

## IX. Integrated Management Systems Policy

The Integrated Policy in the scope of Quality Management, Food Safety, Occupational Health and Safety, Social Responsibility, Conciliation and Environment, and in line with the mission and vision of the Grupo Nabeiro - Delta Cafés aims to consolidate the positioning and performance of the company within a framework of full respect in a socially responsible and sustained way, based on the transparency of information and mutual respect of the relations established with the interested parties, and commits itself to the following values and principles:

- Comply with legal and regulatory requirements applicable to the activity, as well as other requirements that are subscribed by the organization;
- Continuously and systematically anticipate, assess and promote the satisfaction of the needs and expectations of all stakeholders with a view to progressively increasing their confidence in products and services;
- Simplify and optimize processes and resources through a transversal management for sustainable development and the search for continuous improvement;
- Commit to effectively and efficiently resolve complaints from all customers by having a customer support line and defined procedures that support the entire complaint handling process. Suggestions are also considered as input for improvement;
- To continuously improve its activities, methods and equipment in the workplace to prevent injuries, injuries and damage to the health of its employees;
- Promote the engagement of all workers and their representatives for consultation and participation, identifying situations to address, eliminating hazards and reducing OSH risks;
- Continuously and progressively improve the performance of the integrated management system and the activities carried out by conducting a periodic review of the system based on the results of the analysis of the objectives and indicators defined in each area of the organization. These should be in line with the results achieved through the stakeholder dialogue process and the contingency plans;
- Promote personal and professional development of employees, their motivation, training, updating, permanent awareness to actively contribute to achieve the desired results of the organization;
- Ensure food security throughout the supply chain, ensuring the three strands: Food Safety, Food Defense and Food Fraud, for marketed products and services, ensuring traceability, control of the prerequisite program, control of points control of the operational prerequisites detected in the hazard analysis. To this end, there is a multidisciplinary food safety team that covers all areas / sectors of the company;
- Promote and ensure the minimization of the impacts of our activities, goods and services at any stage in the life cycle by taking measures and actions to protect the environment, prevent pollution, ensure the sustainable use of resources, mitigation and adaptation to climate change, biodiversity and ecosystems

conservation, maintaining a balance between socio-economic requirements and continuous improvement of the environmental management system and its environmental performance;

- Condemn child labor, forced and compulsory labor, not committing to such practices by third parties, who provide us with products or services;
- To allow freedom of association and the right to collective bargaining, not discriminating, ensuring compliance with the enshrined principles in Labor Law regarding working hours, disciplinary practices and remuneration, and ensuring the reconciliation of work, family and personal life;
- Promote measures that allow our employees and families to reconcile professional needs with their families;
- To support the employees of the Grupo Nabeiro - Delta Cafés in sensitive health situations where the need for financial resources is imperative and urgente;
- Promote the physical and emotional well-being of all people at the service of the company;
- Ensure a set of services and pluses, at special prices for employee's, facilitating the well-being of the family;
- Sustain an active communication, both internally and externally, with our stakeholders.