Code of ETHICS
INTRODUCTION

To write down the moral procedures which guide and must guide our actions and the steps we decided to take to achieve sustainable growth and with excellence in all our relationships.

The Code of Ethics of Café Iguacu was elaborated following the principles of justice – signifying we must be just and decent in the conduction of our activities –, innovation – meaning we must be active and innovators in the pursuit of perfection –, and harmony, which means respect and cooperation to one another, always in a harmonic contact with society and acting with credibility.

To make Café Iguacu an excellent place to work is a task that must be observed each and every day and is the responsibility of all of us. This Code, besides being a formal document, must be a commitment of each employee to the company.

The Presidency
ETHICS

DEFINITION

From the greek, ethos, Ethics means a system of moral behavior.

CONCEPT

According to the Longman dictionary, ethics are moral rules or principles of behavior governing a person or group. In our company, we consider as ethics a group of rules which governs our relationships and actions, being those rules in accordance with our values and in-company regulations.

WHY A CODE OF ETHICS?

The Iguacu Code of Ethics is the commitment between the company and its employees aiming to defend a vision of future, to live the values and to fulfill our mission with transparency and mutual respect.

The objective of this Code is to offer an orientation on directives, integrity and behavioral standards that must be observed by all those who are part of our business, which includes suppliers, customers and partners. These directives must guide the professional conduct of our employees, independently of hierarchic level.

The ethics regulations in our company emphasize the values which are important to each one of us. Try to understand the behavior described herein and experience it. Café Iguacu offers communication channels so that everyone may have the same understanding of this code.

- For questions or to question the standards described herein, contact the Human Resources Management;
- To contact the Human Resources Management anonymously we use the aerogram and the internal communication channel: 0800-643-4243;
- To the outside community and customers we have the Customer Service and Support: 0800-43-1907.
THE IGUAÇU WAY

The Iguaçu Group operates according to rules that standardize our conduct. These regulations show the IGUAÇU WAY of working. Besides this code, we have other publications that bring internal rules of conduct. These publications are delivered to employees and are available in the Training Department for consultation.

We also have other orientations:

POLICY OF IMS (INTEGRATED MANAGEMENT SYSTEM)

The Iguaçu Group operates in manufacturing and marketing of instant coffee and derivatives in domestic and foreign markets, it acts with concern for the environment, controlling its gas emissions, effluents and waste, and the occupational hazards and risks of physical, chemical, ergonomic and accidents arising from its industrial activities.

The practice of our commitment, credibility, ethics, excellence and responsibility values for continuous improvement management system aims to:

- Compliance with legislation, applicable standards, and requirements subscribed;
- Sustained growth of the Company;
- Prevention of pollution;
- Quality and safe products;
- Process yield;
- Satisfaction of customers, suppliers, employees, shareholders and community, and
- Safety and occupational health.

This is the policy of the Iguaçu Group.
IGUAÇU VALUES

The positive attitudes we value in the company are evaluated on all employees. In the model of People Management by Competences it is checked if the employees:

- Respect the legislation, promoting compliance of programs and internal rules (e.g., IMS, 5S, General Plan of Manpower, Food Safety, In-Company Regulation, policies and internal procedures);
- Zeal for resources, assets and the reputation of the company;
- Appreciate the excellence of our products and services;
- Have proactive attitudes and initiatives;
- Have readiness; we can count on them when needed;
- Carry out their activities with higher quality (excellence);
- Act with enthusiasm to achieve the targets set, as if they were owners of the company;
- Act according to the speech;
- Assume responsibility, supporting and making what was agreed happen;
- Ponder, showing balance in their actions, decisions and relationships;
- Show respect for other people.
SHAREHOLDERS

Providing transparent information and adequate management of resources is an action consistent with our behavior, so we must:

- Ensure the integrity of all records, which must be accurate and maintained in accordance with relevant laws and regulations;
- Cooperate with internal and external auditors, providing real and complete information;
- Disseminate the results through reliable financial statements to ensure transparency in the conduct of our business;
- Make good use of physical and financial resources and invest wisely in new ones, ensuring a fair return on investment;
- Safeguard the organization's strategic information.

GOVERNMENT AND AGENCIES

Being an organization which seeks to work following what is expected of a responsible company, we must:

- Comply with laws and regulations (local, state, federal and international) applicable to our business;
- Adopt high standards of honesty and integrity in all contacts with agencies and public sector entities;
- Follow international treaties related to international trade and adopt appropriate import and export procedures;
- Pay the due taxes;
- Respect the free choice of candidates for public office by our employees.

CUSTOMERS

Being aware of the importance of the customer for the existence and growth of our company, it is important to:
• Engage in the manufacture and marketing of safe and healthy products and quality services;
• Ensuring our products are in accordance with the highest quality standards within international standards of production;
• Act with transparency to the customer by providing reliable information about our products and processes.

COMPETITION

We consider fair competition a stimulus in the search for total quality of our products and services. Therefore:
• We should not use illegal, incorrect or unethical techniques to be more competitive;
• We must not create a monopoly through agreements with competitors or use any coercive or unfair method;
• It is forbidden to engage in harmful prices and dumping\(^1\) in order to eliminate competition and the practice of conditioning the purchase of goods or services with the acquisition of other products in a predatory way.

SUPPLIERS

As our suppliers are a key link in our chain of production, we must:
• Rely on technical, professional and ethical standards when hiring vendors and service providers, not allowing personal interests to interfere in the selection. Therefore, we will offer equal opportunities for all;
• Decline practices of child or forced labor and other practices contrary to the Labor Laws in any business relationship;
• Respect and comply with the contractual and commercial terms, and keep the confidentiality of agreed information;
• Find partners identified with our mission, vision and values, to ensure the basic requirements of quality and reliability of products and services contracted.

\(^1\) Dumping: is an unfair pricing policy in international trade that is to charge the price of a product below its cost of production to harm competition and gain market shares.
MEDIA

We value our corporate image and reputation built over the years, so the company uses as a procedure to respond in a transparent manner all queries requested by the press or authorities, established channels of communication within the company.

COMMUNITY

So that our company is worthy of respect in its field of operation, we must:

- Respect the cultural particularities of each country and region;
- Practice social responsibility and encourage our employees to do the same;
- Maintain a permanent communication channel with the community to prevent, monitor, evaluate and control the impacts of our activities.
RESPECT

- Respect human rights and deprive us of any discrimination or prejudice involving age, marital status, race, color, national origin, gender, environment, politics, religion or belief, disability or physical or mental limitations;
- Never embarrass or act disrespectfully towards each other, never make sexually suggestive comments, never use offensive language, intimidation, harassment or moral, psychological or physical aggression.

INFORMATION

It is our duty to protect and safeguard the ideas, information and knowledge as confidential trade secrets, processes, products, trademarks, formulas, technology, know-how, equipment, inventions, patents, improvements, electronics, copyrights, among others. We must not infringe rights of intellectual property and copyright.

USE OF RESOURCES

We must always:

- Be responsible for the use, maintenance and protection of company assets, and use the resources wisely and efficiently.
- Not unlawfully appropriate of property or resources of the company;
- Use the equipment, systems and technological devices and the Internet for business purposes, as authorized by the company.
CONFLICT OF INTEREST

- We must not demand or accept any advantage or gratification by taking advantage of our position or reputation of the company, or promise or offer such benefits, either directly or indirectly;

- Sponsorships and donations should be integrated to the interests of Café Iguaçu taking into account the benefits to the community. Donations must be transparent;

- We must avoid engaging in any activity in conflict with the interests of the company;

- We should not have position or involvement in other organizations that compete or may cause damage to Café Iguaçu or one of its affiliates.

RELATIONSHIP MANAGER AND SUBORDINATE

- Iguaçu stands for good communication between manager and subordinate, allowing to the collaborator the right to question. We have a tool that encourages this kind of talk. It is the system of people management based on skills that we call PMC (People Management Competence);

- They must treat one another with respect.
RELATIONSHIPS
derwith environment

Preserving the environment for present and future generations is a key issue in Café Iguaçu. We work in sustainable manufacturing standards. Therefore, we must:

- Comply with environmental laws and regulations, at all levels: regional, national and international;
- Develop environmental awareness among our employees, their families and the community.
- Be an example of our sustainable practice, promoting the use, reuse and recycling of natural resources, and waste reduction.

COMPLYING

It's up to all employees of Café Iguaçu and other service providers, who are involved with our company, to comply and promote this Code along with other standards of the company.

Each employee, in carrying out their activities, must comply with applicable laws, with internal and external regulations and this Code, thus protecting the interests of Café Iguaçu.
REFERENCES

- **Advance 2003**

Cornélio Procópio, July 30, 2013.

Shigeto Shimizu
President Director