code of Conduct

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Conduct *∂*

Version 1.4

06/20/2022

GOAL &

Guide and discipline the conduct of administrators and employees, as well as indicate ethical practices in the relationship of all who are involved relate directly or indirectly with CERC as: participants, suppliers, partners and regulators.

REGULATORY USERS



Users of the Code of Conduct are considered to be all those involved in CERC's operations, including: Board of Directors, Advisory Committees, Self-Regulation Committee, Board of Directors, Employees, Participants, Regulatory Agencies, Business Partners, Service Providers and Suppliers.

DOCUMENT CONTROL



Whenever necessary, the updating of this regulation will be carried out by the GRC Board, submitted for approval by the Board of Directors, and may be applied immediately. This document will be maintained on the network, with a minimum revision every 2 years.

INDEX



- 1. THE CERC CODE OF CONDUCT
- 2. DISCLOSURE
- 3. VALUES
- 4. ETHICAL PRINCIPLES APPLIED
 - 4.1 Collaborators and Administrators
 - 4.2 Government Agencies
 - 4.3 Participants
 - 4.4 Suppliers and Third Parties
 - 4.5 Representation of employees, associations and institutions
 - 4.6 Community
- 5. BUSINESS CONDUCT
 - 5.1 Conduct expected from CERC employees and administrators
 - 5.2 Unacceptable conduct by CERC administrators and employees

6. COMPLIANCE WITH THE CODE OF CONDUCT

7. DOCUMENT UPDATE 8. UPDATE

HISTORY

1. THE CERC CODE OF CONDUCT

CERC's Code of Conduct is governed by the highest moral principles and values, in addition to guiding and guiding decisions, attitudes and behaviors.

CERC is dedicated to always maintaining a solid reputation, with an awareness of its social and environmental responsibility. your activities must always be guided by integrity, trust and loyalty, as well as respect and appreciation of human beings and their privacy, individuality and dignity, without any prejudices and forms of discrimination.

These concepts are used in the conduct of business and with everyone who is directly or indirectly related to CERC, being, shareholders, directors, regulatory bodies, employees, suppliers, partners and participants.

2. DISCLOSURE &

In the hiring process, employees receive access to a specific network folder called Welcome Kit, through which the Code of Conduct must be accessed and read. Subsequently, the employee must sign the respective Term of Commitment with

the purpose of attributing responsibility for faithfully observing the provisions contained in the Policy and adopting the practices indicated in the execution of its activities.

This Code is also delivered to the Directors, Members of the Advisory and Self-Regulation Committees, and to the Board of CERC and is available on the CERC website for consultation by participants, business partners, service providers and suppliers.

CERC administrators and employees are responsible for:

- . Ensure compliance with this Code of Conduct;
- Inform new employees and contractors about the Code of Conduct, keeping a record of their awareness and agreement, through a specific
 Term of Commitment;
- Promote the wide dissemination of the Code and its updates to the CERC staff, customers, service providers and suppliers; It is
- Clarify doubts and verify understanding regarding content and application.

3. VALUES 🔗

This Code of Conduct presents the set of values expected from an ethical conduct, namely:

- · Respect for people;
- · Social responsibility and citizenship;
- · Professional and personal integrity;
- Transparency in processes;
- Proud to work at CERC;
- I like challenges;
- · Gender and Race Equity;
- · Commitment to results;
- Technical competence;
- Trust and credibility; It is
- · Confidentiality and security of information.

4. ETHICAL PRINCIPLES APPLIED @

4.1 Collaborators and Administrators

differences and courtesy:

- The maintenance of a work environment where the relationship is based on professionalism, trust, cooperation, integration, respect for individual
- The sharing of knowledge and experiences, seeking to improve technical training, methods and processes, in order to achieve better results;
- · Permanent zeal for the adequate and economical use of CERC's material, technical and financial resources;
- The preservation and respect for the image, heritage and interests of CERC;
- · Recognizing and valuing CERC's people and intellectual capital and encouraging the emergence of new leaders; It is
- · Valuing and encouraging individual and collective ethical conduct.

4.2 Government Agencies



Recognition of the role and support for the performance of regulatory bodies, providing them with relevant and reliable information in a timely manner.

4.3 Participants



- · Professionalism, trust and transparency;
- Availability of solutions that add value to customers' businesses, permanently investing in the search for adequate technologies and in the improvement of business strategies;
- · Valuing and respecting the fulfillment of agreements and contracts, as well as the rights of customers;
- · Valuing business opportunities and partnerships built with customers, aiming at results that benefit society; It is
- The identification, proposition and feasibility of innovative and integrated solutions that contribute to strengthening the legitimacy and support of customers.

4.4 Suppliers and Third Parties

- The recognition of the legitimacy and maintenance of a permanent dialogue with the representative institutions of the workers, legally constituted, maintaining dialogue channels based on mutual respect, seriousness, responsibility and transparency in relations;
- · Negotiation as an adequate instrument to seek integration and convergence; It is
- · Compliance with the determinations set out in the instruments that regulate CERC's relationship with its employees.

4.5 Representation of employees, associations and institutions



- The recognition of the legitimacy and maintenance of a permanent dialogue with the representative institutions of the workers, legally constituted, maintaining dialogue channels based on mutual respect, seriousness, responsibility and transparency in relations;
- · Negotiation as an adequate instrument to seek integration and convergence; It is
- · Compliance with the determinations set out in the instruments that regulate CERC's relationship with its employees.

4.6 Community

- The establishment of fair and balanced relations with the community through encouragement, The establishment of fair and balanced relations balanced with the community through encouragement, promotion, support and participation in social responsibility actions and citizenship;
- The encouragement, support and participation in government actions aimed at social development and the fight against poverty; It is
- Encouraging its employees' socio-cultural and sports initiatives.

5. BUSINESS CONDUCT



5.1 Conduct expected from CERC employees and administrators



- Preserve and cultivate the positive image of CERC;
- Develop conditions conducive to the establishment of a productive and pleasant climate in the work environment;
- · Treat people and their ideas with dignity and respect;
- Proceed with loyalty, justice and frankness in work relations;
- · Preserve the well-being of the community, respecting the personal characteristics, freedom of opinion and privacy of each person;
- · Act with clarity and loyalty in defending CERC's interests;
- · Refrain from using internal or external influences to obtain personal and functional advantages;
- · Refrain from making use of the position, position of trust held or the status of CERC employee to obtain advantages for oneself or for third parties;
- Use CERC resources only for purposes in CERC's interest;
- Contribute to the proper functioning of the entire CERC, refraining from acts and attitudes that prevent, hinder or disrupt the provision of services; the information to be disclosed in professional social networks must be previously validated by the Communication area and by the CERC board;
- Prioritize and preserve CERC's interests with customers, government agencies, financial institutions, suppliers, entities and other companies with which CERC maintains
 a commercial relationship: It is
- Acceptance of low-cost, non-monetary gifts is permissible. Customer meals and business entertainment may be considered, provided they are infrequent and moderate
 and are not received in exchange for concessions or privileges of any nature. Cases that generate doubts must be presented to HR.

5.2 Unacceptable conduct by CERC administrators and employees



- Claim personal benefits or advantages for yourself or for third parties, as a result of a commercial or financial relationship signed on behalf of CERC with customers, government agencies, financial institutions, suppliers, entities and other companies with which CERC maintains a relationship;
- · Being conniving or omitting in relation to errors and violations of this Code of Conduct and the legal and regulatory provisions in force;
- Perform other professional activities during working hours, whether or not for profit;
- Carry out activities that constitute direct or indirect competition with the activities of CERC;
- Exercising any type of discrimination against people for reasons of an economic, social, political, religious, color, race or sex;
- Allow pursuits, sympathies, antipathies, whims, passions or personal interests to interfere with your professional relationships;
- Deliberately harming the reputation of a CERC employee or any other professional with whom CERC maintains commercial relationship:
- Deliberately damaging the reputation of customers, government agencies, suppliers, entities and other companies with which CERC maintains a business relationship:
- · Claim, request or receive gifts or advantages of any kind, for yourself or for third parties, in exchange for concessions or privileges of any nature;
- Prioritize and preserve personal interests, those of customers, government agencies, financial institutions, suppliers, entities and other companies, to the detriment of the
 interests of CERC;
- Obtain advantages, for themselves or for third parties, resulting from privileged access to information, even if they do not cause damage to the
- Use for your own benefit or pass on to third parties, documents, works, methodologies, products, tools, services and
 information owned by CERC or its customers and suppliers, except for legal or judicial determination;
- Disclosing CERC's confidential and restricted information on personal or professional social networks and the press;
- Manifesting on behalf of CERC, by any means of public disclosure, when not authorized or qualified to do so;

- Make inappropriate and uneconomical use of CERC's material, technical and financial resources;
- Prevent or hinder the investigation of irregularities committed at the CERC;
- · Alter or distort the content of any document, information or data under the responsibility of CERC or third parties;
- Facilitate actions by third parties that result in loss or damage to CERC.

6. COMPLIANCE WITH THE CODE OF CONDUCT 🔗

This Code of Conduct reflects CERC's values and culture, and compliance with it reveals our commitment to professionalism and transparency in all our actions at work.

Everyone who has a direct or indirect relationship with CERC must know and ensure compliance with this Code, having the same ethical commitments, regardless of the position they hold.

In case of doubts about what should be the correct conduct to adopt, the employee must sincerely and transparently seek help from CERC's GRC area.

CERC's GRC area must be immediately and formally communicated any situation that may characterize a conflict of interest, or facts that may harm CERC or that are contrary to the principles of this Code. CERC ensures confidentiality in handling these matters and the commitment to investigate reported cases.

Situations that, perhaps, are not explained here, will be treated as an exception and forwarded to CERC's Executive Board, which will analyze and decide within the principles of this Code.

Failure to observe any of the practices and/or procedures described here may influence the credibility of the institutional image of the CERC, therefore, the offending employee may be notified and the occurrence of the transgression immediately communicated to their manager immediately, to the corresponding board and to the Presidency, which will take the appropriate measures for each situation identified.

Failure to comply with the Code of Conduct will subject you to disciplinary measures, which may result in: warning, dismissal, dismissal for just cause, contractual termination with service providers and legal process.

This Code comes into force from the date of its disclosure, and every administrator, employee, partner and/or supplier must take aware of its terms, in the form of the "Term of Commitment to CERC Policies".

7. DOCUMENT UPDATE

The updating of the Code of Conduct must be proposed whenever necessary, by identifying an aspect not considered or some outdated definition.

The update proposal may be suggested by any employee in the GRC area who will analyze and submit it for approval.

The updating of this document must be carried out by the GRC area and submitted for approval by the Board of Directors, may be applied immediately with the authorization of the Executive Board.

8. UPDATE HISTORY

Date	Version	Description	Area	Author
03/31/2017	1.0	Document creation	Operations	Frederico Paredes
12/17/2018	1.1	Review and Update	Internal controls	Paula Osório RosaAline Bosetti
			Human Resources	
01/08/2020	1.2	Review and Update	Internal controls	Paula Osório Rosa
			Human Resources	Aline Bosetti
01/04/2021	1.3	Review and Update	GRC	Noelia Fuentes

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06/20/2022	1.4	Review and Update	GRC	Fernando Plate