

We have implemented a new communication service that allows users to report *irregularities* or situations that may compromise a positive work climate or put our organization's assets at risk, in an anonymous, confidential and safe manner.

We have thus hired the services of RESGUARDA, ensuring that the information provided by you will be received and processed by external professionals specialized in the field of the denunciation, guaranteeing full independence and objectivity.

It is important to highlight that:

- Informants should provide as much detail as possible of the event or evidence of irregularity, so that its accuracy can be verified.
  - Informant's anonymity will be preserved and no retaliation or penalty against the informant will be permitted.
- Complaints proven to be fake or made in bad faith will be analyzed and the informant will be subject to disciplinary sanctions provided for by law.
  - The denunciation will be treated in a rapid, confidential and professional manner.
  - Your cooperation will be highly appreciated by the company.

## WHAT KIND OF IRREGULARITIES CAN BE REPORTED?

- ✓ Everything that is against our Code of Conduct.
- ✓ Financial fraud (money laundering, theft of products, assets or sums of money, unauthorized outlays, etc.).
- ✓ Tampering with accounting data.
- ✓ Theft of the organization's internal information.
- ✓ Conflict of interest (agreements with customers or suppliers).
- ✓ Neglect or misuse of the organization's goods and/or services.
- ✓ Use of the organization's name and/or logo, as well as its commercial brands, without approval of the person in charge.
- ✓ Harassment, discrimination and mistreatment of employees.



Toll-free line

0800-891-4636

(Option 1 - operator and  
option 2 - recorded message)



Website

[www.resguarda.com](http://www.resguarda.com)



E-mail

[Comunicacao.heringer@resguarda.com](mailto:Comunicacao.heringer@resguarda.com)



Fax

0800-891-4636 (option