional sustainability.
- Safeguarding the independence of the Supervisory Board.

4.4 Relationships with employees

Coopfam commits to:

- Providing safe, healthy, and dignified working conditions.
- Promoting professional coexistence based on ethics, respect, and clear communication.
- Ensuring fair, equal treatment without discrimination in hiring, development, and promotion opportunities.
- Encouraging continuous training and technical growth.
- Valuing individual and collective contributions toward cooperative goals.
- Providing clear guidelines regarding duties, expectations, and conduct.
- Fully complying with labor legislation and respecting human rights.
- Maintaining open communication channels for constructive dialogue.
- Preventing and rejecting moral harassment, sexual harassment, discrimination, or intimidation.
- Engaging staff in promoting an ethical culture and cooperative values.

4.5 Relationships with certification bodies and audit organizations

- Acting with total transparency, offering accurate, verifiable data and evidence.
- Ensuring auditors have full access to sites, processes, and records.
- Rejecting any practice compromising data integrity.
- Strictly complying with certification standards and criteria.
- Treating audits as opportunities for process improvement.
- Training personnel regarding certification standards and responsibilities.
- Maintaining efficient document management to ensure traceability.

- Immediately reporting non-conformities and implementing corrective measures.
- Preserving institutional integrity and credibility.
- Promoting continuous awareness regarding the importance of certifications.

4.6 Relationships with suppliers and service providers

Coopfam commits to:

- Conducting commercial relations with honesty, integrity, and mutual respect.
- Selecting suppliers based on quality, technical capacity, compliance, and reputation.
- Requiring suppliers to comply with applicable laws, socio-environmental standards, and certification criteria.
- Rejecting personal benefits, conflicts of interest, or unequal treatment.
- Formalizing contracts clearly defining rights, duties, and responsibilities.
- Conducting fair negotiations, rejecting fraud, false origin claims, child labor, forced labor, or human rights violations.
- Protecting confidential technical and commercial data shared by suppliers.
- Monitoring supplier performance and service compliance.
- Resolving disputes constructively through formal institutional channels.

4.7 Relationships with representative bodies and partners

Coopfam commits to:

- Aligning with representative bodies to strengthen the cooperative system.
- Building strategic alliances to generate value and exchange experiences.
- Conducting partnerships with predictability, trust, and commitment.
- Addressing differences through institutional dialogue and formal channels.
- Sharing clear, timely, and accurate information.
- Participating actively in joint projects, programs, and events.
- Protecting shared strategic, technical, and commercial data.
- Responsibility in institutional representation.
- Adherence to legal, statutory, and regulatory norms governing the relationship between Coopfam, representative bodies, and partners.
- Responsible use of resources, agreements, cooperation agreements, and partnership instruments.
- Commitment to the development of the Cooperative System.

4.8 Relationships with the community and members' families

Coopfam commits to:

- Maintaining community ties based on ethics, dialogue, and social development.
- Recognizing the central role of members' families in sustainable agriculture.

- Supporting programs favoring health, education, well-being, and human development.
- Encouraging conditions that enable families to thrive in rural areas with dignity.
- Involving families and local communities in social, environmental, and cooperative events.
- Valuing local customs, identity, and traditional knowledge.
- Promoting environmental and civic awareness programs.
- Minimizing negative social, environmental, or economic impacts on local communities.
- Encouraging women and youth participation in production and governance.
- Contribute to the formation of partnerships and initiatives that promote collective social development.

4.9 Relationships with the final consumer

Coopfam commits to:

- Sharing authentic information regarding coffee origin, processing, and identity.
- Ensuring products match claimed quality, origin, and certification standards.
- Maintaining practices that reinforce consumer trust.
- Communicating and marketing responsibly and truthfully.
- Valuing consumer roles in supporting fair trade and family farming.
- Upholding high quality standards across the value chain.
- Providing clear information on preparation, storage, and characteristics.
- Complying fully with consumer protection laws.
- Handling consumer inquiries and complaints responsibly.
- Strengthen the relationship of trust between producers and consumers.

4.10 Relationships with the public sector

Coopfam commits to:

- Conducting institutional interactions with public agents with integrity, politeness, and professionalism.
- Rejecting bribery, illegal favors, or improper advantages involving public officials.
- Refraining from accepting favors that compromise impartiality or legal compliance.
- Responding to official inquiries accurately and punctually.
- Facilitating official inspections and access to documents when legally requested.
- Participating in public policies/programs adhering to legality, impersonality, morality, publicity, and efficiency.
- Documenting official interactions with public entities.
- Promoting anti-corruption awareness and an institutional culture of compliance.

5. Management of the Code of Ethics and Conduct

Coopfam recognizes that the Code of Ethics and Conduct is an essential instrument for consolidating its institutional identity, cooperative values, and commitment to integrity, transparency, and socio-

environmental responsibility.
To ensure its principles are effectively put into practice, the cooperative establishes formal mechanisms for management, dissemination, guidance, monitoring, and the investigation of conduct, ensuring that the Code is known, understood, and applied by all stakeholders.

5.1 Dissemination of the Code of Ethics and Conduct

Coopfam commits to:

- Widely distributing the Code to members, officers, employees, suppliers, partners, and certification bodies;
- Making physical and digital copies easily accessible;
- Conducting periodic training and guidance sessions;
- Incorporating the Code into onboarding for employees, members, and contractors.

5.2 Establishment of the Ethics Committee

Coopfam will establish an Ethics Committee with duties defined in specific regulations, responsible for:

- Safeguarding compliance with Code principles;
- Clarifying interpretations of its provisions;
- Receiving, analyzing, and processing consultations and complaints;
- Conducting investigations into ethical misconduct;
- Recommending corrective, educational, or disciplinary actions;
- Proposing periodic updates to the Code.

The Ethics Committee acts with impartiality, confidentiality, independence, and responsibility.

5.3 Channels for ethical consultations

Coopfam will maintain accessible channels for stakeholders to:

- Clarify doubts regarding Code application;
- Seek preventive guidance when facing ethical dilemmas;
- Request decision-making support aligned with institutional values.

5.4 Whistleblowing channel

Coopfam will provide a secure, confidential whistleblowing channel to report potential Code violations.
This channel guarantees:

- Confidentiality of information and identity (upon request);
- Fair, impartial, and responsible handling of reports;

- Protection against retaliation for good-faith whistleblowers;
- Proper investigation respecting due process and fair hearing.

5.5 Processing ethical occurrences

Coopfam rejects unfounded, malicious, or retaliatory complaints. Reports accompanied by evidence, details, or identifying information are encouraged to facilitate investigation; however, anonymous reporting is permitted and respected.
Whistleblowers are guaranteed full confidentiality without fear of retaliation. Reported facts are investigated by the Ethics Committee, which recommends disciplinary measures when appropriate.

5.6 Monitoring and updating the Code

The Code will be periodically reviewed to:

- Maintain alignment with evolving legislation;
- ·Comply with certification standards;
- ·Integrate best practices in corporate governance and integrity;
- ·Reflect operational growth and evolving relationships.

6. Disciplinary Measures

Violations of this Code subject offenders to disciplinary measures proportioned to infraction severity, damage caused, intent, and prior record. Measures follow principles of proportionality, reasonableness, fairness, due process, and defense rights.

6.1 Educational and guidance measures

- Formal guidance;
- Verbal warning;
- Written warning;
- Mandatory participation in ethical training sessions.

6.2 Administrative measures applicable to employees

- Formal record of occurrence;
- Disciplinary suspension (pursuant to labor law);
- Termination of employment contract.

6.3 Measures applicable to cooperative members

- Formal warning;
- Temporary suspension of statutory membership rights;
- Internal administrative penalties;
- Exclusion from cooperative membership (for severe infractions, following statutory procedures).

6.4 Measures applicable to administrative and supervisory bodies

- Formal record of occurrence;
- Referral to corporate governance bodies for deliberation;
- Removal from function (where applicable);
- Impeachment/dismissal from office (pursuant to Bylaws).

6.5 Measures applicable to suppliers and service providers

- Formal warning;
- Contractual suspension or termination;
- Disqualification from future bidding/contracting;
- Notification to certification bodies or authorities (when appropriate).

6.6 External referrals

Where misconduct constitutes a legal or criminal violation, Coopfam may:

- Report facts to law enforcement or regulatory authorities;
- Take legal action to protect its brand, image, reputation, and assets.

7. Scope and Effective Date

7.1 Scope

This Code applies obligatorily to all individuals and organizations maintaining relationship ties with Coopfam, including:

- Cooperative members;
- Customers;
- Administrative and supervisory bodies;
- Employees;
- Certification bodies and audit organizations;
- Suppliers and service providers;
- Representative bodies and partners;
- Community and cooperative members' families;
- Final consumers;
- Public sector entities.

Compliance is essential for maintaining ethical, transparent, and responsible relationships with Coopfam.

7.2 Effective Date

This Code of Ethics and Conduct comes into force on the date of its approval by Coopfam's Board of Directors on September 2nd 2026 and forms an integral part of internal cooperative regulations. Its provisions remain valid indefinitely. Revisions will be made periodically and communicated transparently to all stakeholders.

Annex I

Circular nº 028 Memorando

Poço Fundo, 16 de setembro de 2026.

Assunto: **ALTERAÇÃO DE MEMBROS DO COMITÊ INTERNO DE ÉTICA E CONDUTA, E PUBLICAÇÃO DO CÓDIGO DE ÉTICA E CONDUTA**

Senhores (as) Colaboradores (as),

Conforme anunciado na Reunião Geral de Colaboradores feitas no dia 03 de julho de 2026, o **Comitê de Ética e Conduta** sofreu alterações dos membros, sendo os novos membros (as):

- Andrea Ribeiro – Gerente Geral
- Endrigo Luiz da Silva – Líder do Comitê
- Estela Lima de Oliveira – Departamento Pessoal
- Liege Camila Pistore Veras – Representante dos colaboradores
- Thais Eduarda de Oliveira – Desenvolvimento Organizacional

Também, através deste, faz-se informar que no último dia 02 de setembro de 2026, **o Conselho de Administração aprovou o Código de Ética e Conduta**, documento que fortalece nossos valores, orienta nossas atitudes e contribui para a construção de um ambiente de trabalho cada vez mais ético e respeitos. Você pode acessar cópias físicas do documento na Cafeteria (no prédio da Sede), na Loja de Insumos e também no Armazém. O mesmo documento também se encontra virtualmente no servidor da Cooperativa (L:) > pasta DOC. COOPFAM > pasta **Código de Ética e Conduta,** onde se encontram a versão em português e em inglês.

Lembrando que os canais de comunicação com o Comitê são: caixinhas de sugestões e queixas, disponíveis em cada prédio da COOPFAM (Sede, Armazém e Loja de Insumos), pelo e-mail *eticaeconduta@coopfam.com.br*, ou diretamente com algum dos membros do comitê.

Atenciosamente,

Liege C Veras

Liege Camila Pistore Veras

Comitê de Ética e Conduta

Do grão a xícara, construindo uma cadeia do bem
coopfam@coopfam.com.br
(35) 3283-1055

coopfam

CADEIA DO BEM

Cooperativa dos Agricultores Familiares de Poço Fundo e Região - COOPFAM
Rua Antônio Candido de Souza,49
Poço Fundo, MG