

corporate governance

Codes of conduct

Natura is a signatory of the Global Compact, which is a pact between companies, workers, civil society in general and the United Nations Organization, to implement principles in the fields of human rights, labor, the environment, and sustainable development. It is also a signatory of the codes for relationships with consumers, sellers, and between companies of the *Associação Brasileira de Empresas de Vendas Diretas* (Brazilian Association of Direct Selling Companies). The *Código de Conduta de Venda Direta Diante dos Consumidores* (Code of Conduct in Direct Sales Concerning Consumers) follows the model proposed by the World Federation of Direct Selling Associations.



The company is also a signatory of the *Código de Boas Práticas Comerciais* (Code of Good Business Practices) of the *Associação Brasileira da Indústria de Higiene Pessoal, Perfumaria e Cosméticos* (Brazilian Association of the Personal Hygiene, Perfume and Cosmetics Industry) and of the *Sindicato da Indústria de Perfumaria e Artigos de Toucador no Estado de São Paulo* (Union for the Fragrance and Toiletries Products Industry in the State of São Paulo). As a follower of the *Estatuto da Criança e do Adolescente* (Statute of Children and Adolescents), which forbids child labor, Natura included the principles contained there as clauses in the contracts with suppliers. Natura is associated with the *Fundação Abrinq pelos Direitos da Criança e do Adolescente* (Abrinq Foundation for the Rights of Children and Adolescents), a non-profit organization recognized as a public service company. Natura was awarded by this foundation the *Selo Empresa Amiga da Criança* (Child-friendly Seal).

Associated to the *Instituto Ethos de Empresas e Responsabilidade Social* (Ethos Institute of Companies and Social Responsibility), Natura follows the Institute's guidelines regarding the management of business in a socially responsible way. Although it is a closely-held company, Natura complies with the rules of the *Comissão de Valores Mobiliários* (Brazilian Securities and Exchange Commission) in its relations with the financial market, and it follows a policy of openness and transparency towards the different stakeholders to which it relates.