

**BIC AMAZÔNIA S.A.**  
**SOCIAL PERFORMANCE REPORT**

**JANUARY 2020**

**I - PRESENTATION**

**BIC Amazônia** unit is located in the city of Manaus, State of Amazonas, where pens, pencils, lighters and razors are produced. The company has been in Manaus Industrial Park since the 70's.

BIC Amazônia was certified in ISO 9001 in 1997. In 2003, it obtained ISO 14001 certification and in 2007, OHSAS 18001 certification migrating to ISO 45001 in 2019. In 2019 we also obtained the new ISO 50001 energy efficiency certification.

With great satisfaction, in November 2010, we were granted with certification SA 8000:2008 - on Social Responsibility, which stands out our organization as a company focused on the relations with its *stakeholder*: customers, suppliers, shareholders, government, trade unions, NGOs and especially our target audience: the employees.

By directing substantial resources to ensure the implementation, certification and maintenance of SA 8000 Standard, we want to consolidate our status of a socially responsible and sustainable company.

With that purpose, our business is based on ethical principles that include the human relations at work and the continuous improvement.

SA 8000 International Standard, the most prestigious Corporate Social Responsibility standard, deals with Human Rights at Work and was launched in October 1997 by *Social Accountability International (SAI)* - Council on Economic Priorities of the UN, and is the first and most respected global standard certification for the social aspects.

**II - COMMITMENT**

Our commitment is clearly set in our social policies:

**SOCIAL RESPONSIBILITY POLICY**

BIC AMAZÔNIA LONGS THROUGH THIS POLICY TO BE A SOCIALLY RESPONSIBLE COMPANY, BASED ON THE FOLLOWING PRINCIPLES:

- Support and develop actions for the benefit of its employees and the society in general, thereby contributing to the sustainable development of the company;
  - Provide a physical and psychological environment for a safe and healthy workplace, which may contribute to the personal and professional growth of its employees;
- Meet the requirements of SA 8000 International Standard and the Code of Conduct of BIC Group, respecting the relevant principles of international instruments on human rights and the requirements of the national legislation;
  - Improve the relationship with its suppliers, encouraging them to a commitment to exercise the social responsibility practices of this policy, along with its employees and society in general;
- Pursue the continuous improvement of its Social Responsibility Management System.

### **POLICY PROTECT THE CHILD WHO WORKS**

- BIC is not involved nor supports the use of child labor, as provided below:
  - In case of child labor\* at BIC, the following actions will be taken:
    - Move the child from work immediately;
- Provide financial support and other supports necessary to ensure the child attends to and remain in school until the child age, as provided below.
- The scope of the corrective actions will be based on the criteria of the effective remedies necessary for the child, and may extend beyond the actions declared herein.

\* Child is anyone under 15 (fifteen) years of age.

### III - MONITORING RESULTS

This report seeks to demonstrate with transparency, to the interested parties, the performance of the Social Responsibility Management System.

This system is integrated with our values and standards, to promote quality productive activities (ISO 9001), in harmony with environmental (ISO 14001) and energy efficiency (ISO 50001) sustainability, promoting the health, safety and well-being of our employees (ISO 45001 and SA8000).

In August 2019 took place the social responsibility management system internal audit, where a team of consultants could assess, in a preventive manner, the performance of the system. Points were pointed out in the Health and Safety item and points for improvement in the Complaints and Resolutions management item.

In September 2019 we had the 1st External Audit with the new certifier to evaluate the social responsibility management system.

The audit team conducted an audit based on processes focused on aspects / risks / significant goals required by the standard(s). The audit methods used were interviews, observation of activities and review of documentation and records.

The audit team concluded that the organization has established and maintained its management system in accordance with the requirements of the standard and demonstrated the ability of the system to systematically achieve the requirements agreed for products or services within the scope, policy and goals of the organization.

Number of non-conformities identified:2 Critical:0 Higher:0 Lower:2

The excellent result was obtained through the serious team work of all employees, and our special recognition to the managers who have demonstrated an extraordinary commitment and alignment with the guidelines of the company.

During the interviews with the employees, it is remarkable the improvement presented in the interpersonal and professionals relationships of the company.

During the interviews, both with the employees and third parties who work on site, it was demonstrated, once more, the improvement in the professional relationships between managers and employees.

In November, the SGI WEEK was held with the objective of strengthening all standards (ISO 9001), in harmony with Environmental Sustainability (ISO 14001) and Energy Efficiency (ISO 50001), promoting the health, safety and well-being of our employees (ISO 45001 and SA8000).

## **IV - CRITICAL ANALYSIS**

Held in August 2019, BIC controls the performance and adequacy of its Social Responsibility System through an internal audit, open channel of employees' complaints, expressions of interested parties, internal changes in the processes, external changes that may affect the system. The Social Performance Team meets and evaluates the adequacy and strengthening of the standard.

BIC has a control system of its third party suppliers and a signed commitment of its national suppliers to meet the requirements of SA8000 Standard.

In our system we make 'Risk Assessment' where we consider the risks and impacts on the system.

## **V - SUPPLIERS AND SERVICE PROVIDERS**

Solid actions are being developed in order to influence our suppliers and service providers on the same social practices already engaged by us.

Currently, we have more than 96% of our suppliers and service providers who are signatories of our Code of Conduct, which covers all requirements of SA 8000, a fact which is highly rewarding for us.

## **VI - CODE OF CONDUCT AND ETHICS**

Aligned with the group, BIC Amazônia launched in February 2010 its own Code of Conduct, which aims to establish ethical principles in its relations with its suppliers and partners, as well as its Code of Ethics which aims at a series of principles to be followed in its internal environment.

In 2017 the BIC Group reinforced the commitment by training all employees.

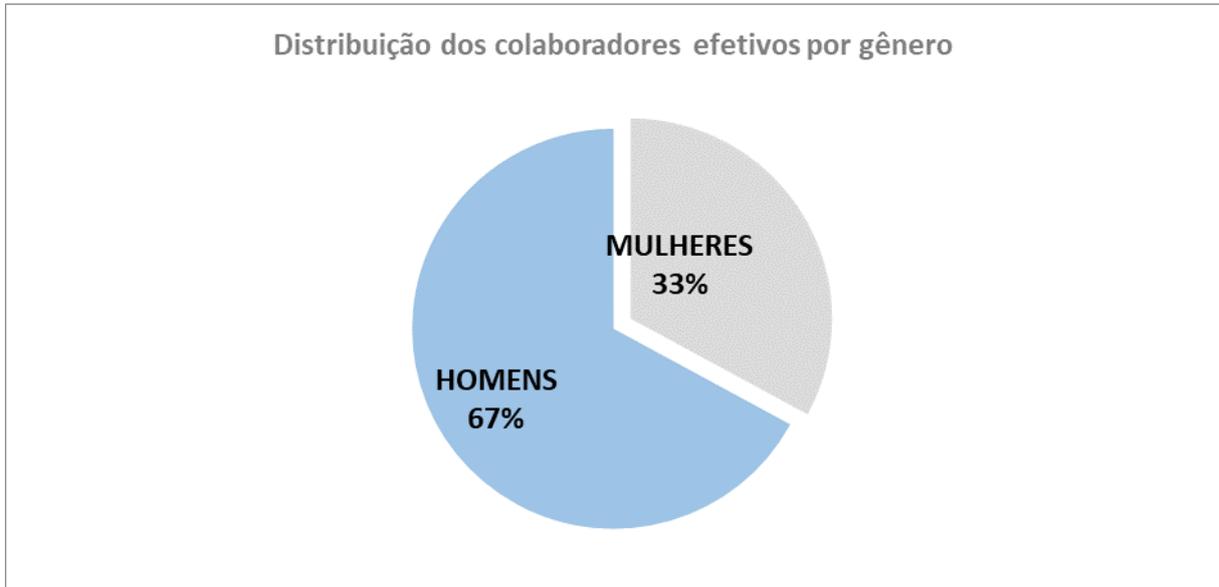
Our goal with the Code of Ethics is to formalize the fundamental ethical principles of BIC, serve as a reference for all employees to ensure compliance and promote a work environment where each one does the right thing every day.

Our principles are benchmarks in our daily conduct and the reflection of who we are to all interested parties, to whom the company offers an open dialog on its Social Responsibility Management System, based on SA 8000.

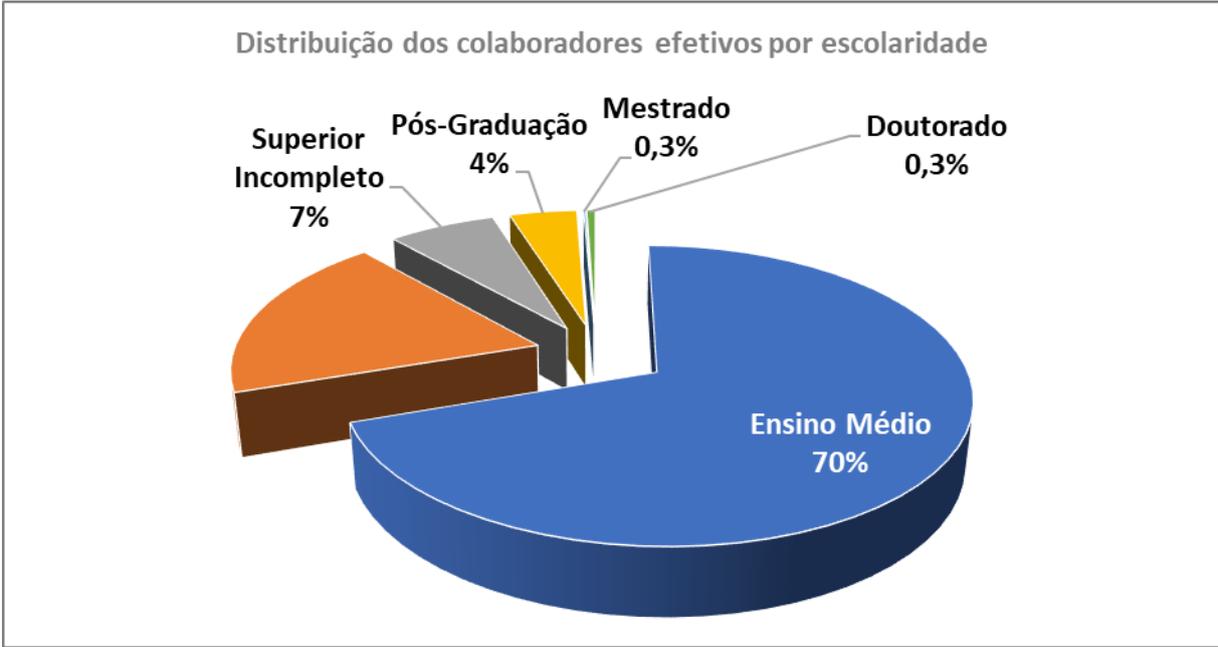
## VII - SOCIAL INDICATORS

Currently, our team comprises 762 employees, 180 outsourced, 16 trainees, 25 apprentices. This team represents our diversity, which is welcome and considered as a value adding factor.

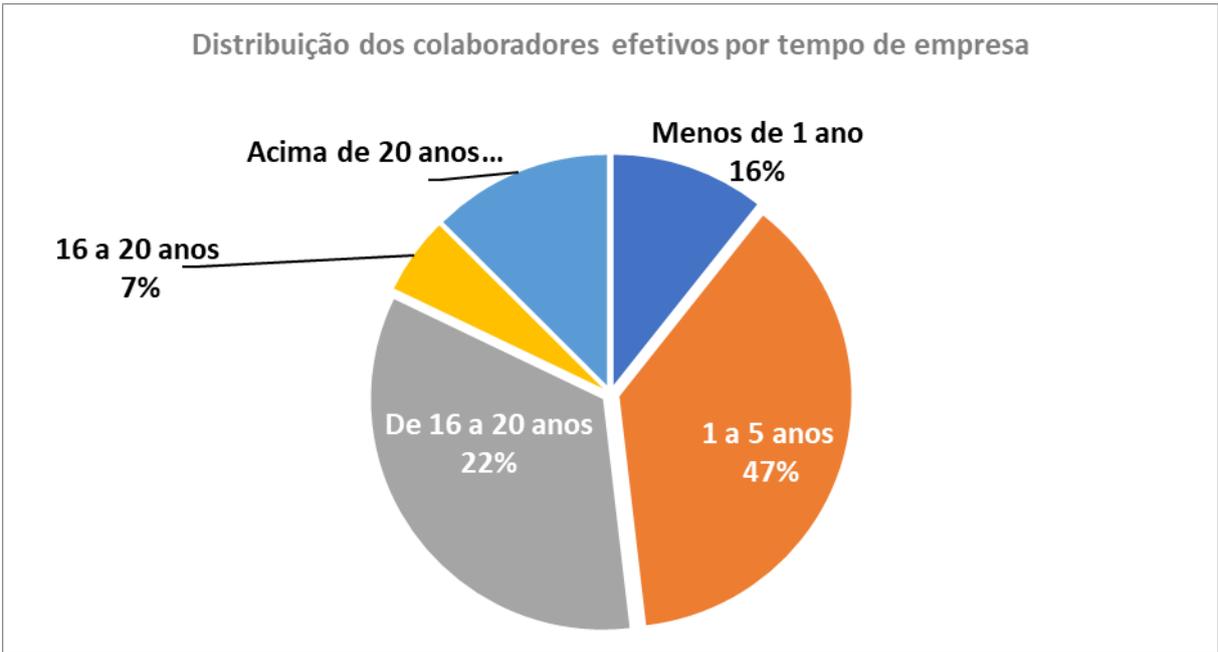
### DISTRIBUTION OF EMPLOYEES BY GENDER



### DISTRIBUTION OF EMPLOYEES BY LEVEL OF SCHOOLING



DISTRIBUTION OF EMPLOYEES BY LENGTH OF SERVICE IN THE COMPANY



**a) Actions for the Community:**

- Fundação Amazonas Sustentável - FUMCAD incentive law for the municipality of Novo Aripuanã.
- Aldeia Infantil - SOS

**b) Actions for the Community:**

- Fundação do Idoso para a Casa São Vicente de Paulo
- Fundação Amazonas Sustentável - FUMCAD incentive law for the municipality of Novo Aripuanã.
- Aldeia Infantil - SOS

**c) Actions for the employees:**

- Revitalization of the Manufacturing School, investment in operational technical training for employees, plus 30 courses available free of charge, having in the year 2019, 32 employees promoted internally, through a recruitment process, based on knowledge and participation of the School.
- In November the SYSTEM MANAGEMENT WEEK was held with the aim of strengthening safety, security, health, SA8000 - Social Responsibility. We had many activities during an entire week and also training to help employees with our safety rules, social responsibility, environment and quality product management.
- Healthy BIC: Promote a culture of care for the health of BIC employees, reinforcing the importance of the self-care. Map the health of the employees.
- Sensitize and educate the Bic Amazônia employees about the importance of the blood pressure control, the control of the body mass index (weight/height), glucose control, having a better quality of life as a result.
- Viva Você Project: Celebration of commemorative dates such as fathers' and mothers' day, Easter, Labor Day, celebration party of the end of the year, gifts for Christmas.

- Delivery of Baby Kits for pregnant women.
- Valeu BIC Project: recognition of the employee who has graduated.
- Jubilee, commemoration for time in the Company
- Investments in benefits: External medical assistance, chartered transport, balanced diet, life insurance.
- Program of participation in the company results.
- Association of Employees BIC (Club).
- Back to School Project, donation of BIC kits for the employees' kids.
- In 2019 we held various health care campaigns, among them: Flu vaccination, reaching not only our direct employees, but the outsourced ones too; Pink October with guidance for the female employees about the importance of making preventive examinations, Blue November with guidance for the male employees on the importance of the preventive exam for prostate cancer.

**We are at your disposal for further information by the e-mail [sa8000@bicworld.com](mailto:sa8000@bicworld.com)**