

SUPPLIER  
CODE OF  
CONDUCT





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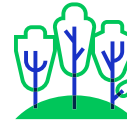
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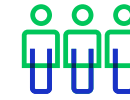
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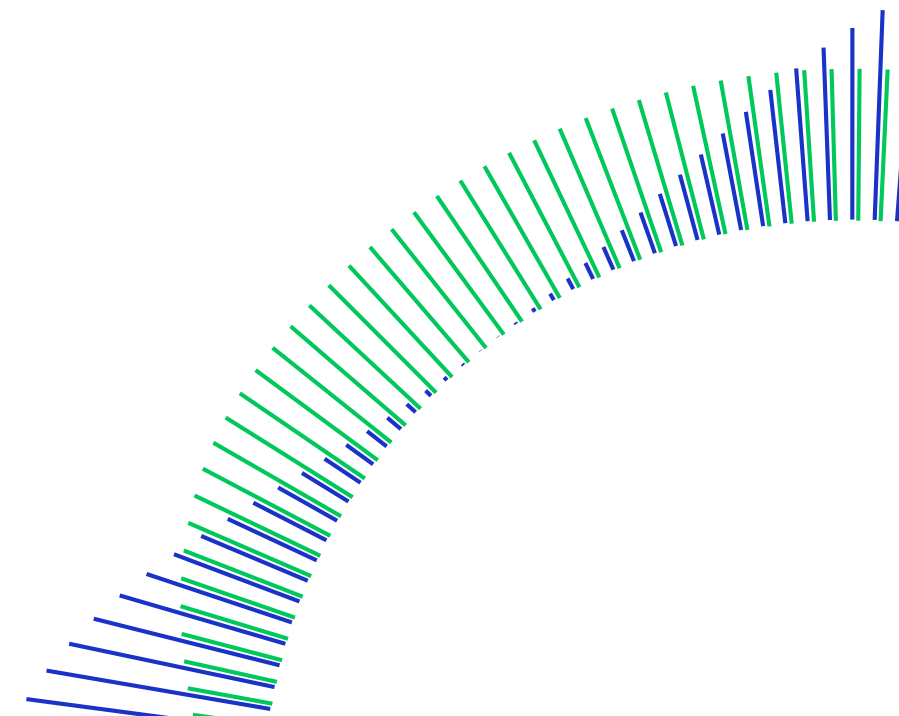
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# Introduction

Suzano recognizes that working in partnership with its suppliers is fundamental for putting into practice its purpose of renewing life inspired by trees. Hence, we have prepared the **Suzano Supplier Code of Conduct**, which reinforces our ambition of playing a leading role and fostering the joint development of innovative and sustainable solutions for the challenges faced by society.

We believe that developing suppliers, ensuring transparent relations and actions, consolidating values and principles, stimulating good practices and fostering joint initiatives are strategies that contribute to the company's business vision and put into practice its capacity to maximize the generation and share of value with all stakeholders.

This Code governs these strategies and the environment of interaction between Suzano and its suppliers through clear communication of the company's expectations about the conditions for operation and functioning of its partners. The Code is applicable to all its suppliers, including its legal representatives, who undertake to act in compliance with current laws and applicable regulations, as well as with the provisions of the Suzano Code of Ethics and Conduct and the contractual agreements executed between the parties.

For the purposes of this Code, the guidelines set forth herein **apply** not only to the directly contracted supplier, but also, **when** applicable, to all its **contractors, affiliates, companies within its economic group, suppliers, employees, or representatives.**

The content of this Document is in line with **Suzano Code of Ethics and Conduct**, which aims to commit board members, vice-presidents, directors, officers, managers, shareholders, employees, outsourced personnel, suppliers, customers, and other stakeholders to the ethical principles that guide the company's business conduct, in addition to disseminating them to its entire relationship network.

The Supplier Code of Conduct brings together various themes that describe the role to be played by our suppliers with regard to regarding:

- Obligations and prohibitions;
- Desirable and non-mandatory requirements;
- Material aspects to drive improvements and the pursuit of excellence.



## Implications

Suzano considers that compliance with the requirements of this Code by its business partners is key to maintain their relations.

Any supplier that fails to comply with the provisions of this Document will be subject to sanctions, which may include rescission of the agreement without payment of indemnity, claims for losses and damages, among other measures established in the agreement between the parties. Moreover, if Suzano is aware of any act committed by a supplier in violation of the local regulations of each country where it operates, it will report the same to the competent authorities.

By maintaining relations with Suzano, the supplier undertakes to allow visits for assessing compliance, provided the visits are previously agreed upon, providing all the records and information requested. The supplier also undertakes to promptly evaluate the reports of these audits and to comply with the action plans that may be agreed upon.

## Dialogue channels

Suzano values transparency in its relations with stakeholders. In this regard, it offers dialogue channels that help streamline processes and guarantee the supplier's freedom of expression.

### Suzano Responde

Established to clarify doubts and receive suggestions and complaints, this channel can be accessed by phone at **0800 022 1727** or by email at **[suzanoresponde@suzano.com.br](mailto:suzanoresponde@suzano.com.br)**.

### Ombudsman channel

The ombudsman channel is the tool that enables the safe and confidential reporting of situations that contradict the ethical, legal or contractual principles established by the company. Complaints can be made through the website <https://contatoseguro.com.br/pt/suzano>, e-mail **[suzano@denuncias.contatoseguro.com.br](mailto:suzano@denuncias.contatoseguro.com.br)**, or, for the operation in Brazil, also by phone at 0800 771 4060.

The channels may be accessed whenever the supplier deems necessary. In case of any suspected irregularity, the suppliers undertake to report it immediately to Suzano.



# Integrity in commercial relations

- Compliance with standards, regulations and legislation
- Anticorruption
- Money laundering
- Confidentiality of Information
- Personal data privacy & protection
- Information security
- Suzano's intellectual property
- Conflict of interests
- Fair competition
- Political contributions
- Gifts and gratuities to third parties
- Social media
- Quality and safety of products and services
- Responsibility for companies and other parties under control or influence



The purpose of creating shared value is in the essence of Suzano's businesses and its relations with its supplier network. To strengthen this relationship, the company and its business partners must invest in the balance and clarity of roles and responsibilities, compliance with rules and agreements, alignment with the principles of ethical conduct and the commitment to efficiency and quality.

## Compliance with regulations and legislation

The supplier **must** make sure that it is legally organized and has all the authorizations, licenses, documents, certificates and registrations, including from mandatory professional associations, required by competent authorities to carry out its activities. The supplier undertakes to inform Suzano immediately of any event that could compromise its good standing.

Suzano **suggests** the adoption of structured mechanisms to monitor changes in the legal framework in order to prepare the partner company for possible changes and always ensure compliance with the rules in force.

It is **recommendable** that suppliers follow the best market practices and standards and employ continuous improvement efforts.



## Anticorruption

Suzano has zero tolerance for corruption. Suppliers must comply with all applicable laws regarding the prevention of bribery and other acts of corruption.

Suppliers are strictly prohibited from promising, offering, providing, or authorizing payments in cash (including bribes or kickbacks) or anything of value (including gifts, entertainment, invitations, favors, and job offers), directly or indirectly, to any person to obtain an undue advantage for themselves, Suzano, or third parties.

Facilitation payments, which are intended to expedite or ensure the execution of routine governmental activities, are not permitted, even if they are authorized by local legislation.

## Money laundering

Suppliers must comply with all applicable laws and regulations regarding Money Laundering Prevention (MLP), Terrorist Financing (TF).

## Confidentiality of information

The supplier must ensure the secrecy and confidentiality of information and communications, guaranteeing the proper protection of its stakeholders, such as clients, shareholders, employees, suppliers, and business partners. Disclosure is prohibited, intentionally or otherwise, of confidential or strategic data that are not in the public domain, such as:

- **Technical and commercial data of products;**
- **Business and sales goals, tactics and strategies;**
- **Short-, medium- and long-term planning and budget;**
- **Purchase volume and conditions;**
- **Results of surveys;**
- **Statistical, financial, accounting and operational data.**

Privileged access to this type of information cannot be used for one's own.



## Personal Data Privacy & Protection

The supplier **undertakes** to process personal data resulting from the relationship with Suzano solely and exclusively for the purpose of processing, strictly in accordance with local and international Laws and Regulations on information security and personal data privacy and protection, including the Brazilian General Personal Data Protection Law (Law 13,709/2018 – LGPD), as well as general and industry standards on the issue and guides on good practices compatible with their activity.

In this regard, the supplier **must**:

- (I) Process the necessary Personal Data adequately and for the purposes agreed between the parties;
- (II) Protect the Personal Data from any undue access or processing;
- (III) Avoid the risk of leaks or any other internal failures that could cause damage to the data subjects;
- (IV) Maintain a personal data privacy and protection program compatible with their business model;
- (V) Respect and guarantee the fundamental rights of data subjects; and
- (VI) Immediately report to Suzano any information security incident that represents a breach of personal data by sending an email to [lgpd@suzano.com.br](mailto:lgpd@suzano.com.br).

If you have any questions regarding the processing of your personal information and/or wish to exercise any of your rights, contact the Data Protection Officer (DPO) by sending an email to [lgpd@suzano.com.br](mailto:lgpd@suzano.com.br).

## Information security

To ensure the security of Suzano's information, especially its restricted and confidential data, the supplier **undertakes** to follow market best practices, adopt secure processes at the company, ensure efficient data access control, apply security controls in their infrastructure, train and raise awareness among their employees, implement defense mechanisms against cyberattacks, implement a process for management of security incidents and notify Suzano by email to [ciberseguranca@suzano.com.br](mailto:ciberseguranca@suzano.com.br), whenever any such incident occurs.



For more information, consult Suzano's normative document PC.00.0070 - Public Policy on Cybersecurity, available at <https://www.suzano.com.br/a-suzano/documentos/>.



## Suzano's Intellectual Property

The supplier **must** ensure that it will not use Suzano's brand and/or logo for whatever reason without prior, formal and specific authorization from the company.

## Conflict of interests

A conflict of interest occurs when the personal or professional interests of an individual or group are at odds with the interests of Suzano.

Suppliers must report any actual situations or potential conflicts, including, among other examples, the involvement of politically exposed persons, political party representatives, or family relationships with Suzano's employees or former employees. This information must be communicated before the start of the commercial relations, including the pre-contractual phase.

## Fair competition

Suzano **does not tolerate** industrial espionage or acts that violate fair competition. The supplier **must** comply with the laws on this subject and is prohibited from entering signing agreements to form cartels or which constitute an act of dumping.





## Political contributions

Suppliers are prohibited from making political contributions, participating in campaigns, actions or initiatives of a political or partisan nature, as well as issuing political opinions on behalf of or for the benefit of Suzano.

## Gifts and gratuities to third parties

Suppliers must not send gifts or any form of benefit to Suzano employees with the intention of influencing any type of commercial decision or obtaining undue advantage.

Our suppliers are prohibited from offering or receiving gifts, advantages, or any type of benefit to/from public officials or any other person, on behalf of Suzano.

## Social media

The supplier **undertakes** to not mention, use or make reference to the brand, logo or any property of Suzano without prior and express authorization, including strategies, mention of suppliers, products or clients, while accessing or publishing content on social media.

## Quality and safety of products and services

The supplier **must** assure that it has adequate technical and operational conditions to exercise its functions (machinery, equipment, software, personnel, etc.), and guarantee the delivery of services and/or materials contracted as per the criteria, specifications and deadlines agreed upon.

Similarly, the supplier **must** comply with the safety requirements established by laws and regulations, including restrictions on certain types of materials. Production processes **must** follow applicable safety standards, such as specific risk analyses and implementation of measures that avoid accidents.

If hazardous chemicals are used, the supplier **must** adopt procedures for identifying the materials, training the teams involved and managing risks at all stages of movement, transportation, storage, recycling, reuse and disposal.



## Responsibility for companies and other parties under control or influence

Suzano expects its suppliers to act ethically, with integrity and responsibility in all of their operations, **assuming responsibility** for the conduct of companies and other parties that are under their control or influence, including, when applicable, companies within their economic group (parent companies, subsidiaries, controlled entities, relevant joint ventures or other entities), contractors, affiliates, suppliers, employees, or representatives.

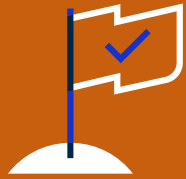
For the purposes of this Code, all guidelines, principles, requirements, and expectations set forth herein fully apply to the contracted supplier and, equally, to the other companies and parties under its control or influence. The supplier is responsible for **promoting and ensuring** compliance with this Code throughout such structures.

The supplier is committed to **adopting appropriate preventive, corrective, and mitigation measures**, as well as to **cooperate with Suzano** by providing relevant information whenever requested and implementing action plans when relevant situations involving such structures are identified.



# Decent labor relations

- Labor compliance
- Selection and hiring criteria
- Abuse of power and harassment
- Disciplinary practices
- Non-discrimination, diversity, and inclusion
- Health, safety and quality of life
- Workplace
- Skills and training
- Emergency response
- Accident control and investigation
- Working hours
- Compensation
- Housing conditions and respect for privacy
- Freedom of association and collective bargaining agreement



The workforce is a fundamental element for any company. At Suzano, we believe that team management must be aligned with our Culture Drivers. These Drivers are a set of guidelines about who we are, what we do and how we do it, reflecting what the company aims to be.

A productive workplace that favors innovation is possible only if relations are based on trust, the promotion of and respect for diversity and the human rights, as well as the development, physical and emotional safety and well-being of the teams.

## Labor compliance

The supply of inputs, products and services to Suzano will involve only properly formalized partners and employees of the supplier, which must ensure full compliance with its legal and social security obligations under applicable laws.

## Selection and hiring criteria

The procedures for hiring employees **must** respect the professional's rights and ensure that original documents are not retained for more than 48 hours (except identification documents, which can never be retained – nor are financial deposits requested to guarantee employment).

Nobody should be hired without prior verification of original identification documents in order to **avoid** the hiring of persons aged below 16. As with Suzano, suppliers **cannot** hire individuals under 18 years old, except as apprentices. Seasonal and temporary job positions **must** be formalized through a valid agreement signed by the professional.

The minimum components of employment relationship, such as hours worked, overtime, payment, benefits, leave, disciplinary and complaint systems, **must** be freely agreed upon between the employer and employee within the limits of the laws in force, and must be documented in writing and signed by both parties. Any change in this relationship **must** be established in a formal document in writing, agreed to by the parties.

**We recommend** that the supplier provide a dedicated support area and a mechanism available for its employees to address administrative matters, seek clarifications, and even submit report or complaints.





The same rights and criteria described in this Document apply to the management of outsourced manpower or that subcontracted by the supplier.

## Abuse of power and harassment

Suzano **does not condone** coercive practices to obtain benefits through the abuse of power, inhuman or degrading treatment, physical punishment or harassment of economic, moral, sexual, racial, political, religious or any other nature. The supplier **must** assure dignified treatment and respect for its employees.

## Disciplinary practices

The supplier **must** prohibit bodily or mental punishment, physical coercion or verbal abuse in its relations with its employees. The supplier **must** guarantee its employees access to procedures and resources to assure their rights. It **must** offer its employees transparent, fair and confidential procedures that result in rapid, impartial and fair resolution of any problems that may arise as part of their employment relationship.

## Non-discrimination, diversity and inclusion

Suzano prohibits all forms of discrimination due to race, color, ethnicity, nationality, gender, age, sexual or political orientation, religion, disability, medical conditions, position, criminal record or any other condition.

In the employee recruitment, selection, hiring, career management and termination procedures, the supplier must ensure an inclusive and supportive environment that is free from discriminatory criteria and guarantees equal treatment for all.





## Health, safety and quality of life

The supplier **must** have a policy or guidelines on the health, safety and quality of life, which are known to all employees, provide an environment that meets the legal requirements on occupational health and safety, including the prevention of infection during pandemics, offer quality of life to employees and adopt measures to prevent accidents and damages to health, including, but not limited to, access to potable water, clean bathrooms, meals in compliance with legal standards, ergonomic work conditions in compliance with Regulatory Standard (NR) 17 of the Ministry of Labor, training on and control of the use of personal and/or collective protective equipment necessary for the performance of the functions, training for emergency situations, regular and proper maintenance of vehicles and equipment used, among others.

Safety information related to hazardous and intermediate hazard materials **must** be available and used in educational initiatives and training in order to protect the professionals. Implementation of and updates to the Program for Medical Control of

Occupational Health (PCMSO) is **mandatory**, in accordance with NR-7 of the Ministry of Labor. Employees **must** undergo pre-employment, periodical and termination medical examinations applicable to their functions, in compliance with the law and medical guidelines.

The following **must** be implemented as well: Environmental Risk Prevention Program (PPRA), Work Environment and Control Program, Respiratory Protection Program, Hearing Conservation Program, as well as the Technical Report on Workplace Conditions (LTCAT), established in the Regulatory Standards of the Ministry of Labor. If pesticides, adjuvants and similar products are used, the supplier **must** have the necessary licenses and training programs to comply with the NR-31 standard.

The supplier **must** maintain all health and safety documents required by law and/or Suzano in its work fronts updated.



## Workplace

The work conditions offered by the supplier to its employees **must** provide a safe environment that supports a good production routine and helps avoid occupational accidents. This includes adequate physical installations of the company (infrastructure, electrical installations, ergonomic workstations), temperature, cleanliness, organization, lighting, ventilation and signage conditions, as well as proactive identification of risks.

## Skills and training

The supplier **must** ensure that its employees have the necessary technical conditions to perform their functions, ensuring their activities are not compromised. It **must** also exercise due control over the operations that impact the environment and safety. The supplier must keep updated records that prove such training activities.



## Emergency response

The supplier **must**, when applicable, have the infrastructure, as well as material and human resources required to handle emergencies, including fires, and carry out periodical assessment. This infrastructure must include adequate access to medical facilities, fire and safety exits and fire-fighting equipment. It is also essential to conduct training programs to train and update the persons involved in these activities. Other employees must also be trained and updated to deal with emergencies. Updated registration of training programs is mandatory.

Suzano has workplace crisis management plans and **recommends** that its partners adopt a preventive attitude towards such events, identifying potential emergencies in transportation and work environment, initiatives to reduce risks and mitigate the impacts, and establish immediate response plans.

Focusing on the effectiveness of initiatives, the company **suggests** that these plans include periodical training of employees, performance of drills and provision of information on evacuation procedures, among other measures.

The supplier **must** be prepared to request emergency assistance and help for those involved.



## Accident Control and Investigation

Besides preparing the records and communications required by law regarding occupational accidents, the supplier **must** report such incidents to Suzano immediately.

In case of accidents at Suzano facilities, both parties **must** undertake to analyze and investigate them in order to take corrective action and avoid recurrences. The same procedure is **recommended** for incidents at the supplier's facilities.

## Working hours

The working hours of professionals working for the supplier, payment for hours worked and overtime and time off in lieu **must** comply with the laws in force and the rules established in the collective bargaining agreement of the professional category. Hours worked **must** be recorded in legible documents, specifying the regular hours, overtime, meal breaks, commute hours (if applicable), night work and weekly rest.

## Compensation

The supplier **must** ensure timely and correct payment of its labor, social security and tax obligations established in law or the collective bargaining agreement.

The compensation **must** comply with applicable Brazilian labor laws. Payments of salaries and benefits must be recorded in legible and clear documents, specifying the period they refer to and the corresponding amounts.

Suzano **encourages** its suppliers to offer their employees fair and competitive compensation and benefits, as well as comprehensive training and educational opportunities.

The supplier **must not** exercise any form of discrimination in its employment and compensation practices, or take disciplinary measures that entail salary reduction.

Suzano **recommends** that suppliers have a transparent channel of communication with their employees to update them about compensation, benefits and other labor issues, whenever necessary.



## Housing conditions and respect for privacy

Accommodation for employees, if any, **must** comply with all applicable laws and regulations and be isolated from the production or operations areas. The dwellings must be safe, clean, and freely accessible to employees, irrespective of time.

All dormitories must comply with applicable laws and offer professionals reasonable personal space, adequate ventilation, access to potable water, bathrooms, showers, and a place for cooking food.

## Freedom of association and collective bargaining agreement

The supplier **must** respect the right of employees to join unions and sign collective bargaining agreements, and ensure that there will be no reprisals.

The supplier **must** keep updated copies of the Collective Labor Agreement or Collective Bargaining Agreement of the applicable professional categories. Documents about negotiations with unions are an extension of labor laws and hence suppliers must be aware of their requirements.





# Environmental protection

- Environmental compliance
- Effluents and waste
- Emissions and climate change
- Chemical products
- Environmental management
- Biodiversity



Environmental issues, when considered from a broad and long-term perspective, are an impetus to the evolution of companies and a factor of business competitiveness. For Suzano, being aware of the environmental impacts of its activities and striving to reduce or mitigate them is crucial, since we recognize our leading role in seeking transformational solutions for a fairer and more sustainable society.

We believe that assessment of risks, responsible consumption of natural resources and management of impacts must be part of the strategy of responsible operation and management procedures of any company.

## Environmental compliance

Suzano **requires** its suppliers to comply with environmental laws and **recommends** compliance, when applicable, with non-mandatory environmental codes at the international, national, state and municipal spheres.

Doing business with Suzano requires compliance with all the necessary authorizations and environmental licenses for product use, transportation, operation and other requirements that ensure pollution prevention, such as, for example:

- Compliance with environmental laws applicable to its products and services;
- Supply of products and services with the correct environmental licenses and authorizations;
- In case of any negligent or intentional incidents and accidents, the supplier must launch the emergency control procedures, and measures to control, mitigate and repair any damages, besides informing immediately the manager of the agreement at Suzano.



## Water effluents and solid waste

Activities with the potential to impact human health (toxicity) or the environment (ecotoxicity) **must** be properly managed, measured, controlled, and handled before the release of any substance into the environment, ensuring the reduction of the toxic impact of the products.

The supplier **must** have adequate infrastructure for collecting and storing solid waste (hazardous or not), including signage, coverage, restricted areas and secondary containment, if required. All the waste transported for disposal must be registered, as required by competent bodies, and the supplier **must** retain copies of environmental licenses of the companies contracted to transport waste.

The supplier **must** manage and properly treat the liquid effluents generated in its production and transportation process in order to ensure the prevention of pollution in aquatic environments, thereby avoiding impacts on human health and ecosystems.

## Atmospheric emissions and climate change

Suzano recognizes the urgency of addressing climate change and reiterates its commitment to the decarbonization of its value chain in accordance with the guidelines of the Science Based Targets initiative (SBTi).

The supplier **must** monitor the indicators of significant atmospheric emissions for the following parameters: particulate matter (PM), greenhouse gases (GHG), nitrogen oxides (NO<sub>x</sub>), sulfur oxides (SO<sub>x</sub>) and others and ensure compliance with the limits established by competent authorities as a measure of environmental and social control and compliance.

Suzano **recommends** the adoption of measures to reduce the emission of greenhouse gases (GHGs), such as carbon dioxide (CO<sub>2</sub>), nitrous oxide (N<sub>2</sub>O), methane (CH<sub>4</sub>), chlorofluorocarbons (CFCs), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and sulfur hexafluoride (SF<sub>6</sub>). If a supplier's activities generate GHGs, it should ideally monitor air emissions in scope 1 (sources owned or controlled by the company), scope 2 (emissions related to the purchase of energy) and scope 3 (from third parties for direct use), depending on the supplier's activity, maintaining reliable, measurable, and auditable records, which shall be made available to Suzano whenever requested.

Considering strategic relevance and emissions profiles, prioritized suppliers may be required to **establish climate targets**, preferably aligned with internationally recognized methodologies such as the Science Based Targets initiative (SBTi), as well as to participate in engagement and decarbonization initiatives in the value chain.

## Chemical products

For storing hazardous and non-hazardous chemical products, the supplier **must** meet the conditions set forth in laws and regulations in terms of storage structure (such as walls, floor, shelves), lighting, ventilation, containment, signage and safety equipment, among others.

The supplier **must** follow the guidelines of the Chemicals Safety Information Sheet (FISPQ) and have the Emergency Sheet (FE).



## Environmental management

Suzano **recommends** that its suppliers adopt programs to identify, classify, and assess the environmental impacts of their activities, as well as indicate control measures to prevent, mitigate, repair, or remediate these impacts and keep records of these initiatives up to date. In case of environmental incidents, the supplier **must** take and record the necessary measures for compliance and/or adjustment.

For better management of environmental issues, Suzano **recommends** that its suppliers make efforts to streamline their processes, using Eco-Efficiency and Cleaner Production methodologies, in order to reduce the consumption of water, energy and chemicals and the generation of waste through the closure of cycles and reuse of materials.

Suzano **recommends** its suppliers to incorporate environmental factors into the characteristics of the products and services supplied or sold by them. This includes, without limitation, managing the impacts of the life cycle of products and services, such as those related to packaging, distribution, stage of use or end of life.

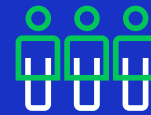


## Biodiversity

We support the fight against illegal deforestation and ensure that it is not present in our wood supply chain, as established in our **Wood Supply Policy**. Besides preserving important fragments of native forests and restoring previously degraded areas, the company uses its vast knowledge of forest management and cutting-edge technology to increase the production capacity of eucalyptus clones while occupying exactly the same area it has for planting trees.

As such, Suzano reiterates its commitment to grow its commercial eucalyptus plantations exclusively in areas previously anthropized by other uses and whose conversion did not occur due to its direct or indirect responsibility. Similarly, the supplier **must** comply with environmental laws to ensure, when applicable, that high conservation value areas are not compromised. Suzano **recommends** that its suppliers adopt additional measures for conservation and restoration of ecosystems and their biodiversity.





# Human rights and social development

- Forced labor
- Child labor and legal conditions to hire youth
- Sexual exploitation of children and adolescents
- Community rights
- Minerals and inputs from conflict zones



Respecting and protecting fundamental rights are the most basic and necessary conditions for any activity to be considered human.

Suzano **does not tolerate** any human rights violations and demands the same attitude from all its business partners. Once this requirement is met, the company relies on its suppliers' potential to expand the positive effects of their proactive and responsible work, creating value for society as a whole.

## Forced labor

The supplier **must not** be involved in, allow or support the use of forced or compulsory labor or labor analogous to slavery, retain documents of workers or force them to make a deposit as condition for hiring. As established by the International Labor Organization (ILO), forced or compulsory labor is any work done under the threat of penalty and for which the person did not offer himself or herself voluntarily, including work carried out through intimidation, excessive working hours, degrading conditions and control methods, such as retention of identification documents, passports, work permits, confinement, physical punishment, threat of violence and/or retention of deposits as condition for work.

## Child labor and legal conditions for hiring minors

The supplier **must not** engage in, allow, or support any form of work performed by children and/or minors below the legal minimum age. It must also comply with the conditions established in the Brazilian Constitution, such as the prohibition of employing minors under the age of 18 for night shifts or hazardous or unhealthy activities, and the prohibition of employing minors under the age of 16, except as apprentices from the age of 14.

## Sexual exploitation of children and adolescents

Suzano **does not tolerate** the occurrence of sexual exploitation of children and adolescents during the activities conducted by its suppliers and encourages them to adopt measures to curb this type of practice in their supply chains.





## Community rights

The supplier **must** respect the lifestyle of the communities with which they interact while carrying out their activities. To that end, the development of tools **is recommended** to identify, monitor and mitigate potential social impacts on these communities.

For activities that could potentially cause harm to local and neighboring communities, the supplier **must** implement mechanisms to report and repair possible damages in a fair, formal and transparent manner.

The supplier **must** know and respect all laws related to the rights of native communities, such as Indigenous peoples, quilombola communities, and traditional communities, especially concerning the respect for their legally constituted territories, ways of life, cultures, and rights. And, when applicable, carry out Free, Prior and Informed Consent.

Just as it does in its relationships with other stakeholders, Suzano **does not tolerate** acts of discrimination, harassment (whether sexual, physical, moral, psychological, or of any kind), or actions against freedom of expression, peaceful assembly, or protest by any communities, neighbors, or human rights

defenders. Suzano also does not tolerate attempts at bribery or inducement to participate in irregular activities or unlawful acts.

The company **encourages** its suppliers to maintain pertinent, adequate and transparent dialogue with the communities in their areas of operational influence and help in grassroots development. Suzano also **encourages** its suppliers to identify opportunities for creating value for local communities, including through a strategy of training and use of workforce, support to products and services of small suppliers, as well as for social and environmental projects, donations, and volunteer work, among other actions. For any of these fronts, Suzano **recommends** the monitoring of initiatives and their results.

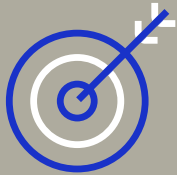
## Minerals and inputs from conflict zones

The supplier **must** ensure the trustworthy origin of the minerals and inputs used in their products, considering social and environmental aspects of the extraction and production processes, and ensure that they do not contain substances and/or are not derived from conflict regions, or finance or benefit armed groups directly or indirectly.



# Complete management systems

- Alignment with values and principles
- Complaints and reports
- Transparency
- Multiplier effect



Connecting the success of companies to sustainable development depends on firm commitment, as well as instruments and tools that support its execution. Only with continuous management, monitoring the progress made and having a strategic eye to make corrections to the roadmap is it possible to put into practice the model for generating lasting value that benefits society as a whole.

## Alignment with values and principles

The requirements and procedures described in this Code, as well as the values and principles set out in Suzano's Code of Ethics and Conduct, are **mandatory** for all employees of the company and its supplier network. Focusing on the alignment of conduct, the company **recommends** that suppliers conduct specific training on the contents of this Document and Suzano's Code of Ethics and Conduct.

## Complaints and reports

Suzano **recommends** that suppliers maintain efficient mechanisms to register and investigate complaints and reports of any nature. Guaranteeing the confidentiality of information, focus on rapid, impartial and fair solutions and procedures that avoid exposing or adversely affecting the parties involved are good practices.



## Transparency

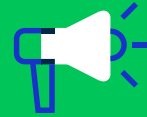
Transparent relations must be a mutual commitment between Suzano and its supplier network. To put this into practice, the supplier **must**:

- operate with objectivity, honesty, dignity, respect, loyalty, courtesy, mutual respect and collaboration;
- assure the quality and clarity of information during the negotiation of agreements and amendments, and in the administration of the agreements in force, in order to avoid practices that adversely affect the smooth progress of these processes;
- ensure the veracity of data provided, such as legal, tax, economic, financial, occupational health and safety, environment and quality information, as well as data on professional training of service providers, among others;
- not distort numbers, especially in management reports or financial statements.

## Multiplier effect

Suzano **recommends** that suppliers use their own supply network to disseminate and consolidate the requirements, parameters and good practices described in this Code of Conduct in order to expand its scope. Suzano **encourages** its suppliers to promote the adoption of a code of conduct within their own supplier network.





## Ombudsman channel

 Website: <https://contatoseguro.com.br/pt/suzano>

 E-mail: [suzano@denuncias.contatoseguro.com.br](mailto:suzano@denuncias.contatoseguro.com.br)

 For the operation in Brazil, call: 0800 771 4060

The channels may be accessed whenever the supplier deems necessary. In case of any suspected irregularity, the suppliers undertake to report it immediately to Suzano.



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