



# Suppliers and Partners Guidebook



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## Compliance

Edenred's Compliance Area abides by the law and the guidelines established by the head office, striving to protect the institution from the risk of sanctions by the regulators, financial losses and damage to its reputation arising from errors of interpretation and/or non-compliance with the laws and regulations, in addition to disseminating a culture of compliance, highlighting the importance of abiding by the code of conduct and good practices.

We put a high value on awareness of and compliance with the legal requirements that make up the basis for complying with the Suppliers and Partners Guidebook, where constant observance of the laws and the legal system is a fundamental principle of ethical conduct. **Therefore our suppliers, partners, and their subcontractors that enjoy an indirect relationship with Edenred, have the obligation to abide by all laws, regulations and policies applicable to their businesses, including anti-corruption and anti-money laundering laws.**

Seeking to strengthen the relationship with its suppliers and partners, Edenred created the **Suppliers and Partners Guidebook**, in which we set out the common principles intended to provide guidance on how all our suppliers and partners

must behave in their relations with Edenred.



We have an Integrity Program, in accordance with Law No. 12.846/2013, as regulated by Decree No. 8.420/2015, where we guarantee the highest level of corporate integrity, conduct and ethics in our day-to-day business.

## Our Values

Our values represent the essence of prizing people and the search to satisfy our stakeholders through ethical principles. These values are the best guidelines for all day-to-day actions of each Edenred employee.



### Entrepreneurial Spirit

Our entrepreneurial spirit drives our growth, guides our pioneering spirit into new territories of business we want to explore, strengthens our local power and makes us focus relentlessly on operational excellence.

### A passion for our Customers

Employers do not pay salaries, customers do. The more we engage with companies, employees and traders, the clearer are their needs and the easier it is to determine the changes we have to make. We will not cease to improve every detail of everything we do until 100% of our customers insist with their friends to do business with us.





## Simplicity

Our customers want their engagement with us to be simple and easy. We know how difficult it is to do simple things. That is why we always guarantee to promote simplicity in everything we do, and transparency in everything we say.



## Imagination

Imagination drives the desire for innovation and lifts the wings of progress. We recognize this and, therefore, we put our own imagination to work, creating inspiring ways of connecting businesses and traders to the world of work today and tomorrow.

## Respect

True business excellence is only achievable through respect. We respect our customers because we are pro-active, responsible and honest; our colleagues, because we express our gratitude and recognition; our shareholders, because we use the resources given to us in an efficient manner; and the company, by promoting products and services.





## Business Practices

### GIFTS AND ENTERTAINMENT

Our company does not advocate offering or receiving gifts; however, it is permitted to receive institutional gifts/presents that can be clearly construed as a courtesy or cordiality between the parties in a commercial relationship and which **cannot be characterized as obtaining, or the simple attempt at obtaining benefits/advantages for oneself, the company or third parties.**

Gifts, presents, invitations to meals or corporate events must be clearly and properly explained.

Edenred stipulates that a lunch or dinner invitation should not exceed the equivalent of **50 euros**<sup>1</sup> per guest. Likewise, the total sum of presents/gifts offered to the same person cannot exceed the equivalent of **100 euros**<sup>1</sup> in a six-month period.



<sup>1</sup> Or the equivalent in Reais.

### FREE COMPETITION

Edenred conducts business to the highest degree of ethical integrity, respecting **the principles of free competition.**

Relations between competitors in the same market, and between the respective suppliers and service providers, must respect the principles of free competition. **Solid and long-lasting growth of business activity can be achieved by adhering to the laws on free competition in each location.**

Employees must behave properly in their functions and activities, refraining from slandering or disparaging their competitors.



## RELATIONS WITH SUPPLIERS AND PARTNERS

Suppliers and partners are chosen in an impartial and highly selective manner. Edenred chooses its suppliers and partners for their professionalism and competence, aiming to create relationships of trust, thus avoiding conflicts of interest or any form of favoritism that might influence that choice.

Principals abide by all regulations, primarily those referring to free and fair competition. Edenred requires its business partners, suppliers and subcontractors to employ environmental, social and ethical rules that respect our values; therefore, the supplier or partner is responsible for submitting this document to his subcontractors, ensuring that all guidelines are followed.



## LEGAL REPRESENTATION AND GUARANTEE OF CONTRACTUAL INTEGRITY

Edenred puts great importance and value on all contracts, whether entered into with customers, partners, suppliers or service providers. The contracts validate the commitments undertaken and must be signed by their legal representatives.

Suppliers and partners must fulfill the contractual obligations agreed between the parties, while respecting this Edenred Code of Ethics and Conduct during the entire contractual period.



## Human Rights

### FIGHTING DISCRIMINATION

Fighting discrimination is a fundamental principle at Edenred, **therefore our suppliers and partners must strive to avoid any form of discrimination on the grounds of gender, age marital status, origin, sexual preference, race, ethnicity and physical suitability, or against members of union, political, religious or commercial organizations.**

We are against the use of disciplinary practices that disrespect employees and which contradict the principles of human rights and labor relations.

### FIGHTING SLAVE AND ILLEGAL LABOR

Forced labor refers to work being done under coercion or threat. Illegal works refers to cases in which a person working at a company is not registered with the authorities or not registered as a worker, therefore **Edenred refrains from using forced or illegal labor and refuses to work, or immediate ceases to work with any suppliers and service providers that force people to work under pressure or stress.**

### THE FIGHT AGAINST CHILD LABOR

Edenred is committed to strictly observing the minimum working age limit in all countries where it operates. This minimum working age limit must never be less than what is specified in conventions 138 and 182 of the International Labor Organization, namely 16 years and 18 years for jobs that are dangerous or difficult to do. **This commitment also applies to Edenred's relations with contractors.**





## MORAL AND/OR SEXUAL HARASSMENT

At Edenred, we do not tolerate any form of moral and/or sexual harassment, and **we demand this commitment from all our suppliers and partners.**

## HEALTH AND SAFETY

We respect and promote a healthy and safe work environment, where hygiene and safety rules are designed to protect the health and safety of employees in their place of work, as well as in locations where we attend to the public.

Edenred undertakes to verify, at the regular intervals provided for in the law, that its premises comply with health and safety requirements for customers and employees.

**We demand this commitment from all our suppliers and partners.**



## Sustainability

Ethics and sustainability are commitments included in the Code of Ethics and Conduct of Edenred Brazil. Bearing in mind Edenred's relationship with its suppliers and partners, it is essential that the same principles of ethics and sustainability adopted by the company are present in their value chain. **Therefore, it is fundamental that all suppliers or partners respect the principles shown below.**

### Environmental principles

- Compliance with environmental legislation regulations compatible with the activities, processes and products;
- Fostering prevention of pollution and continuous improvement through conscientious consumption of resources, re-use of materials and recycling;
- Prioritizing the use of certified products and materials;
- Adoption of environmentally friendly technologies for product development and services;
- Employee awareness of and engagement in the conscientious use of resources and in environmental practices;

### Social principles:

- Management of the social impacts arising from the activities processes and products;
- Support for local initiatives, seeking the development of the communities in which it is located.





## Prevention of Crime

### ANTI-CORRUPTION

The Edenred “Anti-corruption Guidebook” sets forth the fundamental principles of how we address corruption and ethics, and is aligned with the main aspects of Law 12.846/2013 and with our ‘Code of Ethics and Conduct’. Generally speaking, these rules apply to the management, employees, suppliers and partners of Edenred. We counter any form of corruption.

No employee may offer, promise, agree or authorize, directly or indirectly, the remittance of money or any other valuables to anyone in connection with their professional activities, for the purpose of obtaining undue advantage.

The general provisions and principles also apply to the consultants and other third parties acting on behalf of Edenred, **as well as suppliers, partners and other entities with whom we trade.**

### PREVENTION OF FRAUD

Fraud is defined as any deliberate, illegal behavior with the intention of misappropriation, forging, concealing, omitting or destroying money, properties, data or information belonging to Edenred. **Suppliers and partners are encouraged to be extremely vigilant to prevent this type of behavior from happening at Edenred.**



## ANTI-MONEY LAUNDERING

To protect Edenred's reputation and prevent money laundering, the company adopts procedures for identifying and accepting suppliers and business partners, in accordance with laws 9.613/98 and 12.683/12, avoiding entering into deals with unscrupulous counterparties or those suspected of involvement in crime, in addition to ensuring that those partners employ the appropriate practices for Anti-Money Laundering and Countering the Financing of Terrorism.

**Edenred suppliers and business partners are encouraged to be extremely vigilant and to immediately report any unusual situations that raise suspicions about an attempt to legalize revenue from illegal activities.**





## Whistleblowing Channel

Edenred provides a channel intended to receive all complaints about non-compliance with our Code of Ethics and Conduct, including corruption-related issues.

This channel is open to all stakeholders, whether employees, suppliers, business partners, service providers or customers.

**Suppliers and partners must immediately notify the Compliance Area of Edenred and/or report via the Whistleblowing Channel all and any act or fact involving any type of immoral, illegal or anti-ethical practices under the terms of this document and other applicable policies and legislation of which they are aware.**



**➔ CANAL SEGURO:**

- **Aplicativo:**  
Canal Seguro
- **Portal:**  
[www.contatoseguro.com.br](http://www.contatoseguro.com.br)
- **Telefone:**  
0800 601 8664



## Reference links

[Edenred Site](#)

[Code of Ethics](#)

[Edenred Environmental Policy](#)

[Brazilian Central Bank](#)

[COAF – The Council for Control of Financial Activity](#)

[Whistleblowing Channel](#)

[Law No. 8.666 dated June 21, 1993](#)

[Law No. 9.613 dated March 3, 1998](#)

[Law No. 12.683 dated July 9, 2012](#)

[Law No. 12.846 dated August 1, 2013](#)

[Decree No. 8.420 dated March 18, 2015](#)